

## TITLE: REPLACE LEFT SIDE CENTER STAND BRACKET

### RECALL

**THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.**

#### Eligibility

##### Eligible Units

Year	Model	Model Codes
2018	Ninja H2™ SX SE	ZX1002BJF ZX1002BJFL

**Verify eligibility using VIP in K-Dealer before starting the repair.**

Please check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

#### Subject

On affected units, improper welding between the center stand spring mounting pin and the left side center stand bracket may cause the pin to shift or fall off resulting in the center stand spring falling off. If the center stand spring falls off the center stand may not remain fully retracted and can drop and touch the ground while riding. This could cause loss of control increasing the risk of a crash.



#### Kawasaki Action

##### Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing the left side center stand bracket on affected units.

##### Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on page 6 of this bulletin.

#### Dealer Action

##### Repair Eligible Units:

Repair all eligible units including sold units in the field and unsold units in your dealership inventory prior to delivery to the retail purchaser. It is the obligation of authorized Kawasaki retail Dealers to repair eligible units in Dealer's possession prior to retail sale. Failure to comply with this obligation to repair all units eligible for Recall or FDM campaigns by the Dealer constitutes a breach of the Dealer Sales and Service Agreement. Refer to Service Policies bulletin SP 08-01. Refer to the Repair Procedure section of this bulletin for details.

##### IMPORTANT NOTE:

- o *It's the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30120(i) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.*

### Document Completed Repairs:

Federal law requires manufacturers to maintain accurate follow-up records on repairs performed on eligible units. Dealers MUST submit a Warranty Claim for each repair. Refer to the Warranty Information section of this bulletin for details.

#### NOTE:

- o *If you fail to submit a Warranty Claim for a new unit that is subsequently sold and registered, the new owner will receive the Recall letter requesting the return of the vehicle to you for repair.*

### Submit Product Registration:

Submit the product registration to Kawasaki via K-Dealer immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and mailing address. Kawasaki uses the product registration information for customer notification. Also, if you know that the customer has moved, please submit a Customer Update via K-Dealer.

## Parts Information

Kit 99999-0688 must be installed on all eligible units.

Order parts to complete the Recall through K-Dealer as outlined in Service Bulletin SP15-03.

### Parts Availability:

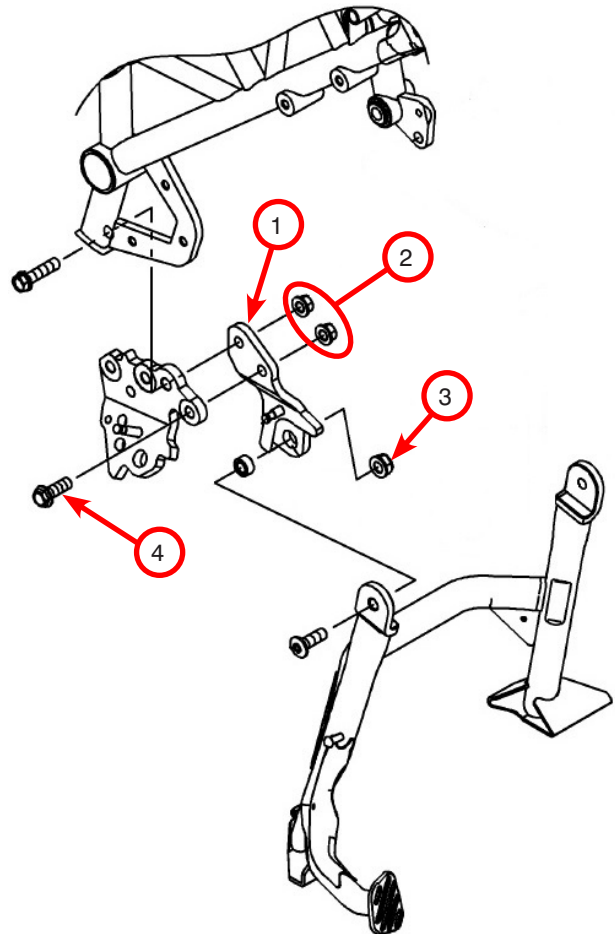
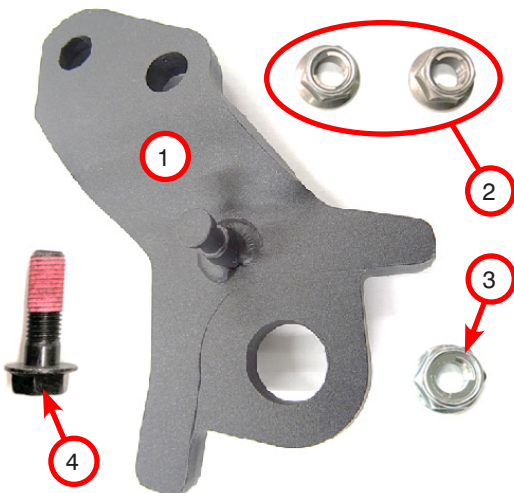
To ensure parts availability across the dealer network, Kawasaki initially requests that parts are ordered based on immediate demand:

- For retailed units, order parts as customers schedule repairs or for repairs expected to take place within the next two weeks.
- For unsold units, use VIP in K-Dealer to identify the number of affected units in your dealership inventory. Order repair parts only for units that will be repaired for retail sale within the next two weeks.

#### NOTE:

- o *Use VIP in K-Dealer to identify affected units in your dealership inventory to order repair kits for unsold units*

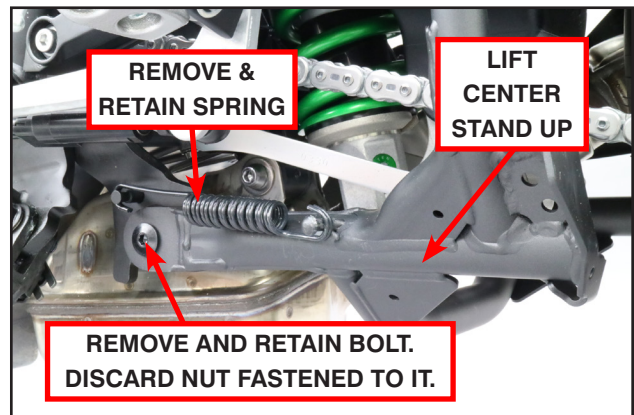
Kit, Center Stand - P/N 99999-0688		
Ref	Contents	Qty
1	Bracket, Center Stand	1
2	Nut, Bracket	2
3	Nut, Center Stand	1
4	Bolt, Bracket	1



## Repair Procedure

Refer to service manual **99924-1539-01** for detailed information and procedures related to parts removal and installation. Perform the repair by following the tasks listed below in the order that they appear.

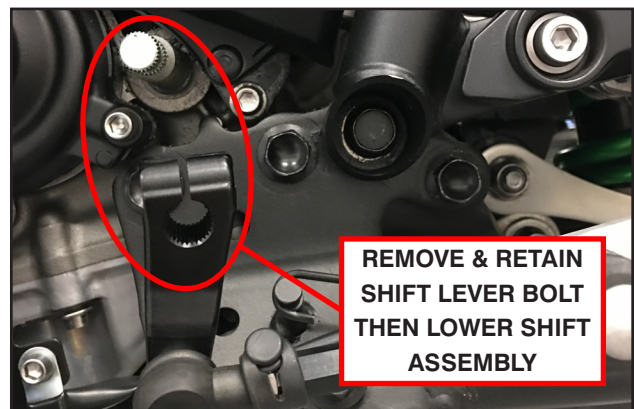
- Secure the front wheel in the tire vise of a motorcycle lift or rest the motorcycle using the side stand.
- Lift the center stand up.
- Remove and retain the spring.
- Remove and retain the center stand bolt and discard the nut that was fastened to it.



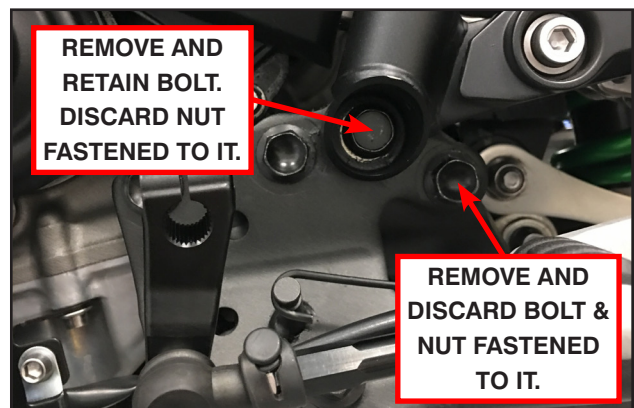
- Push inward to remove and retain the collar from the center stand bracket.



- Remove and retain shift lever bolt.
- Remove shift lever from shaft and lower it to gain access to the center stand bracket bolts.

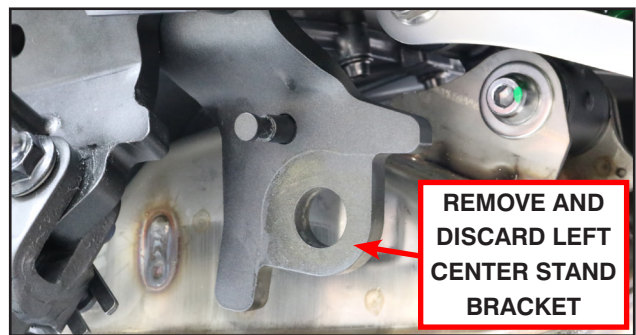


- Remove and discard the rear, left center stand bracket bolt and the nut that was fastened to it.
- Remove and retain the forward, left center stand bracket bolt and discard the nut that was fastened to it.

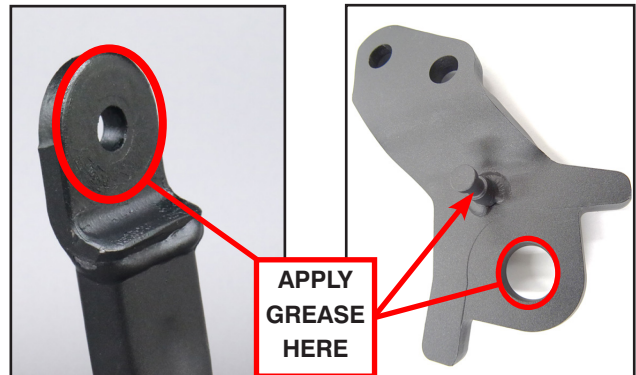


## Repair Procedure (cont'd)

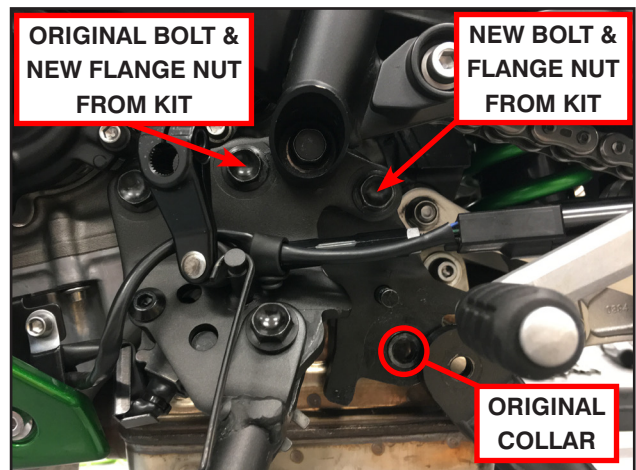
- Remove and discard left center stand bracket.



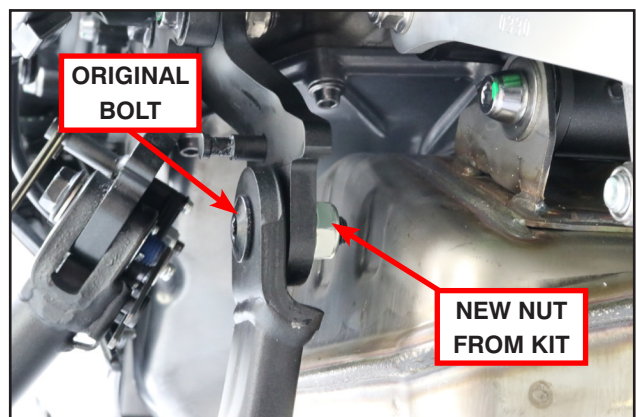
- Apply grease to the face of the sliding surface on the center stand as shown.
- Apply grease to the spring post groove and the inside of the collar mount position of the new center stand bracket as shown.



- Install the new center stand bracket using original and new hardware as shown. Do not tighten the nuts and bolts completely at this time.
- Insert the original collar in the new center stand bracket.

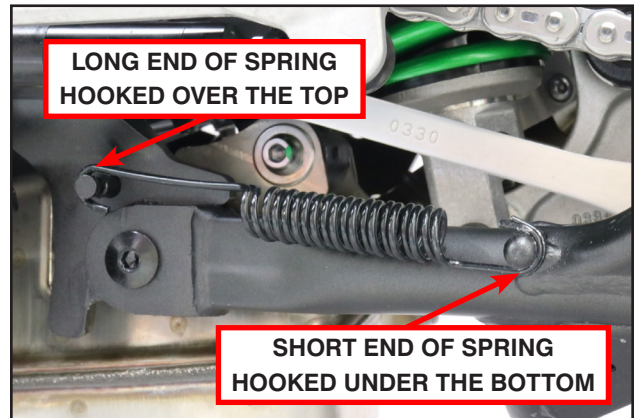
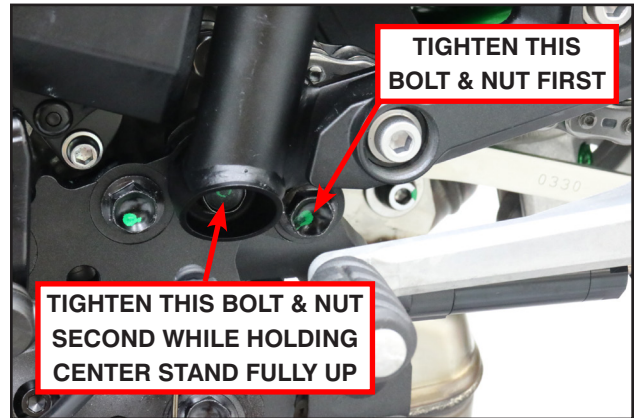


- Install the original center stand bolt and fasten with the remaining nut from the kit. Tighten to **33 ft·lb (4.6 kgf·m, 45 N·m)**.



## Repair Procedure (cont'd)

- Tighten the rear bolt & nut for the center stand bracket to **37 ft·lb (5.1 kgf·m, 50 N·m)**.
- While holding the center stand in the fully up position, tighten the forward bolt & nut for the center bracket to **37 ft·lb (5.1 kgf·m, 50 N·m)**
- Reinstall shift lever on shaft and tighten to **89 in·lb (1.0 kgf·m, 10 N·m)**.
- Install the center stand spring in the orientation shown with each spring hook fully seated in the groove of the spring post.



## Warranty Information

This is a safety Recall campaign. Repair is authorized regardless of ownership or warranty status.

Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial assembly and preparation.

See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

	<b>ZX1002BJF ZX1002BJFL</b>
Job Code	22503
Flat Rate Time	0.2 hr
Claim Type	3
Part Number	99999-0688
Description	Kit, Center Stand
Quantity	1

## Repair Verification

The new center stand bracket will serve as repair verification and can be identified by the weld on the outside surface as shown



### NOTE:

- o Repair verification is an essential part of the repair procedure. Along with the physical repair verification, check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

# 2018 Ninja H2™ SX SE, REPLACE LEFT SIDE CENTER STAND BRACKET

## IMPORTANT SAFETY RECALL

### NHTSA RECALL NO. 18V-580

Dear Kawasaki Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kawasaki Motors Corp., U.S.A., has decided that a defect which relates to motor vehicle safety exists in certain 2018 Ninja H2™ SX SE models.

#### **The reason for this notice:**

On affected units, improper welding between the center stand spring mounting pin and the left side center stand bracket may cause the pin to shift or fall off resulting in the center stand spring falling off. If the center stand spring falls off the the center stand may not remain fully retracted and can drop and touch the ground while riding. This could cause loss of control increasing the risk of a crash. Our records indicate that you have purchased one of these units.

#### **What Kawasaki and your dealer will do:**

Kawasaki has authorized your dealer to replace the affected center stand bracket free of charge. The actual repair will take up to twenty minutes but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

#### **What should you do to ensure your safety?**

Please call your Kawasaki dealer to schedule an appointment to have your motorcycle inspected and repaired. Please have your Vehicle Identification Number (VIN) ready when calling. To locate the nearest authorized Kawasaki motorcycle dealer, please visit [www.kawasaki.com](http://www.kawasaki.com) and click on the "LOCATE DEALER" link.

#### **If you need help:**

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki's Consumer Services Department at (866) 802-9381 (toll-free) between 7:30 a.m. and 4:30 p.m. PT Monday through Friday. Please have your Vehicle Identification Number ready when calling.

If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (60 days after your first attempt to obtain remedy), you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1(888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

#### **If you received this notice in error:**

Our records indicate you are the current owner of the motorcycle described in this letter. If you no longer have the vehicle described in this letter, please help us to update our records at [www.kawasaki.com](http://www.kawasaki.com) by clicking on "OWNER CENTER => OWNER SUPPORT => UPDATE OWNER INFO" or by calling Kawasaki toll free at (866) 802-9381. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

#### **Reimbursement:**

If you have experienced the failure described above prior to receiving this letter and have paid to have it corrected, you may be eligible for full or partial reimbursement for your documented cost of repair(s). To apply for reimbursement, please send copies of current owner and VIN information along with copies of repair orders and payment confirmation to the following address:

Kawasaki Motors Corp., U.S.A.  
ATTN: Consumer Services Department  
P.O. Box 25252  
Santa Ana, California 92799-5252

Please note the following conditions for reimbursement:

- Claims may be excluded if proper documentation is not included. Current owner and VIN information along with copies of repair orders and payment confirmation must be provided.

We are sorry for any inconvenience this may cause, but we have taken this action in the interest of your safety and your continued satisfaction with your Kawasaki motorcycle.

Sincerely,

Kawasaki Motors Corp., U.S.A.