

Part 573 Safety Recall Report

23V-515

Manufacturer Name : Kawasaki Motors Corp., U.S.A.**Submission Date :** AUG 04, 2023**NHTSA Recall No. :** 23V-515**Manufacturer Recall No. :** MC23-06**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 : 991

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2023-2023 Kawasaki Motors, Ltd. ZX400SPFNL

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The affected vehicles containing the problem are certain 2023 ZX400S (Kawasaki/Ninja® ZX-4RR KRT Edition/991) models. The recall population was determined by the beginning and ending production date for the models affected.

Production Dates : JAN 11, 2023 - MAR 29, 2023

VIN Range 1 : Begin : ML5ZXCS11PDA00082 End : ML5ZXCS10PDA01482 Not sequential**Description of Defect :**

Description of the Defect : On certain eligible units, the alternator may malfunction because the connection between the alternator rotor and the crank shaft loosens. This connection loosens due to improper installation of the alternator rotor during the manufacturing process.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : There is a risk that the engine may stall due to a loose alternator rotor, increasing the risk of a crash.

Description of the Cause : Error during installation of the alternator rotor and the alternator rotor bolt.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : ROTOR

Component Description : Alternator rotor (Flywheel)

Component Part Number : 21007-0690

Supplier Identification :

Component Manufacturer

Name : Kawasaki Motors Ltd.

Address : 1-1, Kawasaki-cho Akashi, Hyogo
Foreign States 673-8666

Country : Japan

Chronology :

- April 2023: Kawasaki Motors, Ltd (KML) received a report from Kawasaki Motors Corp., U.S.A. (KMC) that one of these vehicles had problems starting. KML Quality Assurance Division started an investigation of the cause.
- June 2023: KML received a 2nd case report from Chinese distributor (KMSH) that “the engine cannot re-start”.
- June 2023: KML inspected the vehicle which reported this 2nd incident of starting problems and found that the alternator rotor and the alternator rotor bolt were loose.
- July 2023: After investigating the manufacturing process for this model, KML determined that the cause of this problem was improper degreasing of the crank shaft prior to installation of the alternator rotor or improper tightening of the alternator rotor bolt during the manufacturing process.
- July 21, 2023 : KML decided to initiate a recall campaign. Kawasaki Motors Corp., U.S.A. has not received any warranty claims, injuries or crashes related to this issue in the U.S. market.

Description of Remedy :

Description of Remedy Program : All eligible units require inspection of the alternator rotor. If the rotor is loose, the rotor will be re-affixed properly, and the alternator rotor bolt is tightened with increased torque. The plan of reimbursement has been 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 mark on near the frame number.

Identify How/When Recall Condition was Corrected in Production : From July 2023, the proper alternator rotor installation procedure has been followed and increased tightening torque has been applied to the alternator rotor bolt during the manufacturing process.

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 : AUG 10, 2023 - AUG 10, 2023

Planned Owner Notification Date : AUG 14, 2023 - AUG 14, 2023

* NR - Not Reported