

**TITLE: 2024 Z e-1 ABS & NINJA® e-1 ABS
Motor Drive Battery Pack Inspection**

RECALL

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

Eligibility

Eligible Units

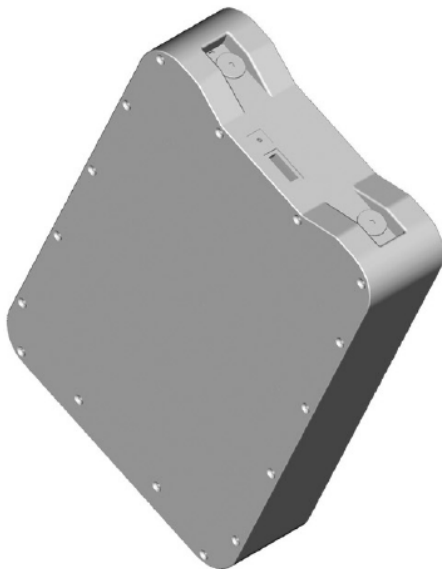
Year	Model Name	Model Code
2024	Z e-1 ABS	NR011ARFNN
	NINJA e-1 ABS	NX011ARFNN

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

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

Subject

On certain motorcycles, repeated attachment and detachment of the batteries may result in a failed connection between the batteries and the vehicle, which can result in a loss of power.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to inspect the motor drive battery pack terminals and replace the battery if the terminals are found to be missing or defective.

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 6 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

Dealers will not order parts for this inspection. Parts will be sent to dealers based on the inspection results in this bulletin.

Required Equipment

Pair insulated gloves for working with electrical components.



Plastic quick rivet.

NOTE:

- o *Remove a plastic quick rivet from one of the side covers for the purpose of the inspection.*



(Actual Size)

Inspection Procedure

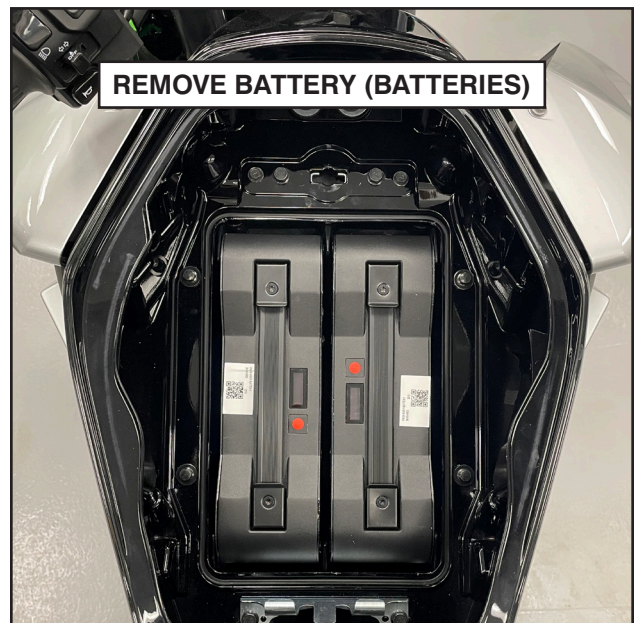
- Temporarily remove a quick rivet from one of the side covers.
- Separate the rivet.
- Put on electrical insulated gloves.



- Remove battery or batteries from vehicle.

NOTE:

- o *There may be one or two batteries installed.*



- Stand the battery up on a sturdy work surface with the handle side down.



Inspection Procedure (continued)

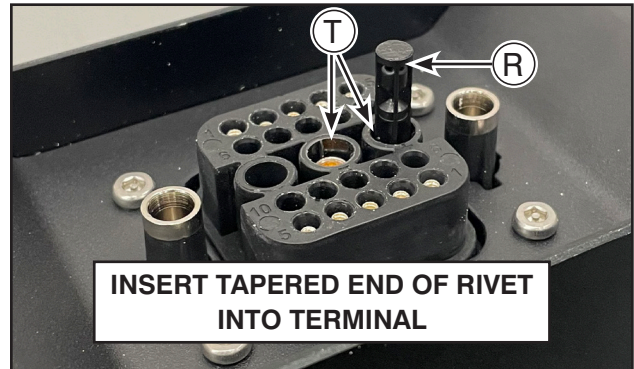
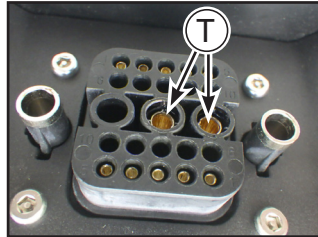
⚠ WARNING

Do not touch the terminals without wearing insulated gloves.

Do not use metal tools to perform this inspection.

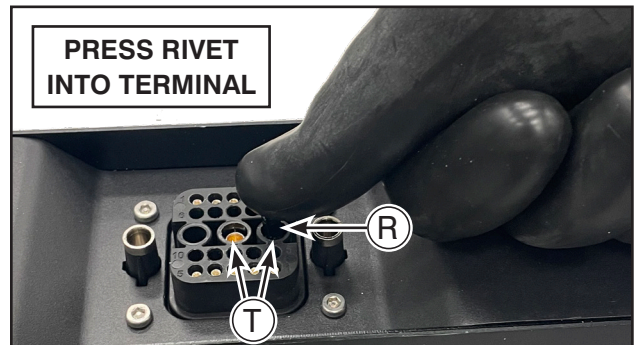
Touching the terminals with bare skin or metal tools can cause electric shock, sever burns, serious injury or death.

- Insert the tapered end of the rivet [R] into either one of the two large openings with a brass terminal [T].



- Press the rivet [R] into the terminal [T] with your thumb (approximate force = 20 lbs) to verify terminal remains locked in place.

REPEAT FOR THE REMAINING TERMINAL(S)

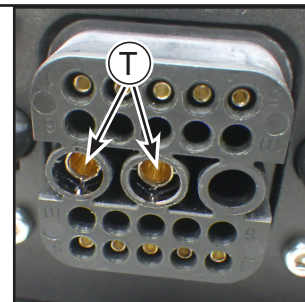


- ★ If both terminals [T] remain in place while pushing the rivet into the terminal block, no further action is required. Proceed to the Reassembly procedure on page 5 of this bulletin.

**INSPECTION OK
BOTH TERMINALS REMAIN LOCKED IN PLACE**

NOTE:

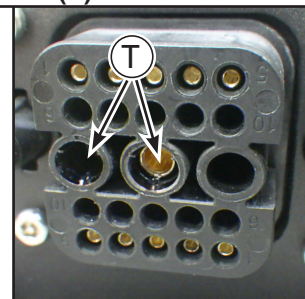
- o Both terminals must remain locked in place to pass the inspection.



- ★ If one or both terminals can be pushed into the terminal block, the battery must be replaced.

**INSPECTION FAILED
TERMINAL(S) NOT LOCKED IN PLACE**

- o Please call Kawasaki Dealer care at (800) 854-3800 for further instructions.

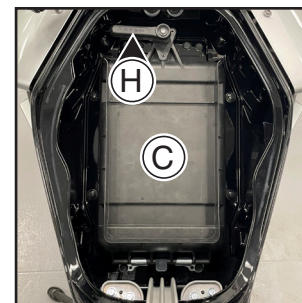
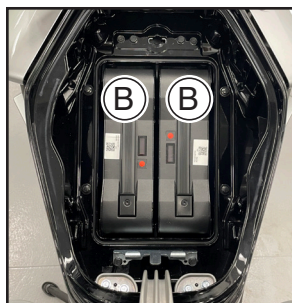


Reassembly Procedure

- Make a white paint mark [M] next to the label on each battery that passed the inspection.



- Install battery [B] or batteries in vehicle.
- Install battery cover [C] and lock handle [H].



- Reinstall plastic quick rivet removed earlier.



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 in K-Dealer for other possible repair campaigns for eligible units.

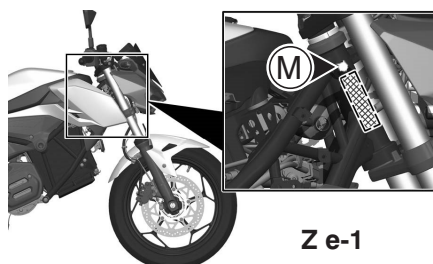
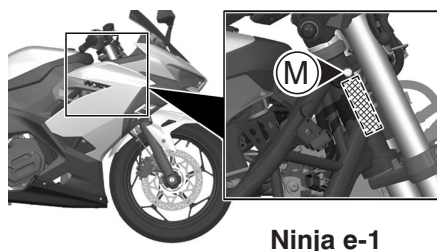
Procedure	Inspection Only	Inspect & Replace One Battery	Inspect & Replace Both Batteries
Job Code	22594	22595	22596
Flat Rate Time	0.2 hrs	0.2 hrs	0.2 hrs
Claim Type	3	3	3
Part Number	99969-9033	99969-9033	99969-9033
Description	KIT, PACK-ASSY-BATTERY, MC25-03	KIT, PACK-ASSY-BATTERY, MC25-03	KIT, PACK-ASSY-BATTERY, MC25-03
Quantity	0	1	2

Inspection & Repair Verification

Make a white paint mark [M] at the end of the frame number as shown. The white paint marks [M] on the battery and at the end of the frame number will serve as repair verification.

NOTE:

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



IMPORTANT SAFETY RECALL
NHTSA RECALL NO. 25V-118
2024 Z e-1 ABS & NINJA® e-1 ABS
MOTOR DRIVE BATTERY PACK INSPECTION

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 Z e-1 ABS and Ninja e-1 ABS model motorcycles.

What is the reason for this notice?

On certain motorcycles, repeated attachment and detachment of the batteries may result in a failed connection between the batteries and the vehicle, which can result in a loss of power. Our records indicate that you have purchased one of these units.

What Kawasaki and your dealer will do:

Kawasaki has authorized your dealer to inspect the motor drive battery pack terminals and replace the battery if the terminals are found to be missing or defective, free of charge. The repair will take up to ten minutes but may take longer due to scheduling at the dealership and the time needed to obtain the 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.

DO NOT RIDE YOUR MOTORCYCLE UNTIL THE REPAIR HAS BEEN COMPLETED.

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, 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.