

**IMPORTANT SAFETY RECALL
NHTSA RECALL NO. 24V-833**

**2024 Z7 HYBRID ABS AND NINJA® 7 HYBRID ABS
IMPROPER SHIFTING & IMPROPER WELDING**

THIS NOTICE APPLIES TO YOUR MOTORCYCLE

VIN:JKBXXXXXXXXXXXXXX

OWNER NAME
ADDRESS
CITY, STATE, ZIP

MODEL CODE MC24-14
ENGINE: XXXXXXXXXXXXXXX
FRAME: XXXXXX
DATE: NOV 2024

Dear Kawasaki Motorcycle Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Kawasaki Motors Corp., U.S.A., has decided that a defect that relates to vehicle safety exists in certain 2024 Z7 Hybrid ABS and Ninja 7 Hybrid ABS model motorcycles.

What is the reason for this notice?

1. Improper programming of the shift control system may cause the transmission to shift to neutral when the operator attempts to shift from 1st gear to 2nd gear. The unintended shift to neutral can cause a loss of drive power, increasing the risk of a crash. The NHTSA recall number for this defect is 24V860.
2. The steering head pipe was not properly welded to the frame. This can cause the weld between the head pipe and the frame to crack, negatively affecting vehicle handling and control, increasing the risk of a crash. The NHTSA recall number for this defect is 24V833.

Our records indicate that you have purchased one of these units

What Kawasaki will do:

Customer owned vehicles will be replaced with a new vehicle. Kawasaki Customer Care will contact registered owners of eligible vehicles, the selling dealers and make arrangements for the eligible vehicles to be picked up and transported back to the selling dealer.

For defects 1 and 2, Kawasaki will replace owners' vehicles, free of charge.

What should you do to ensure your safety?

DO NOT RIDE YOUR 2024 Z7 HYBRID ABS OR NINJA 7 HYBRID ABS DUE TO THE RISK OF A CRASH.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki's Customer Care Department at (866) 802-9381 (toll-free) between 7:00 a.m. and 4:00 p.m. PT Monday through Friday. Please have your Vehicle Identification Number (VIN) ready when calling.

If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (60 days after your first attempt to obtain remedy), you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1(888) 327-4236 (TTY: 1-800-424-9153); or go to <http://www.nhtsa.gov>.

If you received this notice in error:

Our records indicate you are the current owner of the motorcycle described in this letter. If you no longer have the vehicle described in this letter, please help us to update our records at www.kawasaki.com by clicking on "OWNER CENTER => KAWASAKI SUPPORT => UPDATE OWNER INFO" or by calling Kawasaki toll free at (866) 802-9381. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement:

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 information, VIN, and 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

Please note the following conditions for reimbursement:

Current owner information, VIN, and copies of repair orders with payment confirmation must be provided. Claims may be denied if proper documentation is not provided.

We are sorry for any inconvenience this may cause, but we have taken this action in the interest of your safety and your continued satisfaction with your Kawasaki motorcycle.

Sincerely,

Kawasaki Motors Corp., U.S.A.