

**TITLE: 2023 NINJA® ZX™ -4RR & 2024 NINJA® ZX™ -4R & 4RR
Spark Plug Replacement**

RECALL

THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.

Eligibility

Eligible Units

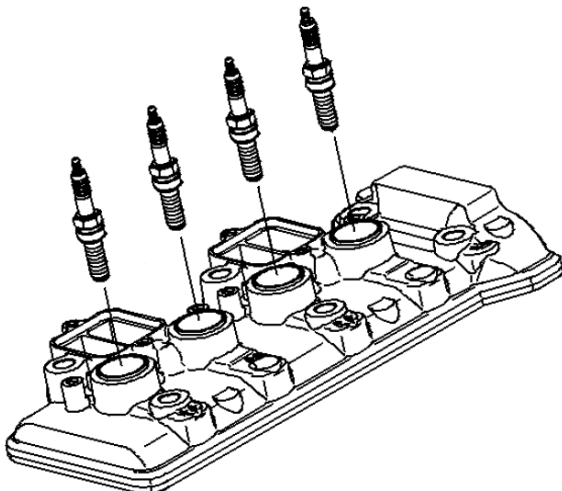
Year	Model Name	Model Code
2023	NINJA ZX-4RR KRT EDITION	ZX400SPFNL
2024	NINJA ZX-4R ABS	ZX400PRFNL
	NINJA ZX-4RR 40TH ANNIVERSARY EDITION ABS	ZX400SRFAL
	NINJA ZX-4RR ABS	ZX400SRFBL
	NINJA ZX-4RR KRT EDITION ABS	ZX400SRFNL

Verify individual vehicle eligibility using VIP in K-Dealer before starting the repair.

Please check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

Subject

On eligible units, the spark plugs may have been damaged during the vehicle manufacturing process. It may result in unstable idle, hesitation, and engine stalling.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to replace the spark plugs.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on page 21 of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units including sold units in the field and unsold units in your dealership inventory prior to delivery to the retail purchaser. It is the obligation of authorized Kawasaki retail Dealers to repair eligible units in Dealer's possession prior to retail sale. Failure to comply with this obligation to repair all units eligible for Recall or FDM campaigns by the Dealer constitutes a breach of the Dealer Sales and Service Agreement. Refer to Service Policies bulletin SP 08-01. Refer to the Repair Procedure section of this bulletin for details.

IMPORTANT NOTE:

It's the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30120(i) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.

Submit Product Registration:

Submit the product registration to Kawasaki via K-Dealer immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and mailing address. Kawasaki uses the product registration information for customer notification. Also, if you know that the customer has moved, please submit a Customer Update via K-Dealer.

Dealer Action (continued)

Document Completed Repairs:

Federal law requires manufacturers to maintain accurate follow-up records on repairs performed on eligible units. Dealers MUST submit a Warranty Claim for each repair. Refer to the Warranty Information section of this bulletin for details.

NOTE:

- o *If you fail to submit a Warranty Claim for a new unit that is subsequently sold and registered, the new owner will receive the Recall letter requesting the return of the vehicle to you for repair.*

Parts Information

Repair Kit Part Number:

Order parts to complete the Recall through K-Dealer as outlined in Service Bulletin SP15-03.

Parts Availability:

To ensure parts availability across the dealer network, Kawasaki initially requests that parts are ordered based on immediate demand:

- For retailed units, order parts as customers schedule repairs or for repairs expected to take place within the next two weeks.
- For unsold units, use VIP in K-Dealer to identify the number of affected units in your dealership inventory. Order repair parts only for units that will be repaired for retail sale within the next two weeks.

NOTE:

- o *Use VIP in K-Dealer to identify affected units in your dealership inventory to order repair kits for unsold units.*

Kit, Plug-Spark MC24-06P/N 99999-0939	
Contents	Qty
Plug-Spark	4



Workflow Summary

Refer to pages indicated in service manual 99832-0244-05 for detailed information related to parts removal and installation.

Disassembly

1. Remove Seats (15-16)
2. Disconnect Negative Battery Terminal (16-20)
3. Remove Sliders (if equipped) (15-42)
4. Remove Lower Inner Fairing (15-18)
5. Remove Lower Fairing (15-18)
6. Remove Side Covers (15-27)
7. Remove Fuel Tank (3-35)
8. Remove Air Cleaner Housing (3-31)
9. Remove Stick Coils (16-34)
10. Remove and Replace Spark Plugs (2-62)

Assembly

1. Install stick coils (16-34)
2. Install Air Cleaner Housing (3-33)
3. Install Fuel Tank (3-38)
4. Install Side Covers (15-26)
5. Install Lower Fairing (15-19)
6. Install Sliders (if equipped) (15-43)
7. Connect Negative Battery Terminal (16-20)
8. Install Seats (15-16)
9. Apply Repair Verification Mark

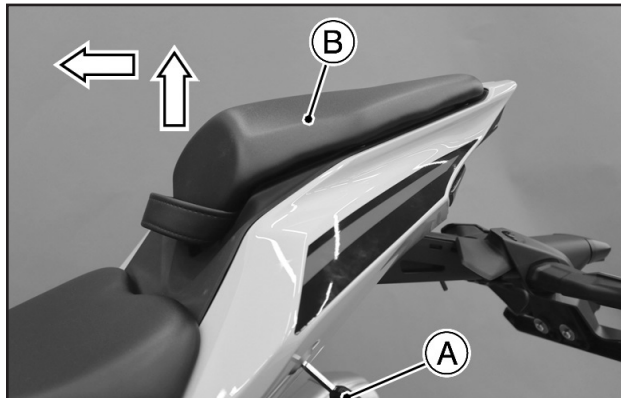
Repair Procedure

Refer to service manual 99832-0244-05 for detailed information related to parts removal and installation.

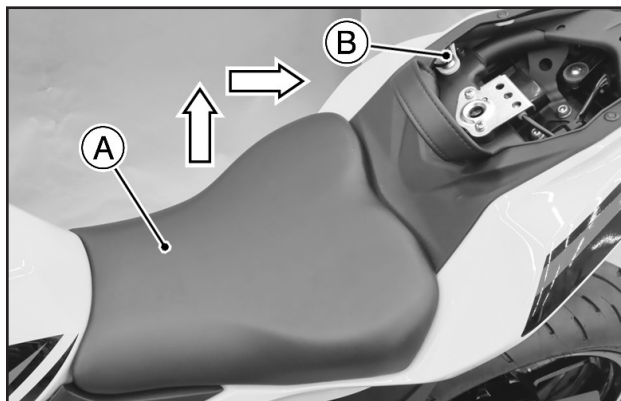
NOTICE

Fuel tank removal is required for this repair. Allow the engine to cool down completely before beginning this repair to reduce the risk of fire or explosion.

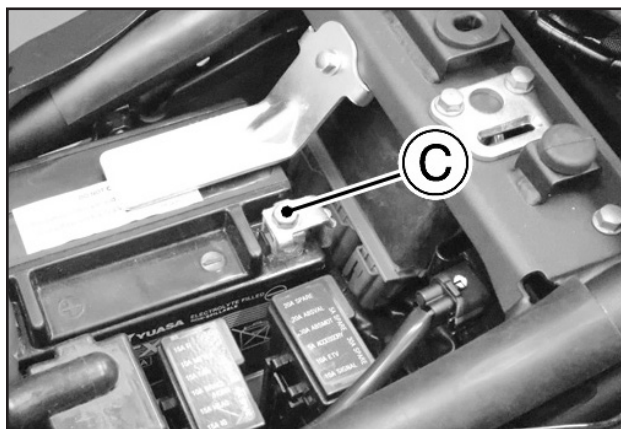
- Turn the ignition switch off.
- Wait until the engine cools down.
- Insert the ignition key [A] into the seat lock.
- Turn the key clockwise, and pull up the front part of rear seat [B].
- Remove the rear seat forward.



- Pull up the rear part of front seat [A] while pulling the seat lock cable [B] backward.
- Remove the front seat backward.



- Disconnect the negative (-) cable [C].
- Stow negative cable away from battery terminal.



⚠ WARNING

Gasoline is extremely flammable and can be explosive under certain conditions, creating the potential for serious burns. Make sure the area is well ventilated and free from any source of flame or sparks; this includes any appliance with a pilot light. Do not smoke. Turn the ignition switch off. Disconnect the battery (-) terminal. To avoid fuel spills, draw it from the tank when the engine is cold. Be prepared for fuel spillage; any spilled fuel must be completely wiped up immediately.

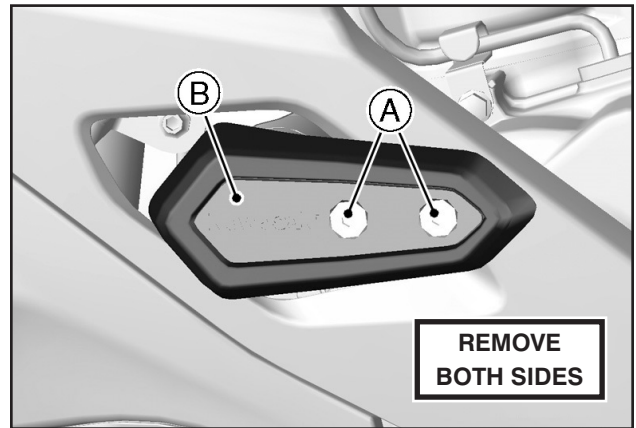
Repair Procedure (continued)

Slider Removal (if equipped)

- Remove and retain bolts [A] from both sides of the motorcycle.
- Remove and retain cover [B] from both sides of the motorcycle.

NOTE:

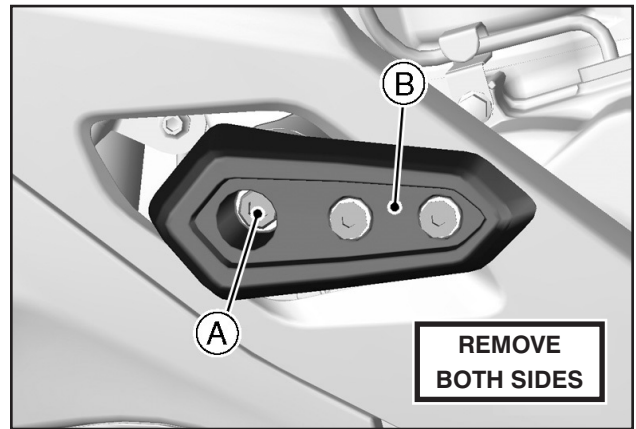
- o *Left side shown. Right side similar.*



- Remove and retain bolt and washer [A] from both sides of the motorcycle.
- Remove and retain slider [B] from both sides of the motorcycle.

NOTE:

- o *Left side shown. Right side similar.*

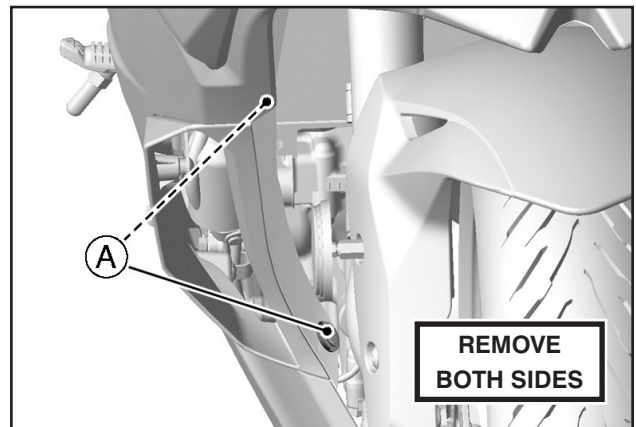


Lower Inner Fairing Removal

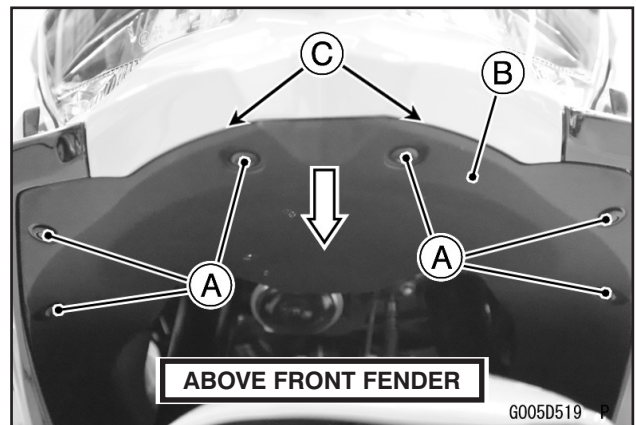
- Remove 2 quick rivets [A] from the RH side of the fairing.
- Remove 2 quick rivets from the LH side of the fairing (not shown).

NOTE:

- o *Right side shown. Left side similar. Repeat right side.*



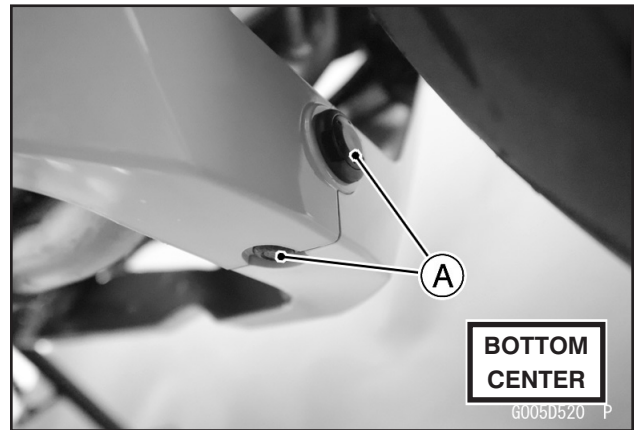
- Remove and retain 6 quick rivets [A].
- Pull the lower inner fairing [B] backward to clear the tabs [C].
- Remove lower inner fairing [B]



Repair Procedure (continued)

Lower Fairing Removal

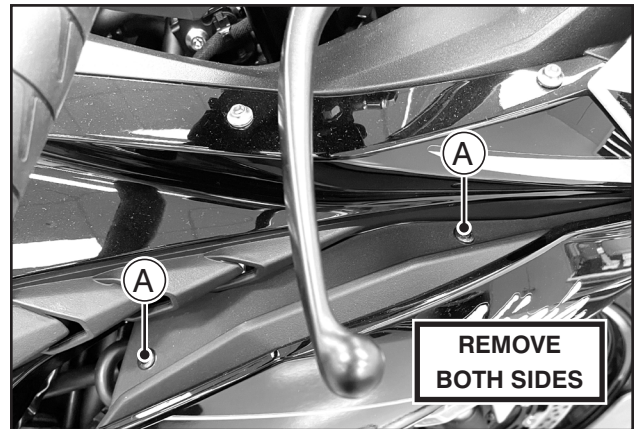
- Remove and retain 2 quick rivets [A] from bottom center of fairing assembly.



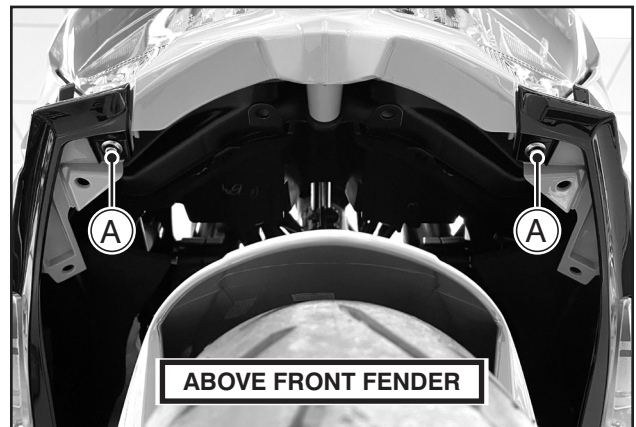
- Remove and retain quick rivets [A] from the top of the RH and LH fairing.

NOTE:

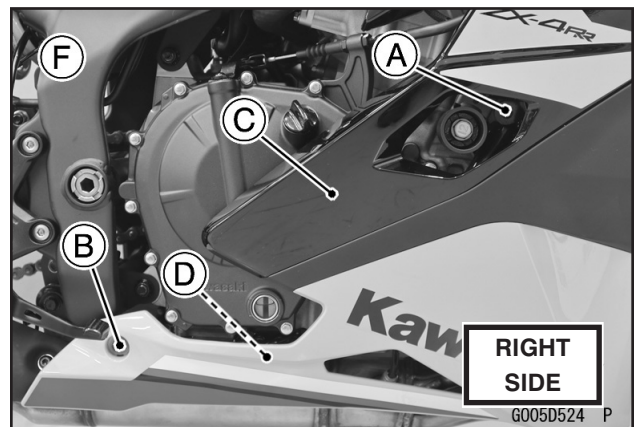
- Right side shown. Left side similar. Repeat right side.*



- Remove and retain bolt [A] from LH and RH fairing.

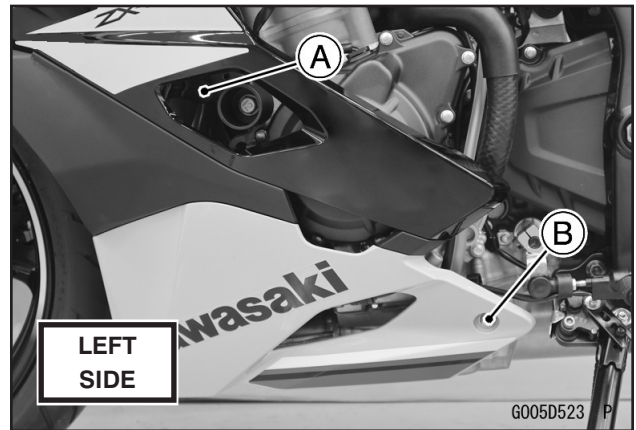


- Remove and retain bolt [A] from RH fairing.
- Remove and retain bolt and collar [B] from RH fairing only.
- Pull right lower fairing [C] outward to clear projection [D].

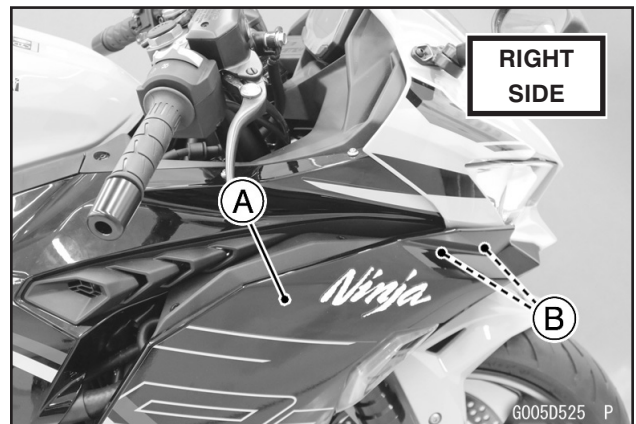


Repair Procedure (continued)

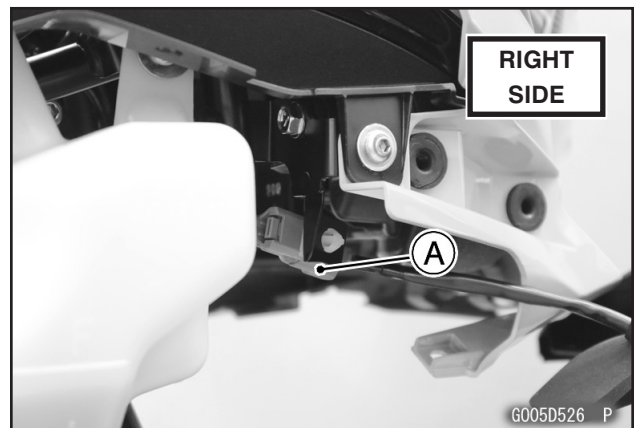
- Remove and retain bolt [A].
- Remove and retain bolt and collar [B].



- Pull RH lower fairing [A] outward to clear projections [B].



- Disconnect front right turn signal light connector [A].
- Remove LH lower fairing in the same manner as the RH lower fairing described in the previous step.

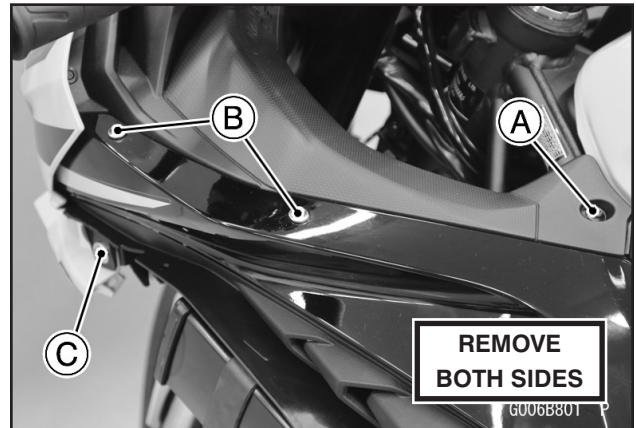


Repair Procedure (continued)

- Remove and retain bolt [A].
- Remove and retain bolts and washers [B].
- Remove and retain bolt and collar [C].

NOTE:

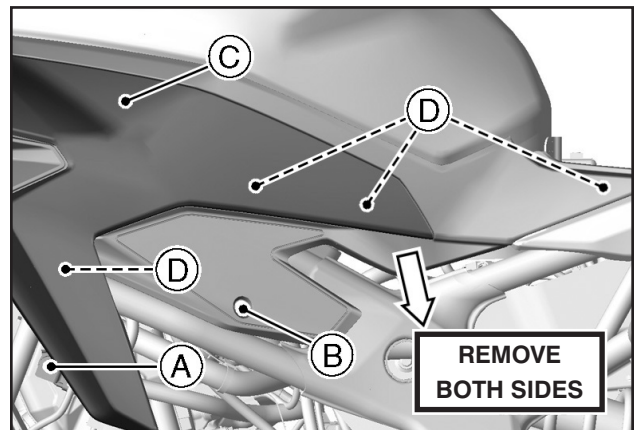
- o *Left side shown. Right side similar. Repeat right side.*



- Remove and retain bolt, collar and damper [A].
- Remove and retain bolt [B].
- Pull the side cover [C] outward to clear the projections [D].

NOTE:

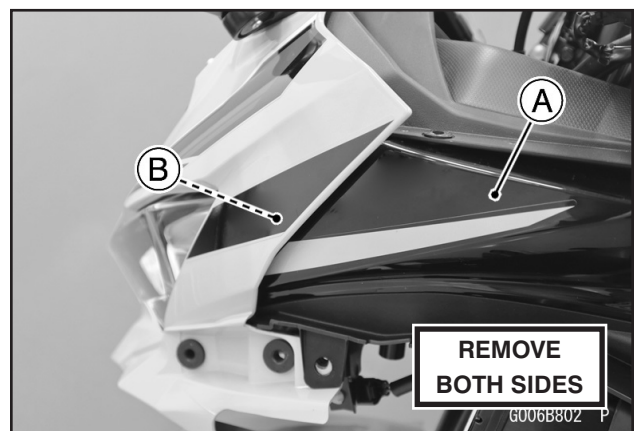
- o *Left side shown. Right side similar. Repeat right side.*



- Pull the side cover [A] rearward to clear the hook [B].

NOTE:

- o *Left side shown. Right side similar. Repeat right side.*

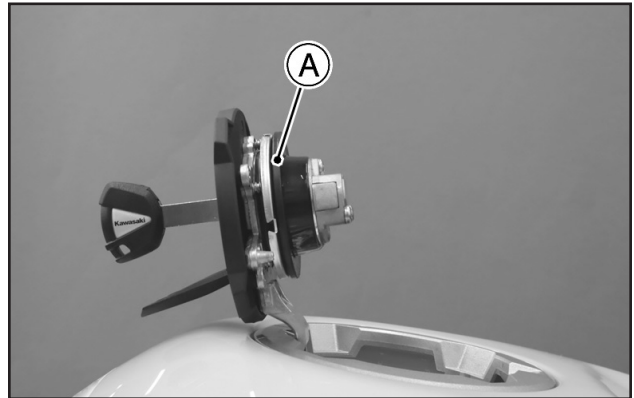


Repair Procedure (continued)

WARNING

Gasoline is extremely flammable and can be explosive under certain conditions, creating the potential for serious burns. Make sure the area is well ventilated and free from any source of flame or sparks; this includes any appliance with a pilot light. Do not smoke. Turn the ignition switch off. Disconnect the battery (-) terminal. To avoid fuel spills, draw it from the tank when the engine is cold. Be prepared for fuel spillage; any spilled fuel must be completely wiped up immediately.

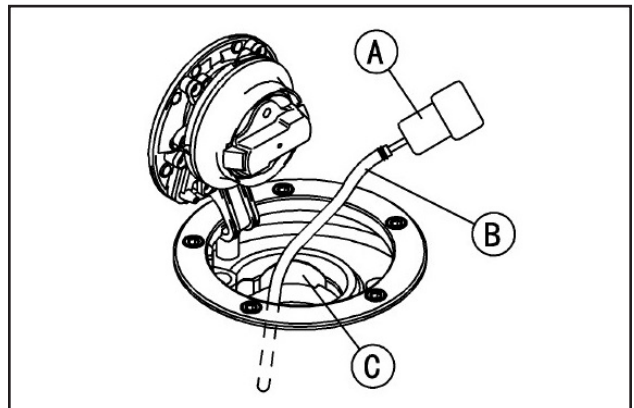
- Open the fuel tank cap [A] to lower the pressure in the tank.
- During tank removal, keep the tank cap open to release pressure in the tank. This makes fuel spillage less.



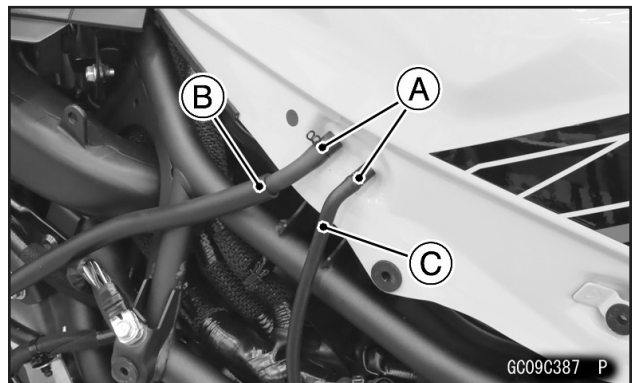
WARNING

Spilled fuel is flammable and can be explosive under certain conditions. The fuel can not be removed completely from the fuel tank. Be careful for remained fuel spillage.

- Draw the fuel out from the fuel tank with a commercially available pump [A].
- Use a soft plastic hose [B] as a pump intake hose in order to insert the hose smoothly.
- Put the hose through the fill opening [C] into the tank and draw the fuel out.



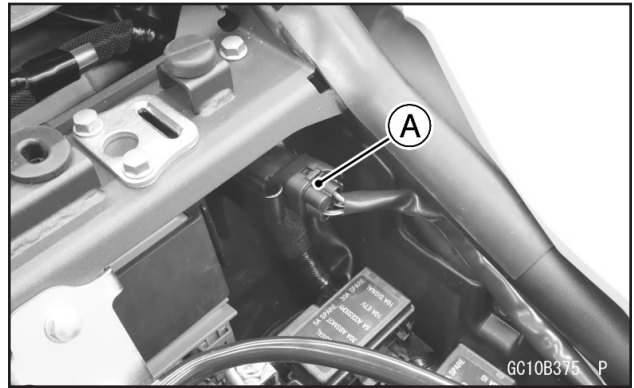
- Slide clamps [A] down.
- Disconnect breather hose [B].
- Disconnect drain hose [C].



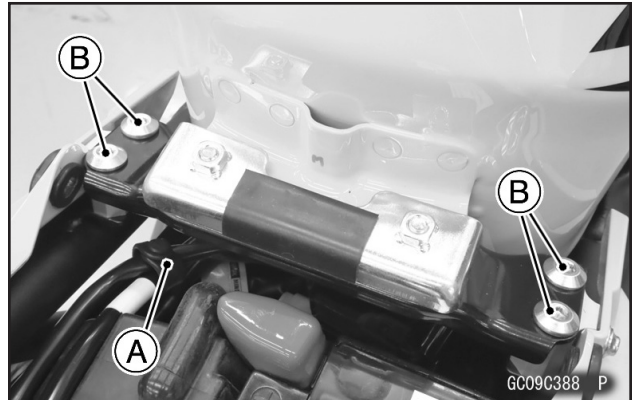
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Repair Procedure (continued)

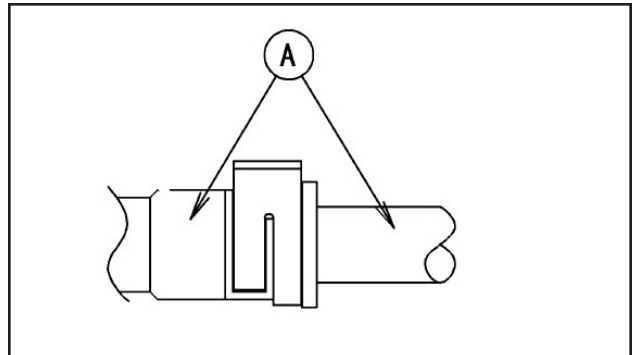
- Disconnect fuel pump connector [A].



- Open clamp [A].
- Remove and retain bolts [B].



- Wipe off any dirt from the surface [A] around the connection using a cloth or a soft brush before disconnecting the fuel hose joint.
- Be sure to place a piece of cloth around the fuel hose joint to catch spilled fuel.



NOTICE

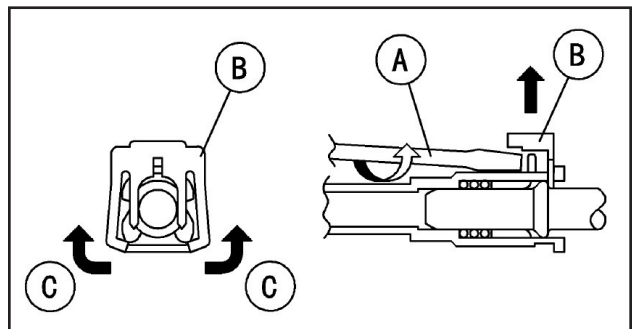
Prying or excessively widening the joint lock ends for fuel hose removal will permanently deform the joint lock, resulting in a loose or incomplete lock that may allow fuel to leak and create the potential for a fire explosion. To prevent fire or explosion from a damaged joint lock, do not pry or excessively widen the joint lock ends when removing the fuel hose. The joint lock has a retaining edge that locks around the housing.

When removing with flat tip screwdriver:

- Insert the flat tip screwdriver [A] into slit on the joint lock[B].
- Turn the screwdriver to disconnect the joint lock.

When removing with fingers:

- Open and push up [C] the joint lock with your fingers.

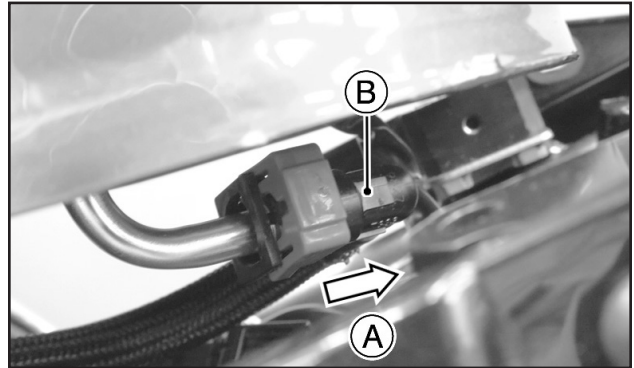


Repair Procedure (continued)

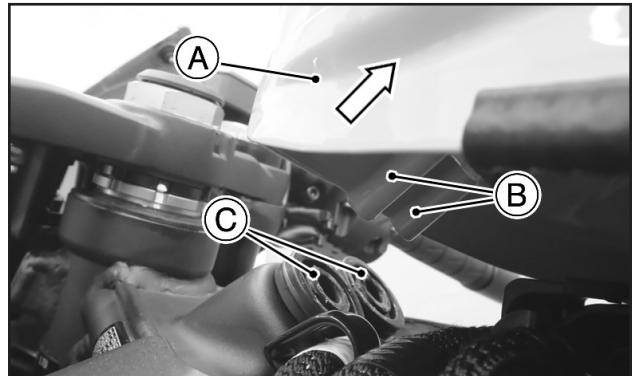
WARNING

Fuel is flammable and explosive under certain conditions and can cause severe burns. Be prepared for fuel spillage; any spilled fuel must be completely wiped up immediately. When the fuel hose is disconnected, fuel spills out from the hose and the pipe because of residual pressure. Cover the hose connection with a piece of clean cloth to prevent fuel spillage.

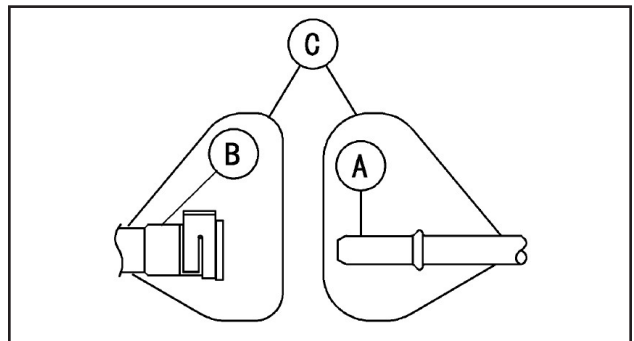
- Pull [A] the fuel hose joint [B] out of the outlet pipe.



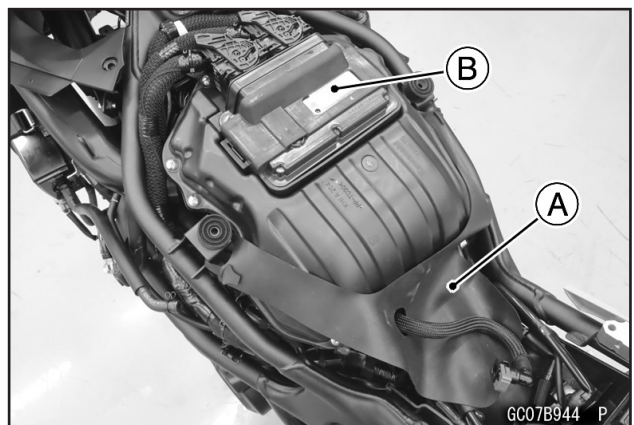
- Close the fuel tank cap.
- Remove the fuel tank [A] rearward to clear the projections [B] from the dampers [C], and place it on a flat surface.
- Do not apply pressure or side load to the fuel pipe connected to the fuel pump.



- Clean the pipe [A].
- Cover the pipe and the hose joint [B] with plastic bags [C] to keep them clean.

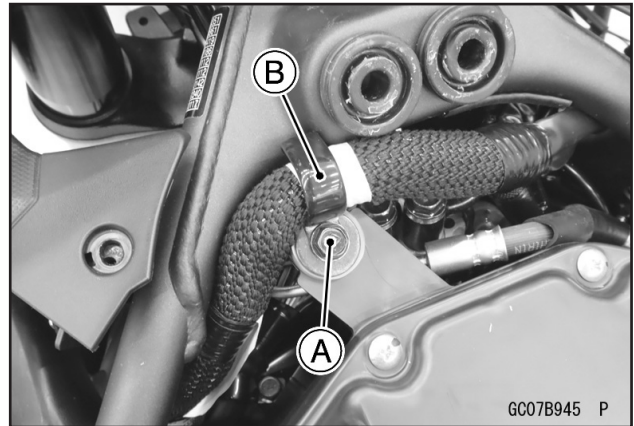


- Remove and retain heat insulation rubber plate [A].
- Remove the ECU [B] with the harness connected from the air cleaner housing.

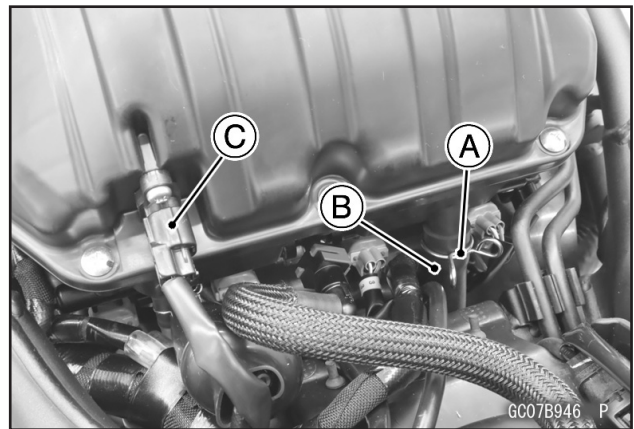


Repair Procedure (continued)

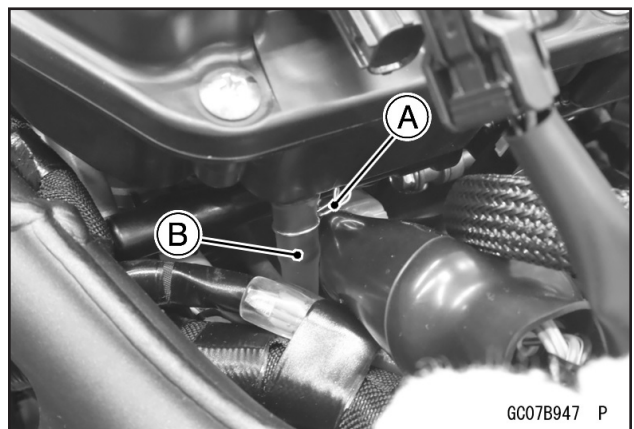
- Remove and retain air cleaner housing bolt [A].
- Open clamp [B].



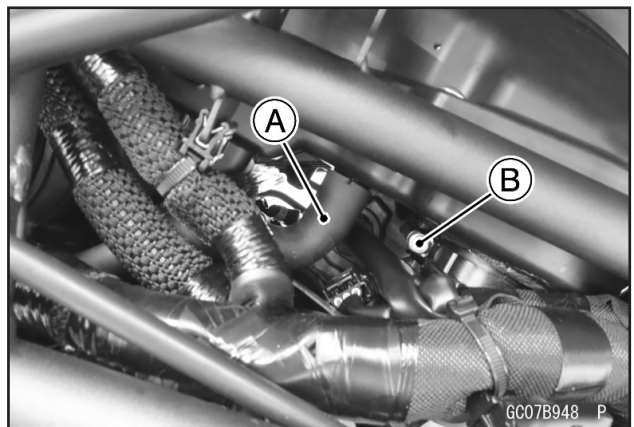
- Slide clamp [A] down and disconnect breather hose [B].
- Disconnect intake air temperature sensor connector [C].



- Slide clamp [A] down and disconnect drain hose [B].



- Disconnect the air switching valve hose [A].
- Loosen the air cleaner housing clamp bolt [B] on both sides.



Repair Procedure (continued)

- Loosen the intake duct clamp bolt [A].
- Remove the air cleaner housing.

NOTICE

Never drop the stick coils, especially on a hard surface. Such a shock to the stick coils can damage them.

- Disconnect stick coil connectors [A].
- Remove and retain stick coils [B].

NOTICE

Do not pry the connector part of the coil while removing the coil.

NOTICE

Use a spark plug socket with a rubber insert to remove and replace the spark plugs.

- Remove the spark plugs [A] using a **14 mm spark plug socket**.
- Insert each new spark plug vertically into the spark plug hole with the spark plug installed in the plug wrench, and finger-tighten it first.

NOTICE

Tightening the spark plug with the socket tilted can break the insulator.

- Tighten spark plugs to 115 in·lb (1.3 kgf·m, 13 N·m)
- Install the stick coils [A] with their connectors facing to the specified angles [B] as shown.

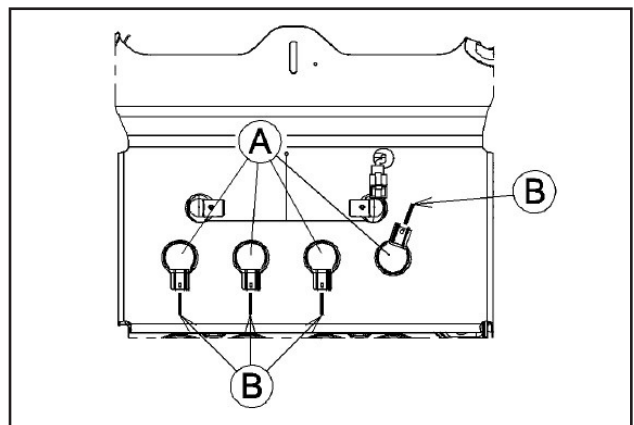
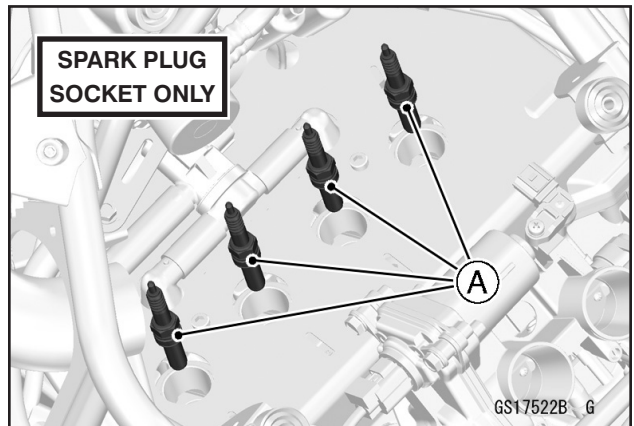
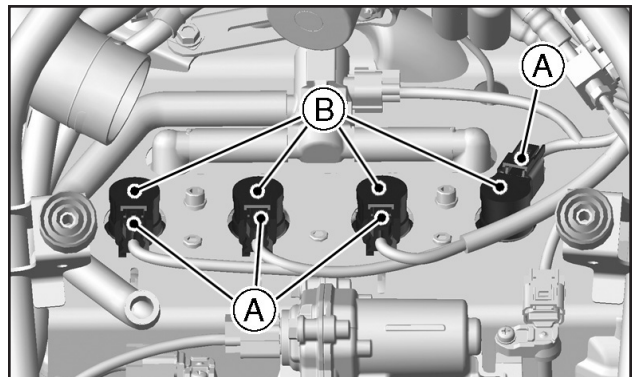
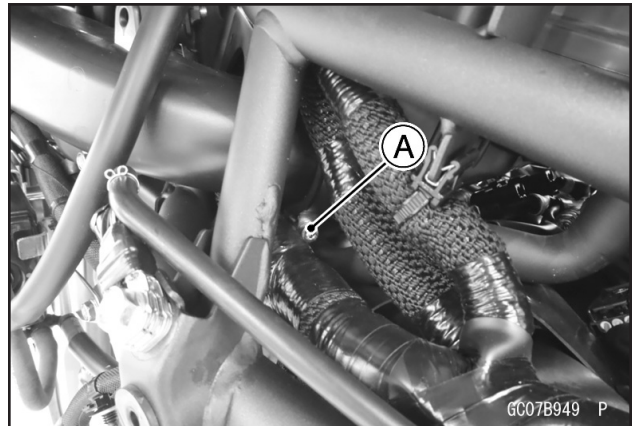
NOTE:

- o *The specified angles are indicated on the cylinder head cover and the heat insulation rubber plate.*

NOTICE

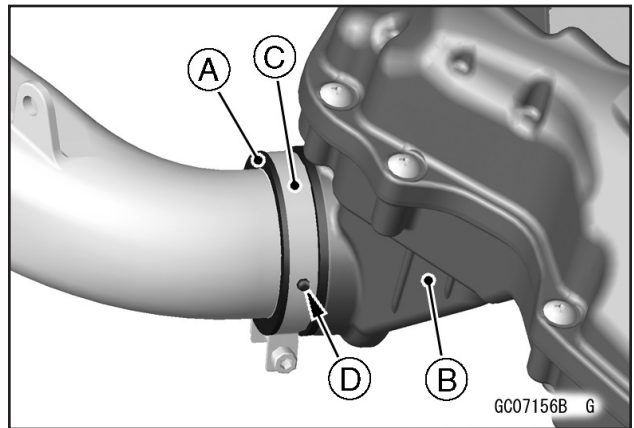
Do not tap the coil heads while installing the coils.

- After installation, be sure the stick coils are installed securely by pulling them up lightly.

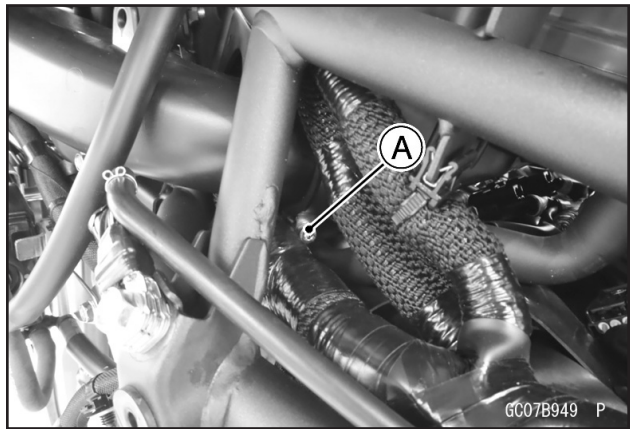


Repair Procedure (continued)

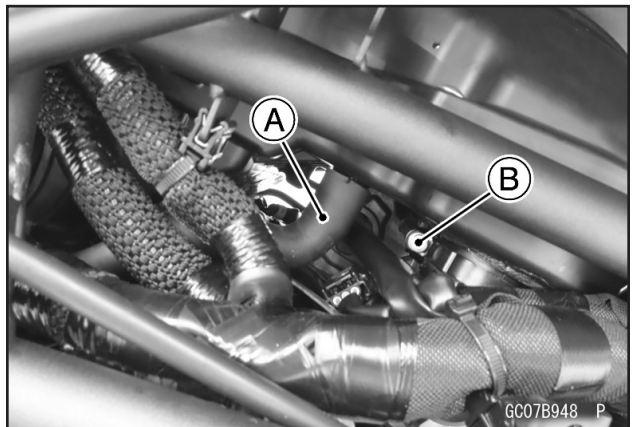
- Install air cleaner housing.
- Check the rubber duct [A] is in place on the air cleaner housing [B].
- Tighten air cleaner housing clamp bolts to 18 in·lb (0.20 kgf·m, 2.0 N·m)
- Fit the hole of clamp [C] to the projection [D] of rubber duct.
- Tighten intake duct clamp bolt to 26 in·lb (0.30 kgf·m, 2.9 N·m).



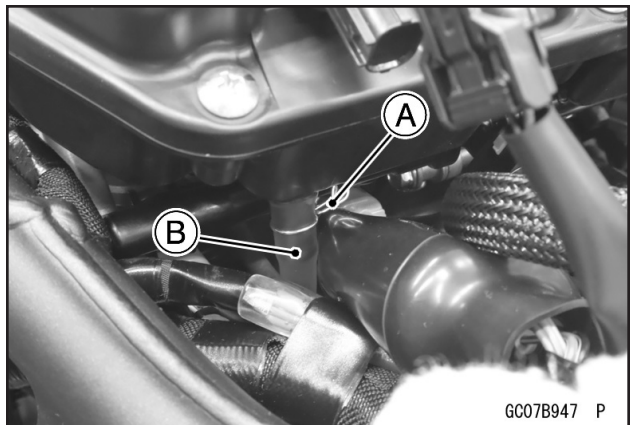
- Tighten the intake duct clamp bolt [A].



- Tighten the air cleaner housing clamp bolt [B] on both sides.
- Connect the air switching valve hose [A].

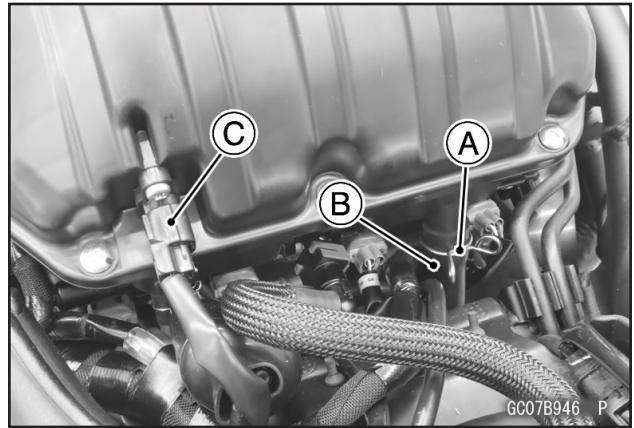


- Connect drain hose [B]
- Secure clamp [A].

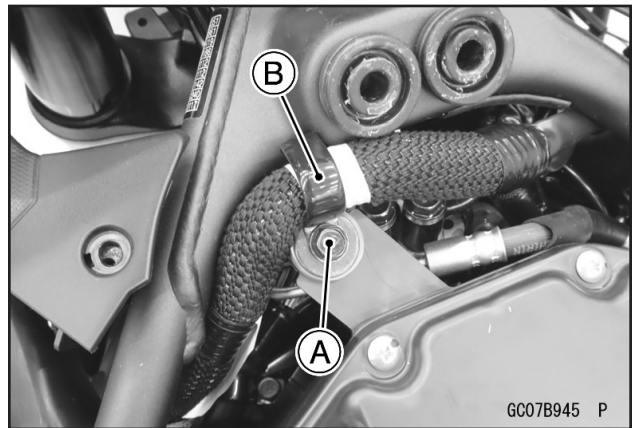


Repair Procedure (continued)

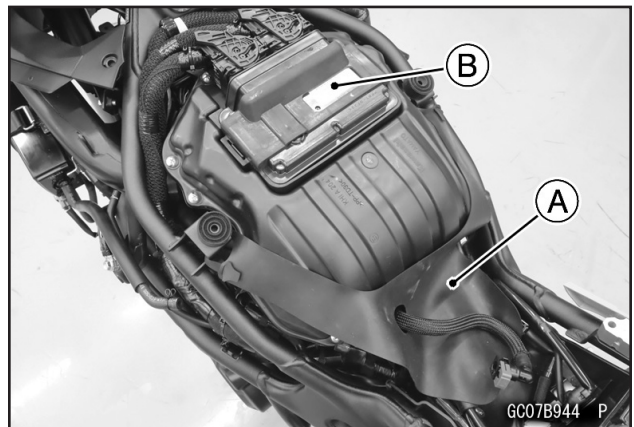
- Connect intake air temperature sensor connector [C].
- Connect breather hose [B].
- Slide the clamp [A] up to secure hose [B].



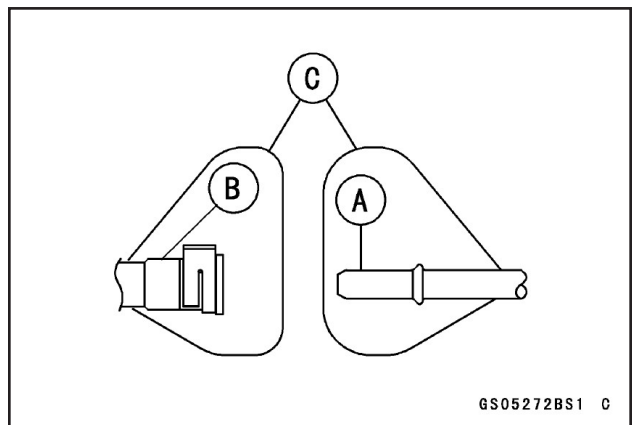
- Secure Clamp [B]
- Install Air Cleaner Housing Bolt [A] and tighten to 71 in-lb (0.82 kgf·m, 8.0 N·m).



- Install the ECU [B] with the harness connected to the air cleaner housing.
- Install Heat Insulation Rubber Plate [A].



- Remove the plastic bags [C] from pipe [A] and connector [B].

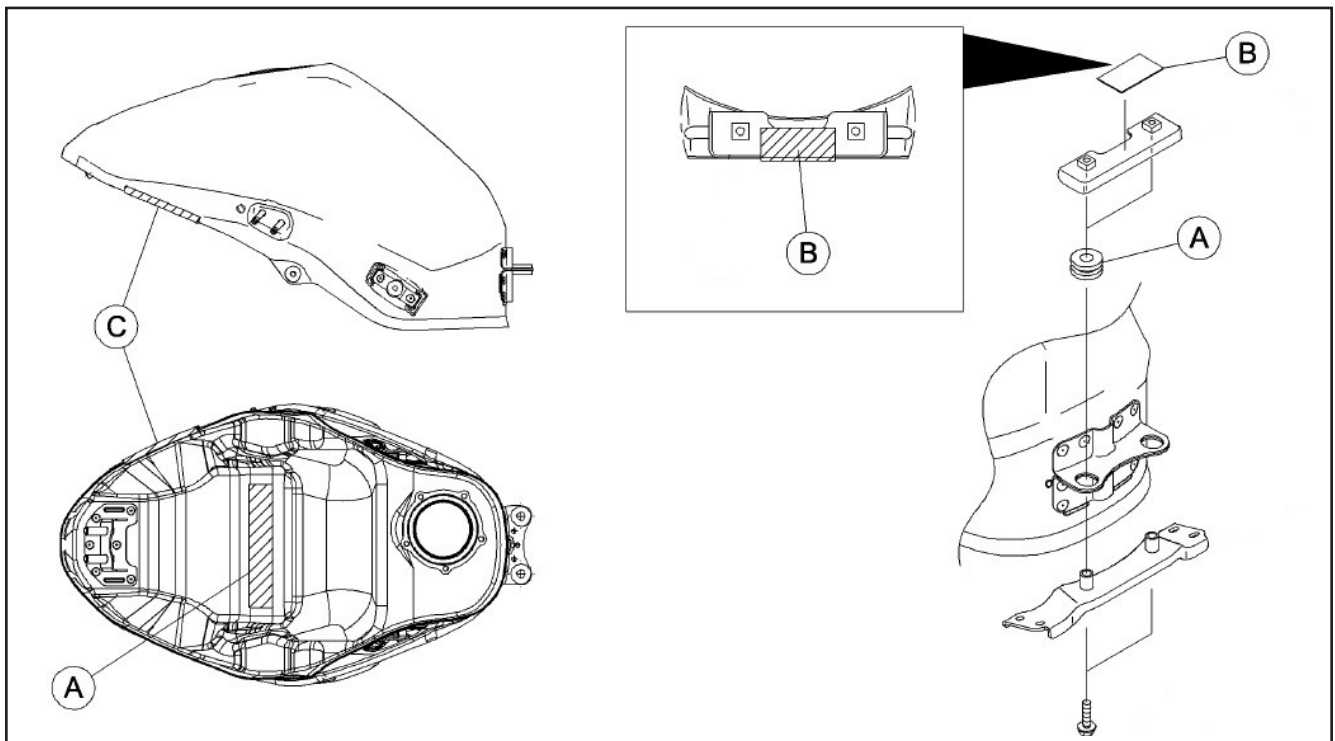
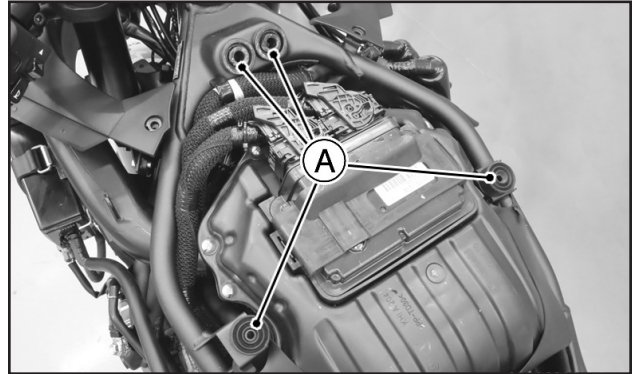


Repair Procedure (continued)

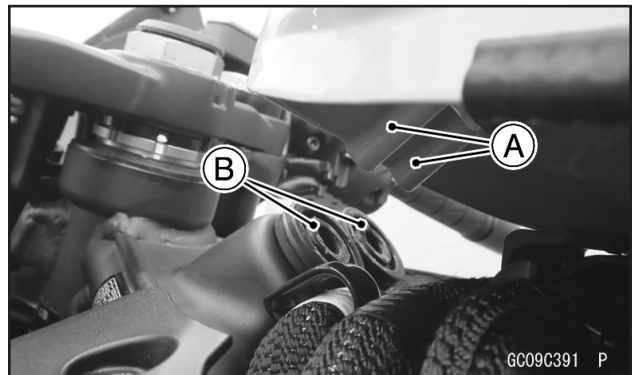
⚠ WARNING

Fuel is flammable and explosive under certain conditions and can cause severe burns. Be prepared for fuel spillage; any spilled fuel must be completely wiped up immediately. When the fuel hose is disconnected, fuel spills out from the hose and the pipe because of residual pressure. Cover the hose connection with a piece of clean cloth to prevent fuel spillage.

- Check that the dampers [A], pad [B] and trim [C] are in place on the frame and fuel tank. (refer to images to the right and below)



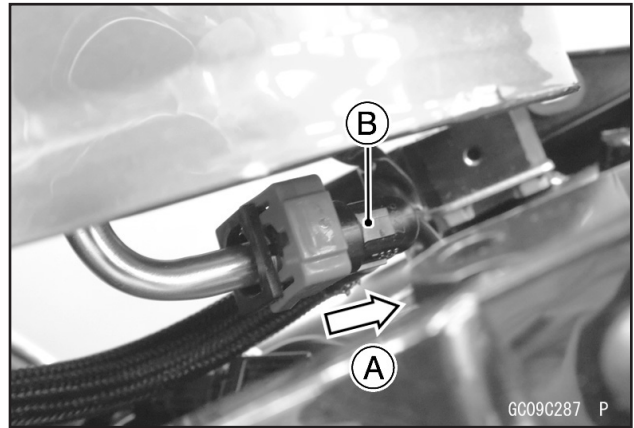
- Insert the projections [A] of the fuel tank to the dampers [B].



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Repair Procedure (continued)

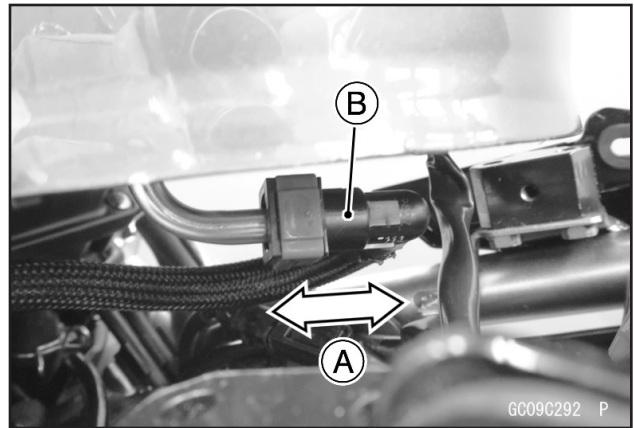
- Insert the fuel hose joint [A] straight onto the fuel outlet pipe until the hose joint clicks.
- Push the joint lock [B] until the hose joint clicks.



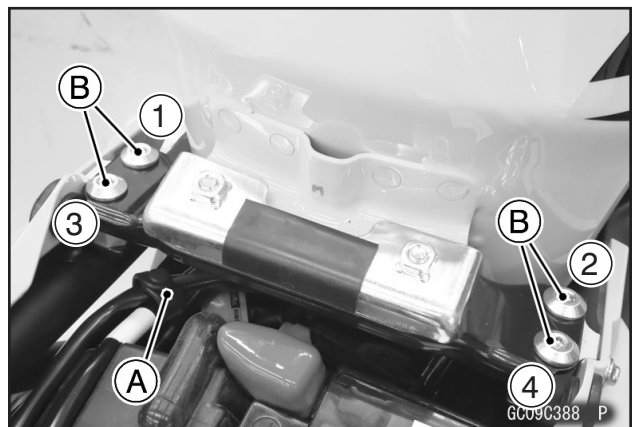
- Push and pull [A] the hose joint [B] back and forth more than two times to make sure it is locked and does not come off.

WARNING

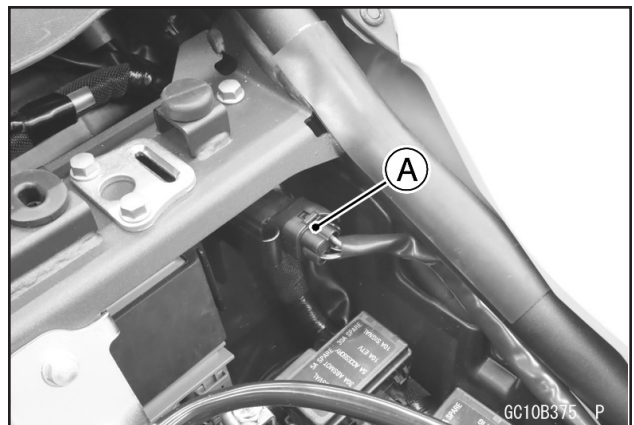
Leaking fuel can cause a fire or explosion resulting in serious burns. Make sure the hose joint is installed correctly on the delivery pipe.



- Tighten the fuel tank bolts [B] following the specified tightening sequence [1 – 4].
- Secure clamp [A].

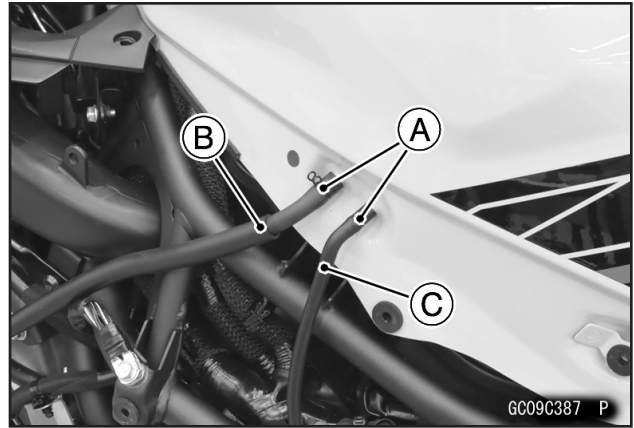


- Connect fuel pump connector [A].

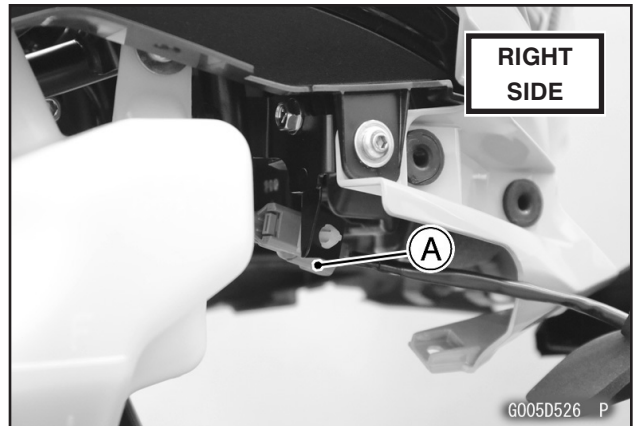


Repair Procedure (continued)

- Install drain hose [C].
- Connect breather hose [B].
- Secure clamps [A].



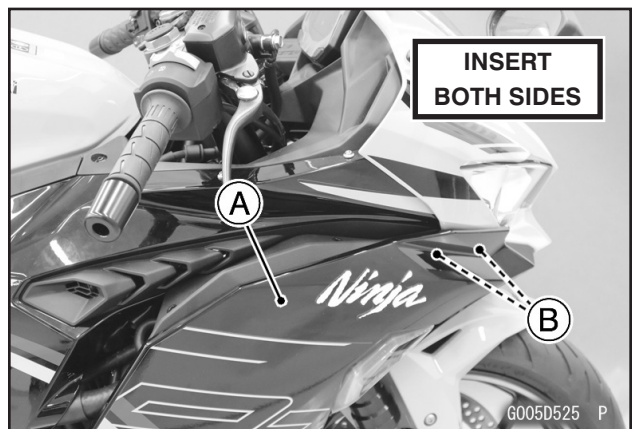
- Connect front right turn signal light connector [A]



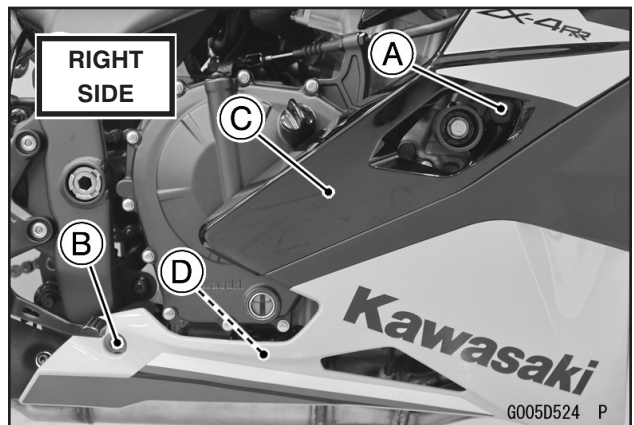
- Push the lower fairing [A] inward to insert the projections [B].

NOTE:

- o *Right side shown. Left side similar. Repeat left side.*

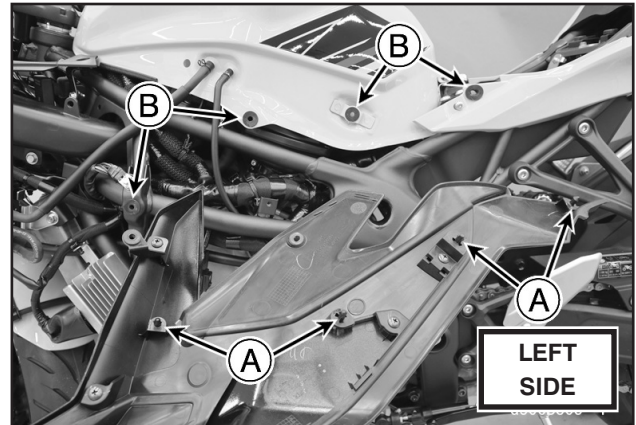


- Push the right lower fairing [C] inward to insert the projection [D].
- Tighten bolt [A], bolt and collar [B].

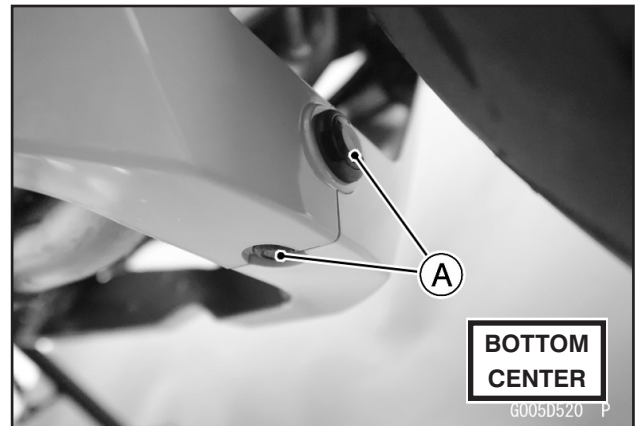


Repair Procedure (continued)

- Insert the projections [A] of the side cover into the grommets [B].



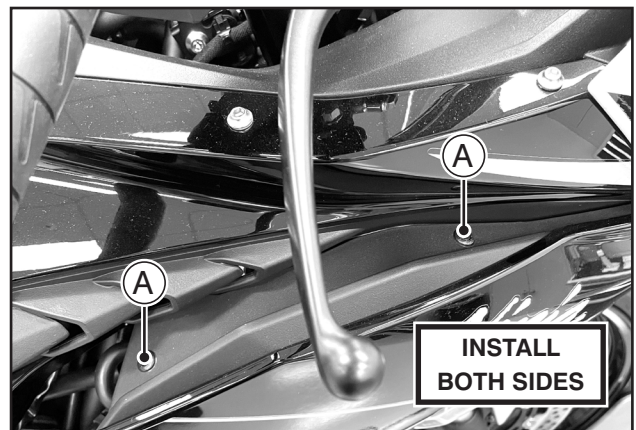
- Install quick rivets [A].



- Install quick rivets [A] on the right hand side.

NOTE:

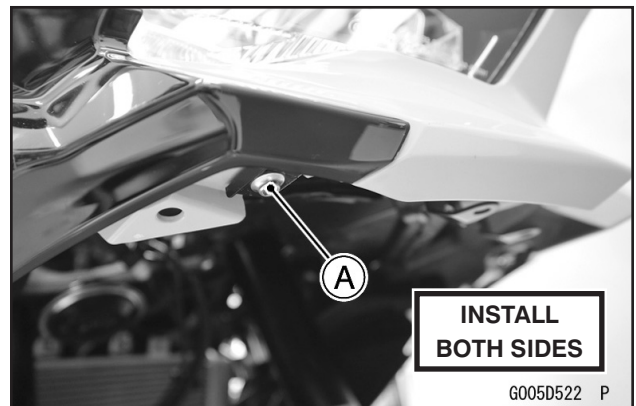
- o *Right side shown. Left side similar. Repeat left side.*



- Install and tighten bolt [A] on the right hand side

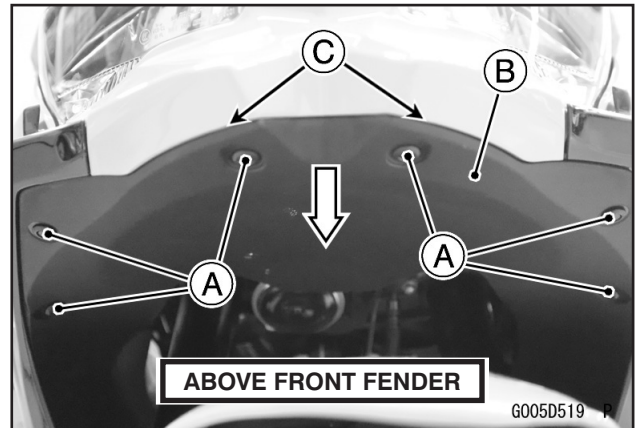
NOTE:

- o *Right side shown. Left side similar. Repeat left side.*



Repair Procedure (continued)

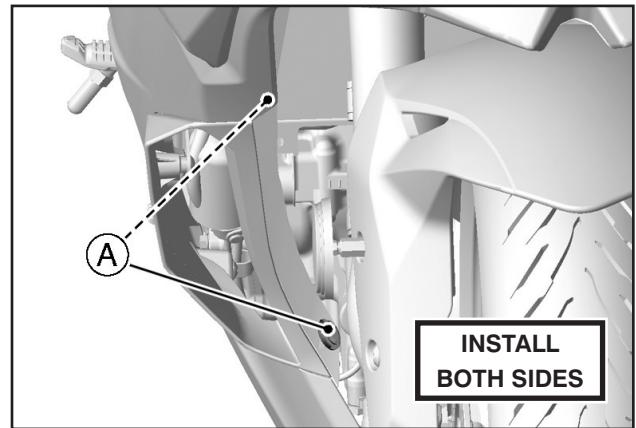
- Push the lower inner fairing [B] forward to insert the tabs [C]:
- Install quick rivet [A]



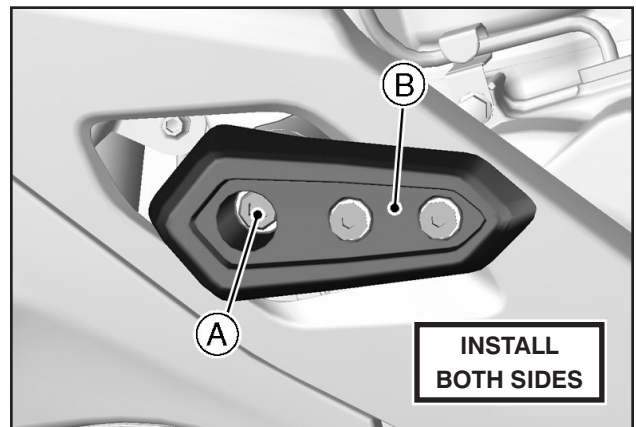
- Install quick rivets [A] (Both sides).

NOTE:

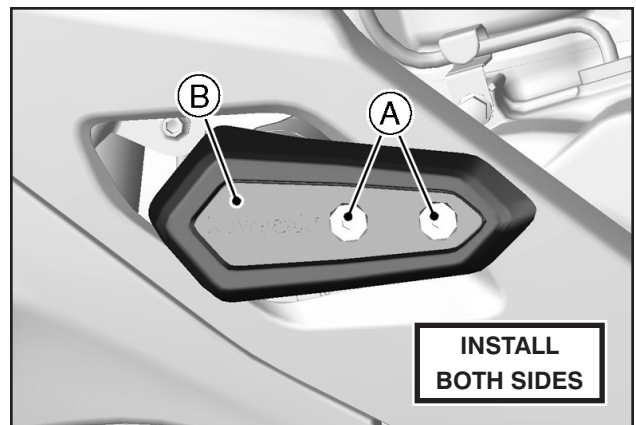
- o *Right side shown. Left side similar. Repeat left side.*



- Install slider [B], if equipped and tighten bolt and washer [A].

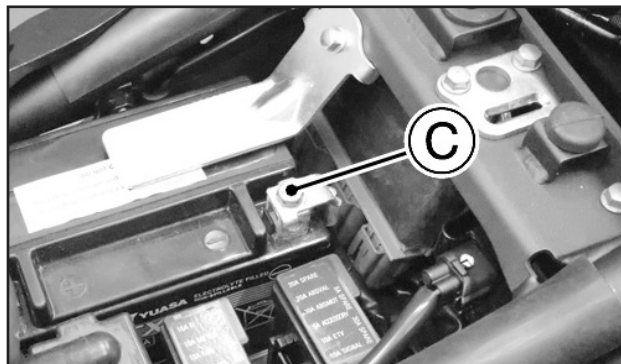


- Tighten bolts [A] and install cover [B].



Repair Procedure (continued)

- Connect the negative (-) cable [C].



- Install front and rear seats.
- Test the right front turn signal for operation.



Warranty Information

This is a Recall. Repair is authorized regardless of ownership or warranty status.

Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial assembly and preparation.

See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

Verify eligibility using VIP in K-Dealer before starting the repair.

Please check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

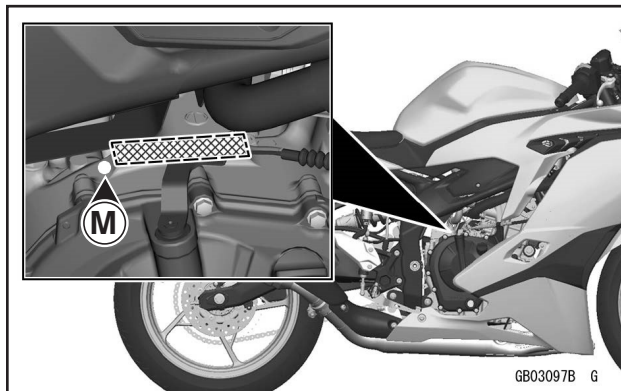
Procedure	Replace Spark Plugs
Job Code	22584
Flat Rate Time	1.0 hrs
Claim Type	3
Part Number	99999-0939
Description	KIT, PLUG-SPARK, MC24-07
Quantity	1

Inspection & Repair Verification

Make a white paint mark [M] to the left of the first digit of the engine number as shown.

NOTE:

- o *Repair verification is an essential part of the repair procedure. Along with the physical repair verification, check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.*



IMPORTANT SAFETY RECALL NHTSA RECALL NO. 24V-XXX

2023 NINJA® ZX™-4RR & 2024 NINJA® ZX™-4R & 4RR SPARK PLUG REPLACEMENT

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 2023 Ninja ZX-4RR KRT Edition and 2024 Ninja ZX-4R and 4RR model motorcycles.

What is the reason for this notice?

The spark plugs may have been damaged during the vehicle manufacturing process. It may result in unstable idle, hesitation, and engine stalling. Our records indicate that you have purchased one of these units.

What Kawasaki and your dealer will do:

At no cost to you, Kawasaki has authorized your dealer to replace the spark plugs. The repair will take up to one (1) hour but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

What should you do to ensure your safety?

Please call your Kawasaki dealer to schedule an appointment to have your motorcycle repaired. Please have your Vehicle Identification Number (VIN) ready when calling. To locate the nearest authorized Kawasaki motorcycle dealer, please visit www.kawasaki.com and click on the "LOCATE DEALER" link.

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.safercar.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.