

Part 573 Safety Recall Report

24V-221

Manufacturer Name : Kawasaki Motors Corp., U.S.A.**Submission Date :** MAR 27, 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 : JAN 11, 2023 - NOV 14, 2023

VIN Range 1 : Begin : ML5ZXCP15RDA09931 End : ML5ZXCP16RDA14989

 Not sequential

VIN Range 2 : Begin : ML5ZXCS10RDA09911 End : ML5ZXCS10RDA14669

 Not sequential

VIN Range 3 : Begin : ML5ZXCS11PDA00082 End : ML5ZXCS10PDA01482

 Not sequential

VIN Range 4 : Begin : ML5ZXCS11RDA09951 End : ML5ZXCS13RDA13869

 Not sequential

VIN Range 5 : Begin : ML5ZXCS17RDA09971 End : ML5ZXCS1XRDA14209

 Not sequential**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, increasing the risk of a crash.

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

Identification of Any Warning that can Occur : Unstable idle and hesitation

Involved Components :

Component Name 1 : PLUG-SPARK,LMAR9G(NGK)

Component Description : Spark plug

Component Part Number : 92070-0716

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

How 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 : MAR 28, 2024 - MAR 28, 2024

Planned Owner Notification Date : APR 01, 2024 - APR 01, 2024

* NR - Not Reported