

# Part 573 Safety Recall Report

# 24V-680

**Manufacturer Name :** Kawasaki Motors Corp., U.S.A.

**Submission Date :** SEP 12, 2024

**NHTSA Recall No. :** 24V-680

**Manufacturer Recall No. :** MC24-13



## 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 :** 1,150

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2024-2024 Kawasaki Motors, Ltd. Z7 Hybrid ABS/ Ninja® 7 Hybrid ABS

**Vehicle Type :** MOTORCYCLES

**Body Style :** OTHER

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** The affected vehicles containing the problem are certain 2024 Z7 Hybrid ABS - 721 / Ninja® 7 Hybrid ABS - 429 models. The recall population was determined by the beginning and ending production date for the models affected.

**Production Dates :** NOV 29, 2023 - AUG 26, 2024

**VIN Range 1 :** Begin : ML5CXGA16RDA00161 End : ML5CXGA19RDA04544  Not sequential

**VIN Range 2 :** Begin : ML5CRGA13RDA01181 End : ML5CRGA17RDA04357  Not sequential

## Description of Defect :

**Description of the Defect :** On certain eligible units, improper programing of the shift control system may cause the transmission to shift to neutral when the operator attempts to shift from 1st to 2nd gear.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** There is a risk that the motorcycle may lose power while being operated.

**Description of the Cause :** Improper programing of transmission shift control system.

**Identification of Any Warning that can Occur :** None

## Involved Components :

Component Name 1 : CONTROL UNIT-ELECTRONIC

Component Description : ECU

Component Part Number : 21175-1948

## Supplier Identification :

### Component Manufacturer

Name : Kawasaki Motors Ltd.

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

Country : Japan

## Chronology :

- End of May 2024: Kawasaki Motors, Ltd (KML) received information from Kawasaki Motors Corp., U.S.A. (KMC) and European distributor (KME) that one of distributor's vehicles experienced shift failure during attempted shifting from 1st to 2nd gear.
- June 2024: KML Quality Assurance Division started an investigation of the problem using the actual vehicles that had experienced it.
- July 2024: KML received an additional report from KME that one of these vehicles experienced shift failure when shifting from 4th to 5th gear
- August 2024: KML received a further report from KMC that one of these vehicles experienced a transmission shift to neutral during attempted shifting from 1st to 2nd gear
- August 2024: KML found that an improper program in shift control system of transmission may cause this problem.
- September 2024: KML decided to initiate a recall campaign.

## Description of Remedy :

Description of Remedy Program : All eligible units require reprogramming ECU. The plan of reimbursement is 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 25MY model, correct ECU program will be applied.

### 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