

TITLE: 2015~2023 Z H2, Z H2 SE, NINJA H2™, NINJA H2™R, NINJA H2™SX, NINJA H2™ CARBON, NINJA H2™SX SE & NINJA H2™SX SE+ CAMSHAFT CHAIN TENSIONER REPLACEMENT

RECALL

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

Eligibility		
Yr	Model Name	Model Code
2015	NINJA H2 NINJA H2 R*	ZX1000NFFL ZX1000PFF*
2016	NINJA H2 NINJA H2 R*	ZX1000NGFL ZX1000PGF*
2017	NINJA H2 NINJA H2 CARBON NINJA H2 R*	ZX1000XHFL ZX1000XHFAL ZX1000YHF*
2018	NINJA H2 NINJA H2 CARBON NINJA H2 R* NINJA H2 SX NINJA H2 SX SE	ZX1000XJFL ZX1000XJFAL ZX1000YJF* ZX1002AJFL ZX1002BJFL
2019	NINJA H2 NINJA H2 CARBON NINJA H2 SX SE+	ZX1002JKFL ZX1002JKFAL ZX1002DKFL
2020	NINJA H2 NINJA H2 CARBON NINJA H2 R* NINJA H2 SX SE+ Z H2	ZX1002JLFL ZX1002JLFAL ZX1000YLF* ZX1002DLF, ZX1002DLFL ZR1000KLF, ZR1000KLF, ZR1000KLF
2021	NINJA H2 NINJA H2 CARBON NINJA H2 R* NINJA H2 SX SE+ Z H2 Z H2 SE	ZX1002JMFNL ZX1002JMANL ZX1000YMFNN* ZX1002DMFNL ZR1000KMFNL ZR1000LMFNL
2022	NINJA H2 NINJA H2 CARBON NINJA H2 R* NINJA H2 SX SE Z H2 Z H2 SE	ZX1002JNFNL ZX1002JNANL ZX1000YNFNN* ZX1002RNFNL ZR1000KNFAL ZR1000LNFNL
2023	Z H2 Z H2 SE	ZR1000KPFAL ZR1000LPFNL

*NINJA H2 R models covered under U.S. Consumer Product Safety Commission (CPSC) recall.

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

The plunger in the camshaft chain tensioner can lock up during usage due to deterioration of internal parts, which can result in an engine stall while riding. An engine stall while riding can increase the risk of a crash or injury. Our records indicate that you have purchased one of these units.

Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing the camshaft chain tensioner.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on pages 5 and 6 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 99999-0851 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:

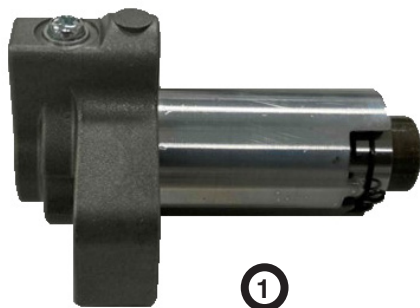
To ensure parts availability across the dealer network, Kawasaki initially requests that parts are ordered based on immediate demand:

- 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.*

Kit, Chain Tensioner, MC22-08 P/N 99999-0851		
Ref.#	Contents	Qty
1	Tensioner	1
2	Gasket, Tensioner	1



Repair Procedure

Refer to the applicable service manual for detailed information related to parts removal and installation.

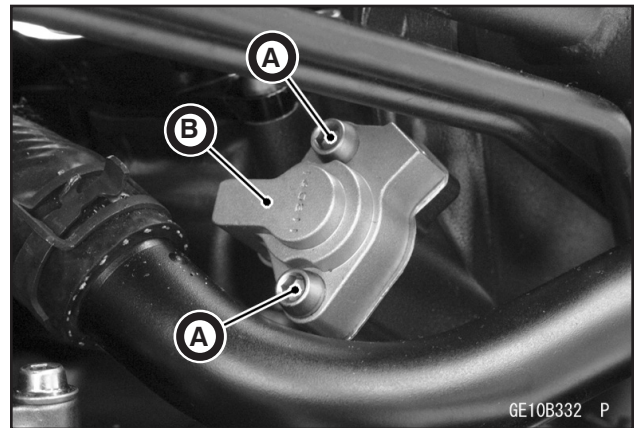
NOTICE

This is a non-return type camshaft chain tensioner. The push rod does not return to its original position once it moves out to take up camshaft chain slack. Observe all the rules listed below.

When removing the tensioner, do not take out the mounting bolts only halfway. Retightening the mounting bolts from this position could damage the tensioner and the camshaft chain. Once the bolts are loosened, the tensioner must be removed and reset as described in “Camshaft Chain Tensioner Installation.”

Do not turn over the crankshaft while the tensioner is removed. This could upset the camshaft chain timing, and damage the valves.

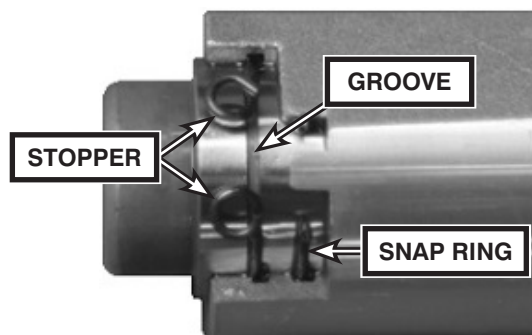
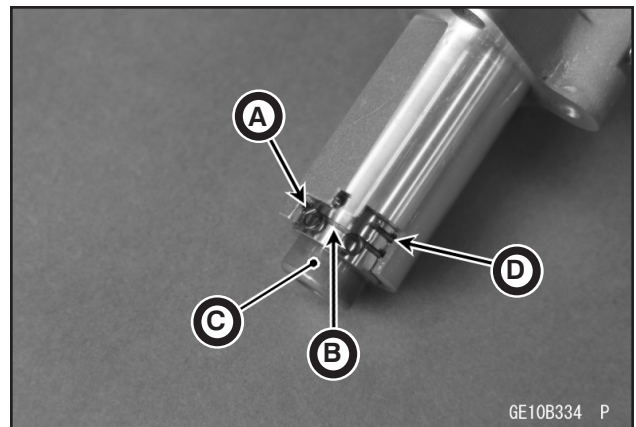
- Remove and retain camshaft chain tensioner mounting bolts [A].
- Remove and discard camshaft chain tensioner [B].



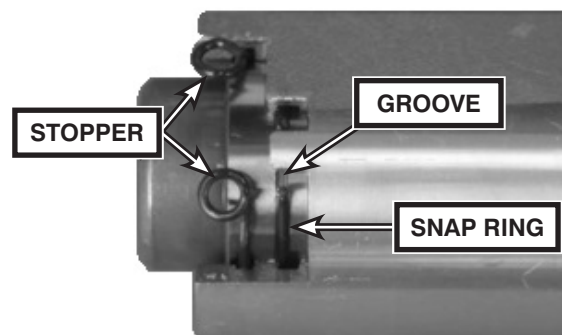
- Verify that stopper [A] is in groove [B] of push rod [C] before installing the tensioner.

IMPORTANT NOTE:

- o Be careful not to fit the snap ring [D] into the groove [B] (see images below).



CORRECT



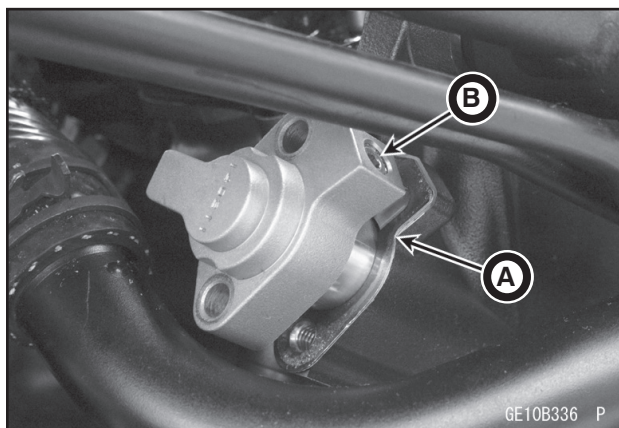
INCORRECT

Repair Procedure - (continued)

- Replace the gasket [A] with the new one from the repair kit.
- Install the tensioner so that the plug [B] faces upward.
- Tighten the camshaft chain tensioner mounting bolts to 89 in·lb (1.0 kgf·m, 10 N·m).

IMPORTANT NOTE:

- o *When installing the tensioner, if the bolts don't engage the cylinder head, the cam timing may be off. Remove the tensioner and check the cam timing then repeat the cam chain tensioner installation.*



Extend Tensioner Pushrod

- Press the starter switch quickly enough to turn the engine over but not long enough to start the engine. This will extend the tensioner pushrod against the camshaft chain.

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.

	Replace Tensioner
Job Code	22575
Flat Rate Time	0.2 hrs
Claim Type	3
Part Number	99999-0851
Description	Kit, Chain Tensioner, MC22-08
Quantity	1

Verify eligibility using VIP in K-Dealer before starting the repair.

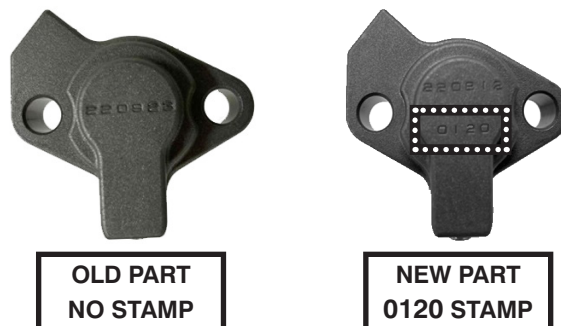
Please check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

Repair Verification

The new camshaft chain tensioner stamped with identification number **0120** 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.*



IMPORTANT SAFETY RECALL

NHTSA RECALL NO. 22V-912

2015~2023 Z H2, Z H2 SE, NINJA H2™, NINJA H2™ SX, NINJA H2™ CARBON, NINJA H2™ SX SE & NINJA H2™ SX SE+ CAMSHAFT CHAIN TENSIONER REPLACEMENT

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 2015~2022 NINJA H2, 2017~2022 NINJA H2 CARBON, 2018 NINJA H2 SX, 2018 & 2022 NINJA H2 SX SE, 2019~2021 NINJA H2 SX SE+, 2020~2023 Z H2 and 2021~2023 Z H2 SE model vehicles.

The reason for this notice:

The plunger in the camshaft chain tensioner can lock up during usage due to deterioration of internal parts, which can result in an engine stall while riding. An engine stall while riding can increase the risk of a crash or injury. 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 camshaft chain tensioner free of charge. The actual repair will take up to 15 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 repaired. 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 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 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.

IMPORTANT SAFETY RECALL

2015~2018 & 2020~2022 NINJA H2™ R CAMSHAFT CHAIN TENSIONER REPLACEMENT

Dear Kawasaki Motorcycle Owner:

This notice is sent to you in accordance with the requirements of the Consumer Product Safety Act.

The reason for this notice:

This letter is sent to notify you that Kawasaki, in cooperation with the U.S. Consumer Product Safety Commission, has initiated a voluntary safety Recall Campaign to replace the camshaft chain tensioner on certain 2015~2018 & 2020~2022 NINJA H2 R models. Our records indicate that you have purchased one of these units.

The plunger in the camshaft chain tensioner can lock up during usage due to deterioration of internal parts, which can result in an engine stall while riding. An engine stall while riding can increase the risk of a crash or injury. Our records indicate that you have purchased one of these units.

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