

U.S. Department
of TransportationNational 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

Date Received

 Od_or _____
 rt_dt _____
 od_rt _____
 up_itr _____

2004 APR 26 11 58 31

Reference No.

10068576

OWNER INFORMATION (Type or Print)

 Name _____
 Street No. _____ Apt. No. _____
 City **Fort Worth** State **Texas** Zip Code _____
 Daytime Telephone Number _____

 Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
 In the absence of an _____ WILL NOT provide your name or address to the vehicle manufacturer.

 Signature of Owner _____ Date **04/08/2004**

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) J K A Z X 9 B 1 3 2		Make KAWASAKI	Model ZX-12R B-1	Year 2002
Purchased Date 01/14/2003	Dealer's Name Highlands Tractor Kawasaki		Engine Size (CID/CC) 1198	☐ Turbo
☒ New ☐ Used	Dealer's City Highlands	State Texas	Zip Code 77562	☐ Diesel
Manufacture Date (on driver's door or pillar) 12/2001	Transmission Type ☒ Manual ☐ Automatic	Restraint System N/A ☐ Driverside Air Bag ☐ Motorcyclist ☐ Passengerside Air Bag ☐ 2-Point Belt ☐ 3-Point Belt	Cruise Control ☐ Yes ☒ No	☐ Gas
		Drivetrain ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☒ Motorcycle ☐ Other	☐ Fuel Injection
			Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other MC	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) alternator lead connector	Location ☒ Left ☐ Right ☐ Front ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☒ No
--	--	--	---

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s): _____
Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

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

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Reported to Manufacturer ☒ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

On an unknown date, Kawasaki Motors Corp. issued a recall on 2000-2003 ZX-12R model motorcycles. I purchased a 2002 ZX-12R on the above noted date at the noted dealer. Prior to my driving from Fort Worth to Houston, I called and asked if this recall fix had been conducted. I was told that it was. Less than a month of riding the bike, I checked the connector and found oil in it. On 02/11/2003 I took the bike to a local Kawasaki dealer to have it "fixed" AGAIN. To this date the connector is seeping oil. I have conferred with other ZX-12R owners on this problem. I even tried stopping the flow of oil with

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

silicon sealant, as advised by another dealership technician, and advised
by a Kawasaki dealer. Apparently, Kawasaki is replacing some complete stators,
wiring harnesses and rectifiers. In some cases, this is not even working to
stop this hazard. I have contacted Kawasaki and a dealer. Kawasaki Customer
Service gives the canned answer "see your dealer". They also act as if they
have never heard of this problem. The dealer has their own agenda for not
wanting to fix this under recall...they lose money. My ZX12 is an awesome
machine. I am passionate about it's condition at all times. I want Kawa to
do what's right and I don't want to let some butcher dealership ~~be~~ get it's
hands on it. I am a qualified and trained motorcycle mechanic. I'll do the
work myself. I just want Kawa to give me parts without defects. Please
read the enclosed comments from other ZX-12 owners.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

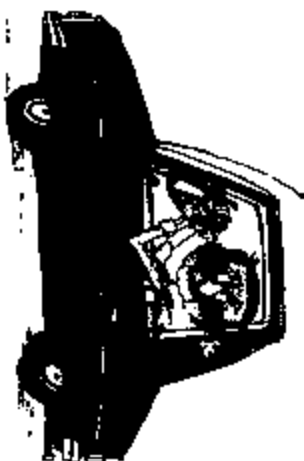
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

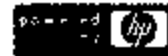


U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline



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To: [REDACTED]

Subject: Autoreply Re: Technical

From: Webmaster@KAWASAKI-USA.COM

Date: Fri, 12 Mar 2004 19:32:10 -0800

Thank you for taking the time to give us your comments
and suggestions.

We will try to respond to your questions and comments
as quickly as possible but because of e-mail volume
and our hours of operation, it may take several days for
us to respond to you. If you have an urgent question,
please check the FAQ section of kawasaki.com or
contact your local Kawasaki dealer for information. Our
Consumer Services Department is also available at
1-844-460-5666 Monday through Friday from 8:30 to 4:45 PT.

Mailing address:

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

I E-MAILED KAWASAKI TO COMPLAIN.
THIS IS THEIR FIRST RESPONSE



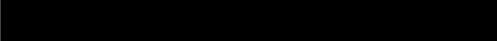
SBC Yahoo! | My Yahoo! |
Help



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Date: Mon, 15 Mar 2004 18:15:24 -0800 (PST)

From:



Subject: Re: Kawasaki

To: "Consumer Services" <consumer.services@kawasaki-usa.com>

It should not be difficult to determine the exact cause and remedy as this problem is inherent to all ZX-12Rs. I believe that Kawa is just skirting the issue. As with the advice of one 12R rider...I guess it's time to contact the National Highway Transportation Safety Administration as this "recall" problem has resulted in fires in some ZX-12s.

Consumer Services <consumer.services@kawasaki-usa.com> wrote:

Thank you for your e-mail to Kawasaki. It is difficult to determine the exact cause and remedy for the problem via e-mail without a physical inspection. Your dealer is welcome to contact our corporate technicians for repair advice and warranty consideration after an inspection. Thank you.

THEIR "CANNED" RESPONSE
AND
MINE



NHTSA

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Thank you for your comments. Your comments were sent to webmaster@nhtsa.dot.gov

Click here to Return to NHTSA home page.

Below is a copy of the email that was sent to webmaster@nhtsa.dot.gov

To: webmaster@nhtsa.dot.gov

From: [REDACTED]
Subject: motorcycle safety issue

Comments: I own a '02 Kawasaki ZX-12R. There was a recall on these and all year model ZX-12Rs because of oil seeping from the crankcase stator area, up the electrical wiring, to a connection just above the rear tire. Before I purchased the bike(new), I called the dealer to see if this had been "fixed" according to the recall. I was told it was. A few months later, I noticed it leaking again into the connector. I took it to another local dealer to have it "fixed" again. It is now leaking again. Some owners of these bikes have experienced complete electrical failure and some with electrical fires. There is also the possibility that the oil will make it to the rear tire resulting in loss of control. Kawasaki has recognized this problem and the failure of it's "fixes" and have actually replace the whole stator and wiring harness on some bikes. I contacted Kawasaki and my local dealer and they both are beating around the bushes and playing dumb. Help me get this problem fixed. I want to ride, but I want to ride a safe vehicle. From NHTSA Web Site.

MY COMMENT TO NHTSA

Kawasaki Motors Corp., U.S.A.

P.O. Box 26882, Omaha, Nebraska 68126-0882

ZX-12R OIL SEEPAGE FROM ALTERNATOR LEAD CONNECTOR

WARNING AND RECALL NOTICE

DECEMBER 2002

ZX1200B1 MC02-11

ENGINE: EX1202E

FRAME : 0000458

JKAEX9B10

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 2000 through 2003 ZX-12R models. ZX1200- A1/L, ZX1200- A2/L, ZX1200- B1/L, and ZX1200- B2/L models are affected. On eligible units, oil leaking from the alternator lead connector can be deposited onto the rear tire creating the potential for a loss of traction and an accident resulting in injury or death. Our records indicate you have bought one of these units.

Your Kawasaki dealer will correct this problem for you at no charge. The correction will consist of sealing the alternator lead wires. This repair will take about one half hour for the dealer to complete. The parts to complete this repair will be available to dealers the fourth week of December. Please call your 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.

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.

**The following are comments from other ZX-12 riders,
nationwide and some worldwide.**

**These comments were posted on one website dedicated to
ZX-12 riders: www.zx12r.org**

**I would appreciate you taking the time to read these. They
attest to the ongoing problem with the oil seepage into the
alternator connector.**

Thank you.

GDog, Kawasaki Tech. line will always make you go thru a dealer. The problem is many dealers who are in high population areas don't like to do warranty or recall work as it is not usually paid at their normal shop rate, by KHI. Also the time that KHI allows for these recalls & any or all warranty work is usually not what it actually takes to do the work properly. 🙄

Therefore some dealers will avoid doing this type of work if they can. I used to be a tech for both a Honda dealer, & a Suzuki dealer years ago in San Jose CA.

The owners of both these shops told their service managers to discourage customers from warranty or recall work as it didn't pay the shop as well as regular customer paid service work did.

Also many dealers try to avoid doing warranty or recalls on bikes that were not purchased from their dealerships.

This is not legal to do under a little thing called "The Magnuson Moss Act."

If you think a dealer is stone walling you or tying to you, ask them if they have heard of this little consumer protection act.

If they haven't, then you might want to read up on it & educate them. 🙄

This oil leak from the stator wire connector is a RECALL and I believe it is to be done regardless of ownership per the Kawasaki Bulliten MC 02-11.

However I don't have the bulliten here at home to read it.

I suggest you go to your local Kaw. dealer. advise him of this bulliten, ask him to let you read it for yourself. & then ask him to fix it. If the super-glue don't fix it per the bulliten, have him call the Kaw. Tech line to see what they may be willing do for you.

If your dealer stonewalls you, ask him to tell you who they talked to at the tech line. Then call Kaw. Customer Service People & ask them to intervene. Tell your dealer what you are doing. Sometimes dealers who said they called the tech line didn't. As it comes down to money in their eyes, or maybe a lazy service manager. If KHI says no to you, then you would have to consider other options as you think appropriate. 🙄

JKAZX9B132 [REDACTED]

RE CALL BULLITEN # MC 02-11

www.zx-12r.org

Posted: Wed Jul 10, 2002 2:55 pm Post subject:



comes from the stator. The wiring harness is not sealed off from the oil it's in and can follow it right up to the connectors. The 12 makes quite a bit of positive crank case pressure. The oil then gets onto the connectors and causes a short and eventually will melt and cause a voltage regulator malfunction.

Joined: 20
Feb 2002
Posts: 0

This all happened to me last year.

Living life on two wheels
and living wild
on one

2 PAGES

PAGE 1

Posted: Thu Jul 11, 2002 12:49 am Post subject:



Here's the deal...when mine happened, I assumed it was from wheelies. How else could it get that high up the wires... but when I dropped the bike off to get all the probs fixed, my mechanic was already aware of the problem. Said he heard someone talking about it at a tech class he went to.

Joined: 20
Feb 2002
Posts: 0

He said wheelies would speed the transfer of oil but would eventually end up at the connector anyways. He described to me just how much pressure that crankcase makes in the 12. No PCV mod would cure it but it wouldn't hurt.

I know this guy is a good mechanic, but I also know they can bullshit their way through anything. I just had him go ahead and fix the problem with silicon. He even went a step further and put the kind that is fuel/oil proof. Other wise...regular silicon would break down after a short time. He also replaced the whole wiring harness, stator, and voltage regulator.

Living life on two wheels
and living wild
on one

PAGE 2

Posted: Fri Mar 12, 2004 10:24 pm Post subject:

quote

Joined: 21
Dec 2002
Posts: 465
Location:
Indianapolis,
IN

And the story goes on and on and on, they will never fix it for good.

10k miles on my bike, original stator as I drain the connector oil often. Used to be one good day on my favorite roads, nothing big just multiple sweepers exiting 8-9000 rpm and 300 miles later oil dripping on my rear tire hugger (glad I got the hugger)

So I soldered each of the 3 wires solid before they exit the stator cover and put heat shrink on them...This slowed down the oil travel but did not completely stop it. Why, I don't know? I then soldered each of the 3 wires solid right before the connector in the tail of the bike and halted oil flow almost non existant now.

Knowing that oil is present in my wiring, I will settle for it staying there and not dripping inside the tail and onto the hugger/chain guard. Glad none of my Suzuki riding friends saw that, embarrassing to say the least is having your bike leak anything.

Approx. 9k miles I developed a small valve cover leak, while I was checking the valves I used silicon on both sides of the gasket.

Full synthetic oil is always looking for a place to leak out.

Posted: Fri Mar 12, 2004 5:46 pm Post subject: Kawasaki Stood behind their Product



Joined: 03 Oct 2002
Posts: 250
Location: Deadwood SD

My job is working as a Tech at a Kaw dealer. I bought my 2000

ZX-12R, set it up from the crate myself, Have done all the recalls on it myself, all the maintenance etc. myself.

Well I did a valve clearance check a few days ago at 15,282 miles. All the valve clearances were right in spec. amazing I said. Bike has never yet needed a valve adjustment. 🤔

Checking over the bike while it was on my lift, I found the alternator connector in the tail was leaking again thru the wires. I had done the super glue recall over a year ago I was really bummed. 🙄

So I called the Kaw. tech. line & advised them of my oil leak. They were totally cool about it. Asked some routine questions. and authorized a stator replacement for my bike, all parts & labor paid. There was no arguing, no excuses, just good, professional, & courteous, service. Kudos to K.H.I. I'll have my bike back on the road for spring, leak free now. 🤔

3 PAGES

PAGE 1

Posted: Fri Mar 12, 2004 7:13 pm Post subject:

 [reply](#)  [edit](#)

Joined: 15 Jan 2003
Posts: 28
Location: Fort Worth, Texas

Isomofe Tell me...how do you go about getting a dealership or Kawasaki to actually FIX the stator wiring oil seepage problem? What are the secret words one can use to get them to understand that the superglue/tape bandaid ain't working. I'm in Fort Worth. I went to Houston to buy my (new)02 12R. Before, I went to pick it up, I called Houston to ask if the stator oil seepage was fixed. I was told that it was. After, a few thousand miles, I checked it and there was oil in the connector. I took it to the local (Fort Worth) Kawa dealer and had it "fixed" again. After another few grand miles, I discovered more oil in the connector. I called Kawa and asked about Kawa replacing the stator and they acted like they knew nothing about it, said contact a dealer. I did and the dealer acted dumb. Any suggestions?

THIS COMMENT IS FROM ME

PAGE 2

Joined: 03
Oct 2002
Posts: 250
Location:
Deadwood
SD

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Good luck & let us know how you make out. Be persistant & follow through. Hope this helps

PAGE 3



Easyrider's Kawasaki Spo

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ELECTRICAL PROBLEMS!



[ZX-12R.org Forum Index -> ZX-12R Forum](#)

[View previous topic](#) :: [View next topic](#)

Author

Message

[Post](#) [Posted: Sun Mar 14, 2004 5:21 pm](#) [Post subject: ELECTRICAL PROBLEMS!](#)



Joined: 15 Oct 2002
Posts: 12
Location: Just Moved to
Macon, GA

I'm having problems with my electrical. No head lights, no taol lights, no dash lights. All of the bulbs are good and also the fuses. Does anyone know what the hell has happened? 2000 ZX12r. I think it even frid my Power Commander. It no longer works! First it was just the head/lights, then the taillights went, and latter that day the dash lights went. HELP!!!

Blew By You! Slightly Modified ZX-12r/Wearing a Carbon Fiber Half Helmet! At our speed, will it even matter what kind of helmet you wear!



[Back to top](#)



[Post](#) [Posted: Sun Mar 14, 2004 6:20 pm](#) [Post subject:](#)



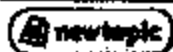
Joined: 31 Dec 2003
Posts: 8
Location: Fort Worth Texas

You've probably already thought of this, but a lot of 12 owners have had problems with the stator wiring. Check the electrical connector under the seat on the left side for oil in the connector or burnt wiring. I've not had this problem yet so some of the other guy would probably be more knowledgeable.

[Back to top](#)



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[ZX-12R.org Forum Index -> ZX-12R Forum](#)

All times are GMT - 8 Hours

I am a very sick
person, someone
help me



Joined: 15 May
2002
Posts: 7571
Location: NC

Posted: Mon Mar 01, 2004 2:12 pm Post subject: Re: recall



Thanks for the info. I appreciate it. Guess you guess have been through this already.

Yeah ,,,but not just me. Lots of guys here have been through it.
Some people multiple times. It's a real pain in the a\$\$.

Go here ...

[http://www.buykawasaki.com/Default.asp?
strContentURL=site/VehicleInformation/Vehicle.asp?intCatalogID=2&intParts=0](http://www.buykawasaki.com/Default.asp?strContentURL=site/VehicleInformation/Vehicle.asp?intCatalogID=2&intParts=0)

and punch in your VIN, it should tell you of any open recalls ...

At any rate, it would be covered under warranty.

Some have had success with the recall. some have not.

Mine was repaired pre-recall under warranty and they replaced my
entire stator and harness.

Good Luck

Posted: Sun Mar 14, 2004 2:03 am Post subject: Remember that silly stator "recall" thing????



Well, I just got the PMB back today from the shop. The "recall" fix didn't take for some reason or another, and I came as close as I ever wanted to riding a fireball. Luckily for me, my buddy was paying attention and noticed the putrid odor of "cooking" wires and then noticed the smoke coming from beneath my seat. I got her pulled over as fast as possible, and MAN!!! Did it stink!!! That's a smell I won't soon forget. After all was said and done, things got so hot under there, the harness from the stator to the regulator were cooked.....and so was my regulator! As bad as it sucked, I know it could've been a lot worse.

So.....a word to the wise.....keep at least one eye on you're stators people!!!

FIRE!

Posted: Sun Mar 14, 2004 4:58 am Post subject:

quote

I know exactly what that smells like. Terrible! After getting this recall supposedly fixed twice, this is what happens the third time it leaks:

<http://www.superjack.ca/OilIssue>

(You can click on the pictures to enlarge them.) (PICTURES ATTACHED)

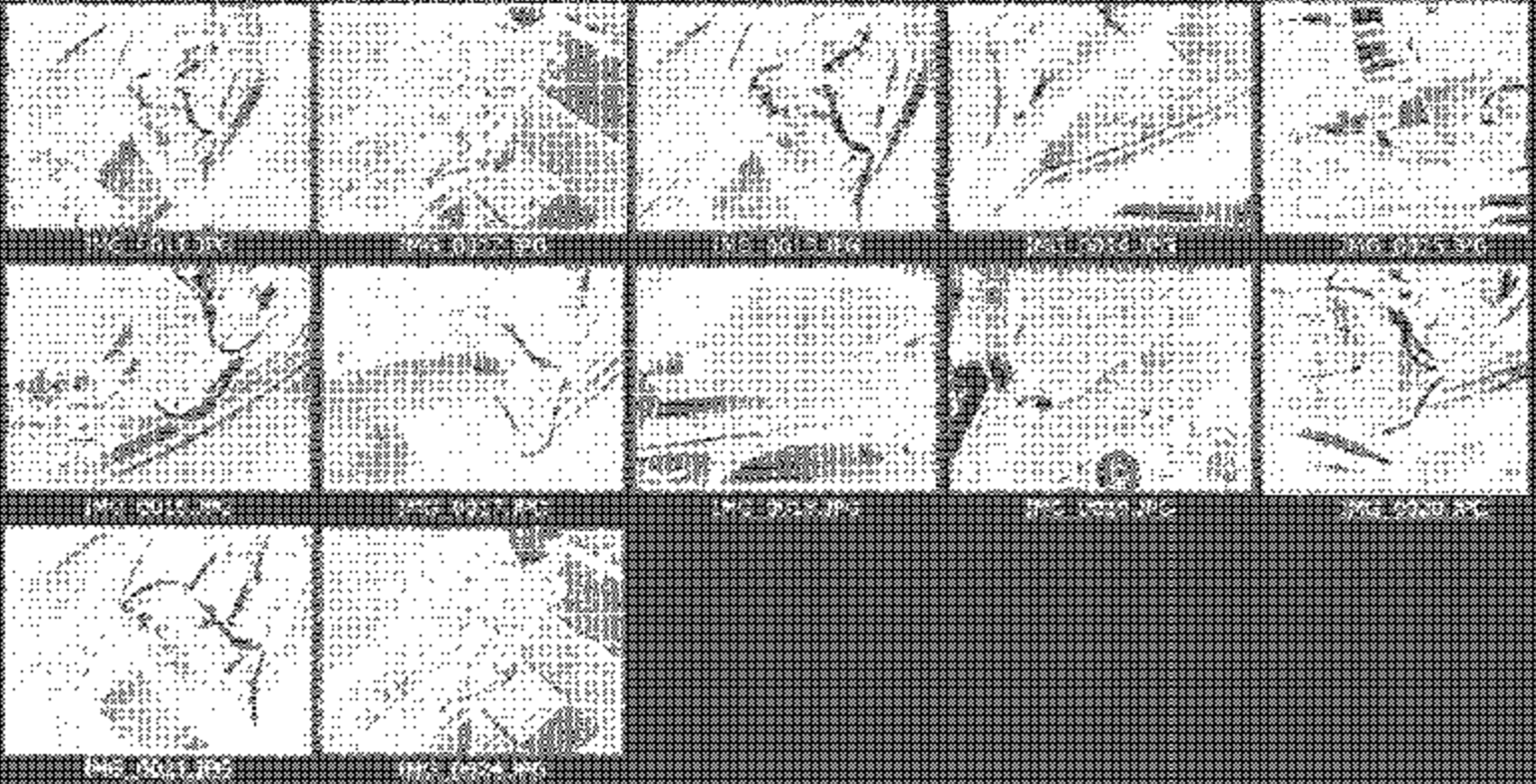
They replaced the stator, wiring harness and regulator. No leaks since.

SEE THE ABOVE CIRCLED MESSAGE

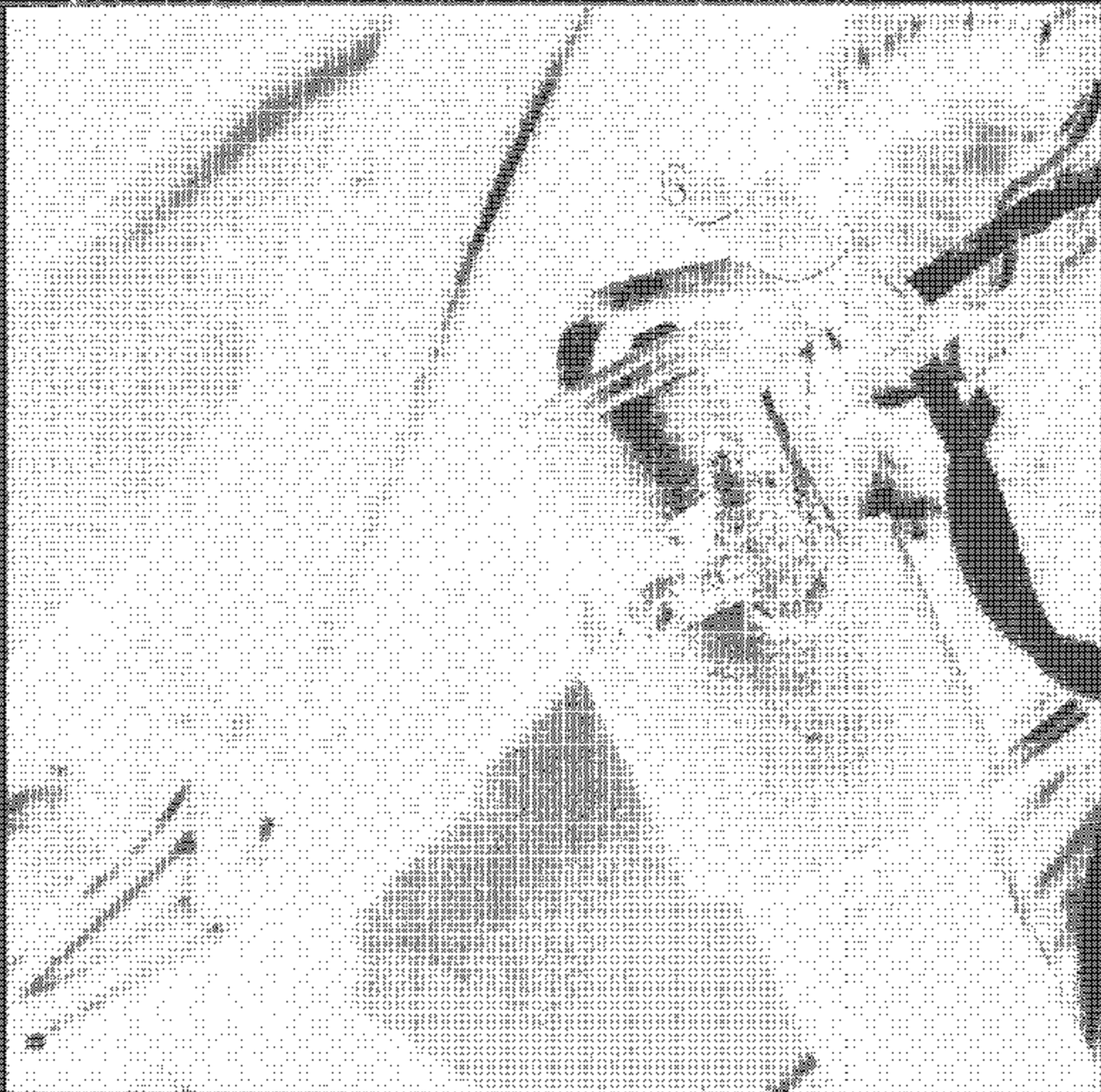
3 PAGES

PAGE 1

DX-12R Oil Leak Issue



Page 12



PAGE 3

□ Posted: Sun Mar 14, 2004 3:31 pm Post subject:



lie2me, I haven't done any engine mods other than K&N's. I do use Amsoil, but I was using dino oil for the first two times it happened. Either way, nothing should be leaking through that wire. The shop I went to to get the work done tried to blame it on the synth. oil. As far as I'm concerned that's a copout and shows you that they really don't know what the problem is (or they're trying to hide it?).

 Re: Spoke to Dealer

Ok heres the Deal.....Got My Baby back todaythe part # is the same but it has been modified...
....Kawasaki knows about the problem and will warrantee any machine with same problem....the stator wire
harness and rectifier have been replaced...the dealer was truly amazed at the problem and has kept the parts
to show the Kawi rep when he comes to the dealer.....As for the shipping.... My dealer called Kawi and has
asked for a full reimbursement on my blue label shipping...I am one truly satisfied customer!!!Way to step up
to the plateas for those who are out of warrantee call kawi and demand the part be fixed If enough
of us call the dealer said they will make it a recall!

"Never wrote a ticket to a showboating squid.....I just scoop em off the pavement!!!"

FROM A POLICE OFFICER ZY-12 RIDER

💡 Re: Kawi rep at Mid-Ohio (!!!!!!)

Yes each individual wire (not loom)...Dealer replaced entire harness stator and rectifier.....Stated Kawi knows about problem and has made a new harness with same part # to fix problem....Fully Warranted.....silicone fixes will require each wire being done correct..

"Never wrote a ticket to a showboating squid.....I just scoop em off the pavement!!!"

💡 Re: more oil

I'll update the list tomorrow....

We have added several more new people to the list.....

Hopefully as people find different solutions they will post here...

So far the best two I have heard is blocking off at the stator or removing the connector all together and soldering the wires directly together.

Our local dealer told a 12 owner to clean out the connector, fill it full of silicone, and close it back up...

I am still researching, all input is appreciated.....

2002 Pearl Mystic Bullet

TRYING SILICONE FIX

Add me to the list. Mine sprung a leak a couple of weeks ago and I didn't know what it was until I saw this thread. (Once again you guys are all over it! I love this site!) My plug was also 1/3 full of oil. I drained it out and wiped clean hoping it was just some dielectric jelly from the factory that had liquified from the summer heat and hot tempered 12. I was dissappointed to again see the oil dripping on my hugger/chain guard after my next ride of about an hour.

Okay, now I'm worried. Time to call the dealer. By the way this happened with 7k on the clock.

👤 Re: what about

I wondered what the hell that crap was. Had that stuff smokin once, (coming from underneath the seat).

Only way I could pull the connectors apart was with a knife.

Smells like wet cigarette butts.

So guess it aint chain lube.

ANOTHER FIRE

🌐 Re: what about

About the oil and fire/electrical.....damn right it can burn and burn quick. My bike was real close to catching on fire. After looking at the wiring harness and connectors, I don't know why the bike didn't burn to the ground.

Living life on two wheels
and living wild
on one

Five

Posted: Thu Mar 18, 2004 10:04 pm Post subject:

 quote

Joined: 18
Mar 2004
Posts: 5

Before I joined this forum I did not know of this leak. well I went home and looked an sure enough there was oil in that connector. Is the oil traveling from the front of the engine all the way back to that connector? 🤔🤔🤔

Posted: Fri Mar 19, 2004 6:36 am Post subject:

quote

Joined: 31
Dec 2002
Posts:
1094
Location:
Washington
DC

My bike also has had the "Fix"! Of course this was done last year in January with 5,300 miles on the bike and 1 year later with 6,700 on the bike the connector is full again! At 200+, not a good idea.

I called NSHTA and reported this and when I looked at their site, there are only "5" People that have actually taken the time to report this!!"

You people (People that ride bikes) are the Laziest do nothing people in the world. No wonder we are always getting laws to do things against us! We will not even speak up for our own Bikes, let alone Bikes in General!

[b]EVERYONE CALL THE NUMBER AND SPEND THE 10 MINUTES MAX THAT IT TAKES OR KAWASAKI AND EVERYONE ELSE WILL HAVE NO REASON TO CURE THE PROBLEM!!!!

Kawasaki is sending my dealer a new Stator that does not leak! What are they doing for you????

I am a very sick
person, someone
help me



Joined: 15 May
2002
Posts: 7617
Location: NC

Posted: Fri Mar 19, 2004 7:49 am Post subject:

quote

I'll call and report it ...

BTW ...Kawasaki replaced my stator and wiring harness also,
guess what, that did not fix it.
It is once again filled with oil.

REPLACE STATOR AND WIRING HARNESS
DID NOT FIX

Posted: Fri Mar 19, 2004 2:02 pm Post subject:

quote

I finally got mine to stop leaking after trying a few things. From what I have read about the dealer fix is that they use a "super glue" type of sealant to seal the ends of the wire at the terminal crimps. Well I tried this and with the ammount of heat that the wires are subject to the superglue gets brittle and cracks and lets the oil seep by.

Joined: 08 Nov 2002
Posts: 17
Location: Bay area Ca

The next thing that I tried was soldering the exposed wire strands at the three terminal crimps and then seal them with red high temp aircraft use RTV (I'm an Inspector for an airline). 5000 miles later the connector is dry.

A Fix?

Joined: 31
Dec 2002
Posts:
1096
Location:
Washington
DC

I'll call and report it ...

BTW ...Kawasaki replaced my stator and wiring harness also,
guess what, that did not fix it.
It is once again filled with oil.

What was the date? What year is your bike?

. my bike is a 2002. Out of all the receipts I have, I can not find that one. I know it was replaced prior to the recall. My recall letter is postmarked Dec 20, 2002. I believe it was in Sep or Oct 2002 that mine was replaced.

Thanks, This helps because I now know that there is no difference between the sealing they did on the newer Bikes (02 & 03 vs. 00 & 01)

I have asked them what the "New" Stator is Warranted for since my bike will be out of Warranty as of 04/07/04 to see if they really think this part is better or just more "Window" Dressing on the SOS (Same Old Sh-t)! If they warranty it for at least 1 year, maybe I will do nothing to see if it leaks. If not, then the Gray Kawasaki (or maybe Yamaha Bond) will be at the source of the problem!

The problem with your way and there way of fixing it is that even if it works, there is still oil in the wires and wrapping over the wires. If they spring a leak by cracking or over heating, you could have a problem elsewhere. "LIKE UNDER THE GAS TANK " Where a Fire by shorting wires could really be bad for your Health! ☹

ANOTHER PROBLEM

Joined: 30 Jan 2002
Posts: 120
Location: near the
beach, somewhere
in South Florida

Ok, I just got off of the phone with a gentleman by the name of Eric, at the Department of Transportation/NHTSA regarding this issue. He told me this is the first he's ever heard of it! I gave him my name, address and phone number and a thorough description of the problem. He said I will be getting a packet in the mail for me to sign and send back in to them to establish an official "case". He said unfortunately, it may take an actual fatality to occur, in order for Kawasaki to actually have to do something "real" about the problem. But, the more people that call that number and lodge an official complaint, the better. Once again, the number that I called, is the one posted in the beginning of this thread 800-424-9393. Please everybody, take 3 minutes of your time and add to the list of people who have complained, it will be beneficial to all of us, and hopefully we'll get new staters out of the deal. Keep posting on this thread so we can get an idea of how many folks have done this.

DOES IT TAKE A FATALITY ?



Posted: Mon Apr 05, 2004 4:40 pm Post subject:

quote

Joined: 31
Dec 2002
Posts:
1134
Location:
Washington
DC

Here is what Kawasaki ended up doing. I have the new Stator and gasket. They added 2 months to my overall warranty and stated that on the stator that "If it did not last a sufficient period of time, that they would still warranty it even after the 2 months. I asked them exactly how much time was that and they did not know. I then said that if it lasted "Less" than 1 year and less than 2,000 miles, to me, that was not a "Sufficient amount of time" and they stated I should keep the e-mail. The thing that gets me is that the wires come out of the top as opposed to the bottom like a lot of their bikes in the past? I plan to really look at the unit and see if I can find a way to glue the ends of the wires. Just looking at the new clean unit, it does not look easy to do either. I will let you know with pictures "If" there is anything I think I can do. My other problem is. "IF" I do ANYTHING to the unit, that WILL Void the warranty. So a real careful look will be done and "ONLY" if I see something obvious will I do something

I really need a better
social life.



Joined: 12 Jul 2002
Posts: 2398
Location: NY, NY So Nice
They Named It Twice

Posted: Mon Apr 05, 2004 4:55 pm Post subject:

quote

I have no Idea How I missed this thread.....(life has been hectic).....I called and the person on the other end was ASTOUNDED that my bike has been fixed by Kawasaki 4 Times!!! They are going to look into the matter and stated that ANYONE who has this Issue should Contact THEM.....

The Phone Number is 1800 424 9393.....

I am even gonna change My signature to address this Issue.....

Call The NHTSA about your STATOR Issue!!!

1-800-424-9393 ...Takes 5 Mins...!!!

Call Today!!!!Make Kawasaki Fix It Right!!!!

FIXED 4 TIMES

I really need
a better social
life.



Joined: 17
Sep 2002
Posts: 2109
Location:
Shitstain Hill
Ohio

Posted: Mon Apr 05, 2004 5:13 pm Post subject:

 quote

Mine was taken in to be fixed on recall but still has a little oil residue in plug. Last time I checked. I could not tell if it was from before being fixed or recent it was so light.

I need to check it again.

Posted: Mon Apr 05, 2004 7:24 pm Post subject:

 quote

Joined: 29 Jul
2003

Posts: 19

Location:

Jackson, ms

hey i just had to put a new statotr in mine a few monthes ago. i have a 00 and had it checked for the recall and they said it was ok. soon after, my stator was fried. does anyone know if this problem has been known to fry the stator? i don't see any oil coming from there.

Posted: Tue Apr 06, 2004 3:52 am Post subject:

quote

Had the "fix" (Super glue) done a couple of years ago.

Just checked the connector last night. Yep, its still leaking 🙄🙄

I need to make a call.

Joined: 16 May
2002
Posts: 783
Location: N.
Charleston, South
Kakaleky

Posted: Tue Apr 06, 2004 5:30 am Post subject:

quote

Wow, this sucks. I had the same thing happen to my bike. But instead of fixing it under recall, the shop put on a new rectifier and connected the wires WITHOUT the connector. They just threw on some male and female ends. Then they charged me \$350.

Joined:

23 Jun

2003

Posts:

45

Location:

Philly

1 week later the wires burned up again! They claim to have put a tech on it for 12 hours with a volt tester. He claims to have found a short near the battery which was causing the volt regulator to misread how much juice to put out to the battery and it was running full bore which eventually burned up the wires.

Sounded like horseshit when he told me. And I guess it really was horseshit. They put new male/female connectors on and I haven't had a problem since. Although it's only been about 2500 miles since.

A TOTAL R.I.P OFF BY
A DEALER

Posted: Tue Apr 06, 2004 11:59 am Post subject:

quote

Joined: 31
Dec 2002
Posts:
1135
Location:
Washington
DC

To the person that "Stated" it has an Oil residue! Please for all of us, Take some brake cleaner or Contact cleaner (one and the same) and spray out both connections and reconnect. Make a note of the date and mileage either on the bike with a piece of masking tape or on the calender. It should only take a few weeks before you see it again. The harder you ride it, the sooner it will appear. (My thinking is the top speed runs really make it show up!)

To the person that paid \$350 to the dealer, Call Kawasaki In Santa Ana California Customer Service. Tell them that you had oil in the connector from the stator and that the "Stealer" took \$350 of your money and did not fix it. You want the name of the next closest dealer that is less dishonest or more knowlegeable than this one and you want Kawasaki to send them a letter that states what they did not not the "Fix" they had given the dealers and suggest that they return your money because most likely, nothing they fixed was broken and should have been covered under warranty!



Posted: Tue Apr 06, 2004 12:00 pm Post subject:

quote

the fire issues is only one.... I for one dont run a hugger... and oil on my quarter size contact patch on a near 200MPH bike is not a pleasant thought..

Joined: 10 Mar
2003
Posts: 675
Location: S.W.
Florida

FIRE NOT THE ONLY SAFETY HAZARD.

OIL ON REAR TIRE JUST AS DAMAGING.