

TITLE: 2024 Z500 ABS & SE ABS, NINJA® 500, ABS, SE ABS, KRT Edition, SE 40th Anniversary Edition, Replace Clutch Release Shaft

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	Z500 ABS	ER500ERFNL
	Z500 ABS	ER500ERFNN
	Z500 SE ABS	ER500FRFAL
	Z500 SE ABS	ER500FRFAN
	NINJA 500 ABS	EX500GRFAL
	NINJA 500 ABS	EX500GRFAN
	NINJA 500 ABS	EX500GRFNL
	NINJA 500 ABS	EX500GRFNN
	NINJA 500 KRT EDITION	EX500HRFAL
	NINJA 500 KRT EDITION	EX500HRFAN
	NINJA 500	EX500HRFNL
	NINJA 500	EX500HRFNN
	NINJA 500 SE ABS	EX500JRFAL
	NINJA 500 SE ABS	EX500JRFAN
	NINJA 500 KRT EDITION SE ABS	EX500JRFAL
	NINJA 500 KRT EDITION SE ABS	EX500JRFAN
	NINJA 500 SE 40TH ANNIVERSARY EDITION	EX500JRFBL
	NINJA 500 SE 40TH ANNIVERSARY EDITION	EX500JRFBN

Kawasaki Action

Initiate Campaign:
Kawasaki has initiated a Recall campaign to replace the clutch release shaft.

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 7 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:

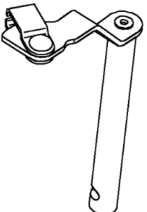
It’s the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30120(i) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.

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 eligible units, the clutch release shaft was not properly welded between the lever and the shaft. Continuous use in this condition may result in the lever coming apart, making it difficult to disengage the clutch and thereby disabling the vehicle.



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.

Kit, Clutch, MC25-04 P/N 99999-0975

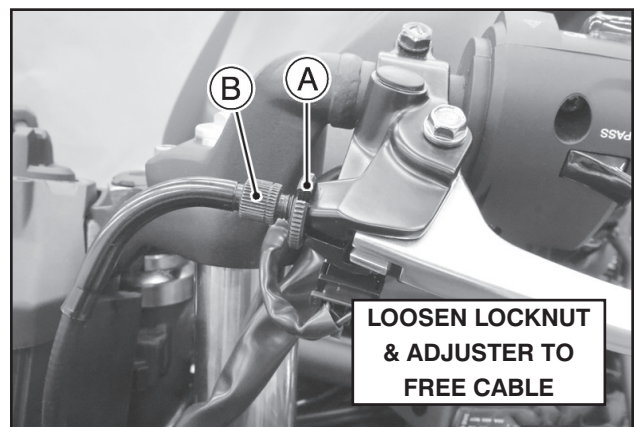
Contents	Qty
Release, Comp, Clutch	1
Seal, Oil	1



Repair Procedure

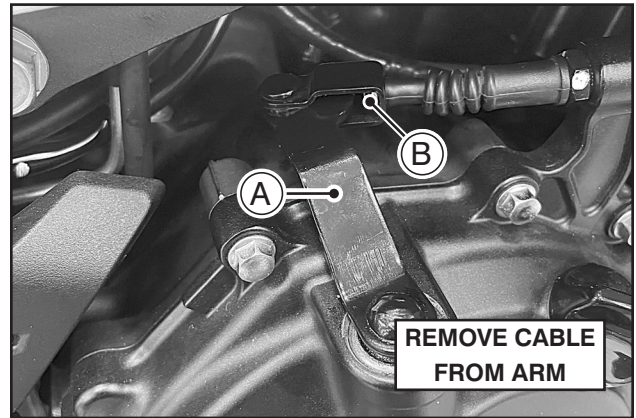
Refer to service manual 99832-0306-03 (ER500) or 99832-0307-03 (EX500) for detailed information related to parts removal and installation.

- Loosen the locknut [A] at the clutch lever, and screw in the adjuster [B].
- Line up the slots in the clutch lever, locknut and adjuster, and then free the cable from the lever.

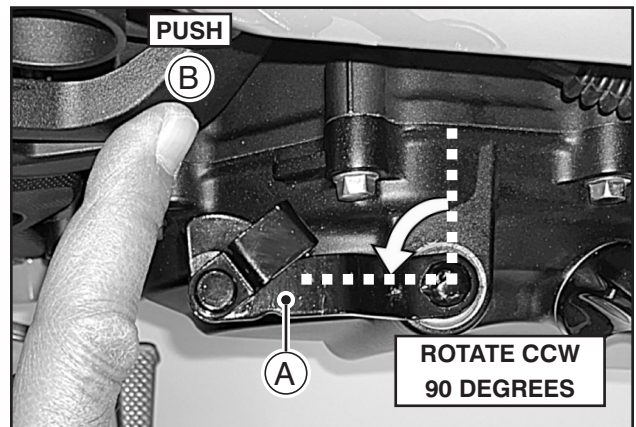


Repair Procedure (continued)

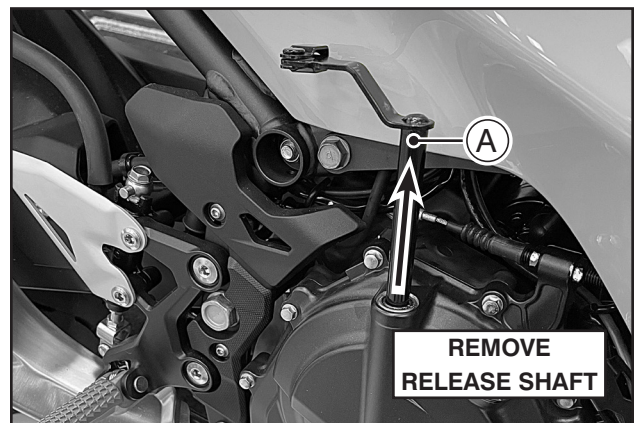
- Free the clutch inner cable tip [B] from the clutch release shaft arm [A].



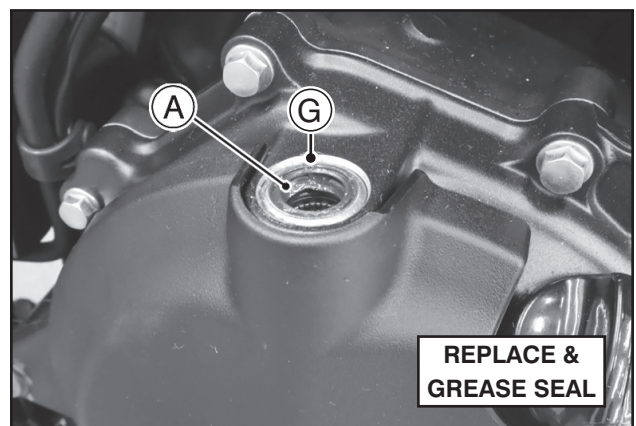
- Push cover [B] inward to provide clearance for release shaft arm [A].
- Rotate release shaft arm [A] counterclockwise (approximately 90 degrees) until it points to the rear of the vehicle.



- Pull the release shaft [A] straight up out of the clutch cover.



- Remove and discard the oil seal [A].
- Apply grease [G] to the new oil seal lips.
- Press the oil seal [A] until fully seated.



Repair Procedure (continued)

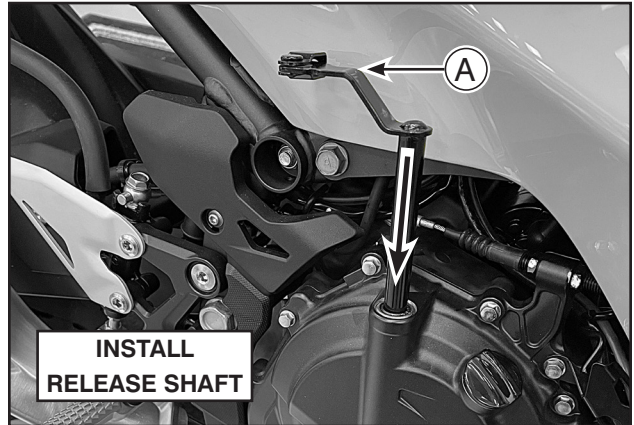
- Apply molybdenum disulfide grease to the pusher-holding portion [G] on the release shaft.



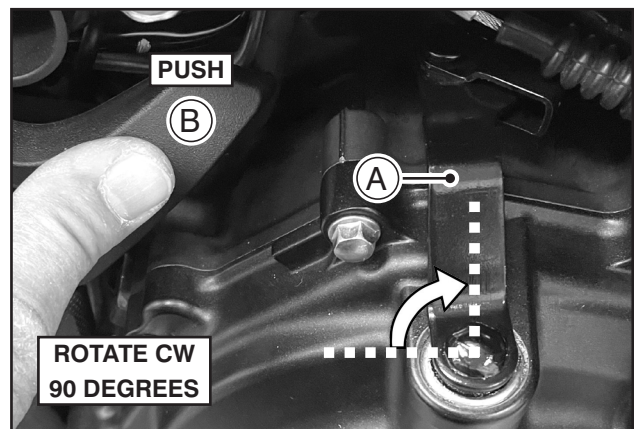
NOTICE

When inserting the release shaft, be careful not to dislodge the oil seal spring.

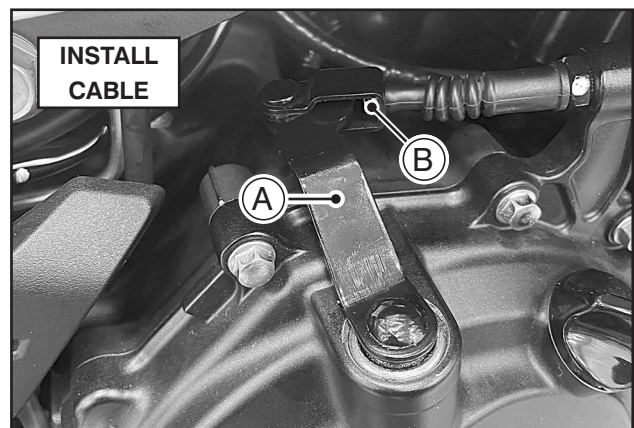
- Point the release shaft arm [A] towards the rear of the vehicle.
- Push down to install the release shaft straight into the upper hole of the clutch cover taking care not to damage the oil seal and oil seal spring.



- Push cover [B] inward to provide clearance for release shaft arm [A].
- Rotate release shaft arm [A] clockwise until it stops.

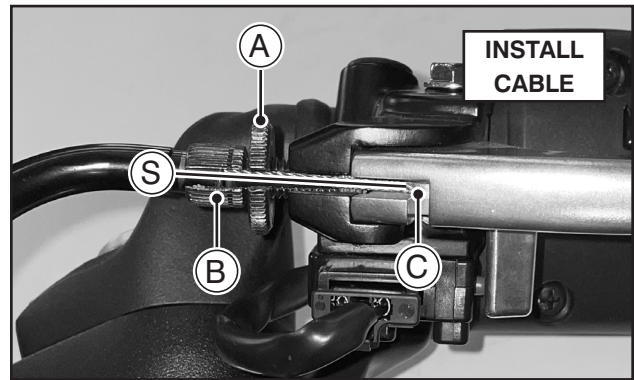


- Install the clutch inner cable tip [B] in the clutch release shaft arm [A].

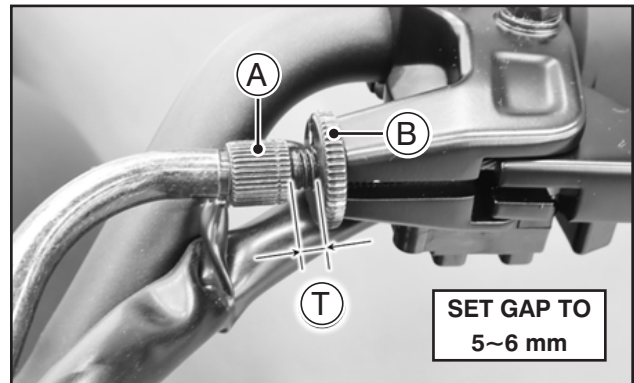


Repair Procedure (continued)

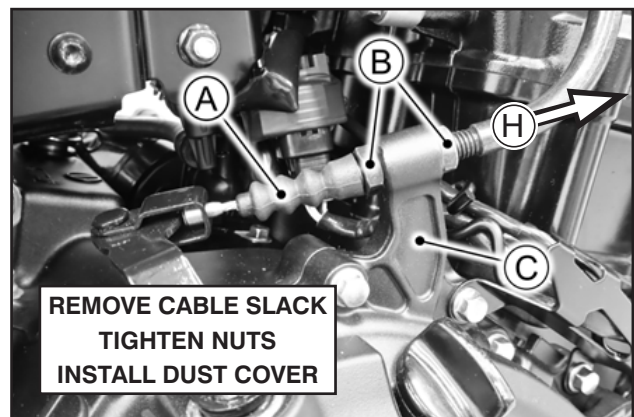
- Line up the slots [S] in the clutch lever, locknut [A] and adjuster [B], and then install cable end [C] into the lever.



- Turn the adjuster [A] so that 5 – 6 mm (0.20 – 0.24 in.) [T] of threads are visible.
- Hand tighten the locknut [B] at the clutch lever.



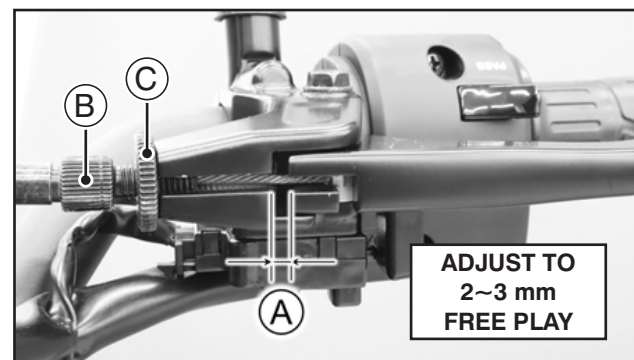
- Slide the dust cover [A] at the clutch cable lower end out of place.
- Loosen both adjusting nuts [B] at the clutch cover as far as they will go.
- Pull the clutch cable housing [H] tight and tighten the adjusting nuts [B] against the clutch cover [C].
- Slip the dust cover back onto place.



WARNING

Too much cable play can prevent clutch disengagement and cause an accident resulting in serious injury or death. When adjusting the clutch or replacing the cable, be sure the upper end of the clutch outer cable is fully seated in its fitting, or it could slip into place later, creating enough cable play to prevent clutch disengagement.

- Pull the clutch lever just enough to take up the free play [A].
- Measure the gap between the lever and the lever holder.
Clutch Lever Free Play
Standard: 2 – 3 mm (0.08 – 0.12 in.)
- Turn the adjuster [B] at the clutch lever until the free play is correct.
- Tighten locknut [C].



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.

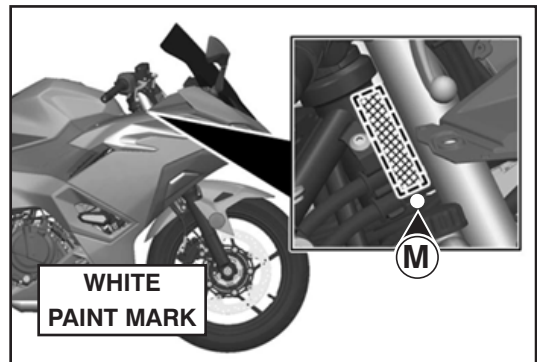
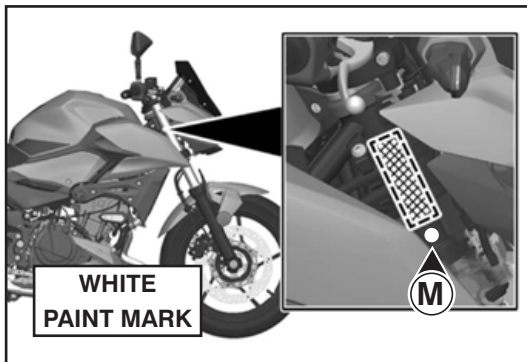
Procedure	Replace Clutch Release Shaft
Job Code	22605
Flat Rate Time	0.2 hrs
Claim Type	3
Part Number	99999-0975
Description	KIT, CLUTCH, MC25-04
Quantity	1

Inspection & Repair Verification

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

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-146

2024 Z500 ABS & SE ABS, NINJA® 500, ABS, SE ABS, KRT Edition, SE 40th Anniversary Edition, Replace Clutch Release Shaft

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 Z500 ABS & SE ABS, NINJA® 500, ABS, SE ABS, KRT Edition, SE 40th Anniversary Edition model motorcycles.

What is the reason for this notice?

On certain eligible units, the clutch release shaft was not properly welded between the lever and the shaft. Continuous use in this condition may result in the lever coming apart, making it difficult to disengage the clutch and thereby disabling the vehicle. 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 clutch release shaft. The repair will take up to 15 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, 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.