

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

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.

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

Subject

Two issues exist on eligible units:

1. 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, increasing the risk of a crash.
2. 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.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair sold units in the field and unsold units in your dealership inventory. Kawasaki will contact dealers to exchange vehicles in dealer inventory with units repaired by Kawasaki.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. Customer owned vehicles will be replaced with a new vehicle.

A copy of the letter is printed on page 3 of this bulletin.

Dealer Action

Wait for Contact from Kawasaki:

It is the obligation of authorized Kawasaki Dealers not to retail vehicles eligible for Recall or FDM campaigns. Failure to comply with this obligation constitutes a breach of the Dealer Sales and Service Agreement. Refer to Service Policies bulletin SP 08-01.

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.

Remedy Process

Kawasaki will pick up and complete repairs on eligible units. Dealers will be provided replacement vehicles. Customer owned vehicles will be replaced with a new vehicle.

Dealer Inventory:

Kawasaki will exchange eligible units in dealership inventory with repaired units. Kawasaki has begun contacting dealers about the status of dealer inventory (crated or uncrated) and arrange pickup of the vehicles based on the status. Kawasaki will begin contacting dealers to plan pickup starting Nov 27, 2024.

Customer Owned:

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. Additionally, arrangements will be made for a replacement vehicle to be sent to the dealer. Customer Care will begin contacting customers and dealers on November 27, 2024.

Kawasaki Customer Care
949-460-5688
PO Box 25252 Santa Ana, CA 92799-5252

IMPORTANT SAFETY RECALL NHTSA RECALL NO. 24V-833

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

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 two defects that relate to vehicle safety exist 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, 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.