

CL-10199242-5204

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Tinley Park, IL

July 30, 2007

To:

-Administrator - National Highway Traffic Safety Administration
Washington, DC 20590

CC:

KAWASAKI MOTORS CORP. USA
Consumer Services Department
P.O. BOX 25252
Santa Ana, California 92799-5252

To Whom It May Concern:

I am writing this letter in regards to my safety while driving a Kawasaki motorcycle product. I recently received a letter regarding an important safety recall for my 2004 KAWASAKI NINJA 250R VIN # JKAEXMF164D[REDACTED]. There could be fuel leaking from the gasoline tank and could cause a fire. Kawasaki does not recommend to drive the motorcycle until the recall is completed. We however do not want to drive the motorcycle to the dealership due to the possibility that there could be a fire. I requested the help from KAWASAKI MOTORS CORP USA by calling their toll free help line trying to have a tow truck take the motorcycle to the dealership to get the recall completed, but instead I got told that they do not help out with towing and that it was up to me to find a way to get the motorcycle to the dealership. I was told to rent a truck or to hire a tow truck to get the motorcycle there, that if I wanted to get it done I should pay to get it there. Why should I have to pay for anything if this recall was caused by the poor manufacturing process used at the factory. KAWASAKI MOTORS CORP USA should be responsible for helping their customers resolve this issue, but instead they showed disregard for our lives and unwillingness to help out their customers. I am amazed that such a big company doesn't care about the safety and well being of their customers. I am disappointed in KAWASAKI MOTORS CORP USA because I fear someone could get hurt driving their 2004-2007 Ninja 250R model to the dealership trying to get this recall complete, in order to avoid a tow truck charge. Customer support personnel at Kawasaki Consumer Services Dept were rude and very short tempered. NHTSA I beg you to find a solution to this problem, I don't think I'm the only one with this problem. Maybe together we can save someone's life in the process. KAWASAKI MOTORS CORP USA should be fined and made refund money to people that have paid to get a tow truck to the dealership in order to get the recall complete.

Sincerely,

[REDACTED]
[REDACTED]
Tinley Park IL [REDACTED]
[REDACTED]
Email [REDACTED]

P.S. Shame on you KAWASAKI MOTORS I hope you get sued to a lot of money if someone dies because of this horrible attempt to save money.

ET
8/8/07
CC