



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received  
2004 FEB 19 PM 7:10  
12-JAN-2004

Repository   
Reference No.  
10053787

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: FORT WORTH State: TX Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
E-mail Address: None

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an objection, NHTSA will not disclose your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 02/03/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: JKAYNDA153 [Redacted]  
Make: KAWASAKI Model: VULCAN Model Year: 2003  
Date Purchased: 10/30/02 Dealer's Name and Telephone Number: Granbury Motor Sports 1-800-800-2851  
Original Owner: [X] Dealer's City: Granbury, Texas State: TX Zip Code: 76048  
Engine: No. Cylinders: 2 Fuel Type: Reg. Unleaded Gasoline  
Transmission Type: AUTOMATIC-MANUAL 5-Speed  
Antilock Brakes:  Powertrain: Driveshaft  
Cruise Control:   
Vehicle Component Code: 105300 POWER TRAIN:DRIVELINE:DRIVESHAFT  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 02-JAN-2004 Failure Mileage: 15737 Failure Speed: 60 MPH  
Splined Coupling between prop. shaft and final drive gear box input shaft are to lack of lubrication

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R15): [Redacted]  
DOT No. (Example: DOTM4L9ABC036): [Redacted] Original Equipment Prior Repair:  Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No  
Number of Persons Injured: None Number of Deaths: None Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

THE MOTORCYCLE'S SPLINES ON THE DRIVESHAFT WERE NOT PROPERLY LUBRICATED AT THE FACTORY. THIS CAUSED THE SPLINES TO OVER RUN, AND RESULTED IN LOSS OF POWER TO THE REAR WHEELS. THIS MADE STOPPING THE MOTORCYCLE DIFFICULT. MODEL VN750 A-1B.

\*AK  
• See Attached Letter to KAWASAKI Consumer Relations And the four enclosures.  
• Also See A Copy of the Sales Invoice And the Retail Sale/Warranty Registration  
• See 3-View of Drive Assembly (Failed Part in Red)

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]

CONSUMER RELATIONS  
KAWASAKI MOTORS CORP., U. S. A.  
P. O. Box 25252  
Santa Ana, CA 92799-5252

Subject: Driveline Failure on Kawasaki Vulcan VN750-A19  
Reference: Kawasaki Warranty Log # [REDACTED]

Dear Sir;

On January 2, 2004, I experienced a driveline failure on the subject motorcycle; the details of which are contained in enclosure (1). The VIN and engine serial numbers of the motorcycle are JKAVNDA153 [REDACTED] and VN750AE058435, respectively. The mileage, at the time of the failure, was 13,731 miles. Accessories installed on the motorcycle are a V-Force™ windshield and a rear rack, P/N K53020-077B. The cast aluminum brackets for the Kawasaki Tour Pak saddlebags were installed but the saddlebags were not installed.

On January 6, 2004, I transported the motorcycle to Granbury Motor Sports in Granbury, TX which is the dealership where I purchased the motorcycle new on October 30, 2002. Upon inspection by the dealer, Mr. Mitch Milson, it was determined that the splined coupling that goes between the propeller shaft and the final drive gearbox input had not been lubricated by the manufacturer when the motorcycle was originally assembled. Due to accelerated wear, the unlubricated splines in the coupling and the final drive gearbox input splines finally overran each other resulting in loss of driving force to the rear wheel.

After discussing and examining the failure and the cause of the failure, I asked Mr. Milson if he would ask the manufacturer to do a "good will" warranty since the motorcycle was exactly two months out of warranty. I felt that, since the cause of the failure was the result of negligence on the part of the manufacturer rather than a parts defect that the manufacturer should pay for the total cost of repair. Mr. Milson did intercede on my behalf and you did agree to pay for the parts, but would not pay for the labor. The Kawasaki employee that Mr. Milson dealt with was Kenny.

On January 12, 2004, I called the National Highway Traffic Safety Administration (NHTSA) and reported this incident to their employee named, Lisa. She stated that I would be hearing from them in 7-14 days with a document for me to check for accuracy. I haven't heard from them yet, so I am mailing them a written report of this incident. See enclosure (1). I did check the NHTSA website on January 21, 2004 and the complaint is in the NHTSA system. The NHTSA complaint number is 10053787 and is enclosure (2). Under the General Information section of the NHTSA website is a statement that reads, "If a safety-related defect exists in a motor vehicle or item of motor vehicle equipment, the manufacturer must fix it at no cost to the owner." See enclosure (3). I do not know if this is some sort of NHTSA policy or if it is federal law; I'm including it in this letter just to let you know it exists.

On January 27, 2004, I picked up the motorcycle from Granbury Motorsports and paid the \$240.00 labor charge. The bill is enclosure (4). In my opinion, Kawasaki should reimburse me for that cost since your employee was negligent and it was his negligence that caused this failure.

Sincerely,

A black rectangular redaction box covers the signature. A horizontal line extends from the right side of the box.

encl:

- (1) Copy of Complaint Letter to NHTSA
- (2) Copy of Complaint Summary on NHTSA website
- (3) Copy of NHTSA General Information section on their website
- (4) Copy of Invoice from Granbury Motor Sports, Inc.

[REDACTED]  
January 29, 2004

U. S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation  
NSA-10.01, 400 7th Street, SW  
Washington, DC 20590

Dear Sir,

Subject of Complaint: 2003 Kawasaki Motorcycle, Model VN-750-A19

Complaint Number 10053787

On January 2, 2004, I was riding the above referenced motorcycle on I-20 south of Fort Worth, TX when I experienced a sudden loss of driving force to the rear wheel and immediately started slowing down. I turned on my emergency flashers and managed to get across two or three lanes of traffic without getting hit or causing an accident. Coincident with this action, I pulled in the clutch lever and was able to safely coast to the next exit off the interstate.

Upon inspection by the Kawasaki dealer, Granbury Motorsports of Granbury, TX, it was found that the manufacturer, Kawasaki Heavy Industries, Ltd., had failed to lubricate the splined coupling that goes between the driveshaft output and the final drive gearbox pinion assembly. This splined coupling allows small axial motion that occurs as a result of the up and down motion of the swingarm. Failure to lubricate the splines of this coupling results in metal-to-metal contact while the assembly is under torque. The splines wear rapidly and eventually "overrun" each other which, of course, results in loss of driving force to the rear wheel. This is a very serious failure as it may leave the motorcyclist inadvertently slowing down heavy traffic.

The Kawasaki VN-750-A19 comes with a one year, unlimited mileage warranty. The failure on my motorcycle occurred when it was two months out of warranty. It had 15,737 miles on it at the time of the failure. The VIN is JKAVNDA153B549475 and the engine serial number is VN750AE058435.

In my opinion, Kawasaki was negligent during assembly of this motorcycle and put the machine on the market with a serious, safety-related, defect.

Sincerely,

[REDACTED]

Encl. Final drive schematic from Kawasaki VN-750 Service Manual

*Enclosure I*

ENCLOSURE 2

## Complaints Summary

<b>Make:</b>	KAWASAKI
<b>Model:</b>	VULCAN
<b>Year:</b>	2003
<b>Complaint Number:</b>	10053787
<b>Summary:</b>	THE MOTORCYCLE'S SPLINES ON THE DRIVESHAFT WERE NOT PROPERLY LUBRICATED AT THE FACTORY. THIS CAUSED THE SPLINES TO OVER RUN, AND RESULTED IN LOSS OF POWER TO THE REAR WHEELS. <u>THIS MADE STOPPING THE MOTORCYCLE DIFFICULT.</u> MODEL VN750 A-19. *AK

*This was NOT part of my report.*

ENCLOSURE 3

Sitemap

Contact

1-888-DASH-2-DOT  
(1-888-327-4236)

Called in to NHTSA  
on January 12, 2004  
@ 0815 CST. To  
"Lisa"

You may also print the web form out and fax it to (202) 366-7882 or mail it to:

U.S. Department of Transportation,  
National Highway Traffic Safety Administration,  
Office of Defects Investigation,  
NSA-10.01, 400 7th Street, SW,  
Washington, DC 20590.

### General Information

Your complaint information will be entered into NHTSA's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

- If a safety-related defect exists in a motor vehicle or item of motor vehicle equipment, the manufacturer must fix it at no cost to the owner. Your complaint is the first step in the process.
- Government engineers analyze the problem. If warranted, the manufacturer is asked to conduct a recall. If the manufacturer does not initiate a recall, the government can order the manufacturer to initiate a recall.
- We do not have to receive a specific number of complaints before we look into a problem. We gather all available information on a problem. Your complaint is important to us.

For a prompt response from NHTSA, send your information request, suggestions, or comments to [webmaster@nhtsa.dot.gov](mailto:webmaster@nhtsa.dot.gov).

**The Privacy Act of 1974 - Public Law 93-579, As Amended:** This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.

[NHTSA Home](#) | [ODI Home](#) | [Complaints](#) | [Defect Investigations](#) | [Recalls](#) | [Service Bulletins](#)



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**Kawasaki Motors Corp., U.S.A.**  
 P.O. BOX 25252, SANTA ANA, CA. 92799-5252

# W85 NOTIFICATION OF RETAIL SALE/WARRANTY REGISTRATION

*(Federal law requires this information to be available. Please print clearly. Do not write in shaded areas.)*

Basic Warranty Period <b>TWELVE MONTHS</b>	Rental Yes <input type="checkbox"/> No <input type="checkbox"/>	
Retail Purchase Date:	Month	Day Year
OTPP Extended Coverage:	Yes <input type="checkbox"/> No <input type="checkbox"/>	(Circle month in Purple box) 12 24 36 48

Model <b>VN750-A19</b>	Year <b>03</b>	VIN/Serial Number <b>JKAVNDA153</b>						
Description <b>VULCAN 750</b>	Color <b>RED</b>	Engine Number <b>VN750AE058435</b>						
KMC Use Only:	STA	Reason	BWP	BW CNT	+ - =	Excess Price	Exception	Exception

Return information to Kawasaki immediately using K-Share OR U.S. mail (not both).

OWNER	Last Name or Company Name <b>Colvin</b>		First Name <b>Gene</b>	MI
	Mailing Address (30 Positions Maximum) <b>4805 Rice Lane</b>			Apartment Number
	Area Code <b>(817)</b>		Telephone Number <b>836-7891</b>	
	City <b>Ft. Worth</b>	Export Yes <input type="checkbox"/> No <input type="checkbox"/>	Country (if Other Than U.S.A.)	
	State <b>TX</b>	Zip Code <b>76103</b>	Owner's Signature <i>[Signature]</i>	

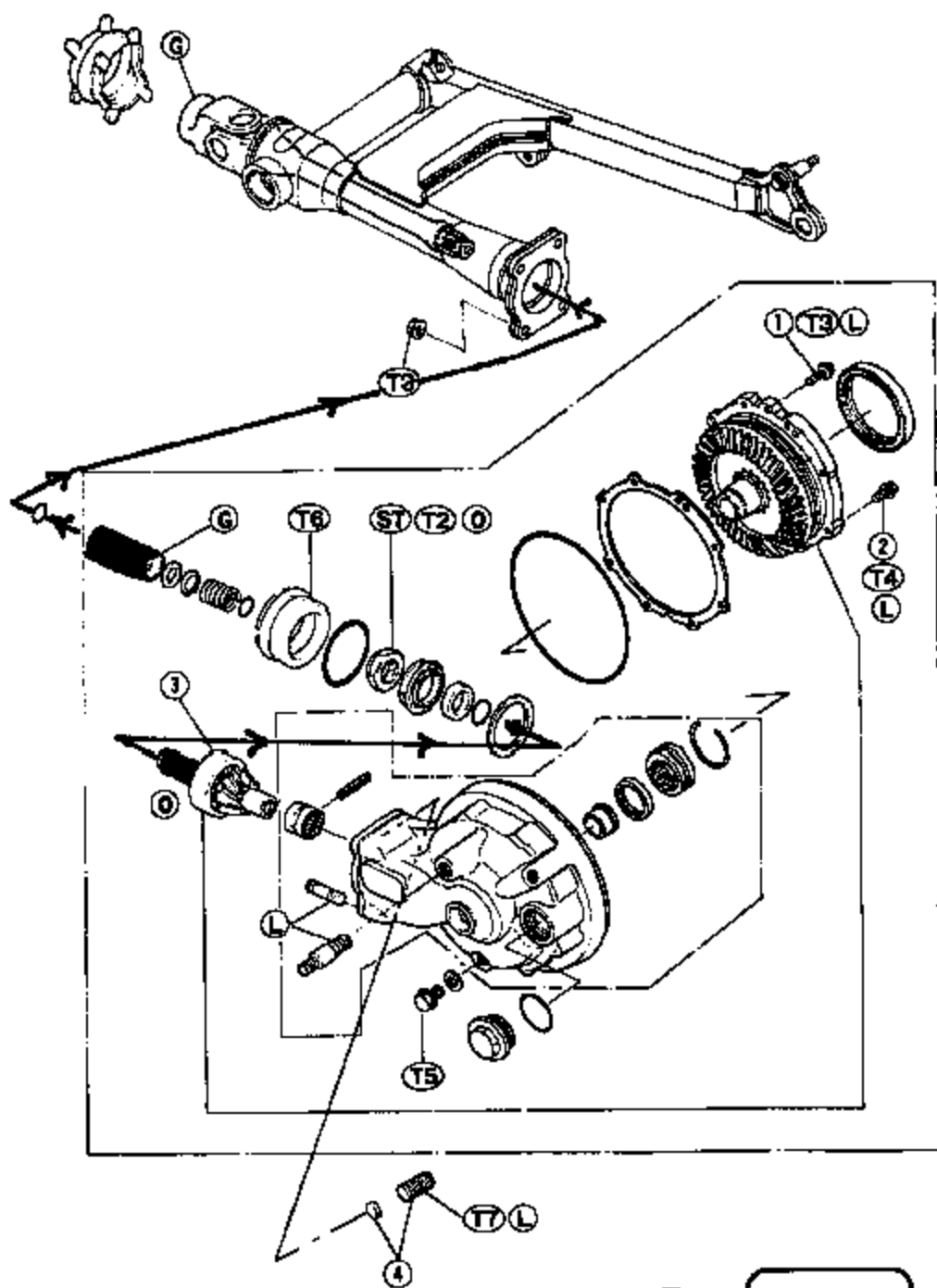
Invoice Number	Original Purchasing Dealership <b>GRANBURY MOTORSPORTS KAWASAKI</b>	Dealer Number (Do Not Change or Strike Out) <b>0667</b>
	Retailing Dealership (Circle only if not purchased from dealer)	Dealer Number (Complete only if different from above)

I hereby certify that prior to delivery to the First Retail Purchaser, A Warranty And Preparation was performed on the motorcycle in accordance with the applicable product literature of the manufacturer.

Salesperson's Social Security Number	Salesperson's Name <b>M. Mison</b>
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Dealer's Signature <i>[Signature]</i>
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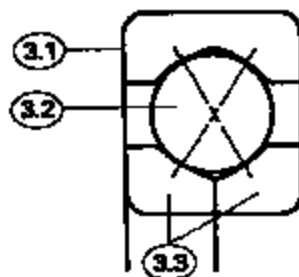
Comments (KMC Use Only)
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**Four-Point Contact Ball Bearing**

The bearing, a single-row and angular-contact type, has split inner races to obtain arched grooves on the inner and outer races. Since the arched grooves provides point contact for the balls under load, the bearing can support two-directional thrust combined with a radial load.

**Copper Plug and Lockbolt**



- 3.1. Outer Race
- 3.2. Balls
- 3.3. Inner Races

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**