

Part 573 Safety Recall Report

22V-913

Manufacturer Name : Kawasaki Motors Corp., U.S.A.**Submission Date :** DEC 14, 2022**NHTSA Recall No. :** 22V-913**Manufacturer Recall No. :** MC22-09**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 :** 200**Estimated percentage with defect :** 100 %**Vehicle Information :****Vehicle 1 :** 2022-2022 Kawasaki Motors, Ltd. ZX1002R (Ninja H2 SX SE)**Vehicle Type :** MOTORCYCLES**Body Style :** OTHER**Power Train :** GAS**Descriptive Information :** The affected vehicles containing the problem are certain 2022 ZX1002R (Kawasaki/ Ninja H2 SX SE/200) models. The recall population was determined by the beginning and ending production dates for the models affected.**Production Dates :** OCT 19, 2021 - FEB 16, 2022**VIN Range 1 : Begin :** JKBZXVR10NA000020 **End :** JKBZXVR11NA000298☐ Not sequential**Description of Defect :****Description of the Defect :** An improper control program in Multi-function meter may cause the display to restart unexpectedly during use. If this occurs the rider will not be able to see the vehicle speed during use.**FMVSS 1 :** 123 - Motorcycle controls and displays**FMVSS 2 :** NR**Description of the Safety Risk :** There is a risk that the rider might not be able to obtain the vehicle speed while restarting. Operating a motorcycle without a functioning speed display can increase the risk of a crash or injury.**Description of the Cause :** Control program error of the meter-unit.**Identification of Any Warning** None
that can Occur :**Involved Components :**

Component Name 1 : METER-ASSY-MULTI-FUNCTION

Component Description : Multi-function meter-unit

Component Part Number : 25036-0002

Supplier Identification :

Component Manufacturer

Name : Robert Bosch LLC

Address : 8000 Hills Tech Dr.
Farmington Hills Michigan 48331

Country : United States

Chronology :

- June 2022: Kawasaki Motors, Ltd. (KML) received a report from Japanese distributor (KMJ) that "The meter screen became dark while running, then the boot up animation showed up due to restarting."
- June 2022: In reviewing the error log from the failed meter, it was revealed that some program, errors occurred during operation, causing the meter to restart.
- July 2022: The occurrence of the same phenomenon was confirmed with the reliability test conducted by the supplier.
- August-September 2022: Supplier continued to investigate the frequency and potential cause of this phenomenon.
- October 2022: The supplier found that tasks to be processed were deleted due to a failure in the logic of the task processing program in the meter-unit, which caused the meter-unit to freeze. The meter would then restart.
- December 2, 2022: KML decided to initiate a recall campaign.

Description of Remedy :

Description of Remedy Program : All eligible units require the reprogramming of the meter control program. The plan of reimbursement will be described on the owner's letter as follows: 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

How Remedy Component Differs from Recalled Component : Add a white paint mark around the VIN to serve as repair verification.

Identify How/When Recall Condition was Corrected in Production : From December 2022, the reprogrammed meter will be applied to the assembly line with new 23MY models.

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 the 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 : DEC 19, 2022 - DEC 19, 2022

Planned Owner Notification Date : DEC 21, 2022 - DEC 21, 2022

* NR - Not Reported