

IMPORTANT SAFETY INFORMATION

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

Dear Kawasaki Motorcycle Owner:

What is the reason for this notice?

Kawasaki is investigating improper programming of the shift control system on Z7 Hybrid and Ninja 7 Hybrid models that may cause the transmission to shift to neutral when the operator attempts to shift from 1st gear to 2nd gear. There is a risk that the motorcycle may lose power while being operated. Our records indicate that you have purchased one of these units.

DO NOT RIDE YOUR 2024 Z7 HYBRID ABS OR NINJA 7 HYBRID ABS UNTIL AN AUTHORIZED REPAIR HAS BEEN COMPLETED

What Kawasaki will do:

Kawasaki expects to issue repair information in late October or early November. When the repair is ready, Kawasaki will send you another letter instructing you to contact an authorized Kawasaki motorcycle dealership to schedule an appointment to complete the repairs.

If you have questions:

If you have questions, 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 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.

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.