**Part 573 Safety Recall Report**

**24V-221**

**Manufacturer Name:** Kawasaki Motors Corp., U.S.A.  
**Submission Date:** MAR 21, 2024  
**NHTSA Recall No.:** 24V-221  
**Manufacturer Recall No.:** MC27-04

**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:** 1,579  
- **Estimated percentage with defect:** 1%

**Vehicle Information:**
- **Vehicle 1:** 2023-2024 Kawasaki Motors, Ltd. ZX400S / ZX400P  
- **Vehicle Type:** MOTORCYCLES  
- **Body Style:** OTHER  
- **Power Train:** GAS

**Descriptive Information:** The affected vehicles are certain 2023 and 2024 ZX400S / P models (Kawasaki/2023/Ninja® ZX-4RR KRT Edition/999 - Kawasaki/2024/Ninja® ZX™-4R ABS/140 - Kawasaki/2024/ Ninja® ZX™-4RR 40th Anniversary Edition ABS/120 Kawasaki/2024/Ninja® ZX™-4RR ABS/180 - Kawasaki/2024/Ninja® ZX™-4RR KRT Edition ABS/140) models. The recall population was determined by the beginning manufacturing date until November 14th, 2023

**Production Dates:** OCT 04, 2023 - NOV 14, 2023

**VIN Range:**
- VIN Range 1: Start: ML5ZXCS11PDA00082  
  End: ML5ZXCS10PDA01482  
- VIN Range 2: Start: ML5ZXCP15RDA09931  
  End: ML5ZXCP16RDA14989  
- VIN Range 3: Start: ML5ZXCS10RDA09911  
  End: ML5ZXCS10RDA14669  
- VIN Range 4: Start: ML5ZXCS11RDA09951  
  End: ML5ZXCS13RDA13869  
- VIN Range 5: Start: ML5ZXCS17RDA09971  
  End: ML5ZXCS1XRDA14209

**Description of Defect:**
- **Description of the Defect:** On certain eligible units, the spark plugs may have been damaged during the vehicle manufacturing process. It may result in unstable idle, hesitation and in the worst case, engine stalling.

- **FMVSS 1:** NR  
- **FMVSS 2:** NR

**Description of the Safety Risk:** There is a risk that the engine may stall due to the damaged spark plugs.

**Description of the Cause:** Error during installation of the spark plugs

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The information contained in this report was submitted pursuant to 49 CFR §573
Identification of Any Warning that can Occur:

Unstable idle and hesitation

Involved Components:

<table>
<thead>
<tr>
<th>Component Name</th>
<th>Component Description</th>
<th>Component Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLUG-SPARK,LMAR9G(NGK)</td>
<td>Spark plug</td>
<td>92070-0716</td>
</tr>
</tbody>
</table>

Supplier Identification:

Component Manufacturer

Name: Kawasaki Motors Ltd.
Address: 1-1, Kawasaki-cho
Akashi, Hyogo Foreign States 673-8666
Country: Japan

Chronology:

- December 2023: Kawasaki Motors, Ltd (KML) received a report from its Chinese distributor subsidiary (KMSH) of several instances of rough idling. KMSH suspected that the cause was malfunctioning spark plugs. KML Quality Assurance Division started an investigation of the cause.
- January 2024: Kawasaki’s spark plug supplier reported to KML that spark plugs were being cracked by an external force somehow.
- February 2024: After investigating the manufacturing process for this model, KML determined that the spark plug tightening tool was tilted during installation, applying force laterally to the spark plugs and creating the opportunity for the spark plugs to be cracked during manufacture.
- February 2024: KML reproduced this phenomenon in testing using cracked spark plugs, which revealed that not only rough idling, but stalling could also occur.
- March 21, 2024: KML decided to initiate a recall campaign.
### Description of Remedy:

| Description of Remedy Program | All eligible units require to replace all four spark plugs. 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 |
| Description of Remedy Component differs from Recalled Component | Add a white mark on near the engine number. |
| Identify How/When Recall Condition was Corrected in Production | From November 2023, the tool for tighten spark plug process was replaced and the spark plug tightening tool is not able to tilt when installing into the cylinder head with the new tool. |

### 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 | NR - NR |
| Planned Owner Notification Date | NR - NR |

* NR - Not Reported