



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

March 26, 2024

Ms. Alex Goeman
Kawasaki Motors Corp., U.S.A.
26972 Burbank
Foothill Ranch, CA 92610

NEF-107DM
24V-221

Subject: Damaged Spark Plugs May Cause Engine Stall

Dear Ms. Goeman:

This letter serves to acknowledge Kawasaki Motors Corp., U.S.A.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KAWASAKI/ZX400P/2023-2024
KAWASAKI/ZX400S/2023-2024

Mfr's Report Date: March 21, 2024

NHTSA Campaign Number: 24V-221

Components:

ELECTRICAL SYSTEM:IGNITION:COIL:SPARK PLUGS

Potential Number of Units Affected: 1,579

Problem Description:

Kawasaki Motor Corp., U.S.A. (KMC) is recalling certain 2023-2024 ZX400S and ZX400P (2023 Ninja ZX-4RR KRT Edition, 2024 Ninja ZX-4R, and 4RR) motorcycles. The spark plugs may have been damaged during the vehicle manufacturing process, which can result in unstable idling, hesitation, and engine stalling.

Consequence:

An engine stall increases the risk of a crash.

Remedy:

Dealers will replace all four spark plugs, free of charge. The manufacturer has not yet provided a schedule for recall notification. Owners may contact KMC customer service at 1-866-802-9381. KMC's number for this recall is MC27-04.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

We have received Kawasaki's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.



Please ensure the following requirements are met:

Your company must supply the estimated date(s) for which it will notify dealers and/or distributors regarding this safety recall. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If your company does not have dealers or distributors, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

An identification and description of the risk to motor vehicle safety reasonably related to the defect or noncompliance (49 CFR 573.6 (c)(5)). All filings should state an increased risk of either a crash, injury or fire.

AMENDED 573 REQUIRED.

Your company must supply the estimated date(s) for which it will notify owners regarding this safety recall. Please be reminded that all owners must be notified of the safety risk associated with this filing within 60 days of the 573 being submitted. If the remedy is not available at that time, mail the interim notice, following it with a second notice once the remedy becomes available. If your company subsequently becomes aware that either the beginning or the completion dates reported to the agency for any of the notifications will be delayed by more than two weeks, your company shall promptly advise the agency of the delay and the reasons therefor, and furnish a revised estimate. If there are no owners involved in this recall, please state so in the 573 (49 CFR 573.6 (c)(8)(ii)).

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Kawasaki Motors Corp., U.S.A.'s contact for this recall will be DeMara Magruder who may be reached by email at demara.magruder@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink that reads "Alex Ansley". The signature is fluid and cursive, with a checkmark-like flourish at the end.

Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement