

TITLE: 2021 NINJA® ZX™-14R, FRONT BRAKE MASTER CYLINDER REPLACEMENT

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
2021	NINJA ZX-14R	ZX1400JMFNN ZX1400JMFNL

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, the front brake master cylinder is missing an internal component, which interferes with the intended flow of the hydraulic fluid in certain situations. As a result, the rider may experience reduced front brake actuation, braking force, and/or lever pressure, creating the potential for a crash resulting in injury or death.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing the front brake master cylinder assembly.

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 5 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.

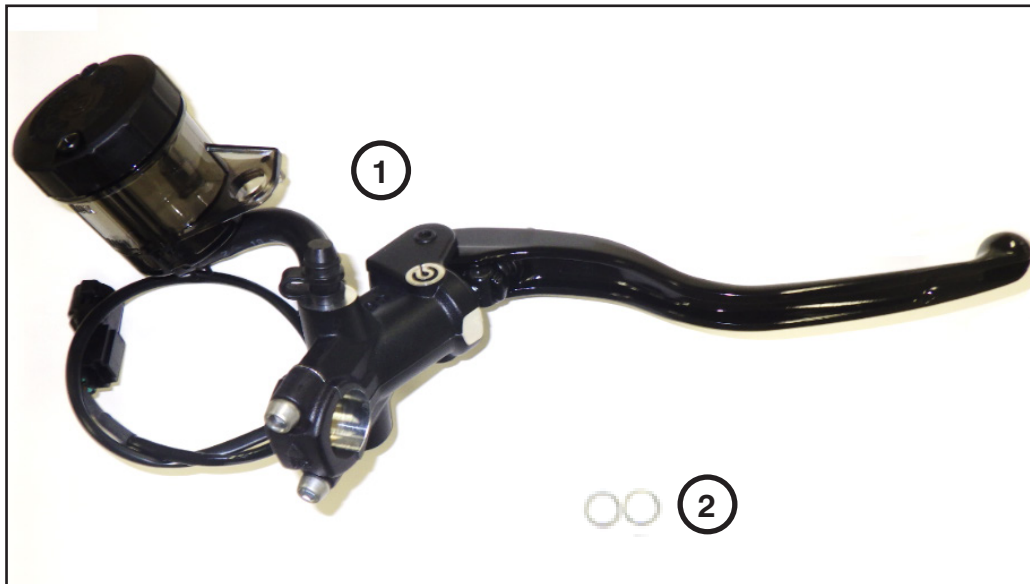
Parts Information

Repair Kit Part Number:

Install repair parts on all eligible units.

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

KIT, MASTER CYLINDER, MC20-11 P/N 99999-0791		
Ref	Contents	Qty
1	CYLINDER, ASSY, MASTER, FR	1
2	WASHER, SEAL	2



Repair Procedure

Refer to service manual **99832-0019-02** for detailed information and procedures related to parts removal and installation. Perform the repair by following the **Repair Procedure Sequence** listed below.

IMPORTANT NOTE:

- o *The service manual pages required to perform this repair are included with this bulletin beginning on page 7.*

SERVICE MANUAL PAGES (Included with this Bulletin)	
S/M 99832-0019-02	
Chapter	Pages
PERIODIC MAINTENANCE	2-50 ~ 2-51
BRAKES	12-26 ~ 12-28 12-33 ~ 12-37
FRAME	15-19 ~ 15-21
APPENDIX	17-4 ~ 17-5

USE THE SERVICE MANUAL PAGES INCLUDED WITH THIS BULLETIN BEGINNING ON PAGE 7 TO COMPLETE THE REPAIR AS OUTLINED BELOW.

Repair Procedure Sequence

1. Cover painted surfaces with thick cloth prior to repair to prevent paint damage.
2. Remove the front master cylinder assembly leaving the reservoir, brake lever and front brake light switch lead installed. Refer to **12-26 BRAKES, Front Master Cylinder Removal (ZX1400J Model)**.
3. Remove and retain the collar, damper and bolt from the original reservoir to be used with the new front master cylinder assembly.
4. Remove and retain the right inner cover. Refer to **15-19 FRAME, Inner Cover Removal**.
5. Disconnect the front brake light switch lead connector. Refer to **12-26 BRAKES, Front Master Cylinder Removal**.
6. Discard the remaining parts of the original front master cylinder assembly.
7. Install the damper and collar from the original reservoir on the new reservoir.
8. Route the front brake light switch lead. Refer to **17-4 APPENDIX, Cable, Wire, and Hose Routing**.
9. Install the new front master cylinder assembly. Refer to **12-27 BRAKES, Front Master Cylinder Installation (ZX1400J Model)**.
10. Replace the washers found at each end of the hose fitting with the new washers from the repair kit. Refer to **12-27 BRAKES, Brake Hose Installation (ZX1400J Model)**.
11. Bleed the front brake line and master cylinder. Refer to **12-33 BRAKES, Brake Line Bleeding (ZX1400J Model) (USE DOT4 BRAKE FLUID)**.
12. Verify the brake fluid level is within tolerance. Refer to **2-50 PERIODIC MAINTENANCE, Brake Fluid Level Inspection (ZX1400J Model)**.
13. Check the front brake for good braking power, no brake drag, and no fluid leakage.
14. Install the inner cover. Refer to **15-20 FRAME, Inner Cover Installation**.

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.

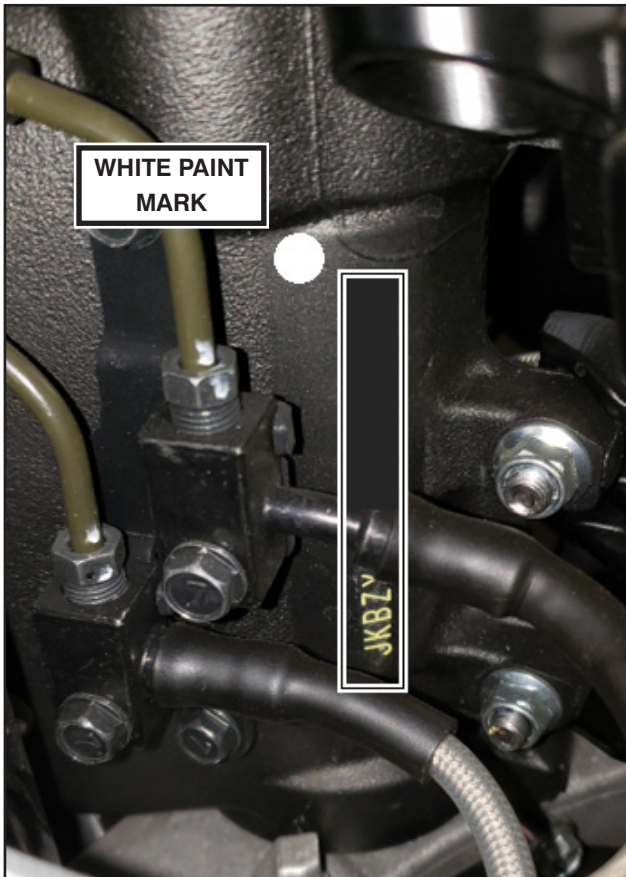
Replace Front Brake Master Cylinder Assembly	
Job Code	22535
Flat Rate Time	0.6
Claim Type	3
Part Number	99999-0791
Description	KIT, MASTER CYLINDER, MC20-11
Quantity	1

Repair Verification

- Make a white paint mark after the VIN as shown to serve as repair verification.

NOTE:

- *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.*



2021 NINJA® ZX™-14R
FRONT BRAKE MASTER CYLINDER REPLACEMENT

IMPORTANT SAFETY RECALL
NHTSA RECALL NO. 20V-723

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 2021 NINJA ZX-14R models.

The reason for this notice:

On affected units, the front brake master cylinder is missing an internal component, which interferes with the intended flow of the hydraulic fluid in certain situations. As a result, the rider may experience reduced front brake actuation, braking force, and/or lever pressure, creating the potential for a crash resulting in injury or death. 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 front brake master cylinder assembly on your motorcycle free of charge. The actual repair will take up to 40 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 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.

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2-50 PERIODIC MAINTENANCE

Periodic Maintenance Procedure

Brake Fluid Level Inspection

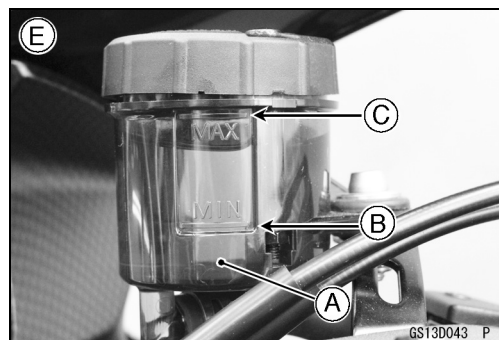
- Check that the brake fluid level in the front brake reservoir [A] is above the MIN (ZX1400J model) level line [B].

NOTE

○ Hold the reservoir horizontal by turning the handlebar when checking brake fluid level.

- ★ If the fluid level is lower than the lower level line, fill the reservoir to the MAX (ZX1400J model) level line [C].

ZX1400J Model [E]



PERIODIC MAINTENANCE 2-51

Periodic Maintenance Procedure

⚠ WARNING

Mixing brands and types of brake fluid can reduce the brake system's effectiveness and cause an accident resulting in injury or death. Do not mix two brands of brake fluid. Change the brake fluid in the brake line completely if the brake fluid must be re-filled but the type and brand of the brake fluid that is already in the reservoir are unidentified.

Recommended Disc Brake Fluid

Grade: DOT4

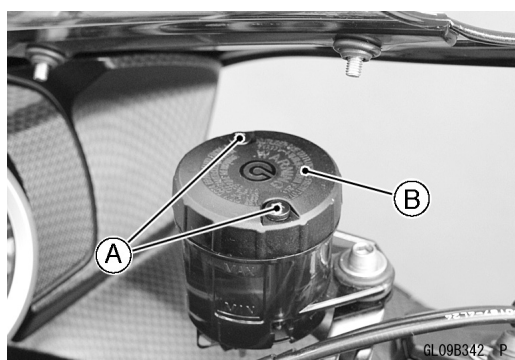
[B]

○ Tighten:

Torque - Front Brake Reservoir Cap [B] Screws [A]

Front Brake Reservoir Cap Screws (ZX1400J

Model): 0.70 N·m (0.07 kgf·m, 6.2 in·lb)

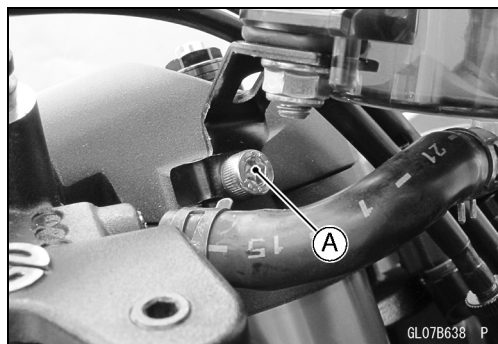


12-26 BRAKES

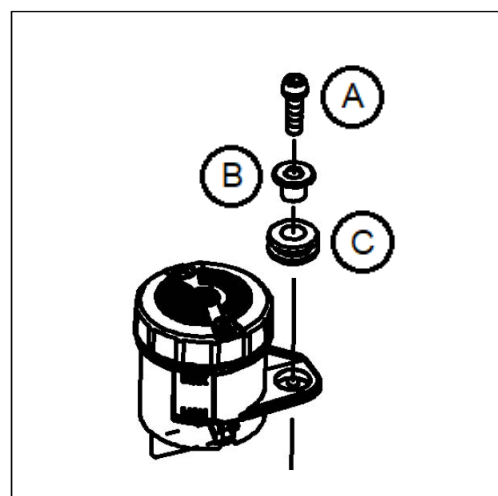
Master Cylinder

Front Master Cylinder Removal (ZX1400J Model)

- Remove:
Front Master Cylinder Bracket Bolt [A]



- Remove and retain:
Bolt [A]
Collar [B]
Damper [C]



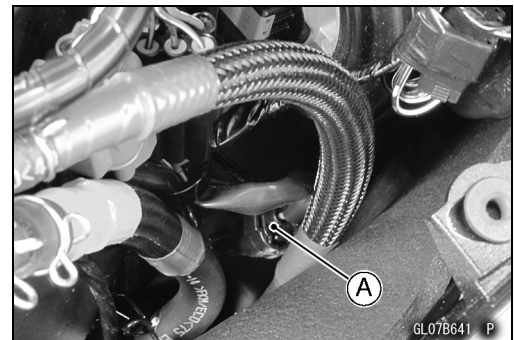
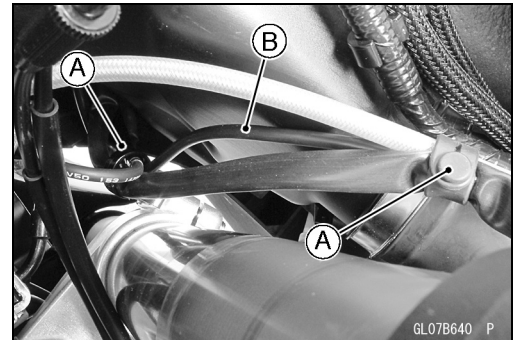
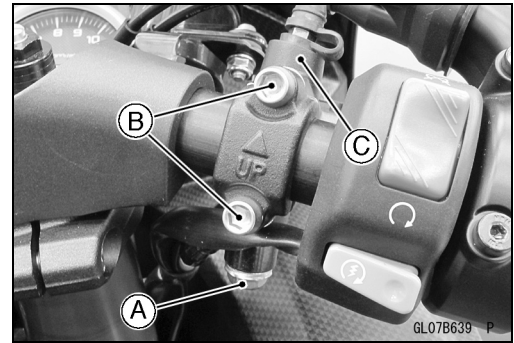
Master Cylinder

- Remove the banjo bolt [A] to disconnect the brake hose from the front master cylinder.

NOTICE

Brake fluid quickly damages painted plastic surfaces; any spilled fluid should be completely washed away immediately.

- Remove the clamp bolts [B], and take off the front master cylinder [C] as an assembly with the reservoir, brake lever, and brake light switch installed.
- Remove the right inner cover (see Inner Cover Removal in the Flame chapter).
- Remove the clamps [A] and clear the front brake light switch lead [B].
- Disconnect the front brake light switch lead connector [A].



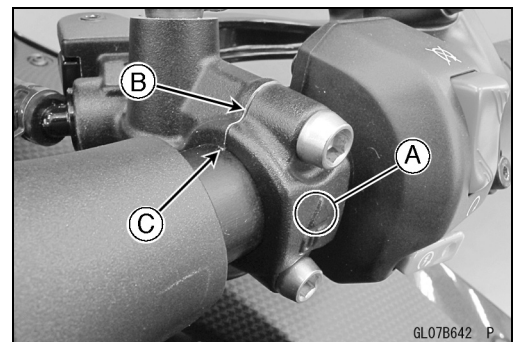
Front Master Cylinder Installation (ZX1400J Model)

- Run the front brake light switch lead correctly (see Cable, Wire, and Hose Routing section in the Appendix chapter).
- Connect the front brake light switch lead connector.
- Install the front master cylinder clamp so that the arrow mark [A] faces upward.
- Set the front master cylinder to match its mating surface [B] to the punch mark [C] of the handlebar.
- Tighten the upper clamp bolt first, and then the lower clamp bolt.

Torque - Front Master Cylinder Clamp Bolts: 9.0 N·m (0.92 kgf·m, 80 in·lb)

- Replace the washers that are on each side of the hose fitting with new ones.
- Install the brake hose.
- Touch the brake hose to the stopper of the front master cylinder.
- Tighten:

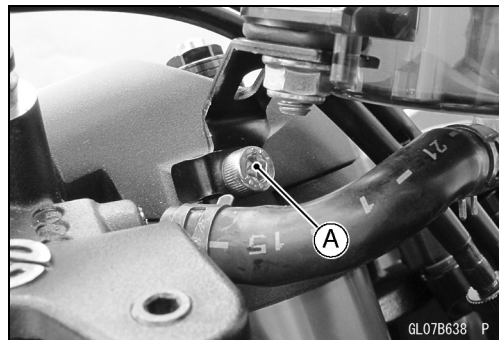
Torque - Brake Hose Banjo Bolt: 25 N·m (2.5 kgf·m, 18 ft·lb)



12-28 BRAKES

Master Cylinder

- Tighten:
 - Torque - Front Master Cylinder Bracket Bolt [A]: 9.0 N·m (0.92 kgf·m, 80 in·lb)
- Bleed the brake line (see Brake Line Bleeding).
- Check the brake for good braking power, no brake drag, and no fluid leakage.
- Install the right inner cover (see Inner Cover Installation in the Frame chapter).



BRAKES 12-33

Brake Fluid

Brake Line Bleeding

The brake fluid has a very low compression coefficient so that almost all the movement of the brake lever or pedal is transmitted directly to the caliper for braking action. Air, however, is easily compressed. When air enters the brake lines, brake lever or pedal movement will be partially used in compressing the air. This will make the lever or pedal feel spongy, and there will be a loss in braking power.

⚠ WARNING

Air in the brake lines diminish braking performance and can cause an accident resulting in injury or death. If the brake lever or pedal has a soft or “spongy” feeling mushy when it is applied, there might be air in the brake lines or the brake may be defective. Do not operate the vehicle and service the brake system immediately.

NOTE

- *The procedure to bleed the front brake line is as follows. Bleeding the rear brake line is the same as for the front brake.*

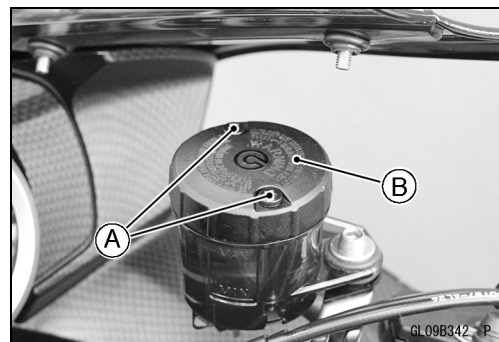
NOTICE

Brake fluid quickly damages painted plastic surfaces; any spilled fluid should be completely washed away immediately.

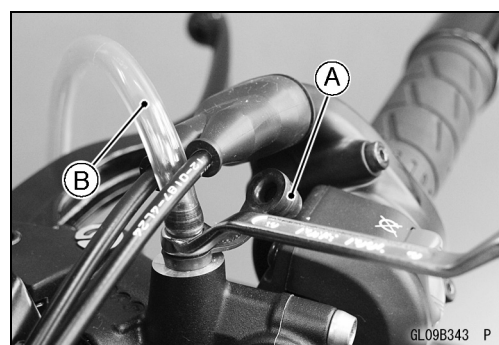
12-34 BRAKES

Brake Fluid

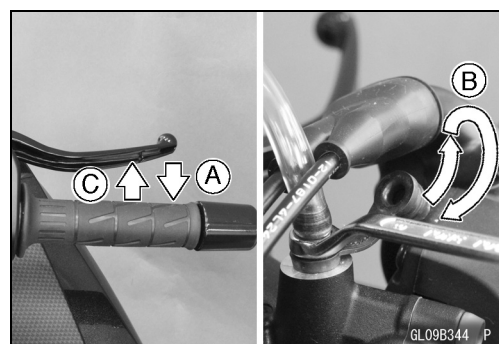
- Remove (ZX1400J Model):
 - Front Brake Reservoir Cap Screws [A]
 - Front Brake Reservoir Cap [B]
 - Diaphragm



- Fill the reservoir with fresh brake fluid to the upper level line in the reservoir.
- Slowly pump the brake lever several times until no air bubbles can be seen rising up through the fluid from the hole at the bottom of the reservoir.
- Remove the rubber cap [A] from the bleed valve on the front master cylinder.
- Attach a clear plastic hose [B] to the bleed valve, and run the other end of the hose into a container.



- Bleed the brake line and the master cylinder.
 - Repeat this operation until no more air can be seen coming out into the plastic hose.
 - 1. Pump the brake lever until it becomes hard, and apply the brake and hold it [A].
 - 2. Quickly open and close [B] the bleed valve while holding the brake applied.
 - 3. Release the brake [C].



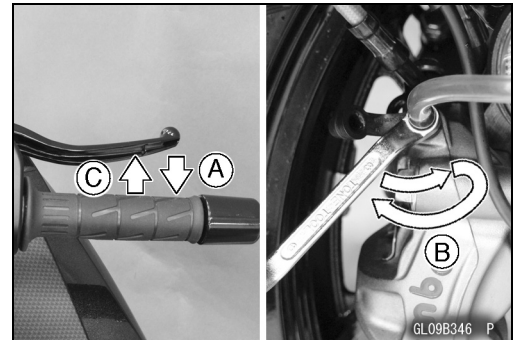
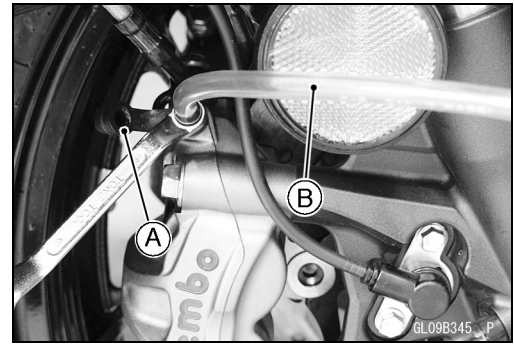
NOTE

○ *The fluid level must be checked often during the bleeding operation and replenished with fresh brake fluid as necessary. If the fluid in the reservoir runs completely out any time during bleeding, the bleeding operation must be done over again from the beginning since air will have entered the line.*

- Remove the clear plastic hose.
- Tighten the bleed valve, and install the rubber cap.
Torque - Bleed Valve (ZX1400J Model): 6.0 N·m (0.61 kgf·m, 53 in·lb)

Brake Fluid

- Remove the rubber cap [A] from the bleed valve on the caliper.
 - Attach a clear plastic hose [B] to the bleed valve, and run the other end of the hose into a container.
- Bleed the brake line and the caliper.
 - Repeat this operation until no more air can be seen coming out into the plastic hose.
 1. Pump the brake lever until it becomes hard, and apply the brake and hold it [A].
 2. Quickly open and close [B] the bleed valve while holding the brake applied.
 3. Release the brake [C].



NOTICE

After pumping the brake lever several times, releasing it without opening and closing of the bleed valve may cause brake fluid to be blown back from the master cylinder reservoir. Brake fluid spilt on painted surfaces and plastic parts will quickly damage them. Be sure to open and close the bleed valve.

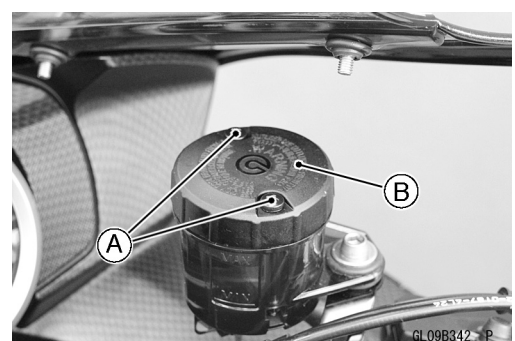
NOTE

- The fluid level must be checked often during the bleeding operation and replenished with fresh brake fluid as necessary. If the fluid in the reservoir runs completely out any time during bleeding, the bleeding operation must be done over again from the beginning since air will have entered the line.
 - Tap the brake hose lightly from the caliper to the reservoir for more complete bleeding.
 - Front Brake: First bleeding the right caliper then repeat the above steps for the left caliper.
- Remove the clear plastic hose.
 - Tighten the bleed valve, and install the rubber cap.
- Torque - Bleed Valves (ZX1400J Model): 14 N·m (1.4 kgf·m, 10 ft·lb)**

12-36 BRAKES

Brake Fluid

- Tighten:
 - Torque - Front Brake Reservoir Cap [B] Screws [A]**
 - (ZX1400J Model): 0.70 N·m (0.07 kgf·m, 6.2 in·lb)**
- Check the fluid level (see Brake Fluid Level Inspection in the Periodic Maintenance chapter).
- After bleeding is done, check the brake for good braking power, no brake drag, and no fluid leakage.



Brake Fluid **WARNING**

When working with the disc brake, observe the precautions listed below.

- Never reuse old brake fluid.
- Do not use fluid from a container that has been left unsealed or that has been open for a long time.
- Do not mix two types and brands of fluid for use in the brake. This lowers the brake fluid boiling point and could cause the brake to be ineffective. It may also cause the rubber brake parts to deteriorate.
- Don't leave the reservoir cap off for any length of time to avoid moisture contamination of the fluid.
- Don't change the fluid in the rain or when a strong wind is blowing.
- Except for the disc pads and disc, use only disc brake fluid, isopropyl alcohol, or ethyl alcohol for cleaning of the brake parts. Do not use any other fluid for cleaning these parts. Gasoline, engine oil, or any other petroleum distillate will cause deterioration of the rubber parts. Oil spilled on any part will be difficult to wash off completely and will eventually deteriorate the rubber used in the disc brake.
- When handling the disc pads or disc, be careful that no disc brake fluid or any oil gets on them. Clean off any fluid or oil that inadvertently gets on the pads or disc with a high flash-point solvent. Do not use one which will leave an oily residue. Replace the pads with new ones if they cannot be cleaned satisfactorily.
- Brake fluid quickly damages painted surfaces; any spilled fluid should be completely wiped up immediately.
- If any of the brake line fittings or the bleed valve is opened at any time, the AIR MUST BE BLED FROM THE BRAKE LINE.

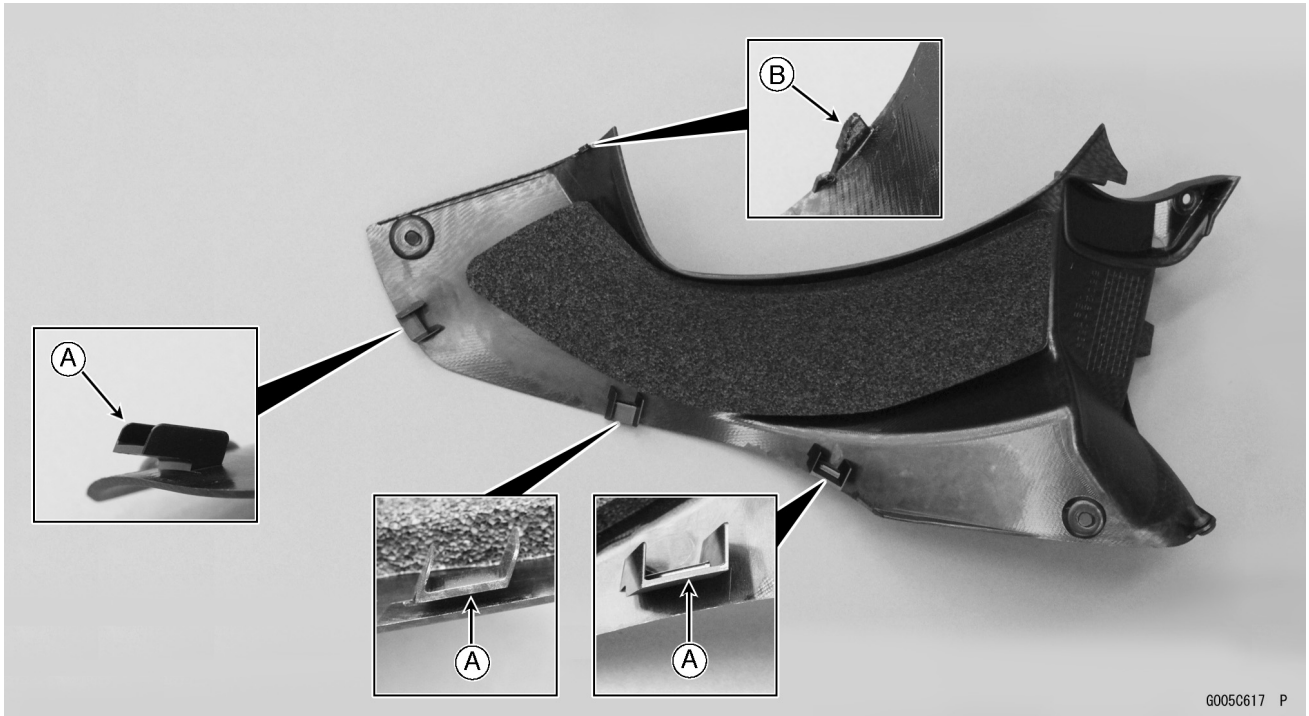
Fairings

Inner Cover Removal

Hooks [A]

Tab [B]

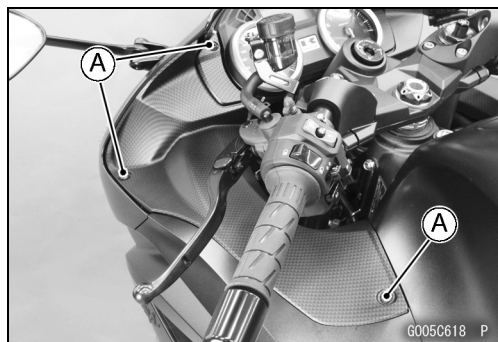
Left side shown. Right side similar.



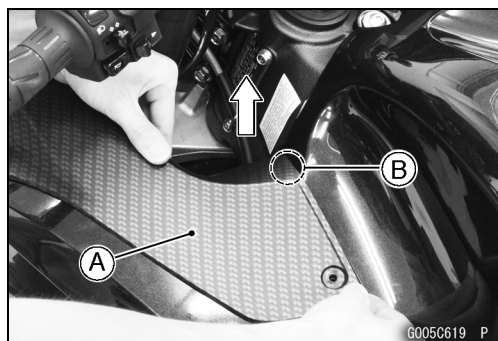
15-20 FRAME

Fairings

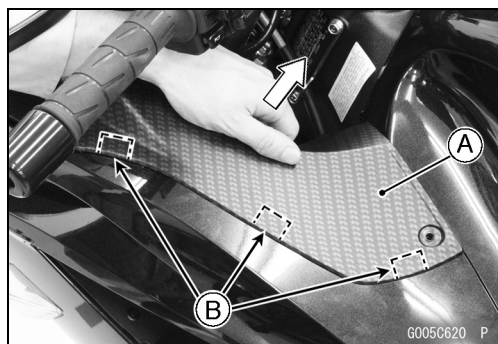
- Remove:
Inner Cover Bolts [A] and Washers



- Pull up the inner cover [A], clear the tab [B] of the inner cover from the slot of fuel tank cover.

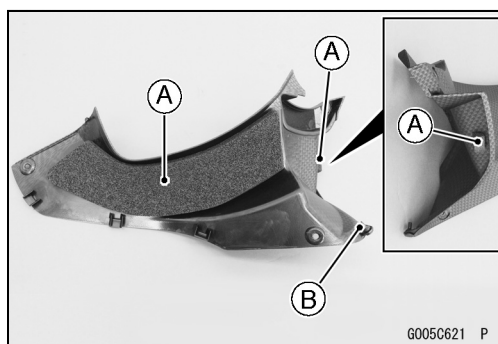


- Pull the inner cover [A] inward to clear the hooks [B] of the inner cover from the middle fairing.



Inner Cover Installation

- Be sure that the pads [A] and damper [B] are in place.

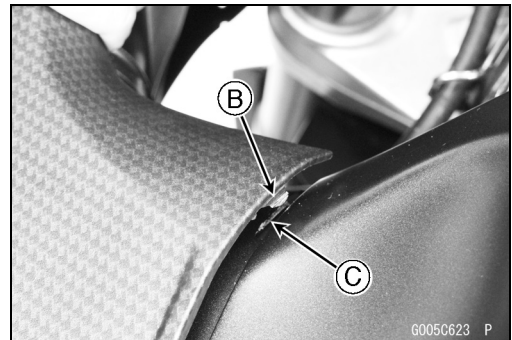
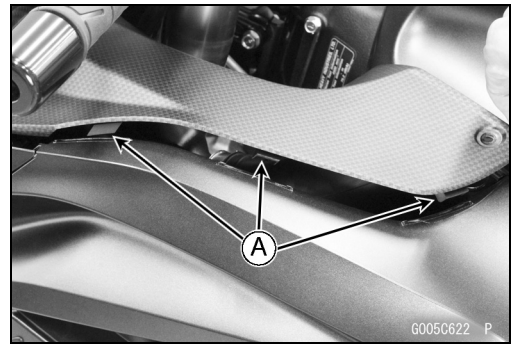


Fairings

- Insert the hooks [A] of the inner cover under the middle fairing first, and then insert the tab [B] into the slot [C] of the fuel tank cover.
- Tighten the bolts with washers.

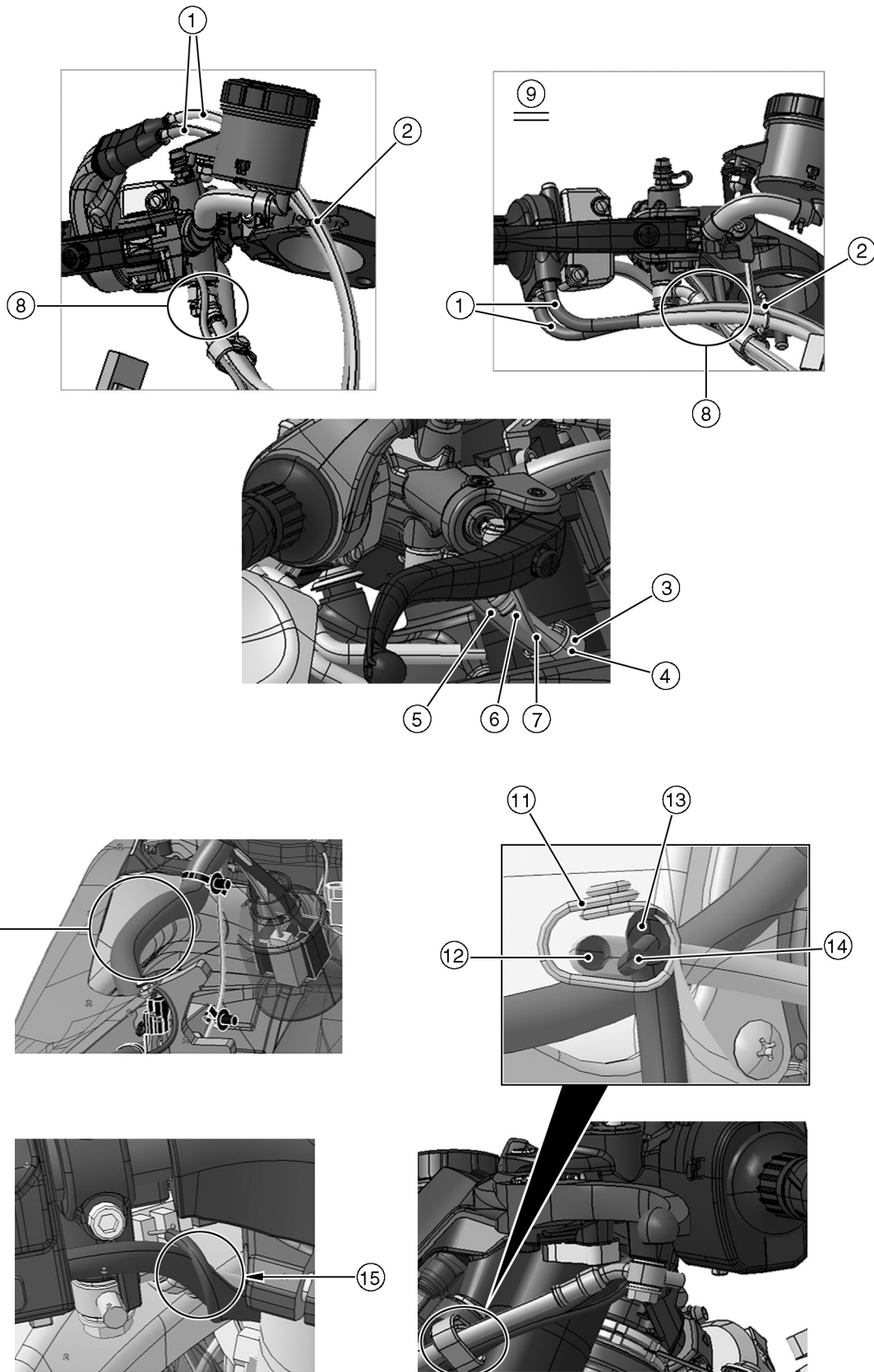
**Torque - Inner Cover Bolts (Front and Rear Side): 0.50 N·m
(0.05 kgf·m, 4.4 in·lb)**

**Inner Cover Bolts (Center Side): 0.50 N·m (0.05
kgf·m, 4.4 in·lb)**



17-4 APPENDIX

Cable, Wire, and Hose Routing



GB09803E G

Cable, Wire, and Hose Routing

1. Throttle Cables
2. Run the throttle cables through the clamp of the front brake reservoir bracket.
3. Clamp (For ZX1400H model, hold the right switch housing lead, front brake light switch lead and brake hose as shown.)
4. Clamp (For ZX1400J model, hold the right switch housing lead, front brake light switch lead and brake hose at the rubber protector of the brake hose as shown.)
5. Right Switch Housing Lead
6. Brake Hose
7. Front Brake Light Switch Lead
8. Make sure that the right switch housing lead and brake light switch lead has no slack, after the clamp.
9. Up Handlebar (ID, SEA-B1, PH, TH and MY models)
10. Run the main harness to the upside of the projection on left middle fairing as shown.
11. Clamp (Hold the left switch housing lead, brake hose and starter lockout switch lead as shown.)
12. Clutch Hose
13. Left Switch Housing Lead
14. Starter Lockout Switch Lead
15. Run the starter lockout switch lead to the upside from inside of the left switch housing lead. Make sure that the left switch housing lead and starter lockout switch lead has no slack, after the clamp.