

REPLACES: Please discard bulletin MC20-10 dated September 16, 2021.

**TITLE: '18~'20 NINJA H2™ SX, SX SE & SX SE+
MISSED SHIFT RPM CONTROL REPROGRAMMING**

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	ZX1002AJFL
	NINJA H2 SX	ZX1002AJF
	NINJA H2 SX SE	ZX1002BJF
	NINJA H2 SX SE	ZX1002BJFL
2019	NINJA H2 SX SE+	ZX1002DKF
	NINJA H2 SX SE+	ZX1002DKFL
2020	NINJA H2 SX SE+	ZX1002DLF
	NINJA H2 SX SE+	ZX1002DLFL

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, if the transmission gears are not properly engaged while shifting into 4th or 5th gear, high engine RPM can cause the output gears of 4th or 5th gear to fracture when the gears re-engage. The engine control program of the electronic control unit (ECU) doesn't have the capability to suppress high RPM during transmission gear misengagement, allowing this problem to occur. In the worst case, jamming of broken gears can cause the engine to lock up.

Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of reprogramming the ECU. Reprogramming will not affect vehicle performance or emission levels.

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 8 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

This repair procedure does not require any repair kit parts.

Special Tool Requirements

This repair procedure requires the following special tools

- KVCS Kit
- Computer or lap top with Windows 8.1 or 10 installed
- Computer or laptop with KVCS installed
- Internet connection

ECU Reprogramming

IMPORTANT NOTES:

- o *The vehicle's battery voltage must be greater than 10.5 Volts to perform this procedure. Do not attempt to reprogram the ECU if the battery voltage is below 10.5 Volts. Charge the battery as required.*
- o *This procedure requires an internet connection and a computer with KVCS installed.*

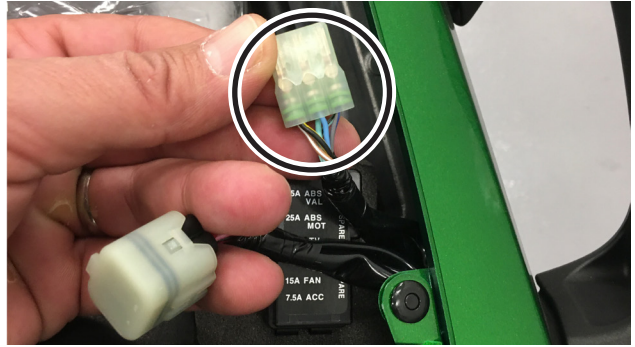
Save Vehicle ECU Data

- Connect cable **57001-1843** to the KVCI device.
- Confirm the **power switch** on the KVCI device is in the **OFF** position.
- Remove the passenger seat and locate the KVCS connectors next to the fuse box.

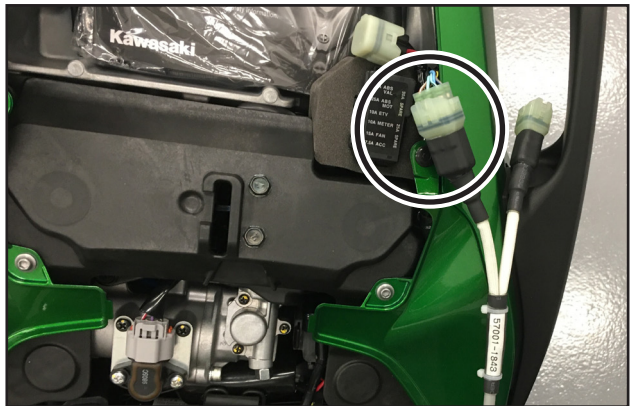


ECU Reprogramming

- Remove the cover from the FI ECU connector. It is the six pin connector with the light blue wire.



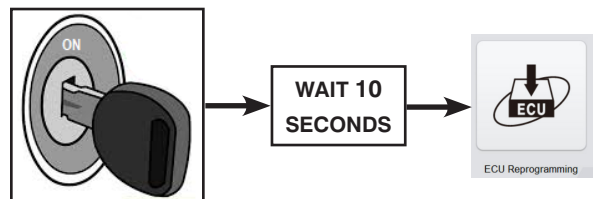
- Connect KVICI device to vehicle's white, **six pin FI ECU connector**, using cable **57001-1843**.



- Slide the **power switch** on the KVICI device to the **ON** position.

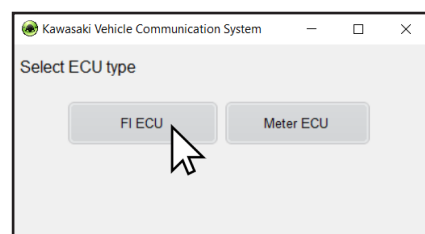


- Once the vehicle, K-VCI and computer are connected turn on the ignition.
- Wait 10 seconds.



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- Click on the "FI ECU" button.



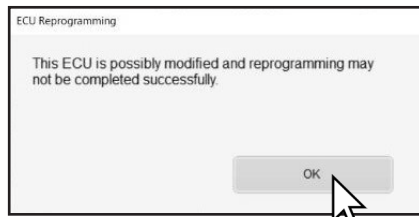
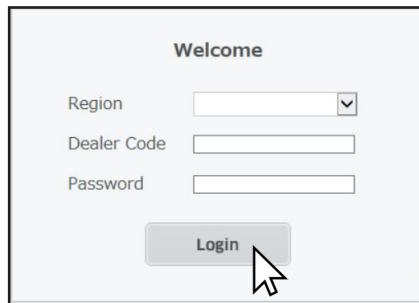
ECU Reprogramming (cont'd)

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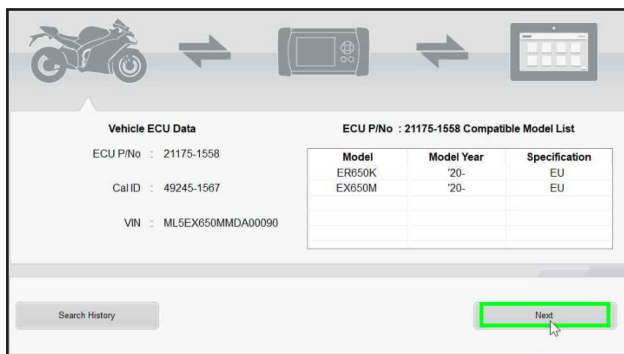
- Select United States as the Region.
- Enter your Dealer Code in ALL CAPS.
- Enter your case sensitive KVCS password issued by Kawasaki (see bulletin ST21-02).
- Click on the Login button.

NOTE:

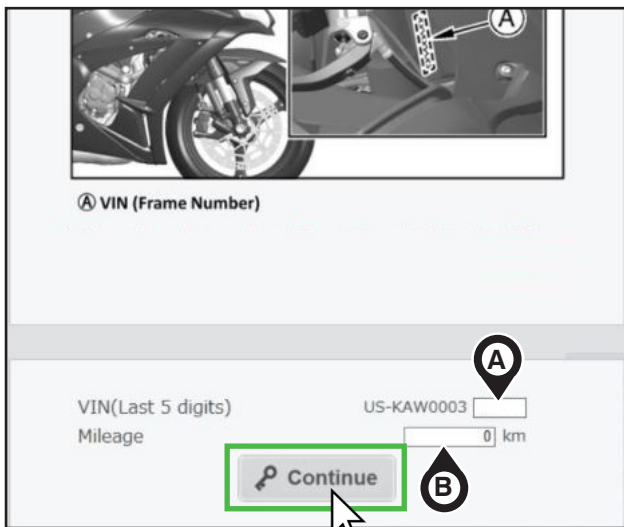
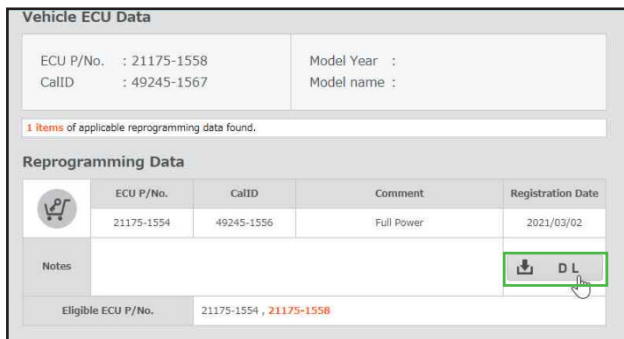
- o The ECU Reprogramming message is not relevant to this procedure.
- Disregard the message “This ECU is possibly modified and reprogramming may not be completed successfully.”
- Click on the OK button.



- Click the “Next” button.



- Verify the reprogramming data with the data in the applicable repair campaign then click the “DL” button.



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- Enter the last 5 digits of the VIN [A].
- Enter the mileage in the mileage box [B].
- Click on the “Continue” button.

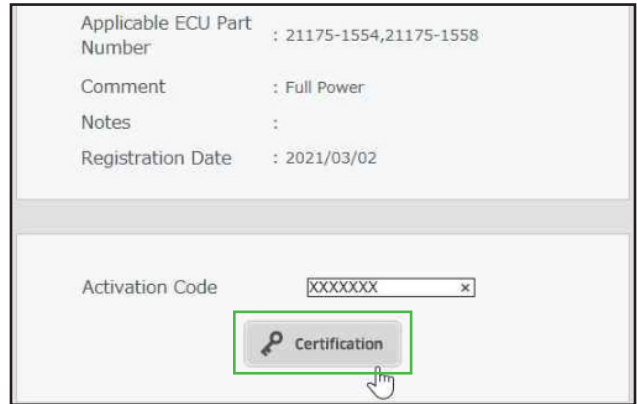
ECU Reprogramming (cont'd)

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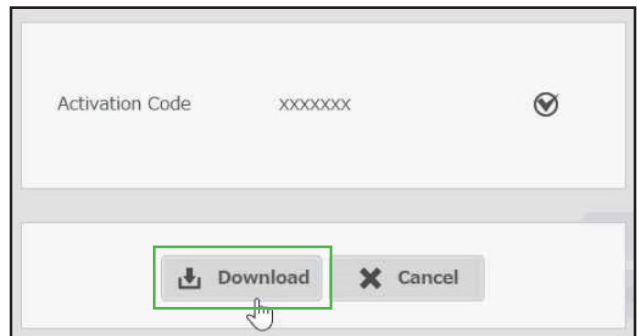
- Click on the “OK” button.



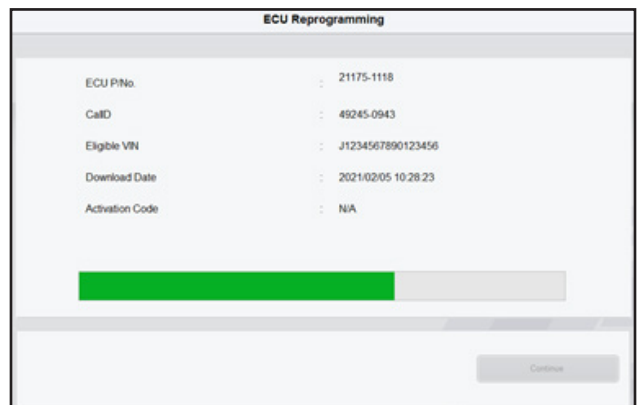
- Enter activation code **DAJ430A** then click on the “Certification” button.



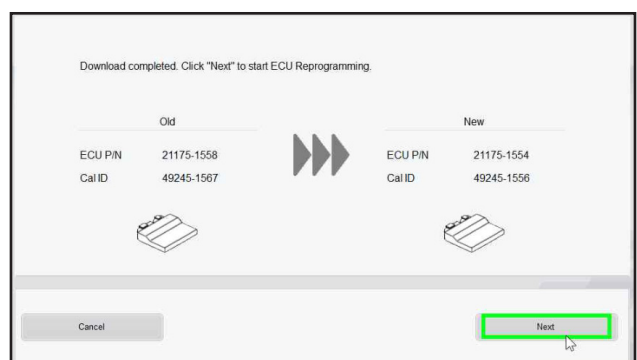
- Click on the “Download” button.



- Wait for the download to complete.



- Click on the “Next” button once the download is complete to start reprogramming the ECU.

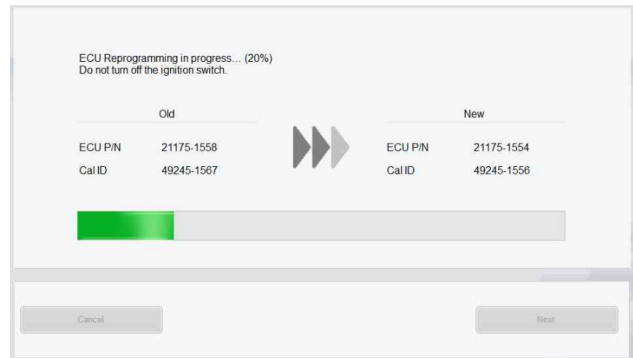


ECU Reprogramming (cont'd)

- Wait for the reprogramming to finish.

CAUTION:

- o Do not disconnect any of the connections during reprogramming.
- o Do not turn off the KVCi device during reprogramming.
- o Do not shut down KVCS during the reprogramming.

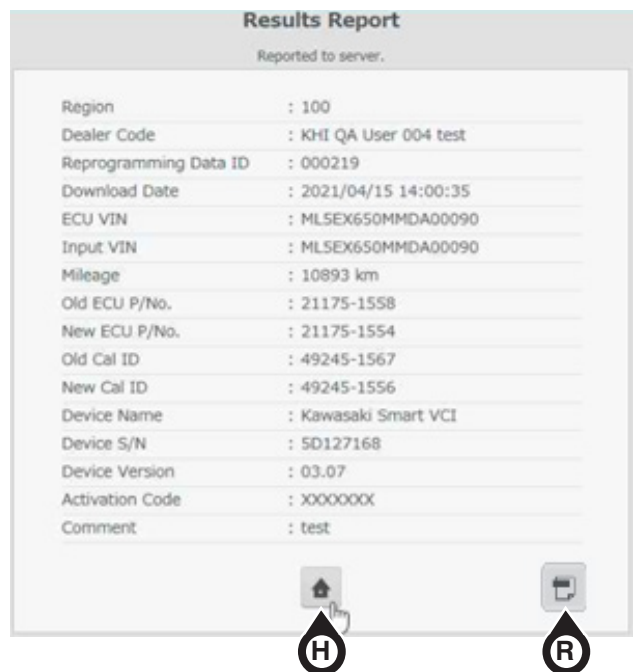


- Once the reprogramming is complete, enter **MC20-10** in the comment field.



- Click on the “Upload” button.

- Click on the “Report” button [R] to generate a reprogramming report if desired.
- Click on the “Home” button [H] to complete the reprogramming process.
- Turn the ignition key off.
- Close KVCS.
- Remove cables and K-VCI device.



ECU REPROGRAMMING IS NOW COMPLETE

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.

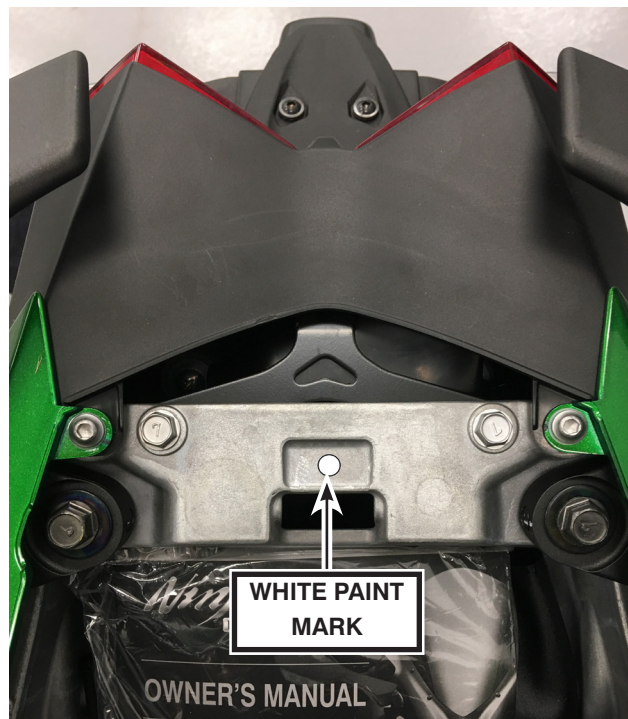
Reprogram ECU	
Job Code	22532
Flat Rate Time	0.3
Claim Type	3
Part Number	99999-0788
Description	KIT
Quantity	0

Repair Verification

- Make a white paint mark on the rear of the frame as shown to serve as repair verification.

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.*



2018~2020 NINJA H2™ SX, SX SE, SX SE+ GEAR MISENGAGEMENT MAY CAUSE TRANSMISSION DAMAGE

IMPORTANT SAFETY RECALL NHTSA RECALL NO. 20V-676

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 2018~2020 NINJA H2 SX, SX SE, SX SE+ models.

The reason for this notice:

On affected units, if the transmission gears are not properly engaged while shifting into 4th or 5th gear, high engine RPM can cause the output gears of 4th or 5th gear to fracture when the gears re-engage. The engine control program of the electronic control unit (ECU) doesn't have the capability to suppress high RPM during transmission gear misengagement, allowing this problem to occur. Jamming of broken gears can cause the engine to lock up, 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 reprogram the ECU on your motorcycle free of charge. Reprogramming will not affect vehicle performance or emission levels. The actual repair will take up to twenty minutes but may take longer due to scheduling at the dealership.

What should you do to ensure your safety?

Please call your Kawasaki dealer to schedule an appointment to have your motorcycle inspected and repaired as required. Please have your Vehicle Identification Number (VIN) ready when calling. To locate the nearest authorized Kawasaki motorcycle dealer, please visit www.kawasaki.com and click on the "LOCATE DEALER" link. If you are unable to transport your motorcycle to your nearest Kawasaki dealer, please contact Kawasaki Motors Corp., U.S.A. to make arrangements for the transportation and repair of your motorcycle. The transportation and repair will be conducted with no cost to you.

DO NOT RIDE YOUR MOTORCYCLE UNTIL THE REPAIR HAS BEEN COMPLETED.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki Customer Care at (866) 802-9381 (toll-free) between 7:00 a.m. and 4:00 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 by clicking on "OWNER CENTER => KAWASAKI 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: Customer Care
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.