

## CONCOURS® 14 & 14 ABS MODIFIED FOR LAW ENFORCEMENT USE 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.

### **The reason for this notice:**

Kawasaki Motors Corp., U.S.A. has decided that a defect which relates to motor vehicle safety exists in 2012 ~ 2013 Concours® 14 & 14 ABS models with modifications for law enforcement use designed and implemented by Enforcement Motors Inc., or BMS Inc. On eligible units with modifications designed and implemented by Enforcement Motors, Inc., and BMS, Inc., the addition of an auxiliary battery and charging relay could cause an electrical overload on the charging circuit. Kawasaki has received reports of a blown main fuse causing the engine to lose power or shut down. Unexpected loss of power or engine shut down can create the potential for a crash resulting in injury or death. Our records indicate that you have purchased one of these units.

### **What Kawasaki and your dealer will do:**

Your Kawasaki dealer will inspect and make necessary repairs at no charge. The campaign will be conducted in two stages. Stage 1 consists of replacing the main fuse and inspecting the vehicle as well as educating operators about how to prevent blowing the main fuse. Stage one will be completed on most vehicles within 5 hours but could take longer due to the condition of the vehicle.

Stage 2 will commence when Kawasaki has procured the required parts to complete the corrective action. Kawasaki will contact owners at that time to bring their vehicle in to complete the second stage and final repair of this campaign.

### **What you must do to ensure your safety:**

Please call your authorized Kawasaki motorcycle dealer to schedule an appointment and take this letter with you at the time of your appointment.

If your motorcycle is maintained by your police department, contact that department for instructions.

### **OPERATE ONLY IN ACCORDANCE WITH THE ENCLOSED USAGE GUIDELINES**

### **If you need help:**

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki's Consumer Services Department at (866) 802-9381 (toll-free) between 8:00 a.m. and 5:00 p.m. PT Monday through Friday. Please have your Vehicle Identification Number ready when calling.

If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (60 days after your first attempt to obtain remedy), 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.safercar.gov>.

### **If you received this notice in error:**

Our records indicate you are the current owner of the 2012 ~ 2013 Concours 14 or 14 ABS 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](http://www.kawasaki.com) by clicking on the "OWNER INFO" link 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 and VIN information along with copies of repair orders and payment confirmation to the following address:

Kawasaki Motors Corp., U.S.A.  
ATTN: Consumer Services Department  
P.O. Box 25252  
Santa Ana, California 92799-5252

Please note the following conditions for reimbursement:

- Only repairs specifically related to this recall are eligible for reimbursement. Other expenses such as towing, rental, and accommodations will not be refunded.
- Claims may be excluded if proper documentation is not included. Current owner and VIN information along with copies of repair orders and payment confirmation must be 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.