



Kawasaki Motors Corp., U.S.A.

RECEIVED
2003 SEP 02 A 10:33
OFFICE OF DEFECTS INVESTIGATION

August 19, 2003

Mr. George Person
Office of Defects Investigation Safety Assurance
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590

Re: Recall No. 03V-255, Supplemental Information

Dear Mr. Person:

Kawasaki Motors Corp., U.S.A. ("KMC") hereby provides additional information needed to fully comply with the reporting requirements of 49CFR 573.5 (c). This letter supplements the previous Defect Report dated July 17, 2003.

6) A chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, filed or service reports, and other information with their dates of receipt:

- April 30, 2003 - Kawasaki Heavy Industries Ltd. ("KHI") receives a report from Kawasaki Motors Manufacturing Corp., U.S.A. (KMM) of leaking gasoline due to a cracked accelerator pump diaphragm. KHI inspects engines in its inventory and discovers a similar failure. KHI initiates an investigation.
- May 30, 2003 - KHI inspects vehicles in inventory at various distributors with engines manufactured between early January and the end of April of 2003. Examples within this range are determined to have accelerator pump diaphragms that show signs of deterioration.
- Mid-June, 2003 - KHI suspects that improper gasoline draining procedures at the final engine inspection had allowed impurities to contaminate the gasoline used for bench testing. This had affected engines manufactured beginning January 6, 2003 through May 18, 2003.
- Early July - KHI determines that the contaminated gasoline can cause the cracking of the accelerator pump diaphragm previously identified.
- July 11, 2003 - KHI notifies KMC of the recall action.
- July 17, 2003 - KMC notifies NHTSA.

9) A representative copy of all notices, bulletins and other communications that relate directly to the defect or noncompliance:

Enclosed are copies of the Recall Service Bulletin mailed to all Kawasaki motorcycle retailers on July 25, 2003, as well as the customer Recall notification letter, mailed to all owners identified through Kawasaki warranty registration records on July 28, 2003.

Please contact the undersigned if there are any questions regarding information in this submission, or if additional information is required.

Sincerely,
KAWASAKI MOTORS CORP., U.S.A

Roger F. Hagie
Director Public Affairs

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Santa Ana, California
92798-5252

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www.kawasaki.com

9950 Jaramb Road
Irvine, California
92618-2084



RECALL

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

Eligibility

Eligible Units

Model	Engine Number Range
VN800-B8/L	See list at end of bulletin
VN1500-E6	VNT50AE126680 thru VNT50AE126980
VN1500-E7/L	VNT50AE131117 thru VNT50AE131447

NOTE:

- o *Eligible units are listed by engine number.*

Please check VSI (Vehicle Service Inquiry) in K-Share for other possible repair campaigns for eligible units.

Some units will be repaired by Kawasaki prior to you receiving them. Repair can be verified by using VSI or by the blue paint on the carburetor. See Repair Verification section for details.

Subject

On eligible units, contaminated fuel used during the final engine inspection process may have caused deterioration of the carburetor accelerator pump diaphragm, which may lead to fuel leakage from the accelerator pump chamber. Gasoline in the presence of spark or flame creates the risk of a fire and possible injury or death.

Kawasaki Action

Initiate Recall Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing the carburetor accelerator pump diaphragm.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on the last page of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units, including sold units in the field and unsold units in your inventory. Refer to the Repair Procedure section of this bulletin for details.

IMPORTANT NOTE:

- o *It's the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30210(f) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.*

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.*

Submit Product Registration:

Submit the product registration to Kawasaki immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and address. Kawasaki uses the product registration information for customer notification.

Also, if you know that the customer has moved, please submit a Customer Update to the Warranty Registration Department.

SALES SERVICE

Repair Procedure

Refer to the appropriate sections of the Service Manual for information and procedures related to parts removal and installation.

Service Manual

Model	Part Number
VN900-B9/L	99924-1199-56
VN1500-E6/L, E7/L	99924-1078-08 (base) 99924-1181-52 (supplement) 99924-1229-55 (supplement)

Accelerator Pump Diaphragm Replacement

- Remove the seat
- Remove the bolt holding the meter cover.
- Remove the speedometer cable and connectors then push the meter forward to remove the meter. Be careful not to damage the terminal area of the coupler.



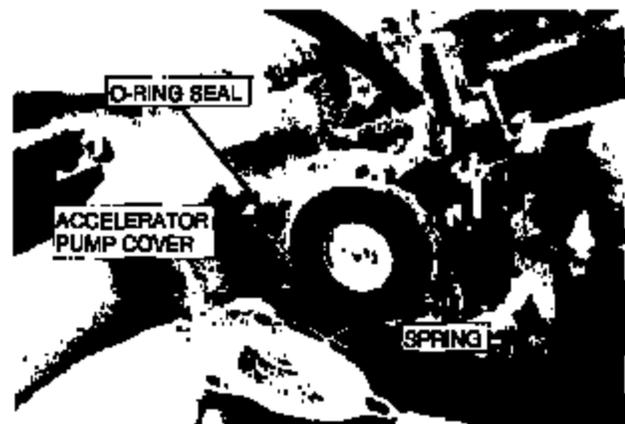
- Remove the tank bolt. Loosen the clamps and disconnect the fuel hose, vacuum hose and breather hose.
- Remove the air cleaner cover, air cleaner element and air cleaner body.
- Remove the two mounting bolts of the carburetor holder plate. Loosen the carburetor clamp screw to remove the carburetor from the carburetor holder. Do not remove the cable or hose connected with the carburetor.
- Place a shop cloth under the carburetor so as not to expose the engine parts to gasoline and then take out the three accelerator pump screws to remove the cover. Be careful not to lose the spring and O-ring seal.



- Replace the diaphragm with new one.
- Fit the lip on the outer edge of the diaphragm into the groove on the carburetor body



- Place the O-ring seal into the carburetor body and spring into the accelerator pump cover, then install the pump cover.



NOTE:

- Be certain that the spring and O-ring seal are not displaced when installing the accelerator pump cover.
- Reinstall the carburetor. Be careful with the hose routing so the fuel hose will not get caught in between or hooked on the surrounding parts.

- Reinstallation is the reversal order of removal. After completing reinstallation, make sure that there is no gasoline leak from the accelerator pump chamber area by starting the engine.

Parts Information

Only a small number of units are affected. Please check **engine number** range prior to ordering any diaphragms to complete this Recall. Also, some units will be repaired by Kawasaki prior to you receiving them. Repair can be verified by using VSI or by the blue paint on the carburetor. See Repair Verification section for details.

Order required quantity as needed from your Kawasaki Distribution warehouse.

Parts Information

Description	Part Number	Qty
Diaphragm	43028-1077	1

Warranty Information

This is a safety recall campaign. 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.

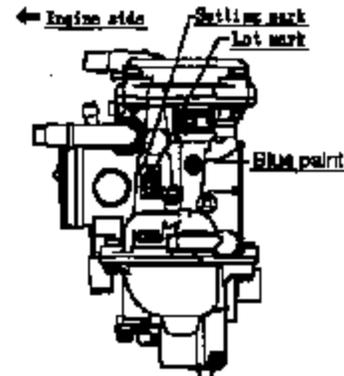
WARRANTY INFORMATION				
Trouble Code	Qty	Causal Part Number	Description	Claim Type: 3
80	01	43028-1077	Diaphragm	Job Code: 22143
				Time: 0.6 hr.
				Failure Date: Same as Repair Date

Repair Verification

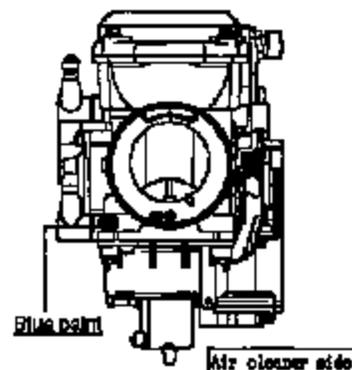
Kawasaki will repair as many units as possible before shipping. These repaired units have a blue paint mark at the location shown. Do not repair these units.

After repair, make a blue mark in the location shown.

VN800



VN1500



NOTE:

- o Repair verification is an essential part of the repair procedure. Along with the physical repair verification mark, check VSI (Vehicle Service Inquiry) in K-Share for other possible repair campaigns for eligible units.

**ACCELERATOR PUMP DIAPHRAGM REPLACEMENT
WARNING AND RECALL NOTICE**

Dear Kawasaki Motorcycle Owner:

This notice has been sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Kawasaki Motors Corp., U.S.A. has decided that a defect which relates to motor vehicle safety, exists in some 2003 VN800-B8/L, VN1500-E8 and 2004 VN1500-E7/L models. Contaminated fuel used during the final engine inspection process may have caused deterioration of the carburetor accelerator pump diaphragm, which may lead to fuel leakage from the accelerator pump chamber. Gasoline in the presence of spark or flame creates the risk of a fire and possible injury or death. Our records indicate that you have bought one of the affected units.

Kawasaki has initiated a Recall campaign to repair all affected units. Your authorized Kawasaki motorcycle dealer will correct this problem for you at no charge. The correction will consist of replacing the accelerator pump diaphragm. The actual repair will take under one hour to complete, however your dealer may need additional time to schedule your repair and order parts.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, Washington, D.C. 20590, or call the toll free Auto Safety Hotline at (866) 327-4238 if you believe that:

- a. Kawasaki Motors Corp., U.S.A. has failed to, or is unable to, remedy this defect without charge.
- b. Kawasaki Motors Corp., U.S.A. has failed to, or is unable to, remedy this defect within a reasonable time, but not longer than 60 days after you first attempt to obtain remedy.

If you no longer have the vehicle described in this letter, or if it has been repaired, please help us to update our records by calling Kawasaki toll free at (866) 802-9381 between 8:30 a.m. and 4:45 p.m. PT Monday through Friday.

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.

VN800-B8/L ELIGIBLE UNITS - ENGINE NUMBERS

ENGINE NUMBER

VN800AE098227
VN800AE098229
VN800AE098230
VN800AE098231
VN800AE098237
VN800AE098238
VN800AE098282
VN800AE098314
VN800AE098315
VN800AE098316
VN800AE098318
VN800AE098329
VN800AE098331
VN800AE098333
VN800AE098349
VN800AE098350
VN800AE098364
VN800AE098371
VN800AE098373
VN800AE098375
VN800AE098389
VN800AE098398
VN800AE098409
VN800AE098411
VN800AE098412
VN800AE098498
VN800AE098500

VN800AE098522
VN800AE098523
VN800AE098529
VN800AE098551
VN800AE098552
VN800AE098553
VN800AE098559
VN800AE098560
VN800AE098566
VN800AE098567
VN800AE098674
VN800AE098716
VN800AE098717
VN800AE098724
VN800AE098726
VN800AE098727
VN800AE098728
VN800AE098729
VN800AE098730
VN800AE098746
VN800AE098747
VN800AE098758
VN800AE098764
VN800AE098766
VN800AE098768
VN800AE098769
VN800AE098770

ACCELERATOR PUMP DIAPHRAGM REPLACEMENT

WARNING AND RECALL NOTICE

JULY 2003

KAWASAKI CUSTOMER
123 ELM LANE
ANYTOWN, CA 99999-1111

MODEL00001 TEST
ENGINE: ENGINE0001
FRAME : 000001
VIN00001

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