



P.O. Box 25252, Santa Ana, California 92799-5252

VULCAN® 2000 FRONT BRAKE HOSE DAMAGE WARNING AND RECALL NOTICE

July 2004

KAWASAKI CUSTOMER
234 ELM LANE
ANYTOWN, CA 99999-2222

MODEL 000001 TEST
ENGINE: ENGINE0002
FRAME: 00000000
0000000000

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 2004 Vulcan 2000 (VN2000-A1) models. On eligible units, under certain circumstances, the front brake hose(s) could become wedged between the front fork and the fender. This allows the front fork cover to contact the brake hose causing abrasion damage as the front fork moves through its travel. Continued use of the motorcycle with the brake hose trapped in this position could result in brake hose failure, creating the possibility of a crash resulting in injury or death. Our records indicate that you have bought 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 inspecting and replacing the hose if necessary, and installing a clamp to prevent the hoses from moving into a position that could allow them to become trapped between the front fork and fender. The actual repair will take up to one hour 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. Check the front brake hoses on your motorcycle to be sure they are not trapped between the front fork and fender. Pull them free if they are trapped and check for abrasion damage to the brake hoses near the front fender. If the brake hoses appear to be damaged, DO NOT RIDE YOUR MOTORCYCLE.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, or you experienced the failure described above prior to receiving this letter and paid to have it corrected, please Contact Kawasaki's Consumer Services Department:

P.O. Box 25252
Santa Ana, California 92799-5252
(888) 802-9381 (toll-free) between 8:30 a.m. and 4:45 p.m. PT Monday through Friday.

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If your dealer fails or is unable to remedy this defect without charge within a reasonable amount of time (60 days after you first attempt to obtain remedy), you may submit a written 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 received this notice in error:

Our records indicate you are the current owner of the VULCAN 2000 described in this letter. If you no longer have the vehicle described in this letter, or if it has been repaired, please help us to update our records by calling Kawasaki toll free at (888) 802-8381. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

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.