



Kawasaki Motors Corp., U.S.A.

October 1, 2008

Pat Wallace  
Recall Analysis Division  
NHTSA/Enforcement/ODI  
1200 New Jersey Ave, SE., NVS-215  
Washington, DC 20590

Re: Service Bulletin/Manual Submission

Dear Mrs. Wallace:

In accordance with the requirements of 49 CFR Part 573.8 and Section 158 of the National Traffic and Motor Vehicle Safety Act, Kawasaki submits one copy of service bulletin/manual information that was distributed to Kawasaki dealers during the month of September.

<u>Bulletin Number</u>	<u>Dealer</u>	<u>Distribution Date</u>	<u>Subject</u>	<u>Models Affected</u>
MC08-13		September 23, 2008	RECALL	2008- 2009 Vulcan 900

Sincerely,

Kim La Bounty Harris  
Public Affairs Analyst

Enclosure

MODEL: 2008~2009 Vulcan® 900  
(VN900B9F/B9FL, VN900C8F, VN900D8F)

TITLE: FUEL TANK 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 ELIGIBILITY
VN900B9F/B9FL	See VIP in K-Dealer
VN900C8F	
VN900D8F	

**Verify eligibility using VIP in K-Dealer before starting the repair.**

Please check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

### Subject

On eligible units, under certain riding conditions, fuel can leak from between the tank filler neck and the fuel cap gasket. Fuel leakage in the presence of spark or flame could cause a fire or explosion possibly resulting in injury or death.



### Kawasaki Action

#### Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The repair consists of removing and replacing the fuel tank.

#### 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.*

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

## 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.

### 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

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

### Service Manual

MODEL	PART NUMBER
VN900B/D	99924-1366-(01~05)
VN900C	99924-1373-(01~03)

### ⚠ WARNING

Gasoline is extremely flammable and can be explosive under certain conditions. Make sure the area is well-ventilated and free from any source of flame or sparks; this includes any appliance with a pilot light. Do not smoke. Turn the ignition switch OFF. Disconnect the battery (-) terminal.

To avoid fire, do not remove the fuel tank when the engine is still hot. Wait until it cools down. To minimize fuel spillage, draw the fuel out from the fuel tank with a pump as much as possible when the engine is cold.

Be prepared for fuel spillage; any spilled fuel must be completely wiped up immediately.

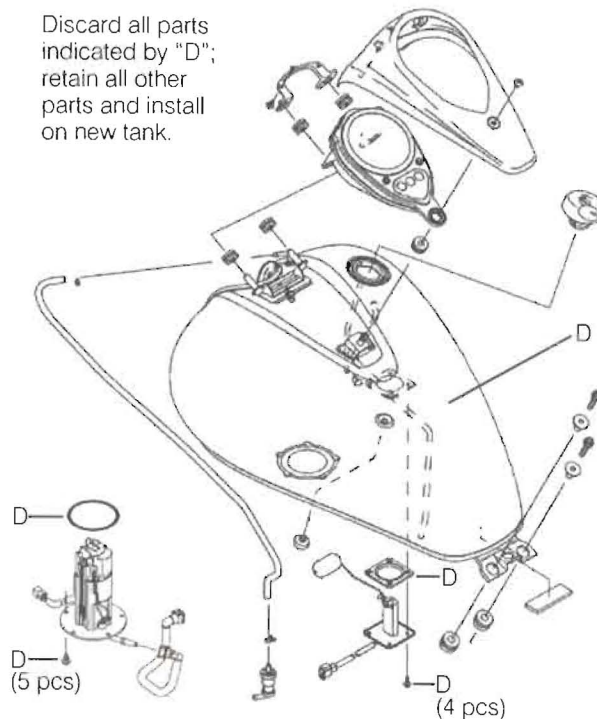
## Remove Fuel Tank

- Remove the fuel tank as outlined in chapter 3 of the service manual.

## Disassemble Old Fuel Tank:

- Remove the following parts as outlined in chapter 3 of the service manual.
- o Remove and retain the meter assembly from the old tank for installation on the new tank.
- o Remove and retain the tank cap from the old tank for installation on the new tank.
- o Remove and retain the fuel level sensor from the old fuel tank for installation on the new tank.
- o **Discard** the bolts removed from the fuel level sensor.
- o **Discard** the gasket from the fuel level sensor.
- o Remove and retain the fuel pump from the old fuel tank for installation on the new tank.
- o **Discard** the bolts removed from the fuel pump.
- o **Discard** the gasket from the fuel pump.
- o Remove and retain the damper and collars from the old fuel tank for installation on the new tank.

Discard all parts indicated by "D"; retain all other parts and install on new tank.





- Write the VIN on the old tank with permanent ink or paint. Destroy the tank by collapsing the top of the tank with a plastic or rubber mallet. Collapse the tank until there are four distinct creases in four corners as shown.



- A photo of the old tank showing the VIN and the collapsed top must be sent to mc08-13@kawasaki-usa.com to receive warranty reimbursement. Be sure to include your dealer number and warranty claim number in the body of the e-mail and your dealer number and state in the subject line. Alternately, you may mail a photo with a copy of the warranty claim to:

Kawasaki Motors Corp., U.S.A.  
 ATTN: Warranty Administration  
 9950 Jeronimo Road  
 Irvine, CA 92618

- Dispose of the fuel tank in accordance with all local laws and regulations 90 days after payment of the warranty claim.

### Assemble New Fuel Tank:

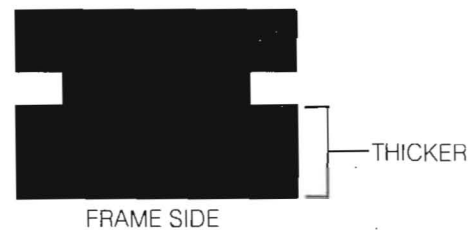
- Assemble the following parts as outlined in chapter 3 of the service manual.
  - o Level sensor with new gasket and bolts included in fuel tank kit.
  - o Fuel pump with new gasket and bolts included in fuel tank kit.
  - o Tank cap
  - o Meter assembly
  - o Install original damper and collars.

### Install Fuel Tank:

- Install fuel tank as outlined in chapter 3 of the service manual.

#### NOTE:

- o Thicker portion of rear tank dampers is the frame side.



### Parts Information

A replacement fuel tank must be installed on all eligible units

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.

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

Return any original parts in your dealer inventory to KMC for credit and submit a Credit Request on K-Dealer. Select "Defective" as the reason and type "MC 08-13" in the Defective Text field.

### Contents of Fuel Tank Kit

DESCRIPTION	QTY
Tank Comp, Fuel	1
Gasket, Fuel Level Sensor	1
Gasket, Fuel Pump	1
Bolt (5x12), Fuel Level Sensor	4
Bolt (6x12), Fuel Pump	5

## 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	Refer to Table A
Flat Rate Time	0.6 hr
Failure Date	Same as Repair Date
Claim Type	3
Problem Part Number	Refer to Table A
Description	Kit, Fuel Tank
Qty	1

**Table A**  
**Fuel Tank Kit, Color and Model Specs**

MODEL	COLOR	PART NUMBER	JOB CODE
VN900B9F	Black	99999-0186	22232
VN900B9F	Blue	99999-0193	22236
VN900B9F	Red	99999-0192	22235
VN900B9FL	Black	99999-0200	22237
VN900B9FL	Blue	99999-0205	22239
VN900B9FL	Red	99999-0204	22238
VN900C8F	Black	99999-0186	22232
VN900C8F	Green	99999-0188	22233
VN900C8F	Red	99999-0191	22234
VN900D8F	Blue	99999-0209	22241
VN900D8F	Red	99999-0208	22240
VN900D8F	White	99999-0210	22242

## Repair Verification

After repair, make a small white paint mark on the left side of the steering head as shown.



### NOTE:

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

## 2008~2009 VULCAN® 900 FUEL TANK 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 certain 2008 and 2009 Vulcan 900 models. On eligible units, under certain riding conditions, fuel can leak from the tank from between the tank filler neck and the fuel cap gasket. Fuel leakage in the presence of spark or flame could cause a fire or explosion possibly resulting in injury or death.

### **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 fuel tank. The actual repair will take less than 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.

### **UNTIL THE REPAIR HAS BEEN COMPLETED:**

- **DO NOT OPERATE YOUR MOTORCYCLE.**
- **STORE YOUR MOTORCYCLE IN A WELL-VENTILATED AREA AWAY FROM ANY SOURCE OF IGNITION.**

### **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 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](http://www.safercar.gov).

### **If you received this notice in error:**

Our records indicate you are the current owner of the Vulcan 900 described in this letter. If you no longer have the vehicle described in this letter, please help us to update our records by submitting your new contact information at [www.kawasaki.com/ownerinfo/ownersupportform.aspx](http://www.kawasaki.com/ownerinfo/ownersupportform.aspx) 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.

If you experienced the failure described above prior to receiving this letter and paid to have it corrected, you may be eligible for your documented costs of this repair. Contact Kawasaki's Consumer Services Department at (866) 802-9381 or contact your authorized Kawasaki dealer to request reimbursement.

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.



