

**TITLE: 2019 ~ 2022 W800 & W800 CAFE HORN REPLACEMENT**

## RECALL

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

### Eligibility

#### Eligible Units

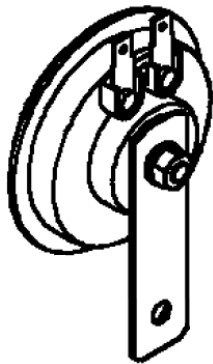
Year	Model Name	Model Code
2019	W800 CAFE	EJ800CKF, EJ800CKFL
2020	W800 CAFE	EJ800CLF, EJ800CLFL
2020	W800	EJ800DLF, EJ800DLFL
2021	W800	EJ800DMFNL
2022	W800	EJ800DNFNL

**Verify individual vehicle 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 some eligible units, the horn harness can break due to engine vibration. This could lead to the horn malfunctioning, which can increase 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 horn and horn bracket and repairing the existing horn harness.

#### 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 7 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.*



## Dealer Action (continued)

### 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:

Kit 99999-0835 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:

Kawasaki anticipates that parts will be available to ship in May, 2022.

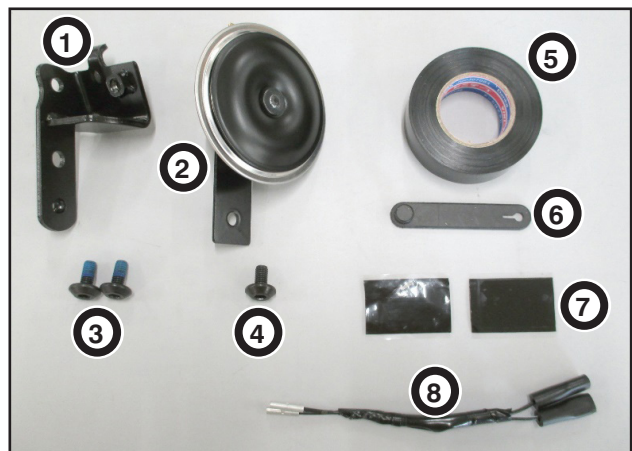
To ensure parts availability across the dealer network, Kawasaki initially requests that parts are ordered based on immediate demand:

- 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.*

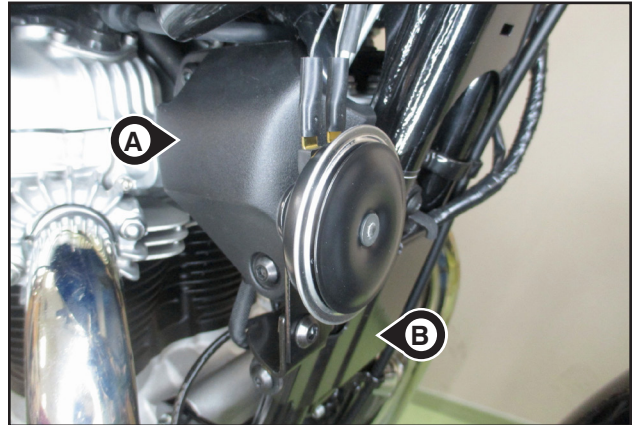
<b>Kit, Horn &amp; Harness Repair, MC22-03 P/N 99999-0835</b>		
Ref.#	Contents	Qty
1	Bracket	1
2	Horn	1
3	Bolt	2
4	Bolt	1
5	Plastic Tape	1
6	Clamp	1
7	Tape (Protective)	2
8	Harness	1



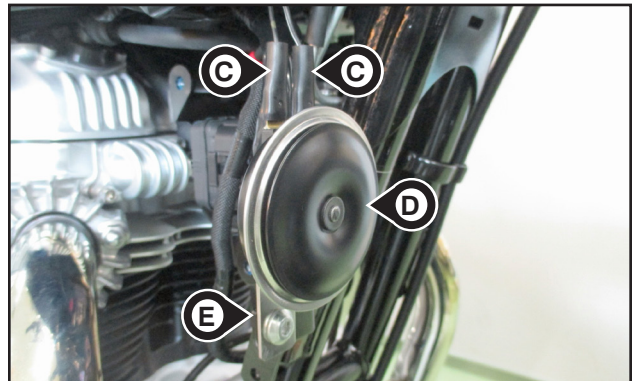
## Repair Procedure - EJ800C/D

Refer to service manual 99832-0013-06 for detailed information related to parts removal and installation.

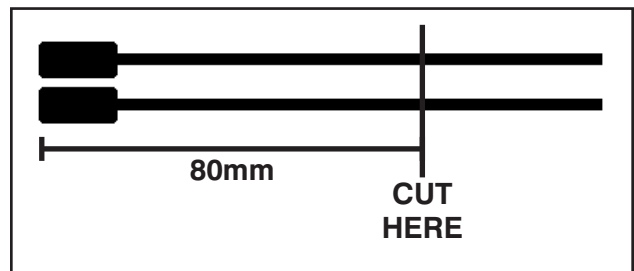
- Remove the seat.
- Remove the ECU.
- Disconnect negative battery terminal.
- Remove and retain cover [A].
- Remove and retain cover [B].



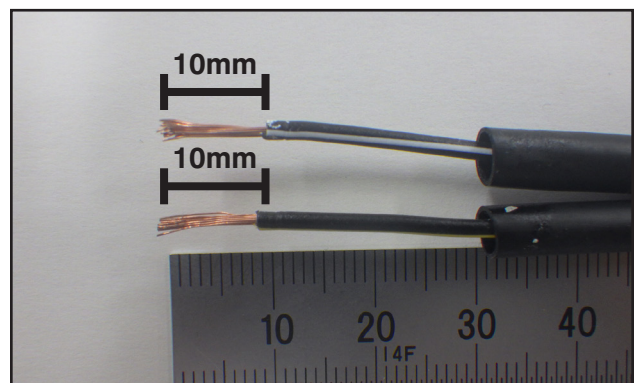
- Disconnect both horn connectors [C].
- Remove Horn [D].
- Remove Bracket [E].



- Cut each lead wire 80mm from the end of the lead connector.

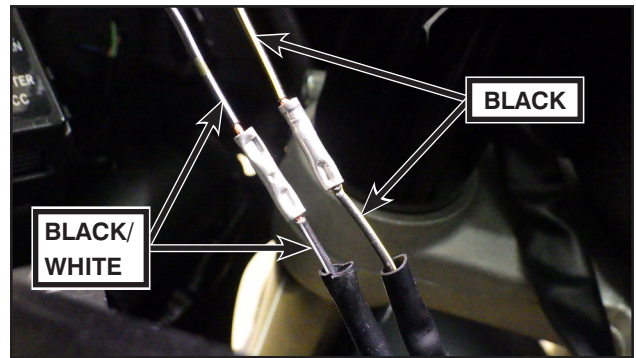


- Strip 10mm of insulation from the ends of both wires making sure that both wires are the same length when done.

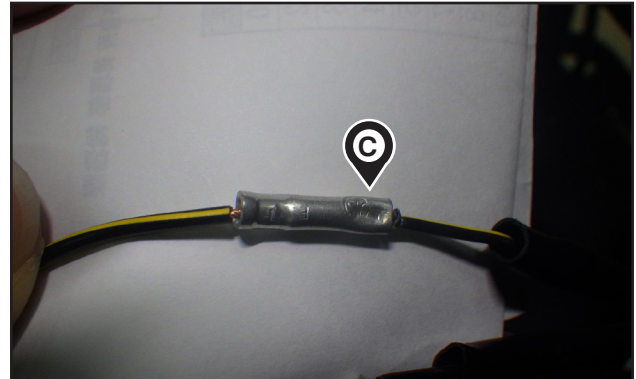


## Repair Procedure - (continued)

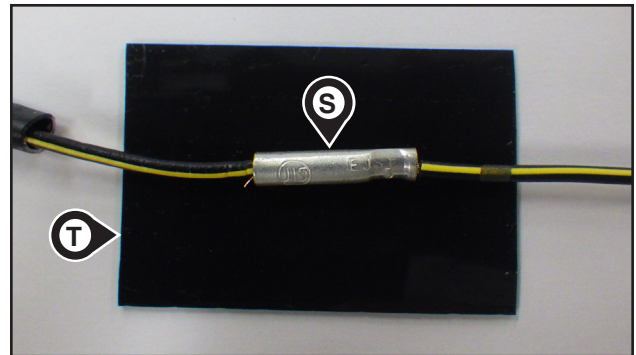
- Match black and black/white wires of the main and repair harness
- Fully insert the stripped ends of the main harness into the butt connectors of the repair harness.



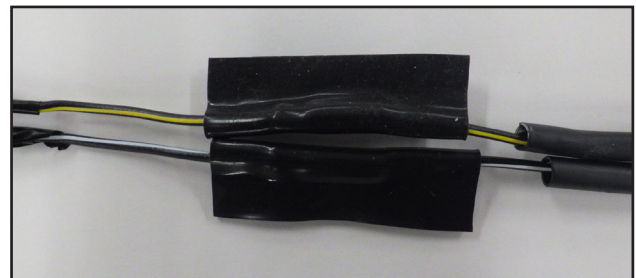
- Crimp [C] both butt connectors firmly.



- Position one butt splice [S] on the center of one piece of tape [T] from the repair kit and fold the tape over onto itself.
- Repeat for the other connector.

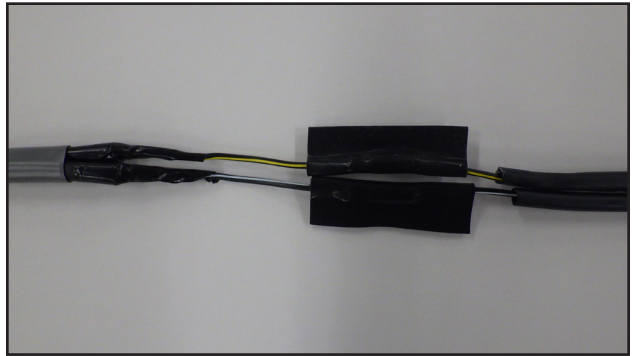


- Both of the taped connectors will look like this.

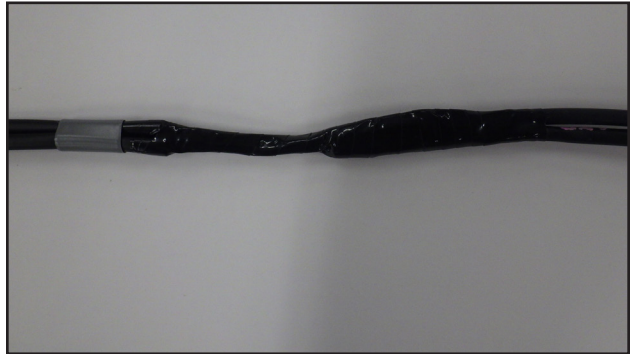


## Repair Procedure - (continued)

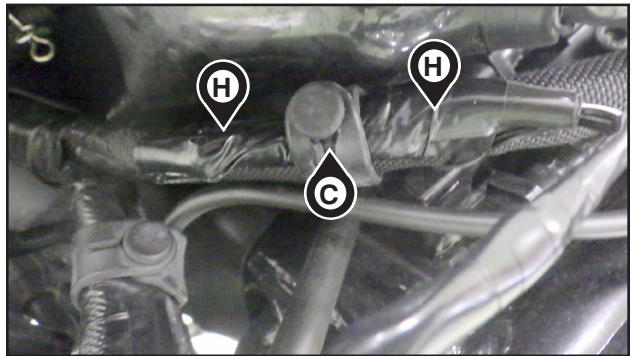
- Wrap the entire repair with 2 layers of plastic tape from the repair kit.



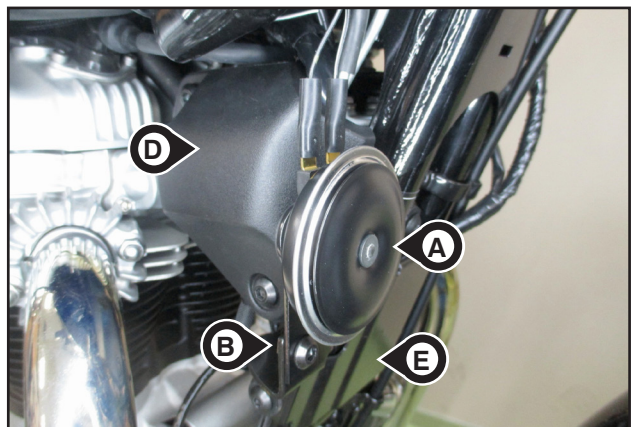
- The finished repair will look like this.



- Route the harness [H] as shown so the clamp [C] is in the center of the repair.



- Install new horn [A] and bracket [B].
- Install covers [D] and [E].
- Install left side of upper inner fairing.
- Connect negative battery terminal.
- Install the ECU.
- Test the horn.
- Install the seat.



## Warranty Information

This is a Recall. 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.

### 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.

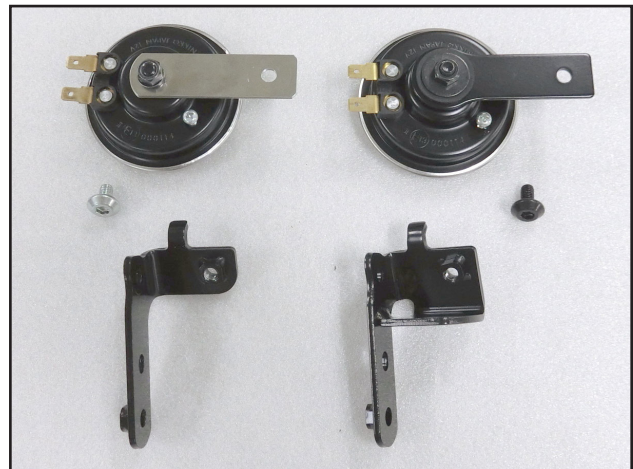
Install Repair Kit 99999-0835	
Job Code	22571
Flat Rate Time	0.5 hrs
Claim Type	3
Part Number	99999-0835
Description	Kit, Horn & Harness Repair, MC22-03
Quantity	1

## Repair Verification

The new parts will 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.*



OLD

NEW

## 2019 ~ 2022 W800 & W800 CAFE HORN REPLACEMENT

### IMPORTANT SAFETY RECALL NHTSA RECALL NO. 22V-122

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 2019 ~ 2022 W800 & W800 CAFE models.

**The reason for this notice:**

On some eligible units, the horn harness can break due to engine vibration. This could lead to the horn malfunctioning, which can increase 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 horn and horn bracket and repairing the existing horn harness. The actual repair will take up to 30 minutes but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

Repair parts to complete this repair are expected to be available in May of 2022. Kawasaki will send you a separate notice when repair parts are available to complete this repair.

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

Upon receiving the parts availability notice, please contact your Kawasaki dealer to schedule an appointment to have your motorcycle 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 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.

**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 VIN 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 => 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.