

**TITLE: 2024 Z7 HYBRID ABS & NINJA® 7 HYBRID ABS
Improper Shifting**

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
2024	Z7 HYBRID ABS	CR500ARFNL
	NINJA 7 HYBRID ABS	CX500ARFNL

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, improper programming of the shift control system may cause the transmission to shift to neutral when the operator attempts to shift from 1st to 2nd gear. There is a risk that the motorcycle may lose power while being operated.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to reprogram the HEV-ECU and ISG inverter.

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 17 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

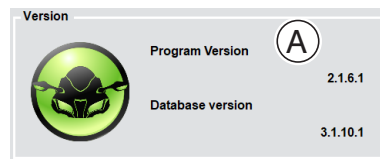
Parts are not required for this repair.

Special Tool Requirements

The following Kawasaki specific tools are **REQUIRED** to complete the repair and are part of your Kawasaki essential tool inventory.

KVCS EQUIPMENT:

- A. Computer/laptop with latest version of KVCS
- B. Program Version 2.1.6.1 or later
- C. Database Version 3.1.10.1 or later
- D. K-VCI Device
- E. Adapter Cable 57001-1843
- F. USB Cable 57001-1844
- G. Adapter Cable 57001-1880



Any one of the following power sources listed below is **REQUIRED** to maintain constant battery voltage during the reprogramming process. These are common tools used on a daily basis at powersports dealerships and not Kawasaki specific.

POWER SOURCE:

1. Charger with 12V power source function
OR
2. 12V Jump Box
OR
3. 12V powersports battery (fully charged)
OR
4. 12V automotive battery (fully charged)

Preparation

IMPORTANT NOTICE

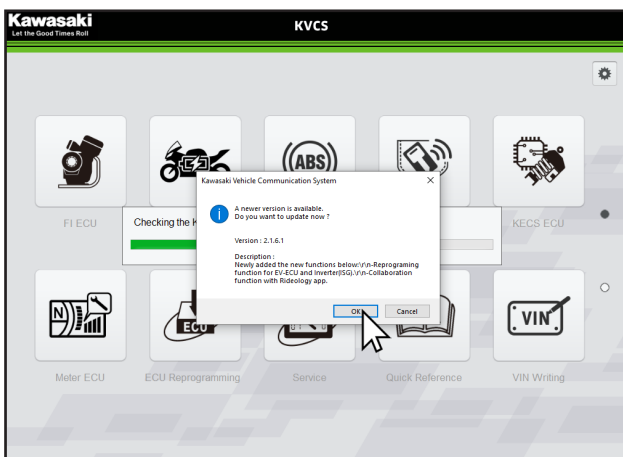
THE INSTRUCTIONS IN THIS BULLETIN MUST BE FOLLOWED PRECISELY.
FAILURE TO FOLLOW THE PROCEDURE WILL RESULT IN FAULTY ECU REPROGRAMMING.
FAILURE TO FOLLOW THE PROCEDURE CAN RESULT IN DAMAGE TO K-VCI DEVICE.

IMPORTANT NOTICE

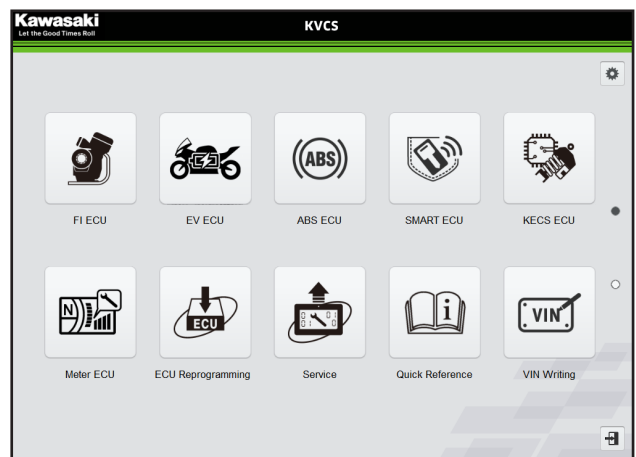
**KVCS MUST BE UPDATED TO VERSION 2.1.6.1 OR LATER
BEFORE ATTEMPTING THIS PROCEDURE.**

- Launch KVCS and follow the directions for the screen that matches your computer.

WITH UPDATE NOTIFICATION



WITHOUT UPDATE NOTIFICATION

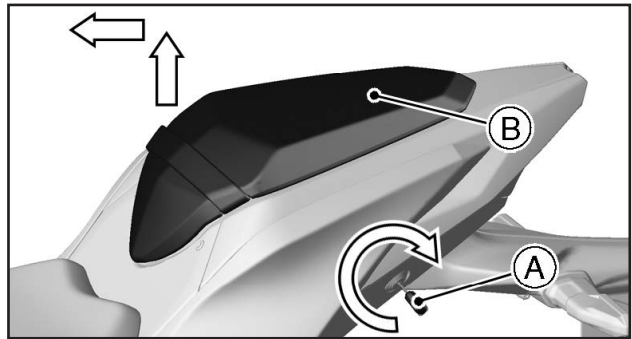


Click "OK" then follow the prompts to install the update.

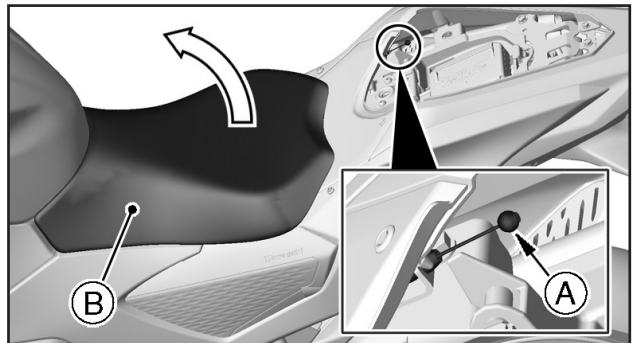
Close KVCS

Preparation (continued)

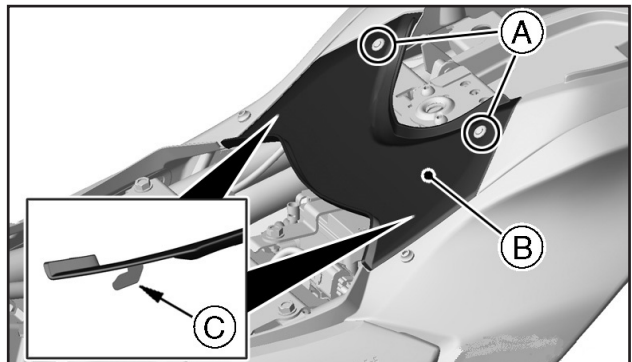
- Insert vehicle key [A] into the seat lock.
- Turn key clockwise and pull up the front part of rear seat [B].
- Remove rear seat forward.



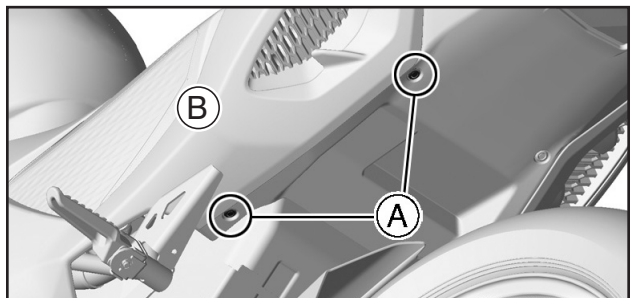
- While pulling the seat lock cable [A], lift the rear end of the front seat [B] to remove it.



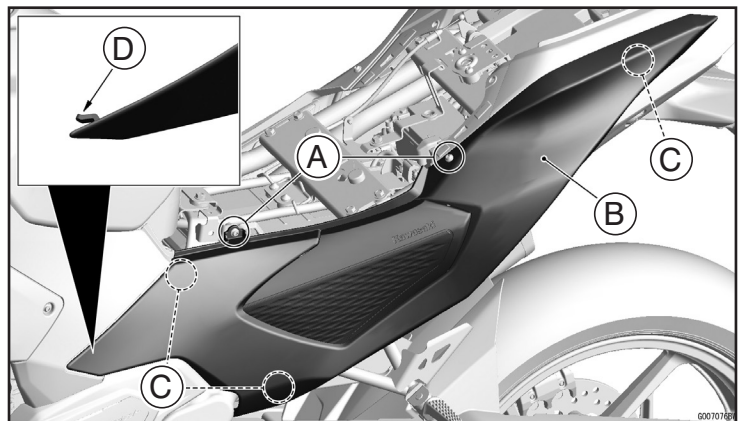
- Remove and retain quick rivets [A].
- Pull center seat cover [B] rearward to clear the hooks [C].
- Remove and retain center seat cover [B].



- Remove and retain LH quick rivets [A] from LH outer seat cover [B].



- Remove and retain bolts and washers [A].
- Pull the outer seat cover outward to clear the projections [C] and hook [D] to remove the outer seat cover [B].



Preparation (continued)

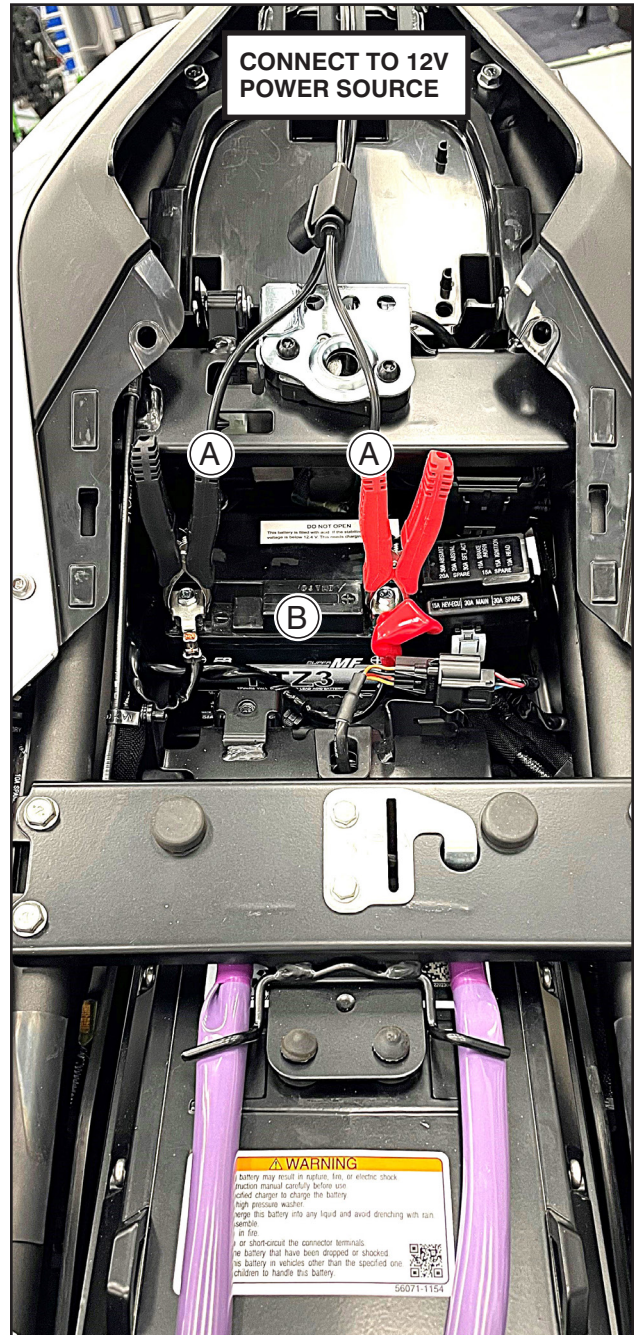
IMPORTANT NOTICE

- **THE VEHICLE'S 12V BATTERY MUST BE FULLY CHARGED (12.6V MINIMUM) TO PERFORM THIS PROCEDURE.**
- **PERFORMING THIS REPAIR WITH A PARTIALLY CHARGED BATTERY WILL RESULT IN FAILED ECU REPROGRAMMING THAT CAN ONLY BE RECOVERED BY KAWASAKI PERSONNEL WITH PROPRIETARY EQUIPMENT.**
- **A SUPPLEMENTAL 12V POWER SOURCE CONNECTED TO THE VEHICLE'S 12V BATTERY IS ALSO REQUIRED TO PERFORM THIS PROCEDURE.**

- Verify the vehicle's 12V battery is fully charged (12.6V minimum).
 - ★ If the battery won't accept a 12.6V charge, replace the battery.
- Connect 12V power source [A] to vehicle's 12V battery [B].
 - o Charger with 12V power source function
 - OR**
 - o 12V Jump Box
 - OR**
 - o 12V powersports battery (fully charged)
 - OR**
 - o 12V automotive battery (fully charged)

IMPORTANT NOTICE

DO NOT ATTEMPT TO PERFORM THIS PROCEDURE WITHOUT A SUPPLEMENTAL 12V POWER SOURCE CONNECTED TO THE VEHICLE'S 12V BATTERY.

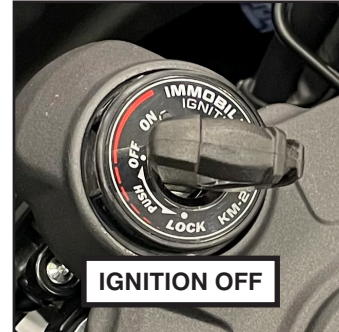


HEV-ECU Reprogramming

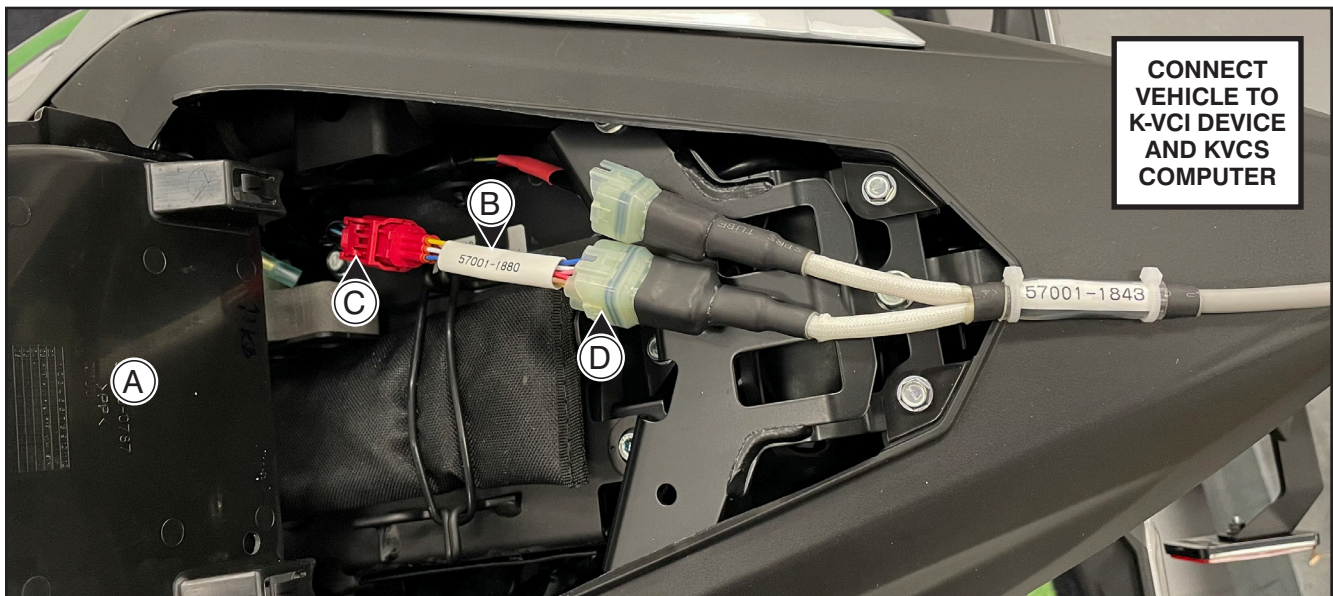
IMPORTANT NOTICE

VERIFY THE IGNITION SWITCH IS IN THE “OFF” POSITION BEFORE CONNECTING THE K-VCI DEVICE. CONNECTING THE K-VCI DEVICE WITH THE IGNITION SWITCH IN THE “ON” POSITION CAN DAMAGE THE K-VCI DEVICE.

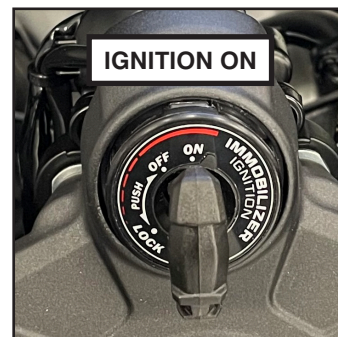
- Ignition switch to “OFF” position.



- Open cover [A] under the rear seat.
- Connect cable 57001-1880 [B] to red diagnostics coupler [C].
- Connect cable 57001-1843 [D] to cable 57001-1880 [B].

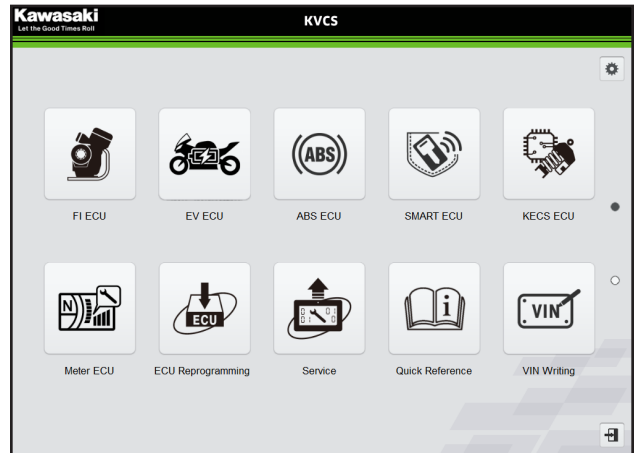


- Connect K-VCI device to computer USB port with cable 57001-1844 (not shown).
- Connect cable 57001-1843 to K-VCI device (not shown).
- Ignition switch to “ON” position.
- Wait 10 seconds.

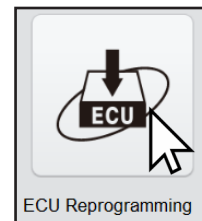


HEV-ECU Reprogramming (continued)

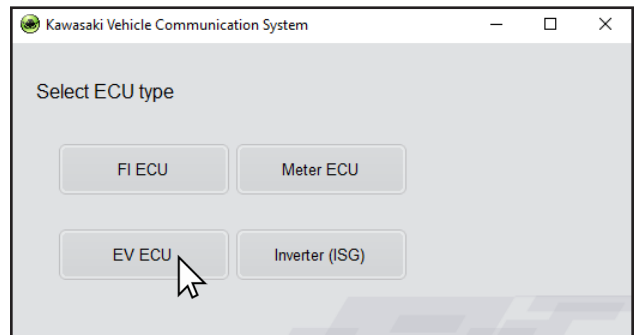
- Launch KVCS.



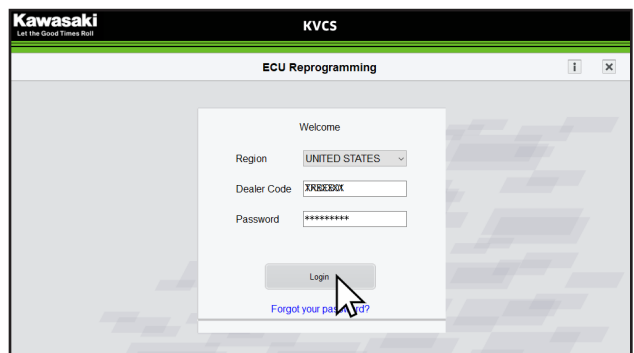
- Click on the “ECU Reprogramming” button.



- Click on the “EV ECU” button.



- Select “UNITED STATES” as the Region.
- Enter your DEALER CODE in ALL CAPS.
- Enter your case sensitive password.
- Click the “Login” button.



HEV-ECU Reprogramming (continued)

- Wait for the motorcycle image, ECU P/No, Cal Id and VIN to appear before clicking any buttons.
- Click the “Next” button AFTER the information listed above is displayed.



Model	Model Year	Specification
CR500A	'24-	US(CAL), CA
CX500A	'24-	US(CAL), CA

- Click the “Download” button.

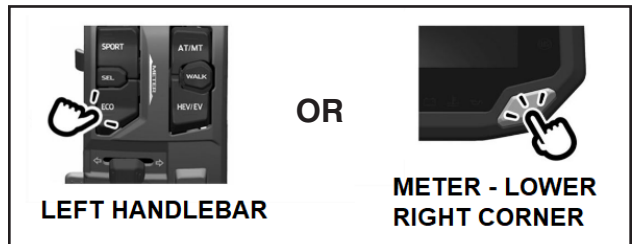


ECU P/No.	CalID	Comment	Registration Date
21175-1948	49245-2655	DAL700L	2024/11/06

- ★ If the message “Applicable data does not exist.” is displayed the vehicle has either been reprogrammed already or not eligible.

Applicable data does not exist.

- Check the vehicle mileage by pressing the ECO button on the left handlebar or the button in the bottom right corner of the meter display.



- Enter the last 5 digits of the VIN attached on the frame in the VIN box.
- Enter the total milage from the odometer.
- Click the “Continue” button.

- Click the “OK” button.

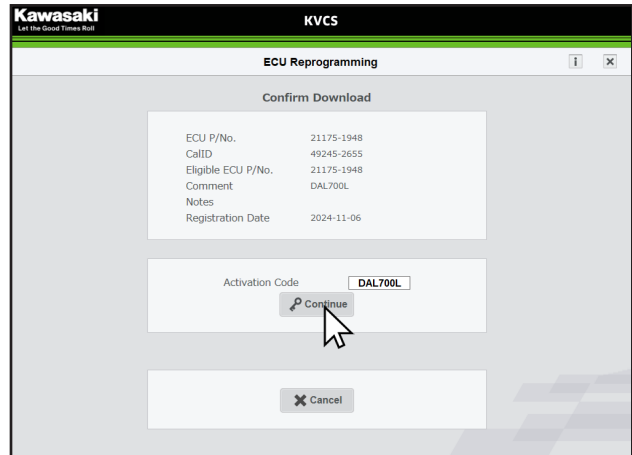
Message from webpage

Proceed to VIN verification

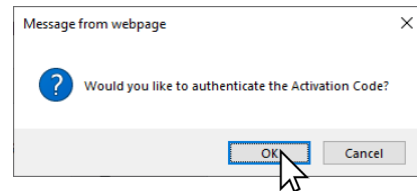
OK Cancel

HEV-ECU Reprogramming (continued)

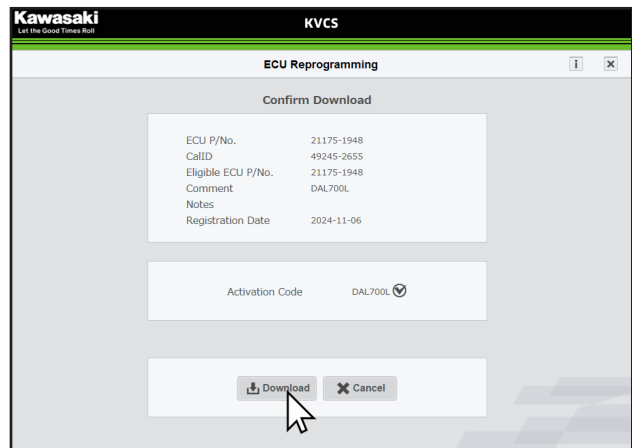
- Enter “Activation Code” **DAL700L** in **ALL CAPS**.
- Click the “Continue” button.



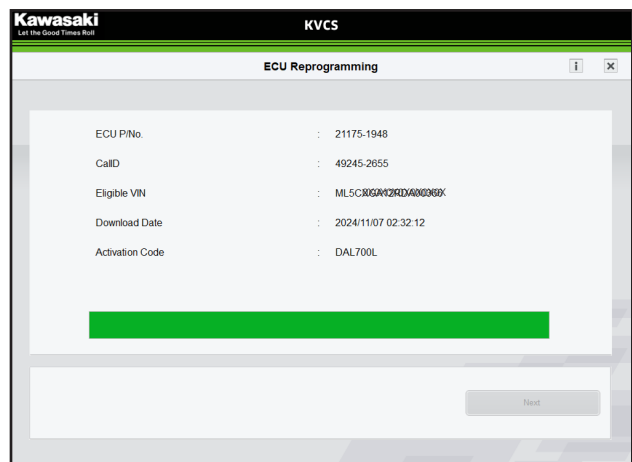
- Click the “OK” button.



- Click the “Download” button.

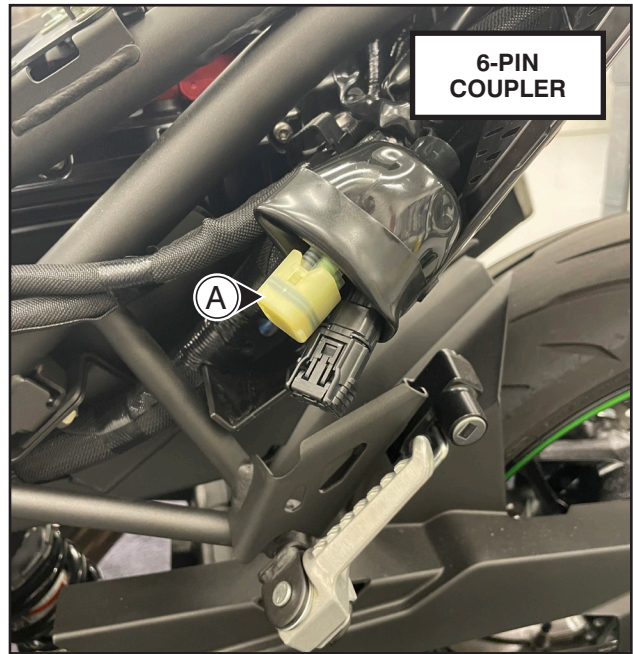


- The download screen will appear momentarily.

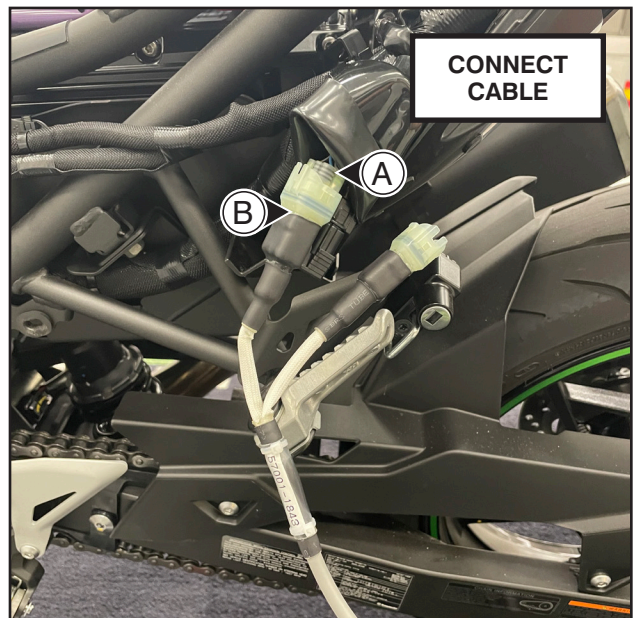


Inverter (ISG) Reprogramming

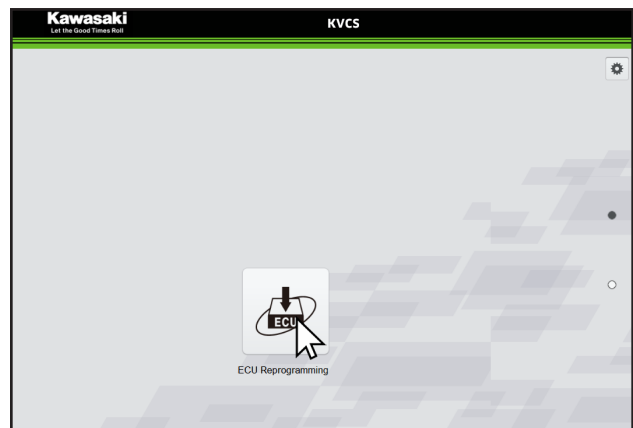
- Locate and uncover the 6-pin diagnosis coupler [A] on the left side of the motorcycle.



- Connect cable 57001-1843 [B] to the 6-pin diagnostics coupler [A].

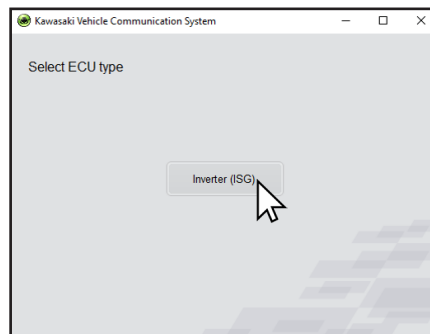


- Click the "ECU Reprogramming" button.

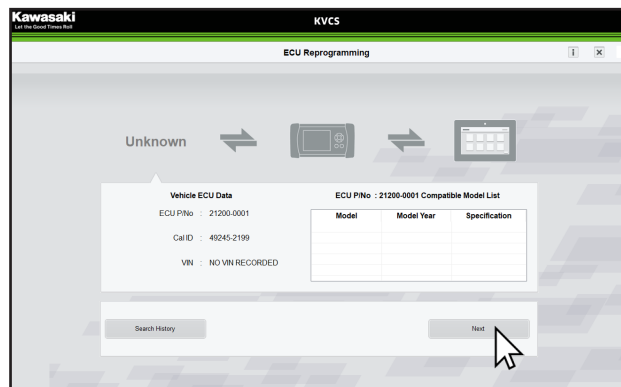


Inverter (ISG) Reprogramming (continued)

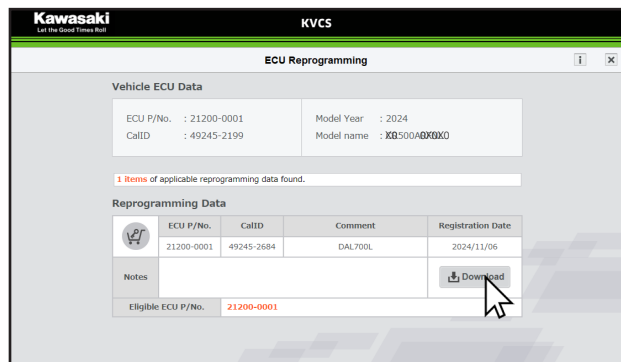
- Click on the “Inverter (ISG)” button.



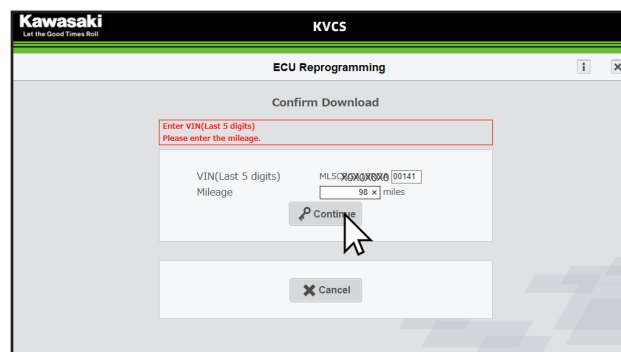
- Wait for the ECU Data and Cal Id to appear. It is normal for the word “Unknown” and the phrase “NO VIN RECORDED” to appear on this screen.
- Click the “Next” button.



- Click the “Download” button.



- Enter the last 5 digits of the VIN stamped on the frame.
- Enter the total mileage from the odometer.
- Click the “Continue” button.

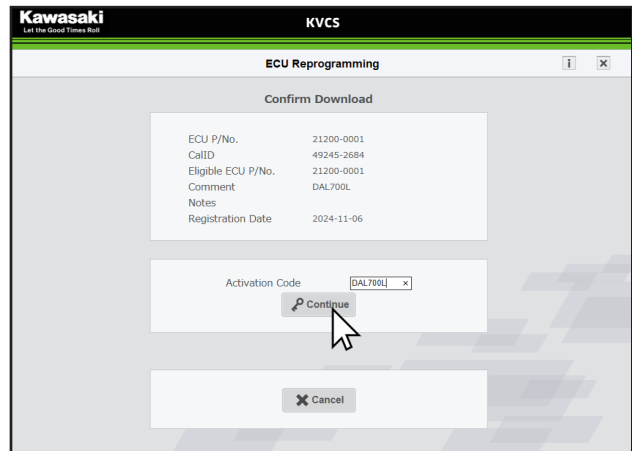


- Click the “OK” button.

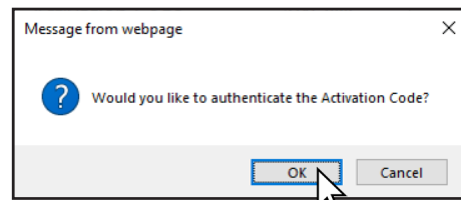


Inverter (ISG) Reprogramming (continued)

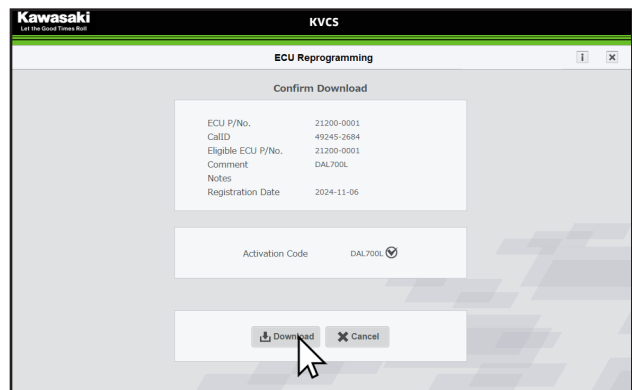
- Enter “Activation Code” **DAL700L** in **ALL CAPS**.
- Click the “Continue” button.



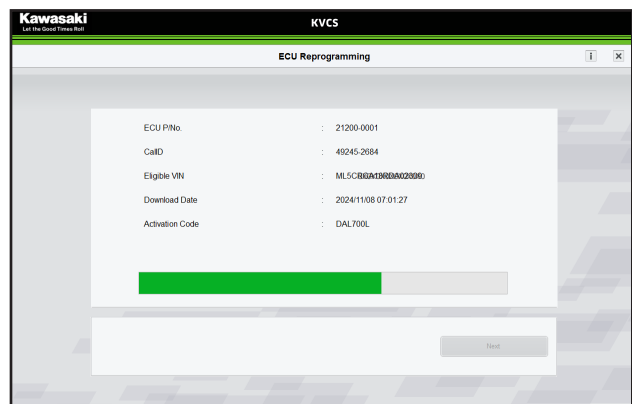
- Click the “OK” button.



- Click the “Download” button.



- The download screen will appear momentarily.



IMPORTANT NOTICE

DO NOT DISCONNECT FROM THE UNIT OR TURN OFF THE PC DURING ECU REPROGRAMMING. THIS WILL CAUSE THE REPROGRAMMING TO FAIL.

Inverter (ISG) Reprogramming (continued)

- Wait for the the reprogramming to finish.



- Type **MC24-13** in the “Comment” section.

IMPORTANT NOTE:

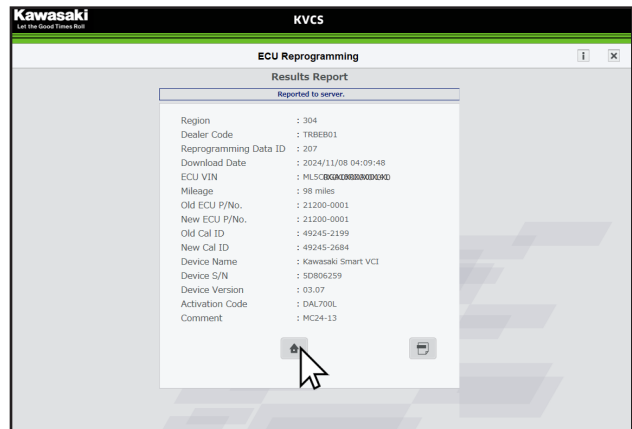
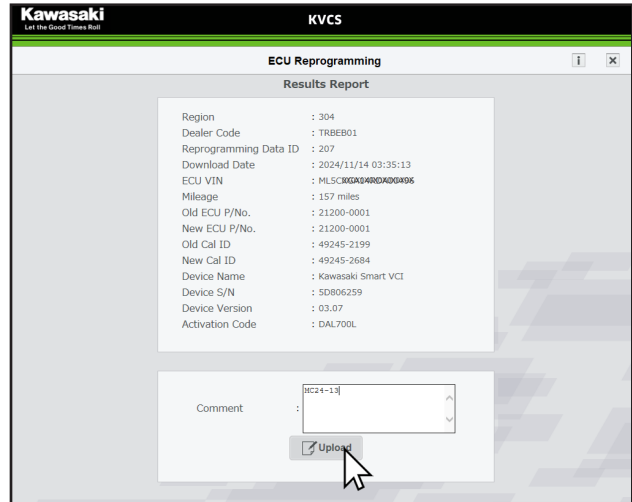
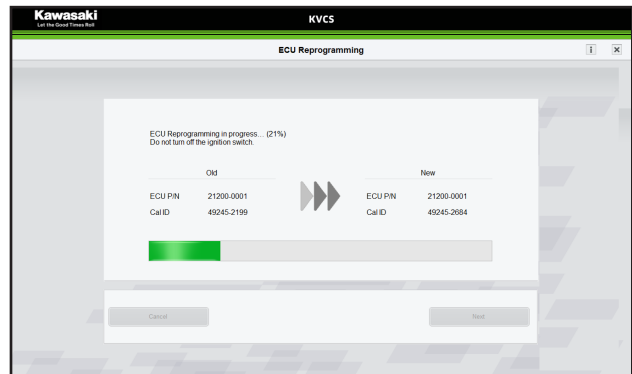
- o *Failure to click the “Upload” button will prevent further reprogramming attempts.*



- Click the “Upload” button to report the reprogramming results to Kawasaki.
- Click the “Home” button.
- Close KVCS.



REPROGRAMMING COMPLETE



IMPORTANT NOTICE

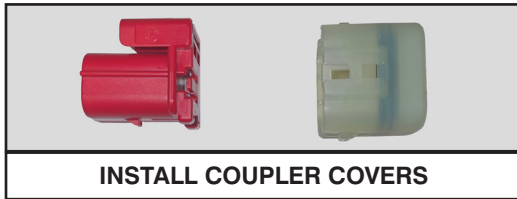
TURN THE VEHICLE’S IGNITION SWITCH TO THE “OFF” POSITION

WAIT 10 SECONDS BEFORE DISCONNECTING THE K-VCI DEVICE from the vehicle.

DISCONNECTING THE K-VCI DEVICE WHILE IGNITION SWITCH IS ON WILL RESULT IN PERMANENT DAMAGE TO THE K-VCI DEVICE.

Final Steps

- Ignition switch OFF. WAIT 10 SECONDS.
- Disconnect 12V power source.
- Disconnect and remove KVCS adapter cables, K-VCI device and computer/laptop
- Reinstall both diagnostic coupler covers.
- Reinstall LH outer seat cover, center seat cover, front seat and rear seat.
- Start the vehicle and verify that no errors exist.



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.

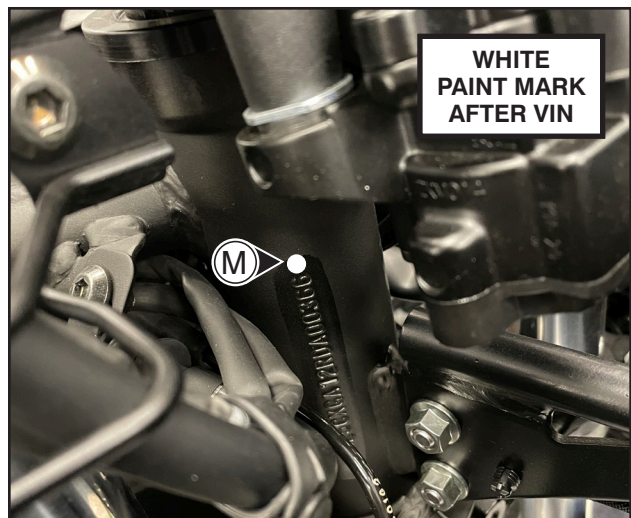
Procedure	Reprogramming
Job Code	22588
Flat Rate Time	0.5 hrs
Claim Type	3
Part Number	99999-0962
Description	Kit
Quantity	0

Inspection & Repair Verification

Make a white paint mark [M] at the end of the VIN on the side of the steering head pipe 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-680

2024 Z7 HYBRID ABS AND NINJA® 7 HYBRID ABS IMPROPER SHIFTING

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?

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. 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 reprogram the HEV-ECU and ISG inverter. The repair will take up to 30 minutes 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.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.