

REPLACE SADDLEBAG LATCH AND REAR CARRIER PLATFORM WARNING AND RECALL NOTICE

Dear Kawasaki Concours™ 14/14 ABS 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 two defects which relate to motor vehicle safety exist in Concours 14 models.

On eligible units, under certain circumstances the pivot pin for the latches that secure the saddlebags to the vehicle can break if force is applied to either saddlebag such as in the event the vehicle falls over while parked or if the saddlebag(s) is improperly attached. Continued use of the vehicle with either saddlebag latch broken can result in the saddlebag(s) coming free of its mount during vehicle operation, creating the possibility of a crash resulting in injury or death. Our records indicate that you have purchased one of these units.

Additionally, the rear carrier platform could break if a Kawasaki Genuine Accessory Luggage system is installed on the carrier platform and a passenger leans against it. The carrier platform and luggage system could become detached from the vehicle, creating the potential for an accident resulting in injury or death.

What Kawasaki and your dealer will do:

Your Kawasaki dealer will replace the saddlebag latch assemblies for you at no charge with reinforced ones. Your Kawasaki dealer will determine if your vehicle will require the rear carrier platform replacement at the same time. The actual repairs 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 to 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 THIS REPAIR HAS BEEN COMPLETED.**

WARNING

With the exception of genuine Kawasaki Parts and Accessories, Kawasaki has no control over the design or application of accessories. In some cases, improper installation or use of accessories, or motorcycle modification, will void the warranty, can negatively affect performance, and can even be illegal. Refer to the Loading and Accessories Information in the Owner's Manual for additional important information.

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:

Kawasaki Motors Corp., U.S.A.
ATTN: Consumer Services Department
P.O. Box 25252
Santa Ana, California 92799-5252
(866) 802-9381 (toll-free) between 8:30 a.m. and 4:45 p.m. PT Monday through Friday.

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, 1200 New Jersey Avenue SE, 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 <http://www.safercar.gov>.

If you received this notice in error:

Our records indicate you are the current owner of the vehicle described in this letter. If you no longer have the vehicle described in this letter, please help us to update our records 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.

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.