

VULCAN® 1600 CLASSIC MUFFLER BRACKET CRACKING WARNING AND RECALL NOTICE

FEBRUARY 2004

**KAWASAKI CUSTOMER
678 ELM LANE
ANYTOWN, CA 99999-6666**

**MODEL00001 TEST
ENGINE: ENGINE0006
FRAME : 0000006
VIN00006**

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 certain 2003 VN1600-A1/L and 2004 VN1600-A2/L models. On eligible units, high loads created when riding on rough road surfaces could cause the muffler brackets to crack allowing the muffler to become loose. Continued use could allow the muffler to separate from the main exhaust pipes creating the potential for a crash resulting in injury or death. Our records indicate that you have bought one of these units.

Your Kawasaki dealer will correct this problem for you at no charge. The correction will consist of inspecting the muffler and making the appropriate repair. The actual repair will take up to one hour but may take longer due to scheduling at the dealership and the time needed to obtain required parts. Please call your authorized Kawasaki motorcycle dealer to schedule an appointment and take this letter with you at the time of your appointment.

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 (888) 327-4236 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, it does not have the original equipment exhaust system, or if it has been repaired, please help us to update our records by calling Kawasaki toll free at (888) 802-9381 between 8:30 a.m. and 4:45 p.m. PT Monday through Friday. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you experienced the failure described above prior to receiving this letter and paid to have it corrected, Kawasaki will reimburse you for your documented costs of this repair. Contact Kawasaki's Consumer Services Department at the address above, or by telephone (toll-free) at (888)802-9381 between 8:30 a.m. and 4:45 p.m. PT Monday through Friday, or contact your Kawasaki dealer to request reimbursement.

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 Vulcan motorcycle.

Sincerely,

KAWASAKI MOTORS CORP., U.S.A.