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TARZANA, CA

November 18, 2004

National Highway Traffic Safety Information
U.S. Dept of Transportation
Washington, DC 20590

Please see attached letter to Kawasaki Motor Corporation.

On November 16, 2004 at 9:23 AM, I returned Craig's phone call who responded to my letter and he left a garble message. I spoke to Ryan who refused to do anything including looking at the motorcycle or arranging an inspection!

As such I have no choice but to forward my complaint to NHTSA.

Sincerely,



Michael
12/7/04

TARZANA, CA

November 10, 2004

Consumer Relations
Kawasaki Motor Corporation
P.O. Box 252
Santa Ana, CA 92799-5252

Gentlemen,

On August 27, 2004 I bought a brand new 2005 Kawasaki Concourse. I am an experience motorcycle rider and have ridden motorcycles since 1965.

Soon after I purchased the motorcycle I drove it on the freeway and noticed a strong wobble on the front when I enter those grooves that are all over the Southern California freeways. I then went to my dealer who told me the groove on the center of both front and rear factory tires catches on those grooves and I should replace the factory tires and that should repair it. Of course, they did not want to do it at no charge and I haven't done so. They told me that it would be fine to ride it until the tires wear out and then get a new set of tires. I have been miserable riding the motorcycle.

On October 10, 2004, after putting 500 miles on the motorcycle I had several appointments that I was late to because I had to drive very slowly on the freeway. As I speed up to 65 miles an hour the wobbling increases and is dangerous. I'm afraid it is going to knock me over. Of course driving slow on the freeway may cause other forms of accidents. Therefore, this entire situation is unsafe. In light of that, I called Kawasaki's consumer relations and spoke to a gentleman named Greg or Craig. He was as sympathetic as a 2 x 4 with splinters on it and refused to do anything. I informed him that I feel very unsafe and that it is an unsafe situation and would he be kind and recommend replacing the tires with tires that will not wobble on those grooves and he refused. As such, I'm writing to you and hoping that this matter can be resolved so that I can feel safe riding my new Kawasaki Concourse motorcycle.

Let me be perfectly clear: In 1967 I drove cross country on a motorcycle from Los Angeles to New York and back. In 1968 I was a service manager for a Kawasaki/Honda dealership. In 1968 I raced in the first 12 hours endurance race in Willow Springs, California. We entered the 350cc dual stroke Kawasaki. Kawasaki's direct team entered the same model motorcycle and they failed to finish the race, but we did! This was the year Suzuki introduced the 500cc. In the straight away I was passing the Suzuki at 137mph. Rest assured I know when a tire is safe or not. During that year I rode the Kawasaki 650 which was the copy of the BSA 650 and told all my customers of the great quality of Kawasaki versus any of the British or other Japanese bikes. I always have great respect for Kawasaki's engineering -- don't make me lose that respect over this minute incident.

Your manual specifically states that should I not be able to resolve this matter after attempting to I should report it to the NHTSA. I have a carbon copy ready to be mailed to the NHTSA of this letter but will not mail it yet. In an effort to reminisce of great Kawasaki rides I will wait 10 days to hear from you prior to mailing it. I'm sorry I have to do this I'm hoping that we can resolve it between ourselves.

Please feel free to communicate with any me by mail, phone or email.



cc: National Highway Traffic Safety Information (NHTSA)
U.S. Dept of Transportation
Washington, DC 20590