



Kawasaki Motors Corp., U.S.A.

RECEIVED

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OFFICE
DEFECTS INVESTIGATION

Mr. Jonathon D. White, Chief
Recall Analysis Division
Office of Defects Investigation
NHTSA
400 Seventh St., S.W.
Washington, D.C. 20590

Re: Recall Nos.00V-365 and 00V-384, Supplemental Information

Dear Mr. White:

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 Reports submitted November 10, 2000.

3) The total number of vehicles potentially containing the defect: For both recalls the number of units affected is reduced by 2 (the original range included two pre-production units which are not for sale and will be/have been destroyed). The corrected number of affected vehicles is:

00V-365 fuel vent pipe - 4,504
00V-384 fuel gauge - 3,277

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:

For Recall No. 00V-365 Fuel Tank Vent Pipe:

June 14, 2000. KMC receives a request from Kawasaki Heavy Industries, Ltd. ("KHI") to research two fuel tank warranty reports (received by KMC on May 15 and May 25) for the subject vehicles and determine if any could relate to fuel leaks from the vent pipe. KMC requests dealers submitting fuel tank warranty claims to send tanks to KMC for inspection.

June 24, 2000. After receiving and examining tanks from the two identified claims, KMC determines that one had experienced the subject fuel vent pipe cracking. This information is provided to KHI.

June 2000 through October 2000. KHI continues research and analysis, based on information and sample parts from other markets where subject vehicles are marketed. KHI concludes that fuel vent pipe cracking is a result of resonance in the fuel tank when the vehicle is operated for long periods within a particular engine speed range.

KMC continues to monitor fuel tank warranty claim experiences. By October end, KMC had received 31 dealer contacts, and had confirmed 10 cases of fuel tank leak from the vent pipe. No reports of accident or injury were received.

November 6, 2000. KHI advises KMC to initiate recall action.

November 10, 2000. KMC notifies NHTSA of defect.

P.O. Box 25252
Santa Ana, California
92709-5252

849/770-0400
Fax 949/480-5800
www.kawasaki.com

9950 Jaronimo Road
Irvine, California
92618-2084

For Recall No. 00V-384 Fuel Gauge:

Late August, 2000. KMC has received 18 warranty claims for inaccurate fuel gauge readings. KMC requests sample parts from dealers, and forwards samples to KHI for analysis. No accidents or injuries are associated with any of the claims.

Late September, 2000. KHI's vendor provides information regarding the problem and proposed countermeasure. KHI begins evaluation of countermeasure.

Late October, 2000. KHI evaluation of countermeasure is completed.

November 6, 2000. KHI advises KMC to initiate recall action. No accidents or injuries are associated with the defect.

November 10, 2000. KMC notifies NHTSA of defect.

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

Copies of the recall service bulletin, customer letter and EDD document (fax notification to KMC dealer service departments) are enclosed. A copy of the customer letter was previously provided to NHTSA by facsimile on December 6, 2000.

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

Enclosures

NINJA® ZX-12R FUEL TANK OVERFLOW PIPE AND FUEL GAUGE WARNING AND RECALL NOTICE

DECEMBER 2000

**KAWASAKI CUSTOMER
123 ELM LANE
ANYTOWN, CA 99999-1111**

**MODEL00001 TEST
ENGINE: ENGINE0001
FRAME : 0000001
VIN00001**

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 determined that a defect which relates to motor vehicle safety exists in 2000 model Ninja ZX-12R motorcycles. The fuel tank overflow pipe can crack inside the tank allowing fuel from the tank to drain out onto the ground causing the risk of fire or explosion resulting in injury or death. Our records indicate that you have bought one of these units.

With a limited number of units, a second defect may exist. The fuel gauge may indicate there is fuel in the tank when in fact the tank is empty. If the vehicle runs out of fuel without warning, it may slow unexpectedly in traffic and distract the operator which can create the risk of an accident resulting in injury or death.

Kawasaki has initiated a Recall campaign to repair all affected units. Repairs consist of installing a weight on the overflow pipe to prevent vibration from causing the occurrence of cracking. And for affected units, the fuel gauge will be replaced at the same time.

These repairs will be made by an authorized Kawasaki motorcycle dealer at no charge to you. Please call your Kawasaki motorcycle dealer to schedule an appointment and take this letter with you at that time.

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 (800) 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.

OVER

We are sorry for any inconvenience this may cause, but we have taken this action in the interest of your safety and continued satisfaction with your Kawasaki ZX-12R. Please contact your dealer if you have any questions.

Sincerely,

KAWASAKI MOTORS CORP., U.S.A.

ATTN: SERVICE DEPARTMENT

RECALL SERVICE BULLETIN MC 00-13 DATED 12/22/00

Eligible Units

Model **Vehicle Identification Number Range-Fuel Tank Overflow Pipe Cracking**
ZX1200-A1/L JKAZX9A1 YA000094 thru JKAZX9A12YA018931

Model **Vehicle Identification Number Range-Fuel Level Sensor Malfunction**
ZX1200-A1/L JKAZX9A1 YA000094 thru JKAZX9A12YA011374

Please check VSI (Vehicle Service Inquiry) in K-Share for other possible repair campaigns for eligible units. See bulletin MC 00-02, MC 00-06, MC 00-07 and MC 00-09.

Subject

The recall bulletin covers two subjects:

(1) Fuel Tank Overflow Pipe

Under certain riding conditions the fuel tank overflow pipe may crack inside the fuel tank due to vibration. If a crack develops in the overflow pipe, fuel may leak from the drain tube onto the ground. A fuel leak in the presence of a spark or flame could cause a fire or explosion and result in injury or death.

(2) Fuel Level Sensor

On a smaller number of units, the fuel gauge may not provide an accurate indication of low fuel levels. This could allow the operator to run out of fuel without warning, and cause the operator to become distracted or slow unexpectedly creating the risk of an accident resulting in injury or death.

Kawasaki Action

Kawasaki has initiated a Recall campaign to repair all eligible units. The repairs consist of inspecting the fuel tank overflow pipe for cracking, and either replacing the tank if the overflow pipe is cracked, or installing a weight on the fuel tank overflow pipe to eliminate vibration. On eligible units with the affected fuel level sensor, the repair consists of replacing the fuel level sensor.

Repair Procedure

See Service Bulletin MC 00-13 dated 12/22/00 for repair details.

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.



RECALL

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

Eligibility

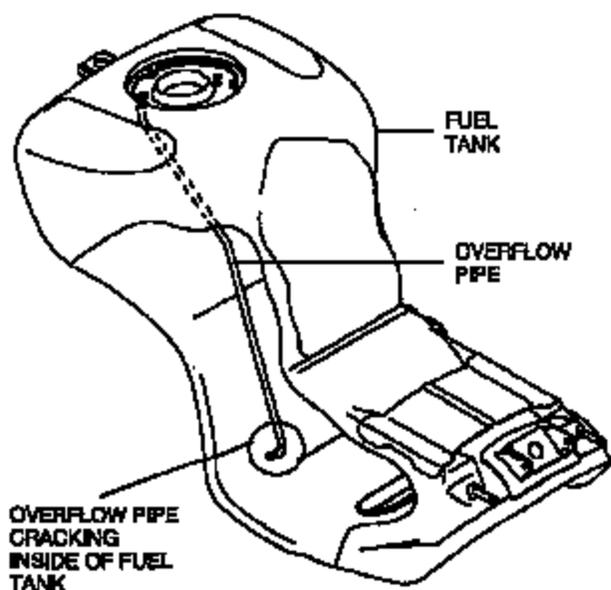
Eligible Units—Fuel Tank Overflow Pipe Cracking

| Model | Vehicle Identification Number Range |
|-------------|-------------------------------------|
| ZX1200-A1/L | JKAZX9A1/YA000094 thru 018831 |

Eligible Units—Fuel Level Sensor Malfunction

| Model | Vehicle Identification Number Range |
|-------------|-------------------------------------|
| ZX1200-A1/L | JKAZX9A1/YA000094 thru 011374 |

Please check VSI (Vehicle Service Inquiry) in K-Share for other possible repair campaigns for eligible units. See bulletin numbers MC 00-02, MC 00-06, MC 00-07 and MC 00-08.



Subject

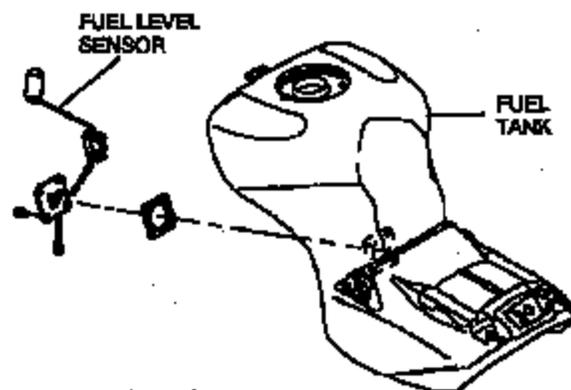
This Recall bulletin covers two subjects:

(1) Fuel Tank Overflow Pipe

Under certain riding conditions the fuel tank overflow pipe may crack inside the fuel tank due to vibration. If a crack develops in the overflow pipe, fuel may leak from the drain tube onto the ground. A fuel leak in the presence of a spark or flame could cause a fire or explosion and result in injury or death.

(2) Fuel Level Sensor

On a smaller number of units, the fuel gauge may not provide an accurate indication of low fuel levels. This could allow the operator to run out of fuel without warning, and cause the operator to become distracted or slow unexpectedly creating the risk of an accident resulting in injury or death.



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. See page 8 for warranty claim information.

Kawasaki Action

Initiate Recall Campaign:

Kawasaki has initiated a recall campaign to repair all eligible units. The repairs consist of inspecting the fuel tank overflow pipe for cracking, and either replacing the tank if the overflow pipe is cracked, or installing a weight on the fuel tank overflow pipe to eliminate vibration. On eligible units with the affected fuel level sensor, the repair consists of replacing the fuel level sensor.

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 30120(i) 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 Warranty Registration:

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

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

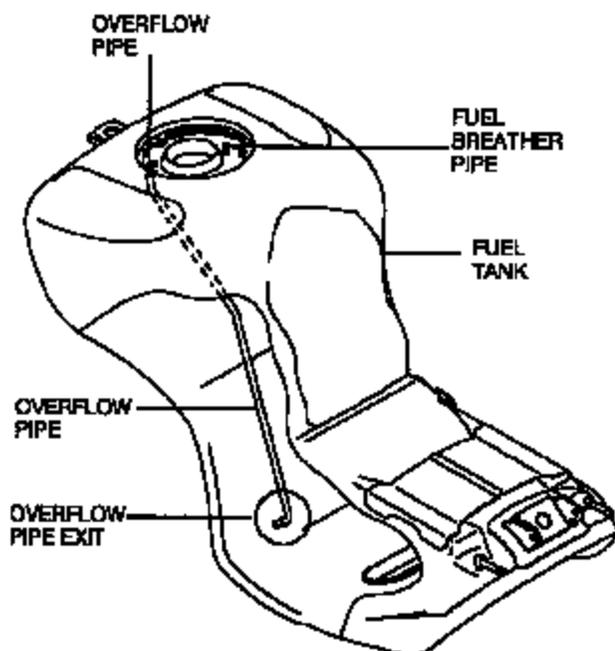
Inspection

New Vehicles

It is not necessary to inspect the overflow pipe for cracks on new vehicles. Check vehicle eligibility for fuel level sensor replacement and continue to the Repair Procedures for weight kit installation and fuel level sensor replacement if applicable. Later produced units do not need the fuel level sensor replaced.

All Used Vehicles

Inspect all used vehicles for cracks in the overflow pipe. Any fuel tank that shows indication of overflow pipe cracking should be replaced. Check for fuel level sensor replacement eligibility. Later produced units will not need the fuel level sensor replaced.



Refer to appropriate sections of the ZX1200-A1 Service Manual (P/N99924-1253-01) for information and procedures related to parts removal and installation.

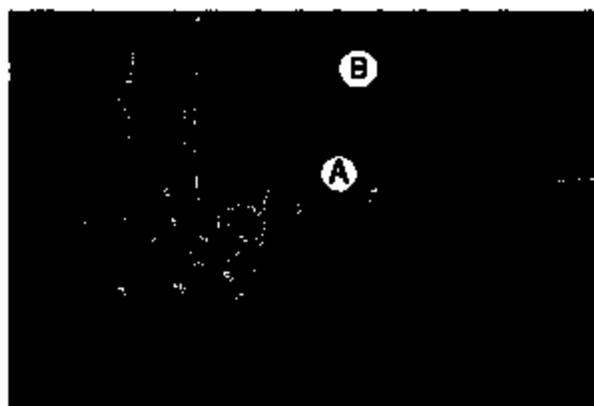
▲ WARNING

Gasoline is extremely flammable and can be explosive under certain conditions. Turn the ignition switch OFF. Do not smoke. Make sure the area is well-ventilated and free from any source of flame or sparks; this includes any appliance with a pilot light.

CAUTION

For California model, if gasoline, solvent, water or any other liquid enters the canister, the canister's vapor absorbing capacity is greatly reduced. If the canister does become contaminated, replace it with a new one.

- Remove the fuel tank as shown in the Service Manual (page 2-17).
- Make sure the tank is completely drained of fuel.
- Remove the fuel pump.
- Remove the fuel tank cap from the fuel tank.
- Puddle a small amount of soapy water inside the fuel tank around the lower portion of the overflow pipe where the overflow pipe exits the tank. Use only a small amount of soapy water to minimize flushing after inspection. Plug the overflow pipe end and apply compressed air to the other end to see if bubbles form (indication of cracking).



A. Bubbles from Cracked Overflow Pipe
B. Overflow Pipe

- ★ If there is no indication of cracking (bubbles), flush the tank thoroughly and continue with weight kit installation procedures.
- ★ If there are indications of cracking, the tank must be replaced, continue with tank replacement procedures.

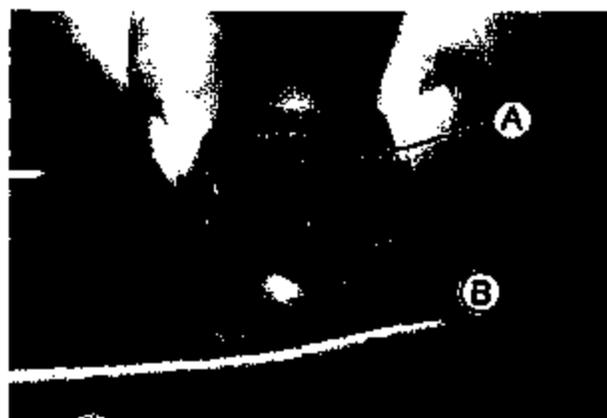
Repair Procedures

Refer to appropriate sections of the ZX1200-A1 Service Manual (P/N99924-1253-01) for information and procedures related to parts removal and installation.

Weight Kit Installation on the Overflow Pipe

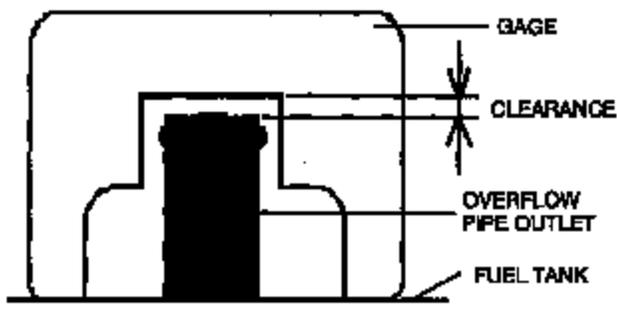
For new vehicles and used vehicles that show no indications of overflow pipe cracking, a weight must be installed onto the overflow pipe. Also, check vehicle for fuel level sensor replacement eligibility.

- Check the clearance between the overflow pipe outlet and the fuel tank using the height gage included with the weight kit. Place the height gage perpendicular to the tank so the plate faces the front of the fuel tank.

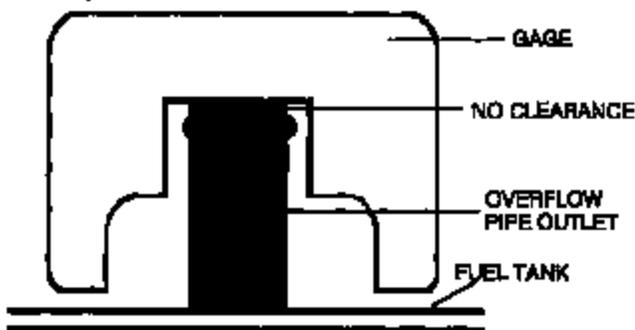


A. Gage
B. Overflow Pipe

- Check the clearance between the gage and the tip of the pipe.
- ★ If there is some clearance, use the weight marked with "L" from the kit.

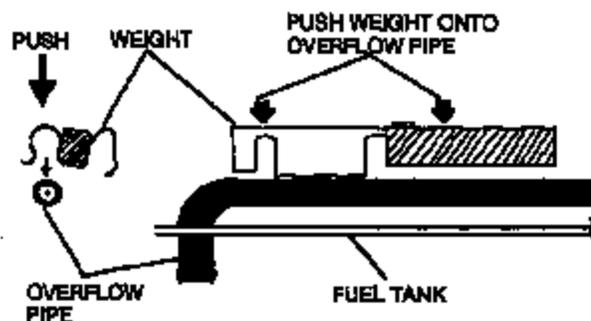


- ★ If there is zero clearance, use the non-marked weight.

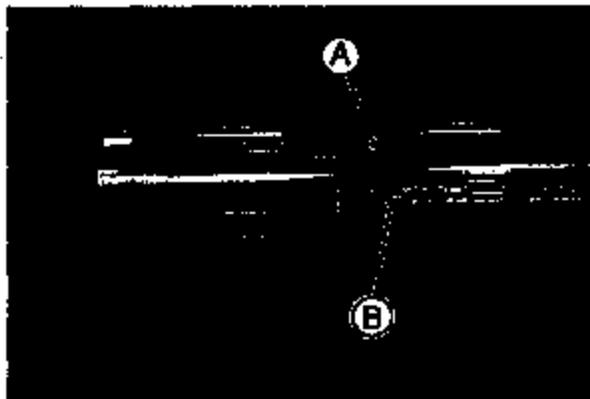


Install the weight on the overflow pipe as shown. Perform this installation work through the hole for the fuel pump.

- Push the weight by hand so that the clamp fits onto the pipe.



- Rotate the weight clockwise so that the foot of the weight rests on the fuel tank.



A. Overflow Pipe
B. Weight "L" Mark

NOTE:

- o If the weight foot does not touch the bottom of the fuel tank, use the weight marked with "L."
- Discard the weight that is not used.
- Install fuel pump with new gasket and new bolts.

New Fuel Tank Installation

Replace the California or U.S.A. fuel tank only if the inspection indicates the overflow pipe is cracked. Order the fuel tank kit from the parts list if tank replacement is necessary. The fuel tank kit comes with parts to prevent overflow pipe cracking and does not need the weight kit installed. Check for fuel level sensor replacement eligibility prior to ordering the tank.

- Put the labels, fuel tank cap, and damper on the new fuel tank.
- Write the vehicle's VIN onto the motorcycle noise emission control information label with a permanent ink pen. The first eight digits of the VIN are printed on the label. Write the remaining numbers onto the label, then cover the label with the clear decal provided in the fuel tank kit.
- Install the fuel pump and fuel level sensor with new gaskets and new bolts.

MOTORCYCLE NOISE EMISSION CONTROL INFO.
THIS 2000 MOTORCYCLE MEETS EPA NOISE EMISSION REQUIREMENTS BY THE FEDERAL TEST PROCEDURE. MODIFICATIONS WHICH CAUSE THIS MOTORCYCLE TO EXCEED FEDERAL NOISE STANDARDS ARE PROHIBITED BY FEDERAL LAW. SEE OWNER'S MANUAL. (ZX1200A)
MODEL SPECIFIC CODE:KAW 4001200
VIN: JKAZX9A1
NOISE LIMIT/CLOSING RPM:800RPM/5226RPM

WRITE IN REMAINING VIN

New Fuel Level Sensor Installation

Fuel level sensor replacement is required only for vehicles in eligible VIN range. Sensor replacement must be completed at the time of the overflow pipe weight kit installation, or fuel tank replacement.

- On eligible units, remove the fuel level sensor as shown in the Service Manual (page 15-58). Discard the original gasket and bolts.
- Install the new fuel level sensor with the new gasket and bolts in the kit.

Fuel Tank Parts in Inventory

- If your dealership has a fuel tank or fuel level sensor in stock, contact the Hot Line for instructions.

Parts Information

Order repair parts after the inspection as needed from your parts distribution warehouse.

Parts Information

| Description | P/N | Qty. |
|----------------------------|------------|------|
| Weight Kit | 99996-1327 | 1 |
| Fuel Level Sensor Kit | 99996-1328 | 1 |
| Fuel Tank Kit (U.S.A.) | 99996-1920 | 1 |
| Fuel Tank Kit (California) | 99996-1921 | 1 |
| Gasket, Pump | 11080-1929 | 1 |
| Bolt, Pump | 92151-1599 | 8 |
| Gasket, Sensor | 11080-1952 | 1 |
| Bolt, Sensor | 92151-1699 | 4 |

NOTE:

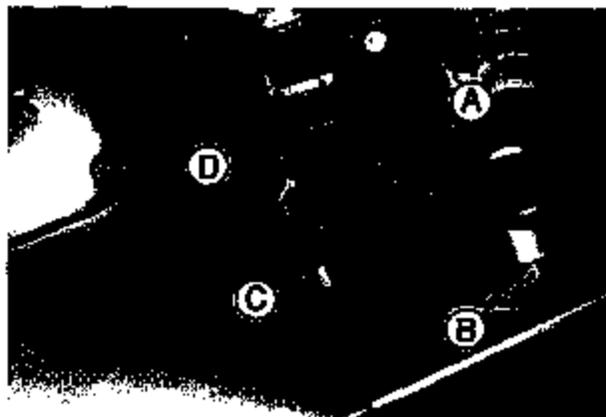
- o Order the fuel tank kit only if the inspection indicates that the overflow pipe is cracked. California models have a different tank from U.S.A. models. Be sure to order the correct tank if needed.
- o Gaskets are not included with replacement fuel tank kit. Order fuel pump gasket, fuel level sensor gasket and mounting bolts when ordering replacement fuel tank.

Kit Contents

| Kit | Description | Qty per Kit |
|---|---------------------|-------------|
| 99998-1327 Weight Kit | Weight | 1 |
| | Weight "L" | 1 |
| | Gage | 1 |
| | Gasket, Fuel Pump | 1 |
| | Bolt, Fuel Pump | 8 |
| 99998-1328 Fuel Level Sensor Kit | Sensor | 1 |
| | Gasket, Fuel Sensor | 1 |
| | Bolt, Fuel Sensor | 4 |
| 99998-1320 Fuel Tank Kit (U.S.A.) | Fuel Tank Comp. | 1 |
| | Damper | 1 |
| | Label-Warning | 1 |
| | Label-Certification | 1 |
| | Cover (Label) | 1 |
| | Label-Certification | 1 |
| | Gasket, Valve | 1 |
| 99998-1321 Fuel Tank Kit (California) | Fuel Tank Comp. | 1 |
| | Damper | 1 |
| | Label-Warning | 1 |
| | Label-Certification | 1 |
| | Label-Certification | 1 |
| | Cover (Label) | 1 |
| | Label-Certification | 1 |
| | Gasket, Valve | 1 |

Repair Verification

- After completing required repairs, make a punch mark at the end of the Vehicle Identification Number on the right side of the steering head.



- A. Punch Mark
- B. Front Fork (right)
- C. Vehicle Identification Number
- D. Frame

NOTE:

- Repair verification is an essential part of the repair procedure.
- One purpose for the repair verification mark is to ensure that those products not yet repaired can be identified and repaired. Not only does this increase customer satisfaction but it also maximizes the success of this recall. Another purpose for the repair verification mark is to prevent the wasted time and effort of duplicate repairs.

Warranty Claim Information

Select one job code that describes all of the repair work completed. Order necessary parts for the repair from the chart. All parts needed for each repair are listed.

| REPAIR WORK COMPLETED: | NEW VEHICLES | | USED VEHICLES | | | |
|------------------------|------------------------|--|---|---|--|---|
| | 1. Weight Installation | 1. Weight Installation 2. Fuel Level Sensor Replacement | 1. Inspection 2. Weight Installation | 1. Inspection 2. Weight Installation 3. Fuel Level Sensor Replacement | 1. Inspection 2. Fuel Tank Replacement | 1. Inspection 2. Fuel Tank Replacement 3. Fuel Level Sensor Replacement |
| Job Code | 22108 | 22110 | 22111 | 22112 | 22113 | 22114 |
| Time | 0.9 | 1.0 | 1.0 | 1.1 | 1.0 | 1.0 |
| Causal Part Number | 99996-1327 | 99996-1327 | 99996-1327 | 99996-1327 | 99996-1320 or 99996-1321 | 99996-1320 or 99996-1321 |
| Description | Weight Kit | Weight Kit | Weight Kit | Weight Kit | Fuel Tank | Fuel Tank |
| Qty | 01 | 01 | 01 | 01 | 01 | 01 |
| Trouble Code | 60 | 60 | 60 | 60 | 60 | 60 |
| Failure Date | Same as Repair Date | Same as Repair Date | Same as Repair Date | Same as Repair Date | Same as Repair Date | Same as Repair Date |
| Claim Type | 3 | 3 | 3 | 3 | 3 | 3 |
| Other Parts | N/A | Qty. 1 P/N 99996-1328 Sensor Kit | N/A | Qty. 1 P/N 99996-1328 Sensor Kit | Qty. 1 P/N 11060-1952 Gasket, Sensor Qty. 1 P/N 11060-1929 Gasket, Pump Qty. 12 P/N 92151-1599 Bolt | Qty. 1 P/N 99996-1328 Sensor Kit Qty. 1 P/N 11060-1929 Gasket, Pump Qty. 8 P/N 92151-1599 Bolt |

NINJA® ZX-12R FUEL TANK OVERFLOW PIPE AND FUEL GAUGE WARNING AND RECALL NOTICE

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We are sorry for any inconvenience this may cause, but we have taken this action in the interest of your safety and continued satisfaction with your Kawasaki ZX-12R. Please contact your dealer if you have any questions.

Sincerely,

KAWASAKI MOTORS CORP., U.S.A.