



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

2005 MAY -6 AM 9:00

FOR AGENCY USE ONLY

Date Received

Od. or

rd. or

od. or

up. or

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street

City

State

Apt. No.

Zip Code

10121464

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

Signature of Owner

Date 4/26/05

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side)

Make

KAWASAKI

Model

VULCAN 2000

Year

2005

J K B V N M A 1 7 5

Purchased Date

1-31-05

Dealer's Name

HALES MOTORS, INC

Engine Size

(CID/CCV) 2000

☐ Turbo

☐ Diesel

☒ Gas

☒ Fuel Injection

☒ Now ☐ Used

Dealer's City

PRESCOTT

State

AZ

Zip Code

86301

Manufacture Date (on driver's door or pillar)

7-04

Transmission Type

☒ Manual

☐ Automatic

Restraint System

☐ Driver's Air Bag

☐ Motorcyclist

☐ Passenger's Air Bag

☐ 2-Point Belt

☐ 3-Point Belt

Cruise Control

☐ Yes

☐ No

Drivetrain

☐ Front

☐ Rear

☐ 4-Wheel

Vehicle Type

☐ Car

☐ Sport Utility

☐ Van

☐ Truck

☐ Minivan

☒ Motorcycle

☐ Other

Body Style

☐ 2-Door

☐ 4-Door

☐ Stationwagon

☐ Pick Up Truck

☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) GAS TANK, GAS CAP, GAS CAP VENT, TIRE, HEADLIGHT.

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☒ Original And

☐ 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

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

GAS TANK CAP LEAKS FUEL AND FUMES - FIRE HAZARD AND HEALTH RISK BREATHING FUMES.

GAS TANK WELD LEAKED FUEL ON ENGINE (TANK WAS REPLACED).

HEADLIGHT WON'T ADJUST AND MOVE DOWN SO RIDER CAN'T SEE THE ROAD AT NIGHT.

FRONT TIRE INSTALLED BACKWARDS.

GAS CAP STICK LEAKED FUEL OVER TANK TO ENGINE, STICK LEAKED FUMES INTO ATMOSPHERE. IT IS DANGEROUS AND HEADLIGHT IS DANGEROUS.

Continued on back

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

To: Kawasaki Dealer Sunwest Xpress
1017 Hwy. 95
Bullhead City, AZ 86442
928-754-5475

Date: Tuesday April 26, 2005.

I have been my opinion that the headlight on my less than three month old new Kawasaki Vulcan 2000 motorcycle JKBNVMA175A has been defective and should be covered under warrantee for many reasons, especially after it failed again after you fixed it today on Work Order #13288 / Invoice #2438. Let me explain what is happening.

1. Maybe the originating dealer did not adjust the headlight because they could not adjust it because the headlight was defective? In any case, it was not adjusted or it defectively moved out of adjustment as what happened today? If so, this is the second time it failed. See item #5.
2. I tried to adjust the headlight following the instruction in the owner manual and in the Service Manual. The gear will not and refuses to adjust with any size screwdriver. For this reason the headlight should have been covered under warrantee because the recommended adjustment procedure failed.
3. When I was at the Laughlin River Run rally that was when I discovered the headlight was shining too low at night and I could not drive more than 40 mph on low beam at night. I always drove at daytime until this week I drove at night and discovered the problem.
4. I brought the motorcycle to your shop today to get it fixed, but I was charged \$46.50 for the repair, as Kawasaki Corporate said it was an originating dealer problem and not covered under warrantee (that confuses me). I paid the headlight adjustment bill in cash. I was told by your employee (Chris) when I wanted to see the tool that was used to adjust the headlight (so I could do it myself in the future) that the headlight could not be adjusted by using a screwdriver on the gears (see #2 above) but the headlight had to be removed, gears adjusted, then reinstalled, so even the Kawasaki mechanic could not adjust the headlight as per the Kawasaki instructions using a screwdriver on the gear to make the adjustment without having to disassemble the headlight assembly. If it will not adjust by the factory recommended method then something is wrong with the headlight.
5. I rode the bike at night tonight to test it and found the light was too high and shining into peoples' eyes in other vehicles on the low beam setting, but as I rode on a ways... without warning the headlight suddenly shifted downward and aimed to the very lowest position. It is now worse than it was before and I can only drive 20mph on low beam. This was dangerous, as I could not see the road ahead of me and I can't drive at 20mph or risk get run over from behind. I don't want this to happen again so I need to fix the problem so everything works as designed and will adjust as in the recommended Kawasaki adjustment procedures.

This headlight assembly is defective:

- A. According to the owners manual there is a specified procedure to adjust the headlight. Any deviation to the procedure is not authorized by Kawasaki and the headlight needs to function as designed to be easily adjusted by a screwdriver without disassembly. This recommended procedure cannot be performed with this defective headlight assembly.
- B. This is a safety issue and a new headlight assembly should be installed and covered under warrantee. The headlight will not retain its adjustment and somehow releases from the gear mechanism and points the headlight downward to the extreme, blinding the rider into darkness. This is dangerous.
- C. I kindly request that I be refunded my \$46.50 cash payment as the repair failed and should now be covered under warrantee as the headlight has demonstrated that it is defective. This is not an adjusting a headlight issue, there is something wrong with the assembly as it will not adjust with a screwdriver and will not maintain the adjustment.
- D. Please inform Kawasaki Corporate they need to honor the warrantee to fix this serious problem that can create a vehicle crash ... the headlight needs to light up the road to DOT and Kawasaki adjustment setting specifications (see owner manual on how to adjust and set the height of the light beam), it needs to be able to retain this proper adjustment and not shift out of adjustment, it needs to adjust by using the Kawasaki instructions and the recommended adjustment procedures, it needs to maintain a reliable and trustworthy adjustment and not suddenly shift downward to black out the rider from seeing the road and road objects.
- E. Please obtain an approval by Kawasaki to fix this headlight under warrantee and then contact me by e-mail so I can make arrangements in my vacation traveling to get it fixed at another dealer. I am leaving Bullhead City area in 1 ½ weeks.
- F. Regarding another Warrantee Issue on the Work Order 13288: The gas cap seals do look good as they are new, but it still leaks fuel from the "far top edge" of the cap main seal not making a firm contact to the tank and gasoline fumes always escape from the vent connection seal and is damp with fuel mist and vapor evaporating all of the time. I smell gasoline fumes most all of the time when riding and that is a health issue and an air quality emissions issue and a possible fire hazard. Tell Kawasaki Corporate that this is a problem I tried to get resolved and Kawasaki Corporate "twice" did not call back the Kawasaki Dealer in Kingman, Arizona so we could fix this problem. Please have Kawasaki Corporate Office contact the Kingman Dealer to discuss the problem so it will not be ignored and lost in the shuffle. Then put the recommended repair into the Kawasaki Website so I can have another dealer make the repair (I am traveling on a 1-year vacation). It is regrettable that Kawasaki Corporate did not call back the dealer to get this issue resolved. It still needs to be addressed and repaired.

Note: I am traveling on a huge vacation with the motorcycle for a year and I do not have a telephone, but you can reach me anytime by e-mail.

Livingston, TX

Copy to: Consumer Relations Kawasaki Motors Corp.

P.O. Box 25252

Santa Anna, CA 92799-5252

For a bike that is less than three months old I have had an unusual number of serious problems of which is listed below.

Warranty Issues:

Warranty Expires 1-31-10.

February 8, 2005 gas tank cap leaked went to Kingman, AZ dealer.

March 8, 2005 Kingman, AZ dealer replaced gas tank. It had a pinhole leak at a weld, but the new gas tank still leaked every day at the gas cap, but each day leaked a bit less. Fumes still emit from vent area and front part of rubber seal seeps fuel past the seal. I have to stuff a rag to catch gas spills, especially on hot days. Still leaks from the gas cap seal and fumes are emitting from vent as I ride. This is not good and a health fire hazard.

March 15, 2005 bike would not start. Battery was shorted out and would not take a charge. It was replaced by warranty on March 16, 2005 by Kingman, AZ dealer.

March 22, 2005 Kingman, AZ dealer said they will contact Kawasaki for instructions on the gas tank leaking problem.

March 30, 2005 Kingman dealer mechanic said he tried twice to call Kawasaki but they have not returned his telephone calls. This is not good customer service to ignore issues like this. As a result I had to move on and could not get the gas leaking issue fixed.

April 6, 2005 I stopped by Kawasaki dealer in Prescott, AZ Hale's Motors and Steve noticed ripples in front tire. We checked air pressure and it was okay.

April 12, 2005 check with Kingman dealer mechanic and Kawasaki still has never contacted him in return on the gas gap leak. But, when I told him about the front tire he found front tire was on backwards, the arrow pointed in wrong direction and yellow dot on tire not adjacent to the valve stem. I asked dealership owner to see if Kawasaki will warranty to put the tire on right. (I am leaving Kingman in 4 days).

April 20, 2005 Kingman dealer install new front tire, it was on backwards.

April 22, 2005 discover headlight too low and will not adjust. Can't drive faster than 40 mph at night. High beam is where low beam is and low beam is way too low. It sometimes rattles with a buzz noise but goes away if glass is gently pressed on by finger only to make noise again later. Something is not right with the headlight system.

April 26, 2005 Bullhead City, AZ dealer Sunwest Express to check charging system, headlight adjustment and rattle, gas cap leaking. Charging is okay. I had to pay \$46.50 to get the headlight adjusted (not covered by warranty I was told), but the headlight failed again the same day I paid to have it fixed. It suddenly moved to the lowest setting position when riding at night and I could not see the road ahead of me. Dangerous. Gas tank leaks the same. Mechanic only examined the condition of the seals. Wrote a complaint letter today to Sunwest Xpress and to Kawasaki Corporate to fix the above problems and ask dealer to refund my \$46.50 fee for adjusting the headlight as it is apparent the headlight is defective and will not adjust and will not maintain an adjustment.

Note: The sheer number of troubles I am having with this less than three month old motorcycle is alarming and the nature of the problems are serious issues that can create a crash, fire, air quality and serious health issue always breathing fuel fumes. It is showing signs of being a problematic motorcycle that may become unreliable at best or dangerous to ride at worst. I sold my 2002 Harley Davidson to buy this bike and found this Kawasaki is way worse than a Harley Davidson for safety and reliability. I can't stay out of the repair shop getting this Kawasaki fixed and having my warrantee issues denied and ignored is making me believe never to buy another Kawasaki product. The bike has been nothing but trouble so far. It is a lemon. I also have no warrantee manual that describes the warrantee terms and conditions or warrantee repair instructions that I must follow and I have no information for the extended warrantee I purchased, and, the ROK riders club membership material I also never recieved.