



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

November 27, 2017

Mr. Russel Brenan  
Senior Advisor, Government Relations and Public Affairs  
Kawasaki Motors Corp., U.S.A.  
9950 Jeronimo Road  
Irvine, CA 92618

NEF-150JK  
17V-703

**Subject:** Rear Shock Absorber Mounting may Elongate

Dear Mr. Brenan:

This letter serves to acknowledge Kawasaki Motors Corp., U.S.A.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**  
KAWASAKI/ZR900/2017-2018

**Mfr's Report Date:** November 8, 2017

**NHTSA Campaign Number:** 17V-703

**Components:**  
SUSPENSION:REAR:SHOCK ABSORBER

**Potential Number of Units Affected:** 2,383

**Problem Description:**

Kawasaki Motors Corp., U.S.A. (KMC) is recalling certain 2017-2018 ZR900AH, ZR900BH and ZR900BJ motorcycles. The rear shock absorber tie-rod frame mount holes can become elongated if the rear shock absorber bottoms out, affecting the operation of the shock absorber.

**Consequence:**

If the rear shock absorber does not function properly, it can increase the risk of a crash.

**Remedy:**

KMC will notify owners, and dealers will inspect the tie-rod mounting hole and replace the bracket or frame depending on the extent of the elongation of the tie-rod mounting hole, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact KMC customer service at 1-866-802-9381. KMC's number for this recall is MC17-04.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

We have received Kawasaki's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian".

Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement