

REPLACES: Please discard bulletin MC24-04 dated February 16, 2024.

TITLE: 2023 NINJA® ZX™-4RR Frame Drain Holes

FACTORY DIRECTED MODIFICATION

IMMEDIATE REPAIR REQUIRED

Eligibility

Eligible Units

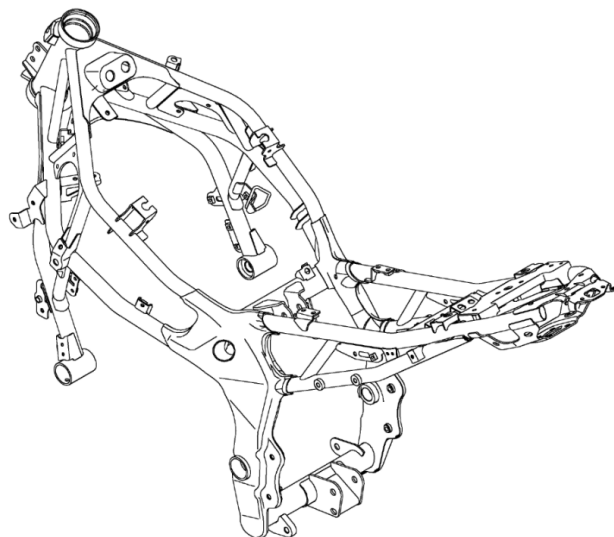
Year	Model Name	Model Code
2023	NINJA ZX-4RR KRT EDITION ABS	ZX400SPFNL

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 certain eligible units, the existing drain holes do not allow the frame to drain completely after riding in the rain or washing the motorcycle. This can lead to paint delamination caused by rust.



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated an FDM campaign to add drain holes to both sides of the frame.

Notify Registered Owners:

Kawasaki is sending an FDM letter to all registered owners of eligible units. A copy of the letter is printed on page 20 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.

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 FDM letter requesting the return of the vehicle to you for repair.

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.

Parts Information

Repair Kit Part Number:

INSTALL REPAIR KIT 99999-0931 ON ALL ELIGIBLE UNITS.

Order parts to complete the FDM 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.

NOTE:

- o Use VIP in K-Dealer to identify affected units in your dealership inventory to order repair kits for unsold units.

Kit, Bolt, MC24-04, P/N 99999-0931

Contents	Qty
Bolt, Socket, 8X25	4



Recommended Tools & Consumables

UNSOLD UNITS

- Plastic rivet removal tool
- Hex keys: 4mm, 5mm
- Sockets: 10mm, 6mm hex
- Center punch
- Drill
- 5/32" or 4mm HSS or Cobalt drill
- Deburring tool or bit
- In-lb torque wrench
- Ft-lb torque wrench
- Goggles
- Mask
- Rubber gloves
- Clean, lint-free cloth
- Acetone or lacquer thinner
- Small paint brush
- Paint: [Color Rite™, Kawasaki 18R Flat Super Black, SKU# 3370](#) ([Touch-Up Small Jar](#)) or equivalent.

SOLD, CUSTOMER OWNED UNITS

- Plastic rivet removal tool
- Hex keys: 4mm, 5mm
- Sockets: 10mm, 6mm hex
- Center punch
- Drill
- 5/32" or 4mm HSS or Cobalt drill
- Deburring tool or bit
- In-lb torque wrench
- Ft-lb torque wrench
- Goggles
- Mask
- Rubber gloves
- Fast drying, aerosol parts cleaner
- Rust neutralizer/converter/encapsulator: Loctite® Extend® Rust Neutralizer (Part # 81849) or equivalent.
- Liquid Gasket (black): ThreeBond 1216B or equivalent

NOTE:

- o The Color Rite "Touch-Up Small Jar" size includes a paint brush and is enough for approximately 20 eligible units.



Kawasaki 18R Flat Super Black

SKU #: 3370
Vendor : ColorRite
Manufacturer : Kawasaki
Manufacturer Code : 18R

1 Quantity

Size :

☒ Touch-Up Small Jar +\$21.95



REVISED

Flow of Repair

UNSOLD UNITS

Pages 3 - 10 & 16 - 19

1. Remove necessary bodywork and parts.
2. Add drain holes to frame and deburr.
3. Paint the new drain holes.
4. Install removed parts.
5. Verify turn signal operation.

SOLD UNITS

Pages 3 - 9 & 11 - 19

1. Remove necessary bodywork and parts.
2. Add drain holes to frame and deburr.
3. Spray rust neutralizer inside frame.
4. Install removed parts.
5. Verify turn signal operation.

Repair Procedure - All Units

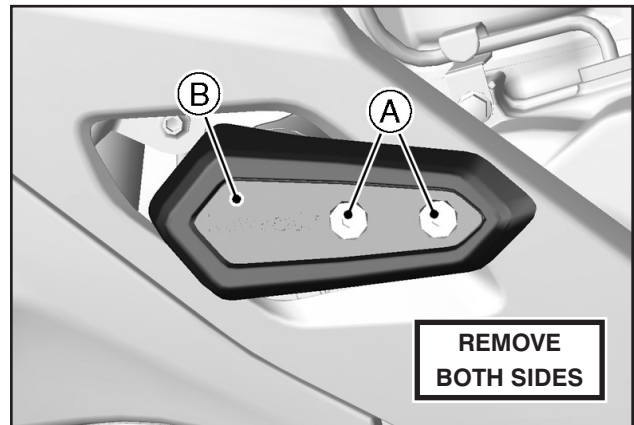
Refer to service manual 99832-0244-05 for detailed information related to parts removal and installation.

Slider Removal (if equipped)

- Remove and retain bolts [A] from both sides of the motorcycle.
- Remove and retain cover [B] from both sides of the motorcycle.

NOTE:

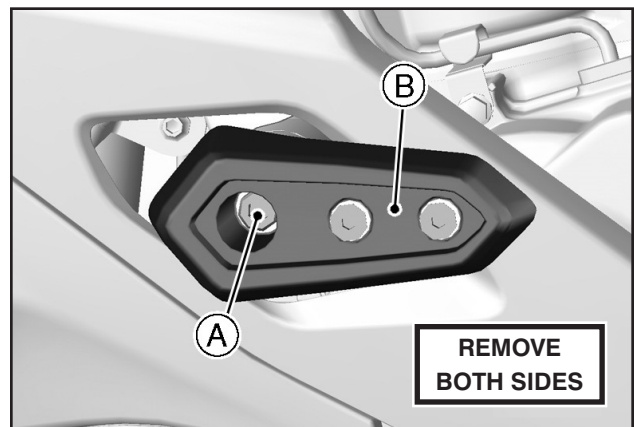
- o Left side shown. Right side similar.



- Remove and retain bolt and washer [A] from both sides of the motorcycle.
- Remove and retain slider [B] from both sides of the motorcycle.

NOTE:

- o Left side shown. Right side similar.

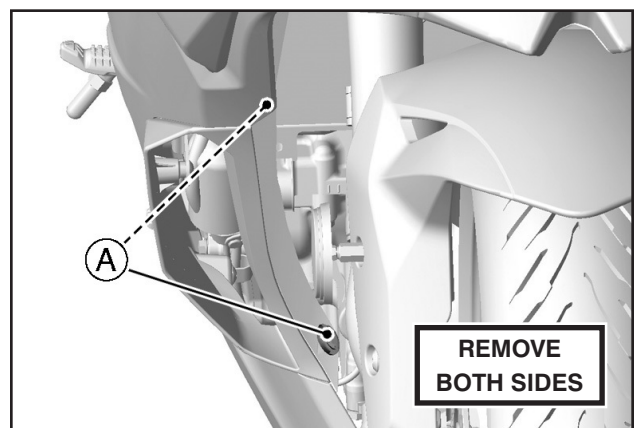


Lower Inner Fairing Removal

- Remove 2 quick rivets [A] from the RH side of the fairing.
- Remove 2 quick rivets from the LH side of the fairing (not shown).

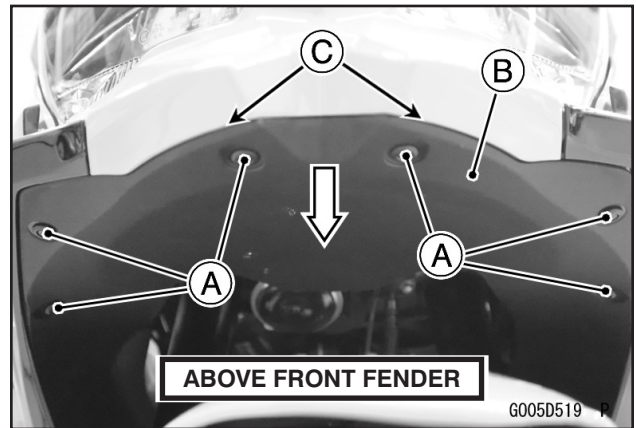
NOTE:

- o Right side shown. Left side similar.



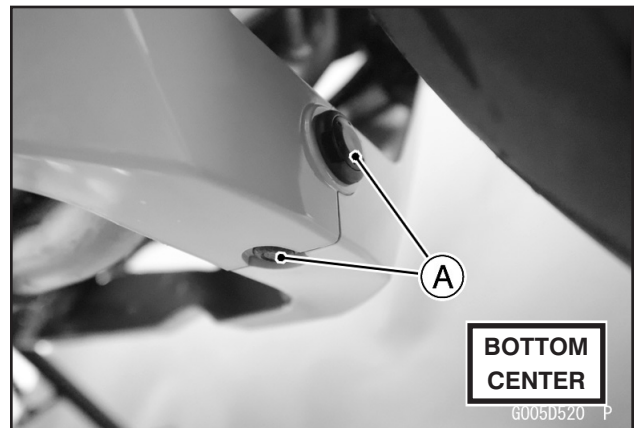
Repair Procedure - All Units (continued)

- Remove and retain 6 quick rivets [A].
- Pull the lower inner fairing [B] backward to clear the tabs [C].
- Remove lower inner fairing [B]

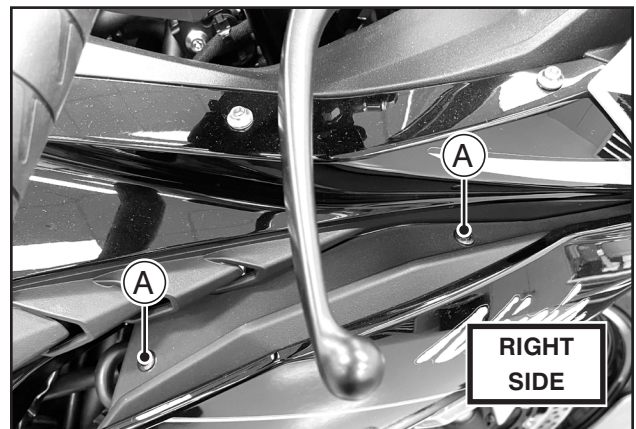


Lower RH Fairing Removal

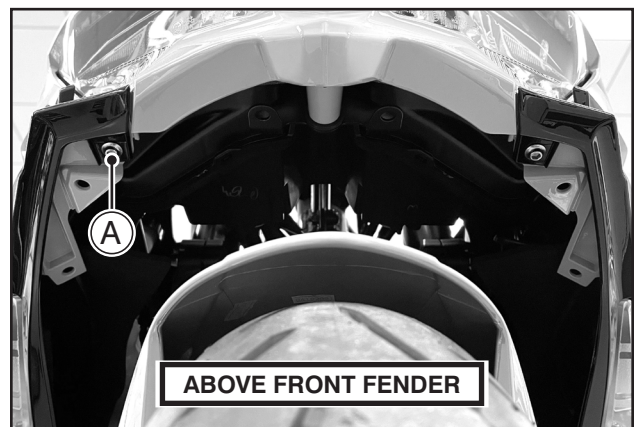
- Remove and retain 2 quick rivets [A] from bottom center of fairing assembly.



- Remove and retain quick rivets [A] from the top of the RH fairing only.

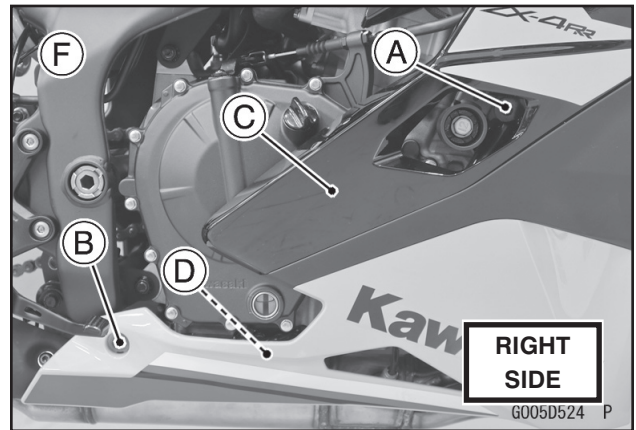


- Remove and retain bolt [A] from RH fairing only.

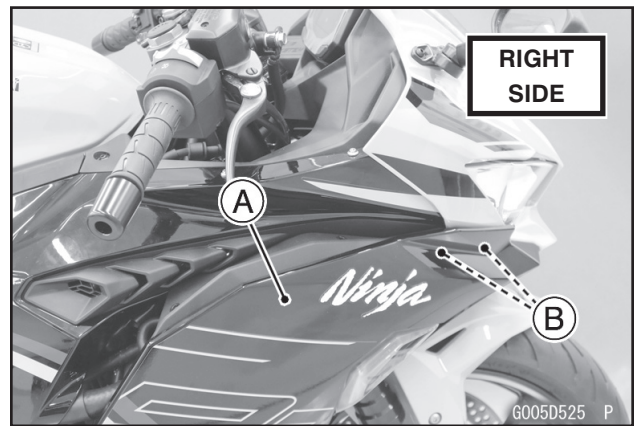


Repair Procedure - All Units (continued)

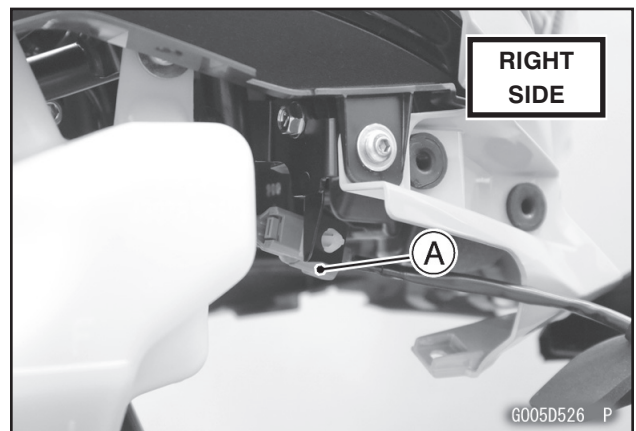
- Remove and retain bolt [A] from RH fairing only.
- Remove and retain bolt and collar [B] from RH fairing only.
- Pull right lower fairing [C] outward to clear projection [D].



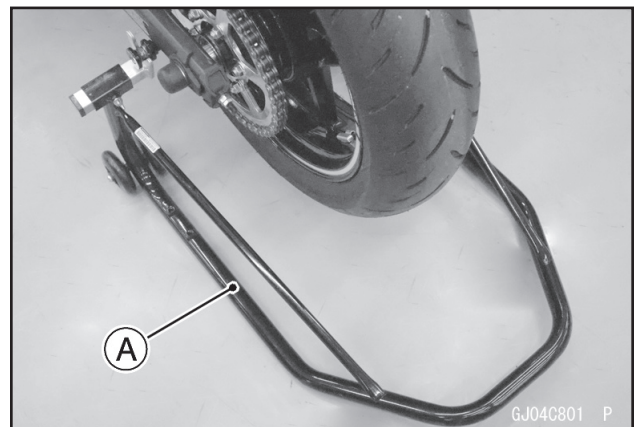
- Pull RH lower fairing [A] outward to clear projections [B].



- Disconnect front right turn signal light connector [A].



- Support the vehicle with a stand [A] to achieve additional ground clearance needed later during the repair.



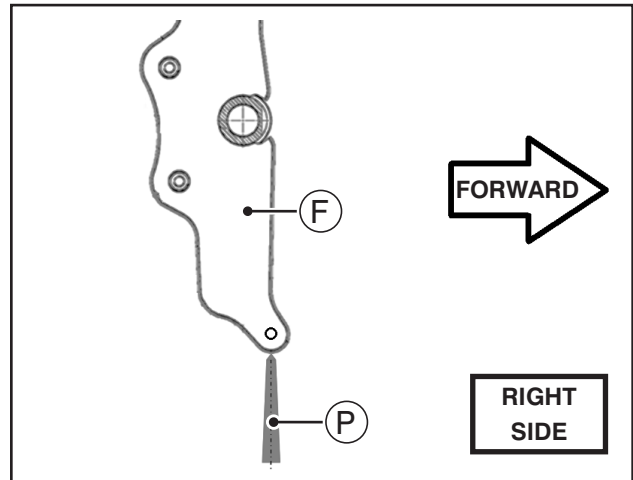
⚠ WARNING

To avoid serious burns, wait for the engine and exhaust to cool before proceeding to the next step of the repair.

Right Side

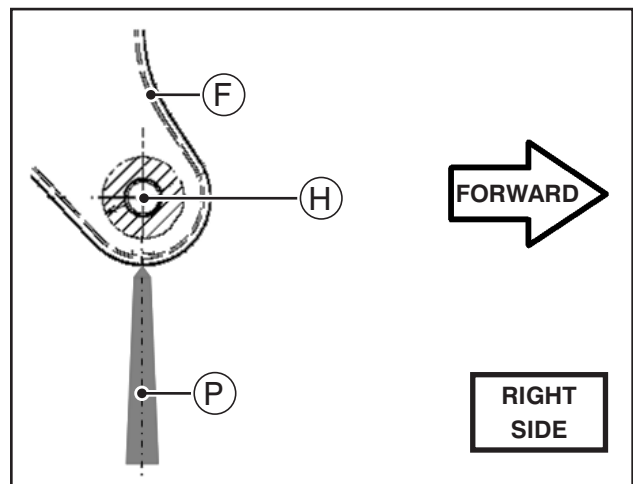
- Align punch [P] at the bottom of the RH side of the frame [F] as shown in the following series of images.

*****DO NOT PUNCH YET*****

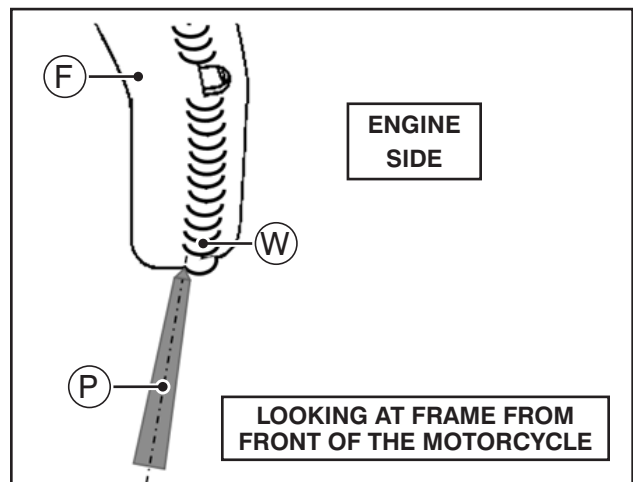


- Align the punch [P] with the center of the hole [H] at the bottom of the frame [F].

*****DO NOT PUNCH YET*****



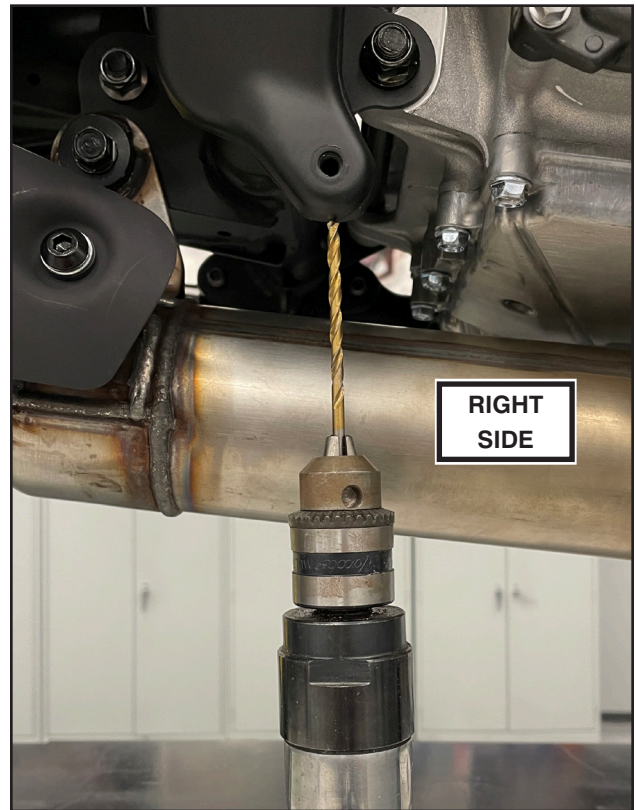
- Position the punch [P] to the outside of the weld [W] at a slight angle towards the weld [W].
- Hold punch steady and make a punch mark at the bottom of the frame [F] on the RH side taking care not to allow the punch to slip.



Repair Procedure - All Units (continued)

- Position the 5/32 or 4mm HSS or Cobalt drill vertically below the center of the bolt hole as shown.

*****DO NOT DRILL YET*****



- Position the drill vertically to the outside of the weld as shown.

*****DO NOT DRILL YET*****

NOTE:

- o *Be careful not to exert horizontal pressure on the drill which could result in the drill breaking off inside the frame.*

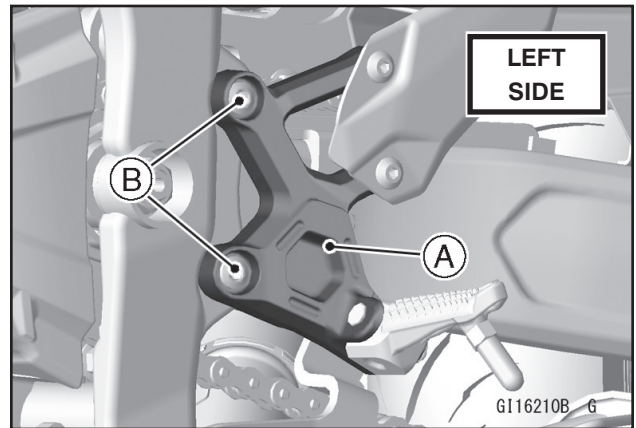
- Drill a hole in the frame.
- Deburr the drilled hole.



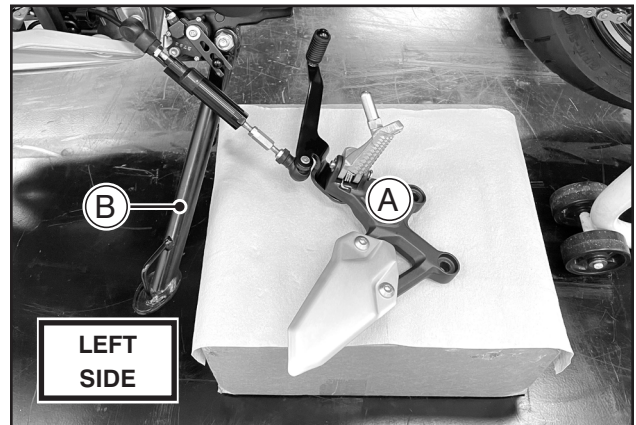
Repair Procedure - All Units (continued)

Left Side

- Support the vehicle with a center stand.
- Remove and discard the mounting bolts [B] from the left footpeg bracket [A].



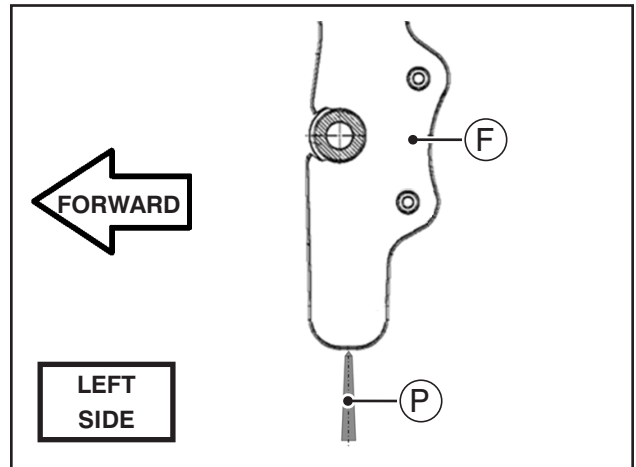
- Move the left footpeg and shifter assembly [A] forward and rest it on top of a box (or similar object) covered with a clean cloth as shown
- Lower the side stand [B].



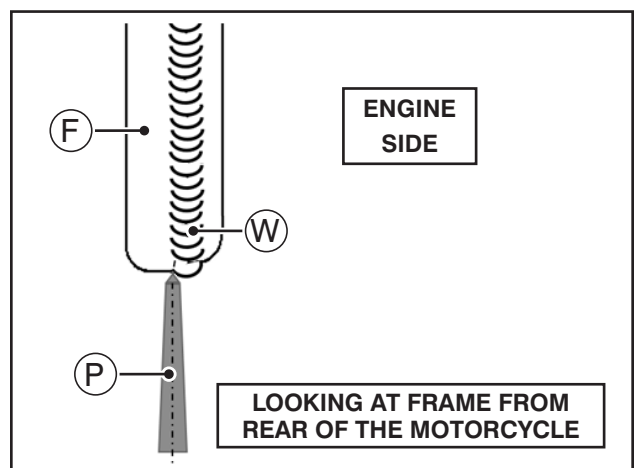
Left Side

- Position the punch [P] in the center of the frame [F] at the bottom as shown.

*****DO NOT PUNCH YET*****



- Position the punch [P] to the outside of the weld [W].
- Hold punch steady and make a punch mark at the bottom of the frame [F] on the LH side taking care not to allow the punch to slip.



Repair Procedure - All Units (continued)

- Position the 5/32 or 4mm HSS or Cobalt drill vertically below the center of the bolt hole as shown.

*****DO NOT DRILL YET*****



- Position the drill vertically to the outside of the weld as shown.

*****DO NOT DRILL YET*****

NOTE:

- o *Be careful not to exert horizontal pressure on the drill which could result in the drill breaking off inside the frame.*

- Drill a hole in the frame.
- Deburr the drilled hole.



THE REMAINING STEPS OF THE REPAIR ARE DIFFERENT FOR SOLD AND UNSOLD UNITS.

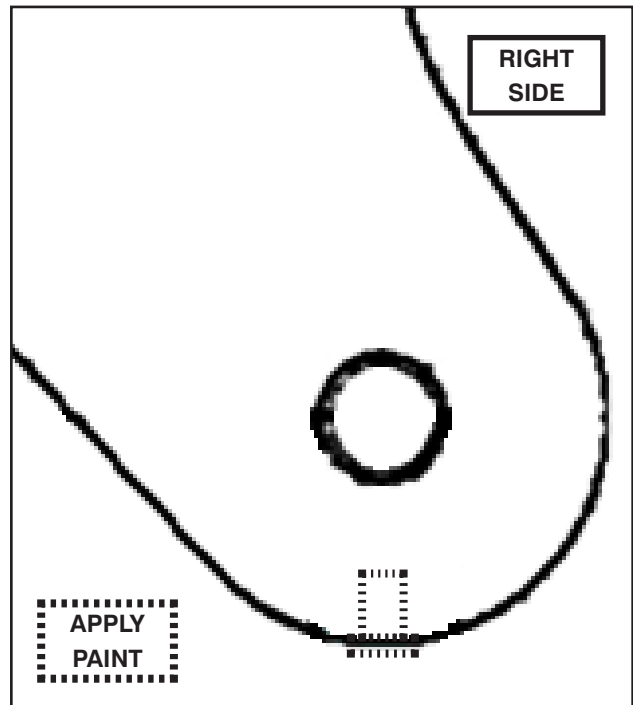
- ★ For **UNSOLD UNITS**, continue with the repair beginning on this page.
- ★ For **SOLD UNITS**, continue with the repair beginning page 11 of this bulletin.

Repair Procedure - Unsold Units Only

Unsold Units Only:

- Clean all oil and debris from the bare metal using isopropyl alcohol.
- Apply touch-up paint to the bare metal of the newly drilled hole in the right side of the frame as shown. Apply paint to the inside and the edges of the drilled hole.

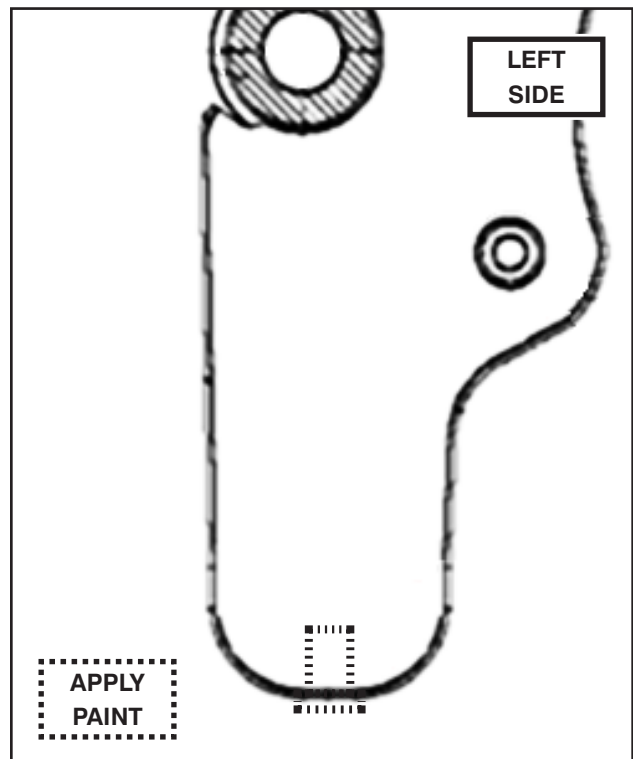
Color Rite, Kawasaki 18R Flat Super Black, SKU# 3370 or equivalent.



Unsold Units Only:

- Clean all oil and debris from the bare metal using isopropyl alcohol.
- Apply touch-up paint to the bare metal of the newly drilled hole in the left side of the frame as shown. Apply paint to the inside and the edges of the drilled hole..

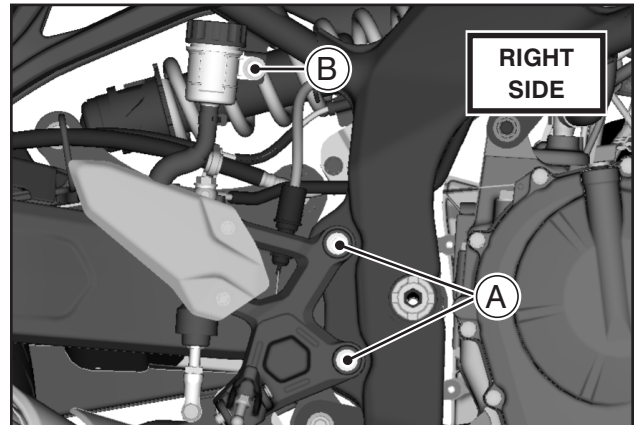
Color Rite, Kawasaki 18R Flat Super Black, SKU# 3370 or equivalent.



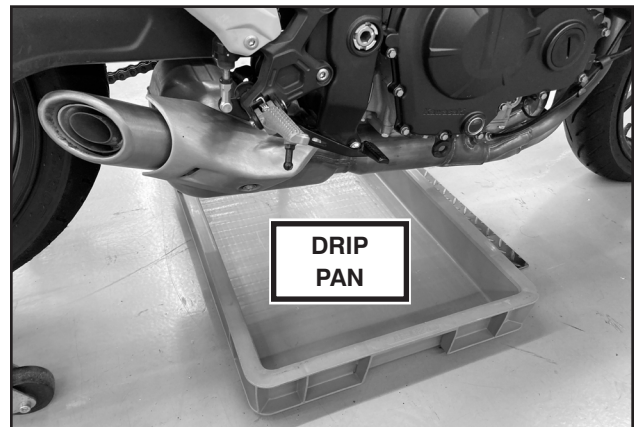
**PROCEED TO PAGE 16
OF THIS BULLETIN.**

PROCEED FROM THIS POINT FORWARD FOR SOLD UNITS ONLY

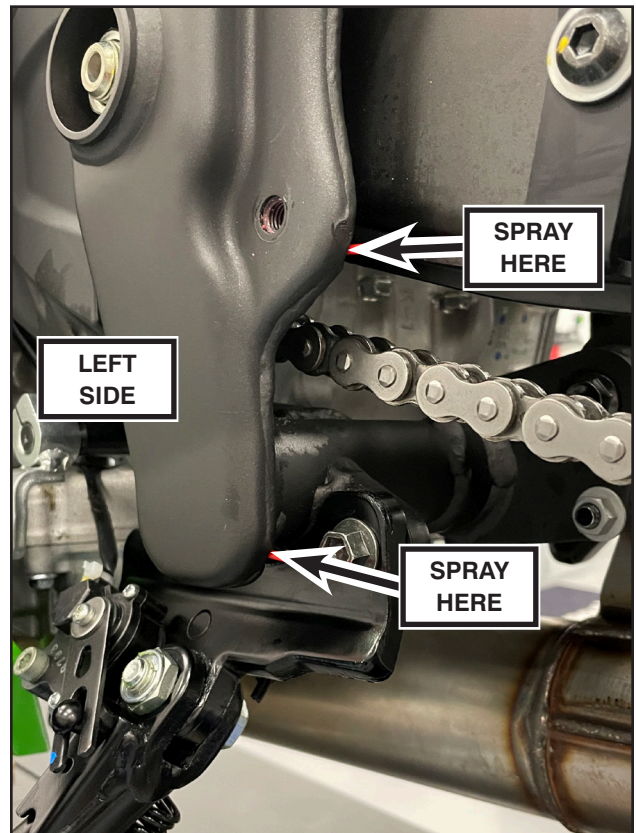
- Remove and discard front step mount bolts [A]
- Remove and retain reservoir tank mount bolt [B].



- Place a drip pan under the frame before continuing with the repair.

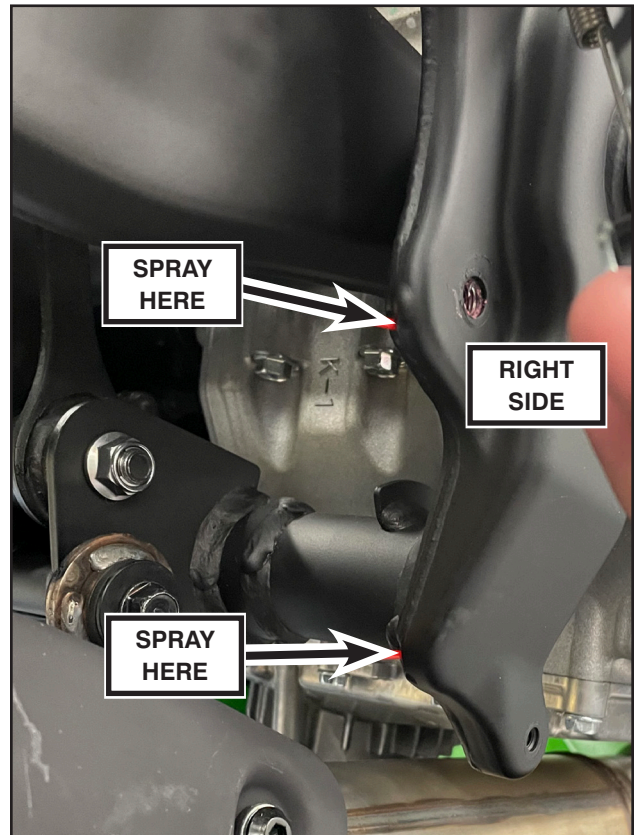


- Spray fast drying, non-residue parts cleaner inside the frame through the holes indicated in the images to the right to clean the inside of the LH side of the frame.
- Repeat until the cleaner drips clean from the new hole at the bottom of the frame.
- Dry the inside of the frame thoroughly using compressed air.

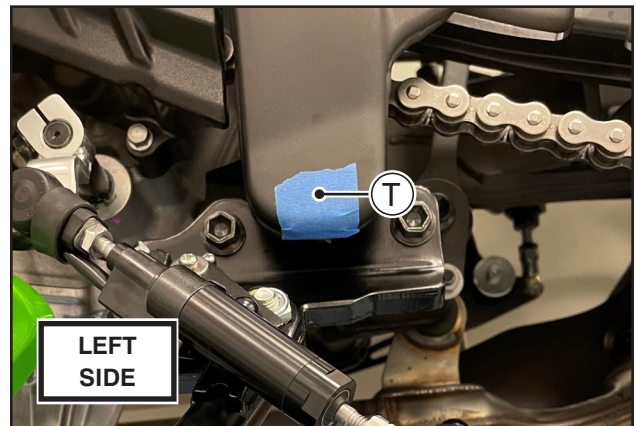


Repair Procedure - Sold Units Only (continued)

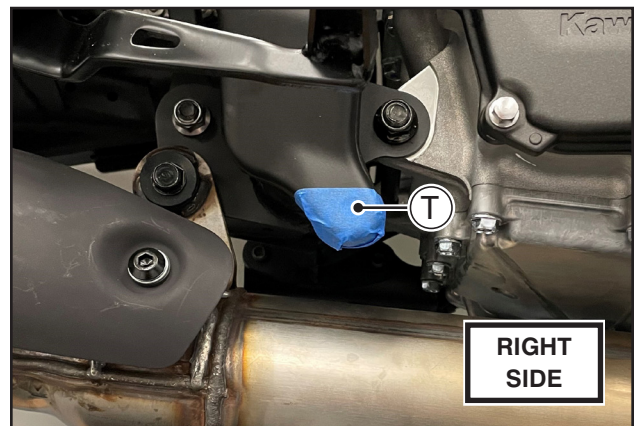
- Spray fast drying, non-residue parts cleaner inside the frame through the holes indicated in the images to the right to clean the inside of the RH side of the frame.
- Repeat until the cleaner drips clean from the new hole at the bottom of the frame.
- Dry the inside of the frame thoroughly using compressed air.



- Cover the newly drilled hole in the bottom of the frame with tape [T].

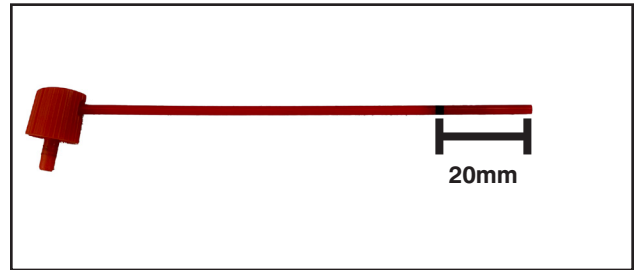


- Cover the bolt hole and the newly drilled hole in the bottom of the frame with tape [T].



Repair Procedure - Sold Units Only (continued)

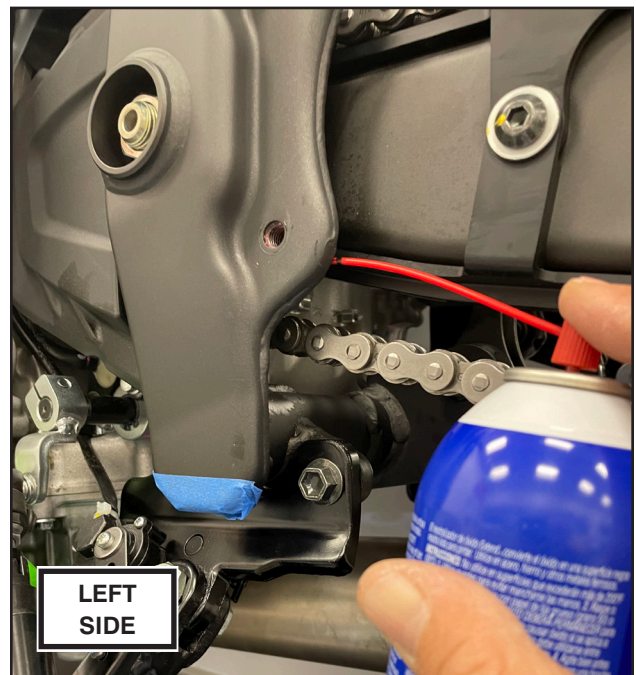
- Prepare a spray nozzle and tube with a mark 20mm from the end as shown.



- Insert the tip to the mark made on the tube (20 mm) into the left side, lower hole and spray the rust neutralizer into the frame for approximately 5 seconds.
- Move the tube up and down, left and right, in and out while spraying to make sure there is an even application inside the frame.



- Insert the tip to the mark made on the tube (20 mm) into the left side, upper hole and spray the rust neutralizer into the frame for approximately 5 seconds.
- Move the tube up and down, left and right, in and out while spraying to make sure there is an even application inside the frame.

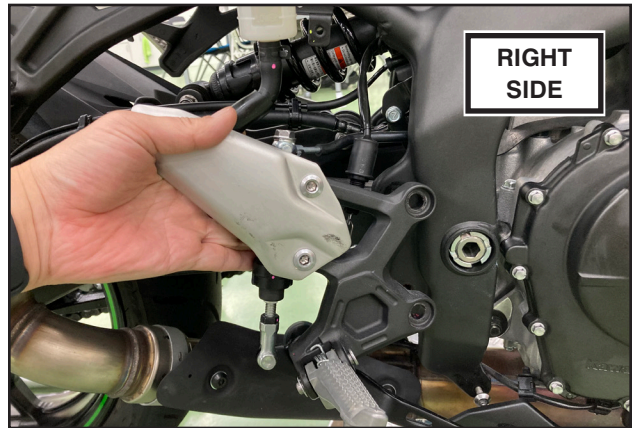


Repair Procedure - Sold Units Only (continued)

- Carefully move the footpeg bracket to the outside of the vehicle body while holding the guard.

NOTE:

- Be careful not to move the footpeg bracket assembly too far or damage to the brake line will occur.*



- Insert the tip to the mark made on the tube (20 mm) into the right side, lower hole and spray the rust neutralizer into the frame for approximately 5 seconds.
- Move the tube up and down, left and right, in and out while spraying to make sure there is an even application inside the frame.

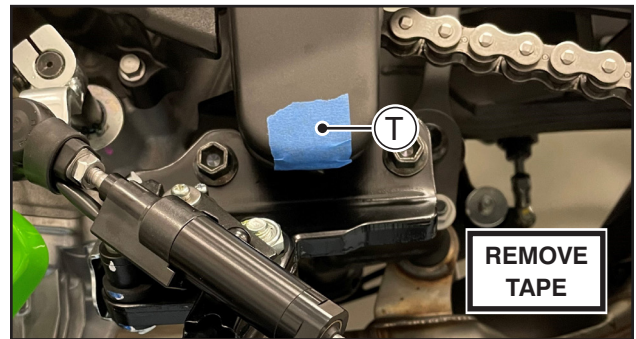


- Insert the tip to the mark made on the tube (20 mm) into the right side, upper hole and spray the rust neutralizer into the frame for approximately 5 seconds.
- Move the tube up and down, left and right, in and out while spraying to make sure there is an even application inside the frame.

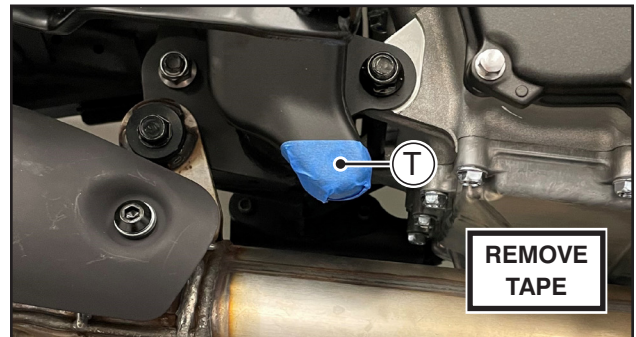


Repair Procedure - Sold Units Only (continued)

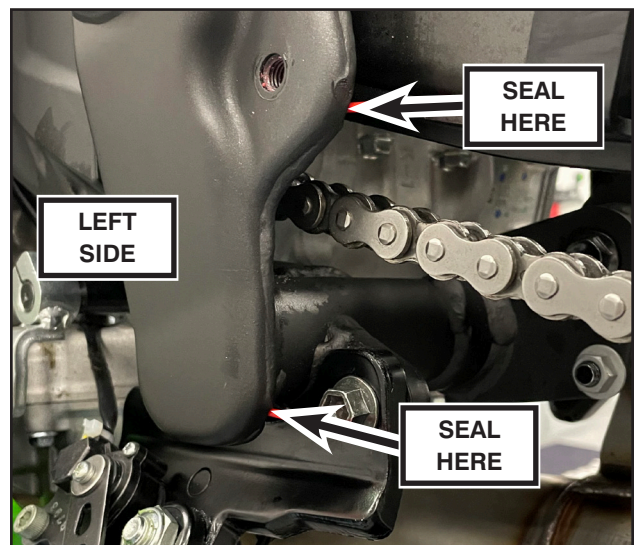
- Remove the tape from the LH side of the frame and allow any excess rust neutralizer to drain out
- Clean remaining residue from the bottom of the frame.



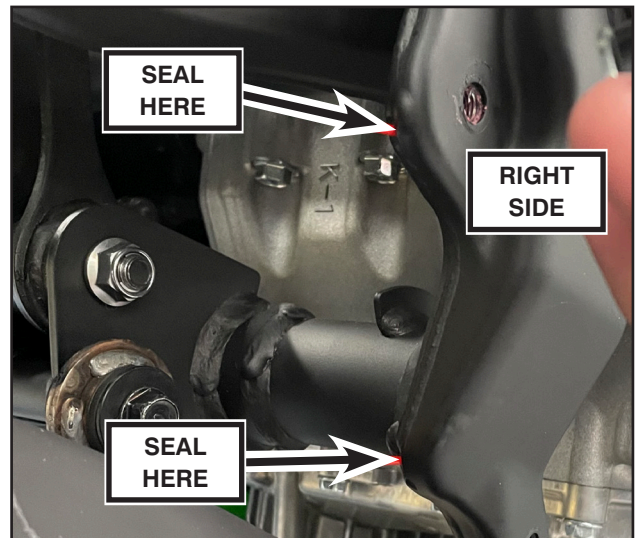
- Remove the tape from the RH side of the frame and allow any excess rust neutralizer to drain out.
- Clean remaining residue from the bottom of the frame.



- Clean the area around the two holes on the LH side of the frame where the rust neutralizer was sprayed and apply liquid gasket to plug the holes:
 - o Liquid gasket: ThreeBond 1216B (Black) or equivalent
- Clean the area after applying the liquid gasket.

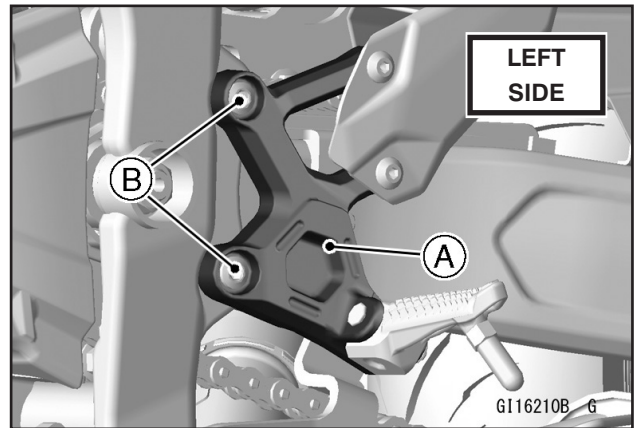


- Clean the area around the two holes on the RH side of the frame where the rust neutralizer was sprayed and apply liquid gasket to plug the holes:
 - o Liquid gasket: ThreeBond 1216B (Black) or equivalent
- Clean the area after applying the liquid gasket.

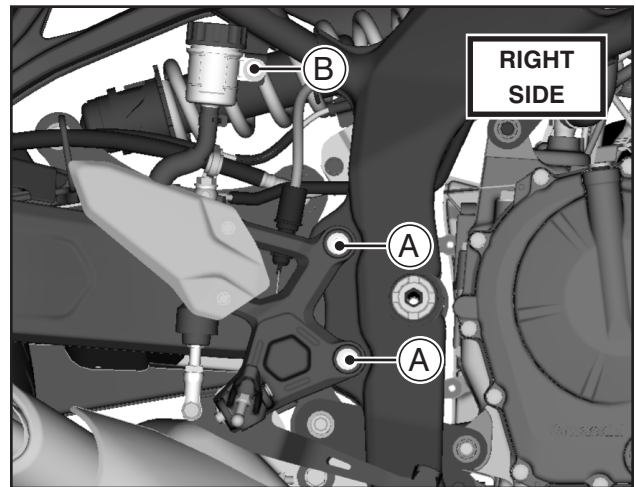


Reassembly Procedure - All Units

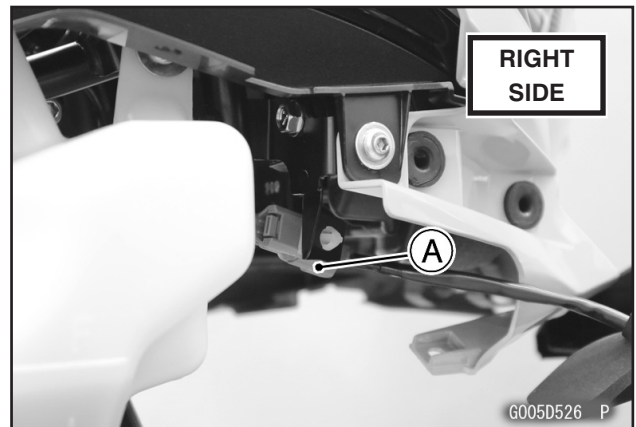
- Install left footpeg bracket [A] using new bolts [B] from the repair kit and tighten to 18 ft·lb (2.5 kgf·m, 25 N·m).



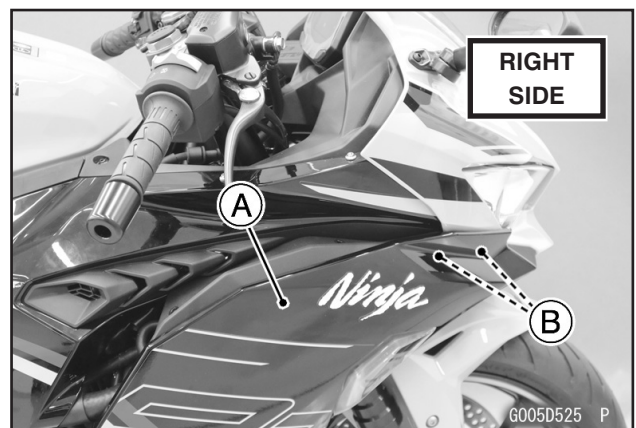
- Install the front right step using new bolts [A] from the repair kit and tighten to 18 ft·lb (2.5 kgf·m, 25 N·m)..
- Install reservoir tank mount bolt [B].



- Connect front right turn signal light connector [A]

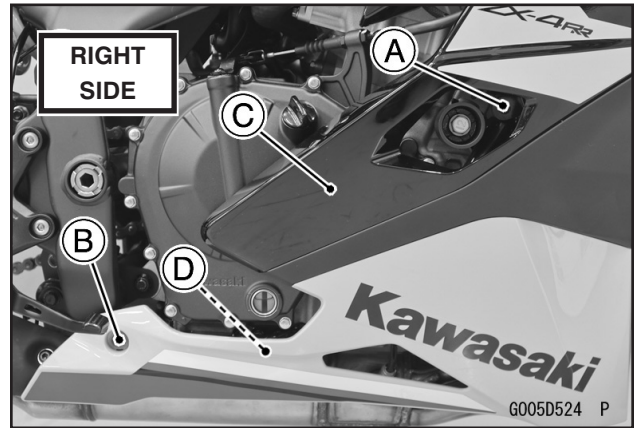


- Push the lower fairing [A] inward to insert the projections [B].

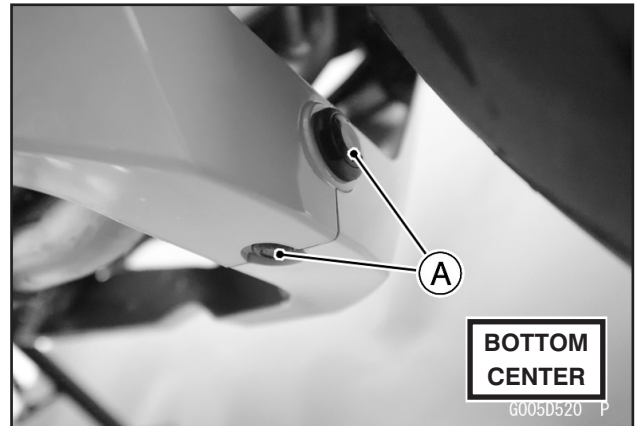


Reassembly Procedure - All Units (continued)

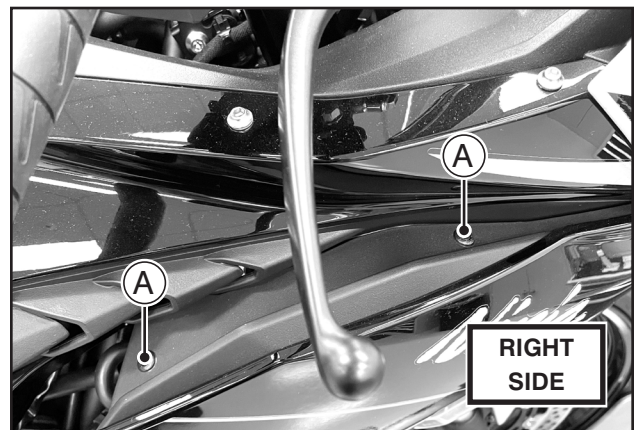
- Push the right lower fairing [C] inward to insert the projection [D]
- Tighten bolt [A], bolt and collar [B]



- Install quick rivets [A].



- Install quick rivets [A] on the right hand side.

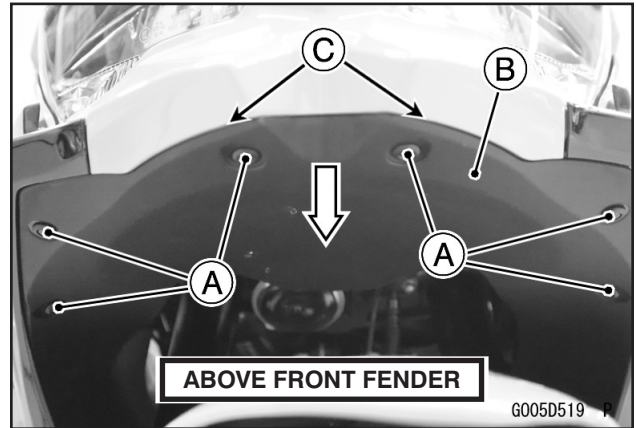


- Install and tighten bolt [A] on the right hand side

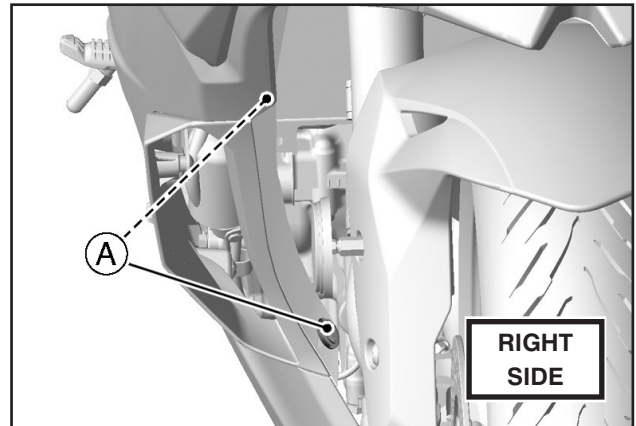


Reassembly Procedure - All Units (continued)

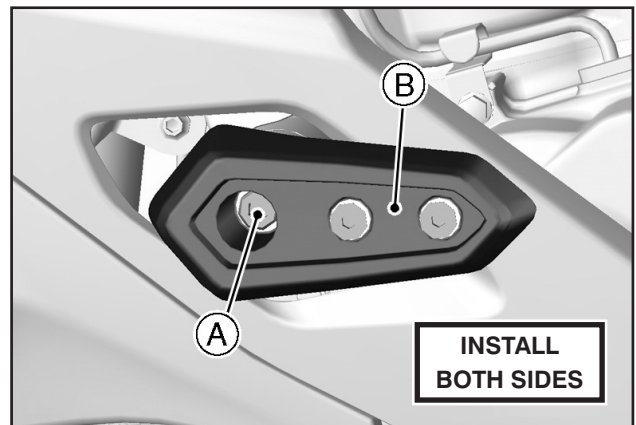
- Push the lower inner fairing [B] forward to insert the tabs [C]:
- Install quick rivet [A]



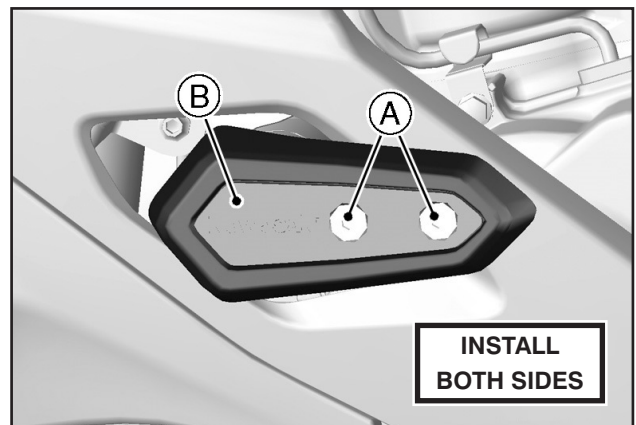
- Install quick rivet [A] (Both side)



- Install slider [B], if equipped and tighten bolt and washer [A].



- Tighten bolts [A] and install cover [B].
- Test the right front turn signal for operation.



Warranty Information

This is a Factory Directed Modification. 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.

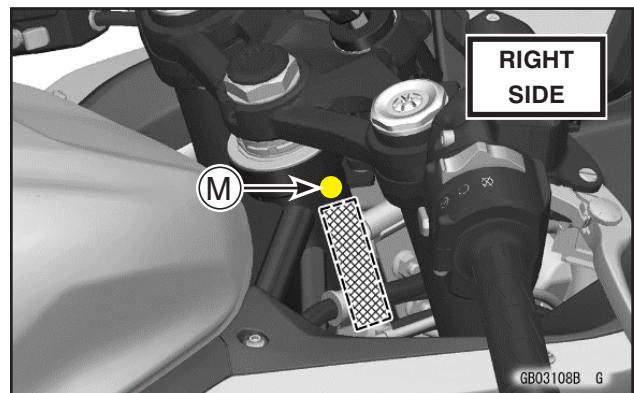
Procedure	Unsold Units Drain Holes & Paint	Sold Units Drain Holes and Rust Converter
Job Code	21436	21437
Flat Rate Time	0.8 hrs	1.5 hrs
Claim Type	3	3
Part Number	99999-0931	99999-0931
Description	KIT, Bolt, MC24-04	KIT, Bolt, MC24-04
Quantity	1	1
Sublet	Paint: Color Rite, Kawasaki 18R Flat Super Black, (Color Rite Part # 3370) or equivalent.	Rust neutralizer/converter/encapsulator: Loctite Extend Rust Neutralizer (Loctite Part # 81849) or equivalent.

Repair Verification

Make a yellow paint mark [M] at the end of the frame number as shown to serve as repair verification.

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.*



2023 NINJA® ZX™-4RR FRAME DRAIN HOLES FACTORY DIRECTED MODIFICATION

Dear Kawasaki Motorcycle Owner:

At Kawasaki, we take pride in producing high quality products and are committed to your continued satisfaction. To maintain these standards, we have launched a service campaign to address a condition present on your motorcycle.

What is the reason for this notice?

On certain eligible units, the existing drain holes do not allow the frame to drain completely after riding in the rain or washing the motorcycle. This can lead to paint delamination caused by rust.

What Kawasaki and your dealer will do:

At no cost to you, Kawasaki has authorized your dealer to add drain holes to both sides of the frame. The repair will take up to 1 hour and 30 minutes but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

What should you do?

Please call your Kawasaki dealer to schedule an appointment to have your motorcycle inspected. Please have your Vehicle Identification Number (VIN) ready when calling to schedule the appointment. To locate the nearest authorized Kawasaki motorcycle dealer, please visit www.kawasaki.com and click on the "LOCATE DEALER" link.

Can we assist you further?

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 ready when calling.

What if you no longer own this vehicle?

Our records indicate you are the current owner of the 2023 NINJA ZX-4RR 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 => OWNER SUPPORT => UPDATE OWNER INFO" or by calling Kawasaki toll free at (866) 802-9381.

Thank you for your purchase of a Kawasaki product and we hope that this campaign will maintain your continued satisfaction.

Sincerely,

Kawasaki Motors Corp., U.S.A.