

MODEL: 2008 CONCOURS™ 14/14 ABS (ZG1400A8F/L, ZG1400B8F/L)
TITLE: SADDLEBAG LATCH REPLACEMENT

RECALL

THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.

Eligibility

Eligible Units

Model	Vehicle Identification Number Range
ZG1400A8F/A8FL	JKBZGNA1✓8A005038 thru 013534
ZG1400B8F/B8FL	JKBZGNB1✓8A005008 thru 007566

Please check VSI (Vehicle Service Inquiry) in K-Dealer for other possible repair campaigns for eligible units.

IMPORTANT NOTE:

- o Check each unit for MC 08-03 eligibility and complete campaign if necessary.

Kawasaki will repair some units within the eligible range prior to you receiving them. **Verify eligibility using VSI in K-Dealer or by the repair verification before starting the repair.** See Repair Verification section for details.

Subject

On eligible units, 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 potential for a crash resulting in injury or death.

Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of replacing both saddlebag latch and lock

assemblies.

Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on the last page of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units including sold units in the field and unsold units in your dealership inventory prior to delivery to the retail purchaser. It is the obligation of authorized Kawasaki retail Dealers to repair eligible units in Dealer's possession prior to retail sale. Failure to comply with this obligation to repair all units eligible for Recall or FDM campaigns by the Dealer constitutes a breach of the Dealer Sales and Service Agreement. Refer to Service Policies bulletin SP 05-01. Refer to the Repair Procedure section of the bulletin for details.

IMPORTANT NOTE:

- o *It's the law! Under the U.S. National Highway Traffic Safety Administration (NHTSA), Federal Law 49 U.S.C. Section 30120(i) requires dealers to perform Recall repairs before delivering any vehicle affected by the Recall to a purchaser.*

Document Completed Repairs:

Federal law requires manufacturers to maintain accurate follow-up records on repairs performed on eligible units. Dealers MUST submit a Warranty Claim for each repair. Refer to the Warranty Information section of this bulletin for details.

File behind the "MC" tab in your Kawasaki "Service and Warranty" binder

NOTE:

- o If you fail to submit a Warranty Claim for a new unit that is subsequently sold and registered, the new owner will receive the Recall letter requesting the return of the vehicle to you for repair.

Submit Product Registration:

Submit the product registration to Kawasaki via K-Dealer immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and mailing address. Kawasaki uses the product registration information for customer notification. Also, if you know that the customer has moved, please submit a Customer Update via K-Dealer.

Repair Procedure

The repair consists of four steps; (1) latch assembly removal; (2) key lock assembly removal from the old latch; (3) installation of the new latch assembly into the saddlebag; and finally (4) installation of the key lock assembly into the new latch. The repair must be completed on both saddlebags.

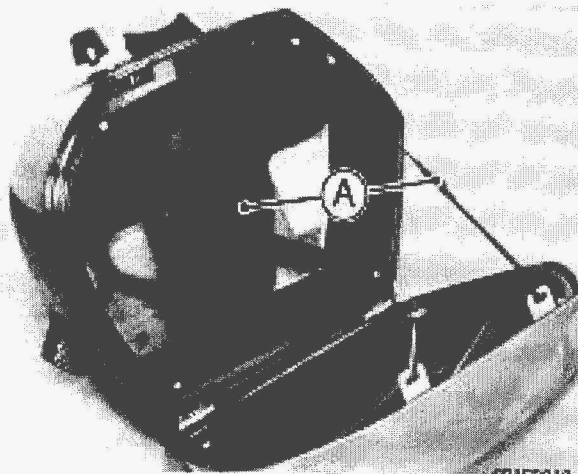
Refer to the appropriate sections of the Service Manual for information and procedures related to parts removal and installation.

Service Manual

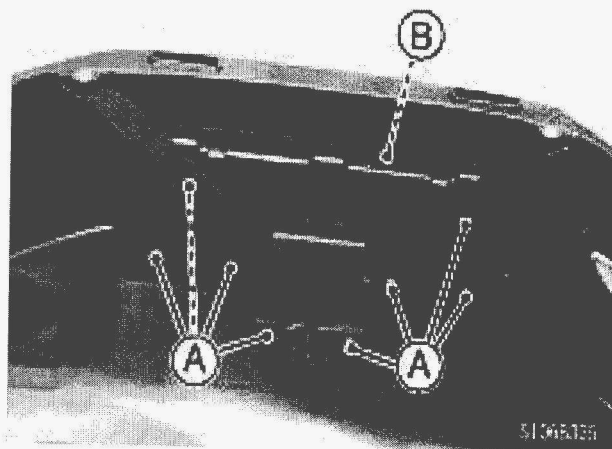
MODEL	PART NUMBER
ZG1400A8F/B8F	99924-1379-01

Latch Assembly Removal:

- Remove the saddlebag from the motorcycle, open it and undo the cargo securing strap.

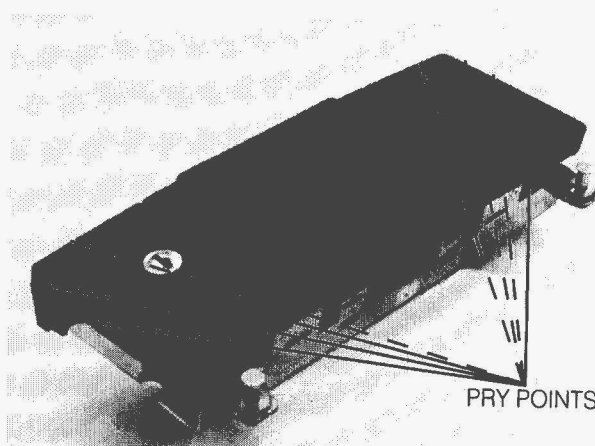


- Remove and retain 8 screws and washers (A) and the latch assembly (B).

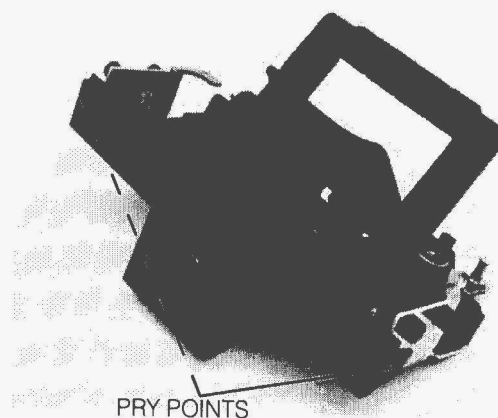


Key Lock Assembly Removal:

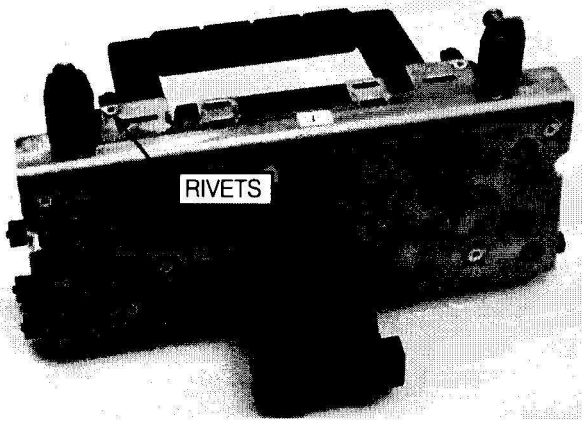
- Remove outer cover by prying it at the eight points shown in the photo.



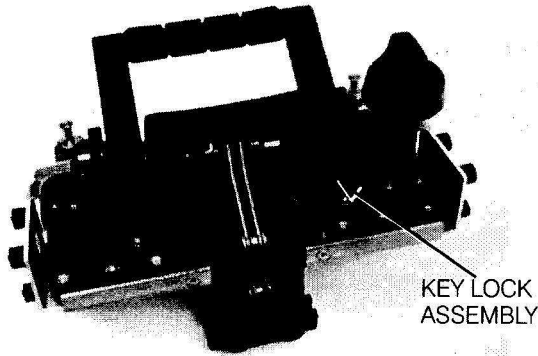
- Remove the inner cover by prying it at the two points shown in the photo.



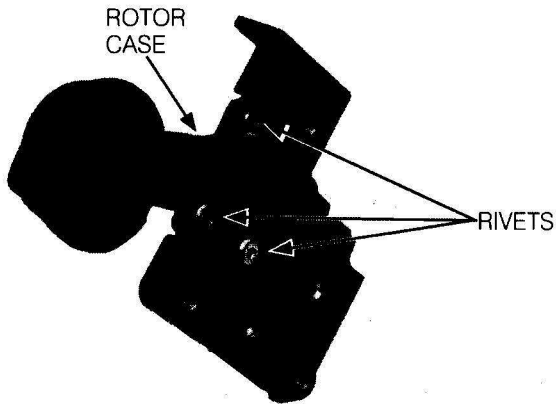
- Remove the four rivets shown using either a 4mm drill bit or any other suitable grinder.



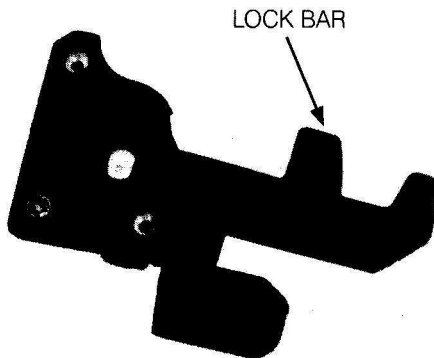
- Remove the key lock assembly.



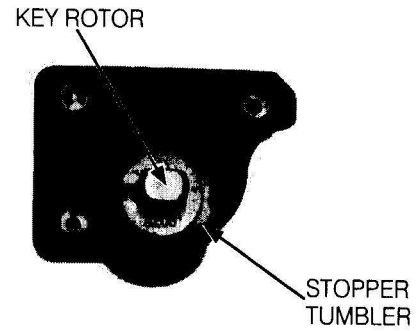
- Remove the three rivets with a 4mm drill bit or any other suitable grinder then remove the rotor case.



- Remove the lock bar.



- Remove the key rotor by pushing it inward while the stopper tumbler is also pushed inward.

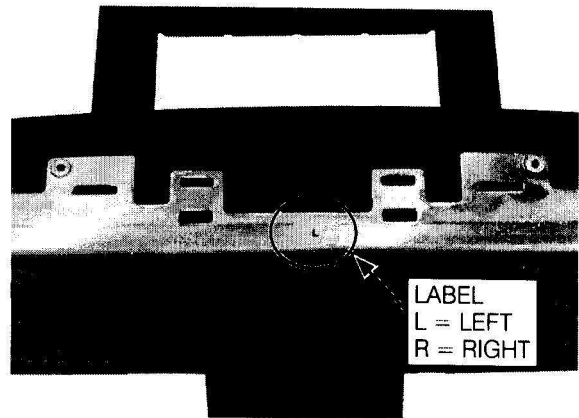


NOTE:

- The old latch assembly should now be destroyed.*

Latch Assembly Installation:

- Match the label on the latch assembly to the appropriate saddlebag.
L: left side R: right side



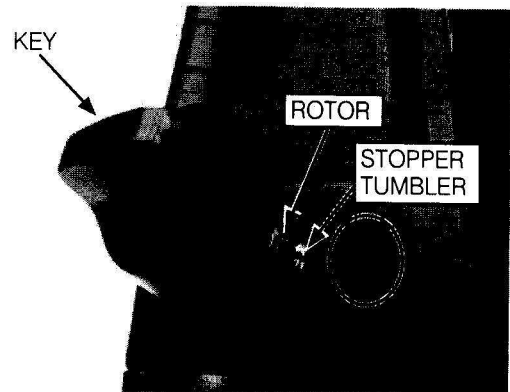
- Install the new latch assembly on the saddlebag using the screws and washers removed previously and tighten the screws.

Torque

0.6 N-m (0.06kgf-m, 5.3 in-lb)

Key Lock Assembly Installation:

- Insert the key into the rotor, then push the rotor into the hole in the new lock assembly so that the stopper tumbler fits into the "LOCK" position mark.



- Replace the lock assembly on the other saddlebag using the same steps, then install the saddlebags on the vehicle.

Parts Information

Latch kits must be installed on all eligible units.

To ensure parts availability to all dealers, kits required to complete the Recall must be ordered through Parts Order Services at (800) 608-8490. The proper VIN for each unit being repaired will be required for each kit ordered. Parts should be ordered only for units actually scheduled to be repaired.

Use the report detailing affected units in your dealership inventory to order repair kits for unsold units.

Parts Information

DESCRIPTION	PART NUMBER	QTY
Kit, Latch-Assy	99999-0149	1

NOTE:

- o Each kit contains a left and right latch assembly.

Warranty Information

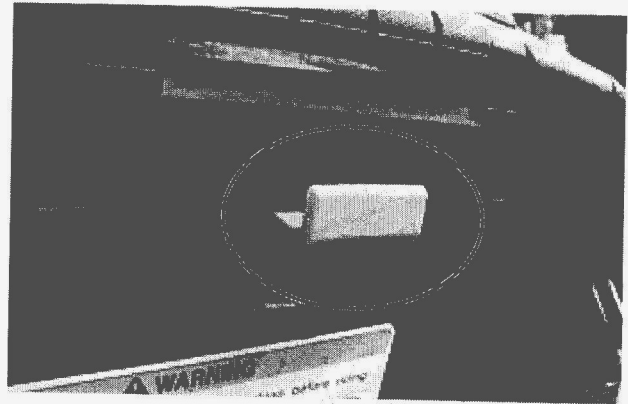
This is a safety Recall campaign. Repair is authorized regardless of ownership or warranty status. Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial assembly and preparation. See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

WARRANTY INFORMATION	
Job Code	22212
Flat Rate Time	0.6 hr.
Failure Date	Same as Repair Date
Claim Type	3
Part Number	99999-0149
Description	Larch Kit
Qty	1

Repair Verification

The latch color will serve as repair verification.

OLD: RED . . . NEW: ORANGE



NOTE:

- o Repair verification is an essential part of the repair procedure. Along with the physical repair verification mark, check VSI (Vehicle Service Inquiry) in K-Dealer for other possible repair campaigns for eligible units.

Special Instructions

Complete this repair along with Recall MC 08-03, Saddlebag Latch Replacement. The customer letters for MC 08-02 and MC 08-03 have been combined. Not all units are eligible for both MC 08-02 and MC 08-03, therefore, VSI verification is critically important.

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.

