

# Part 573 Safety Recall Report

# 21V-594

**Manufacturer Name :** Kawasaki Motors Corp., U.S.A.**Submission Date :** AUG 02, 2021**NHTSA Recall No. :** 21V-594**Manufacturer Recall No. :** MC21-04**Manufacturer Information :**

Manufacturer Name : Kawasaki Motors Corp., U.S.A.

Address : PO Box 25252

Santa Ana CA 92799-5252

Company phone : 949-770-0400

**Population :**

Number of potentially involved : 857

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2018-2021 Kawasaki Heavy Industries ZX1002A/B/D

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** The affected vehicles are certain 2018-2021 ZX1002A/B/D models. The recall population was determined by the beginning and ending production date for the models affected. ZX1002A (Kawasaki/Ninja H2™ SX/2018): 158 units. ZX1002B (Kawasaki/Ninja H2 SX SE/2018): 384 units. ZX1002D (Kawasaki/Ninja H2 SX SE + /2019-2020): 315 units.

**Production Dates :** NOV 27, 2017 - AUG 24, 2020VIN Range 1 : Begin : JKBZXVA13JA000096 End : JKBZXVA12JA002566  Not sequentialVIN Range 2 : Begin : JKBZXVB10JA000006 End : JKBZXVB10JA000605  Not sequentialVIN Range 3 : Begin : JKBZXVD1XKA000027 End : JKBZXVD18MA005021  Not sequential**Description of Defect :**

**Description of the Defect :** On eligible units, the amount of grease applied to the needle-bearings in the rear hub housing may be insufficient due to variations in the application process. With continuous use, this could lead to bearing failure, in the worst case causing the rear wheel to lock.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Bearing failure, in the worst case causing the rear wheel to lock.**Description of the Cause :** Variations in the application of grease to the needle-bearings in the rear hub housing.**Identification of Any Warning that can Occur :** NR

**Involved Components :**

Component Name 1 : NR

Component Description : NR

Component Part Number : NR

**Supplier Identification :****Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

**Chronology :**

Jan. 2020 : Kawasaki Heavy Industries, Ltd (KHI) received a report from its Japanese distributor (KMJ) of noise coming from the rear of the vehicle.

- Feb. 2020 : KHI tried to duplicate the issue in testing but could not.
- Feb. 2020 – Feb. 2021 : No further incidents were reported.
- Mar. 2021 : KHI received a report of a locked rear wheel from KMJ, inspected the failed components, and resumed its investigation of the issue.
- May. 2021 : KHI received an additional report from KMJ of rear wheel lock-up at a low speed. (KHI has not received any reports of bearing failure in the US)\_
- Jun, 2021 : The bearing supplier's investigation concluded that bearing damage on the damaged units was caused by insufficient lubrication.
- Jul, 2021 : KHI decided the amount of grease applied to the needle-bearing in the rear hub housing may be insufficient due to variations in the application process and that this could lead to bearing failure.
- Jul 26, 2021 : KHI decided to initiate a recall campaign.

**Description of Remedy :**

Description of Remedy Program : All eligible units require replacement of the needle-bearing and application of sufficient grease. If any components are damaged, replace them.

How Remedy Component Differs from Recalled Component : Add a blue mark on the rear-frame.

**Identify How/When Recall Condition was Corrected in Production :** A grease application machine was installed on September 7, 2020 to increase productivity, replacing manual application of grease. In addition to increasing manufacturing productivity, this machine ensures that a uniform and sufficient amount of grease will be applied to each unit.

**Recall Schedule :**

**Description of Recall Schedule :** KMC will distribute both electronic and paper copies of a Recall Service bulletin to all Kawasaki motorcycle dealers. KMC will mail an owner notification letter via U.S.P.S. enclosed in an envelope with the statement "Important Recall Safety Information" printed on the outside of the envelope.

**Planned Dealer Notification Date :** AUG 17, 2021 - AUG 17, 2021

**Planned Owner Notification Date :** AUG 18, 2021 - AUG 18, 2021

\* NR - Not Reported