



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

December 20, 2013

[REDACTED]
Hattiesburg, MS [REDACTED]

NVS-216 nam
Ref. No. 10541680

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2009 Kawasaki Vulcan motorcycle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you did not received the recall notification (NHTSA Safety Recall Campaign No. 10V-507, copy enclosed). Kawasaki identified that the engine may stall if the rider is coasting with the clutch pulled in due to an improper setting of the engine control unit (ECU) resulting in injury or death. You state that you were involved in an accident and your motorcycle was totaled. Your insurance informed you that because of the recall they would not cover the loss and suggested you contact the manufacturer. You are frustrated because you had your motorcycle serviced for stalling problems and popping noises, however; they resumed after the repair was completed. You request assistance from NHTSA in obtaining compensation for your totaled motorcycle.

The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We sympathize with you concerning your accident and injuries you incurred. However, your reimbursement request to Kawasaki does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Mississippi Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with a Kawasaki district manager regarding your problem. In addition,

the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You also may consider contacting his local Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

ELECTRONIC CONTROL UNIT REPLACEMENT WARNING AND RECALL NOTICE

Dear Kawasaki Motorcycle Owner:

This notice has been sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

The reason for this notice:

Kawasaki Motors Corp., U.S.A. has decided that a defect which relates to motor vehicle safety exists in 2009 & 2010 Vulcan® 1700 Voyager®, Voyager® ABS, Nomad™, Nomad™ 2T, Classic, Classic LT (VN1700A9FA/FAL, VN1700AAF/FL, VN1700B9FA/FAL, VN1700BAF/FL, VN1700C9F/FA/FAL/FL, VN1700CAF/FL, VN1700E9F/FA/FAL/FL, VN1700EAF/FL, VN1700G9F/FL, VN1700GAF/FL) models. On some eligible units, the vehicle may stall under deceleration due to an improper setting of the electronic control unit. This could create the potential for a crash, resulting in injury or death. Our records indicate that you have purchased one of these units.

What Kawasaki and your dealer will do:

Your Kawasaki dealer will correct this problem for you at no charge. The correction will consist of replacing the electronic control unit. The actual repair will take up to 30 minutes but may take longer due to scheduling at the dealership and the time needed to obtain required parts.

What you must do to ensure your safety:

Please call your authorized Kawasaki motorcycle dealer to schedule an appointment and take this letter with you at the time of your appointment.

DO NOT RIDE YOUR MOTORCYCLE UNTIL THE REPAIR HAS BEEN COMPLETED.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, please Contact Kawasaki's Consumer Services Department at (866) 802-9381 (toll-free) between 8:00 a.m. and 5:00 p.m. PT Monday through Friday. Please have your Vehicle Identification Number ready when calling.

If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (60 days after your first attempt to obtain remedy), you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1(888) 327-4236 (TTY: 1-800-424-9153); or go to www.safercar.gov.

If you received this notice in error:

Our records indicate you are the current owner of the 2009 or 2010 Vulcan® 1700 Voyager®, Voyager® ABS, Nomad™, Nomad™ 2T, Classic, Classic LT (VN1700A9FA/FAL, VN1700AAF/FL, VN1700B9FA/FAL, VN1700BAF/FL, VN1700C9F/FA/FAL/FL, VN1700CAF/FL, VN1700E9F/FA/FAL/FL, VN1700EAF/FL, VN1700G9F/FL, VN1700GAF/FL) described in this letter. If you no longer have the vehicle described in this letter, please help us to update our records at www.Kawasaki.com by clicking on the "OWNER INFO" link or by calling Kawasaki toll free at (866) 802-9381. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reimbursement:

If you have experienced the failure described above prior to receiving this letter and have paid to have it corrected, you may be eligible for full or partial reimbursement for your documented cost of repair(s). To apply for reimbursement, please send copies of current owner and VIN information along with copies of repair orders and payment confirmation to the following address:

Kawasaki Motors Corp., U.S.A.
ATTN: Consumer Services Department
P.O. Box 25252
0Santa Ana, California 92799-5252

Please note the following conditions for reimbursement:

- Only repairs specifically related to this recall are eligible for reimbursement. Other expenses such as towing, rental, and accommodations will not be refunded.
- Claims may be excluded if proper documentation is not included. Current owner and VIN information along with copies of repair orders and payment confirmation must be provided.

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.