



April 15, 2009

Mr. Daniel Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Re: Recall No. 09V-059 Supplemental Information

Dear Mr. Smith:

Kawasaki Motors Corp., U.S.A. ("KMC") hereby provides additional information needed to fully comply with the reporting requirements of 49CFR 573.5 (c). This correspondence supplements the previous Defect Report dated February 4, 2009.

- 3) The total number of units potentially containing the defect: The total number of units potentially containing the defect is 16,167. The beginning and ending manufacturing dates are February 14, 2007 – January 23, 2009.
- 6) A chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, filed or service reports, and other information with their dates of receipt:

August 22, 2008 – Kawasaki Heavy Industries (KHI) receives information from KMC indicating that there is a problem with the loosening of the muffler bolts. Since these units were manufactured while incorporating same countermeasures of a previous recall on this same issue (07V-486) and thus would have been assembled with the higher torque value on these bolts, KHI initiated an investigation.

October 2008 – KHI begins testing, including chassis dynamic testing.

October 8, 2008 - Additional reports are received from KMC indicating that a number of KL650E models that had been repaired under the previous Recall reported the muffler bolts loose again. None of the KL650A models (also subject to the 07V-486 Recall) reported loosening of the bolts after they had been tightened. This directed KHI to examine differences between KL650A and KL650 E models that would be relevant to the load applied onto the muffler bolt due to a difference in material used for the exhaust pipe.

January 28, 2009 - KHI determined that the KL650E muffler bolt could still loosen, causing a risk to motor vehicle safety. KHI advised KMC of its intention to take recall action.

- 7) The manner in which and the date when the information about the defect was obtained: See above.

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- 9) A representative copy of all notices, bulletins and other communications that relate directly to the defect or noncompliance: The final copy of the dealer bulletin (including customer letter language) are enclosed.

Please contact the undersigned if there are any questions regarding information in this submission, or if additional information is required.

Sincerely,  
KAWASAKI MOTORS CORP., U.S.A



Roger F. Hagie  
Director Public Affairs

Enclosure

# SERVICE

MC 09-03

February 20, 2009

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**REPLACES:** This Recall campaign replaces Recall MC 07-05 for eligible KL650E8F/L models only

**MODEL:** 2008 and 2009 KLR™ 650 (KL650E8F/L, KL650E9F/L)

**TITLE:** MUFFLER MOUNT BOLT 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
KL650E8F/L KL650E9F/L	Check VIP in K-Dealer

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

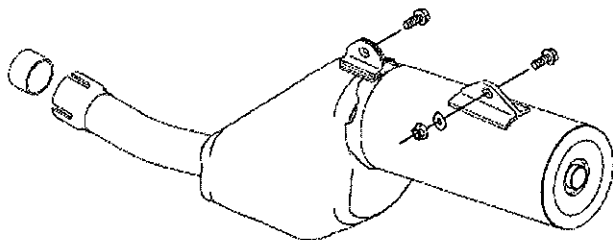
#### IMPORTANT NOTE:

- o Check each unit for MC 09-04 eligibility and complete campaign if necessary.

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

### Subject

This Recall campaign replaces Recall MC 07-05 for eligible KL650E8F/L models only. On eligible units, the muffler mount bolts can become loose due to heat expansion of the exhaust pipe and vibration. If the bolts loosen completely, it is possible for the muffler to separate from the motorcycle 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 removing the paint from the muffler mount tabs and replacing the mount bolts, nut, washer, and gasket.

#### Notify Registered Owners:

Kawasaki is sending a Recall letter to all registered owners of eligible units. A copy of the letter is printed on page 5 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 08-01. Refer to the Repair Procedure section of this 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

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**Kawasaki**  
Let the good times roll.™

## 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

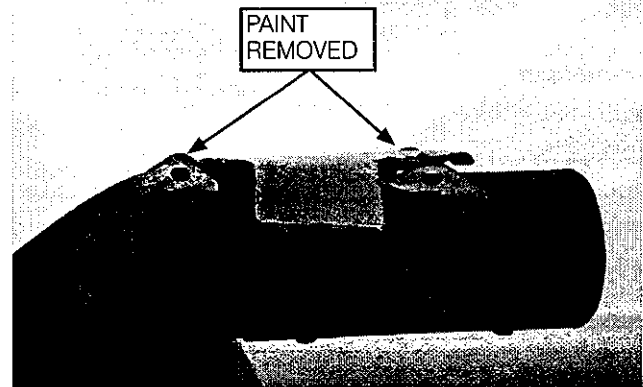
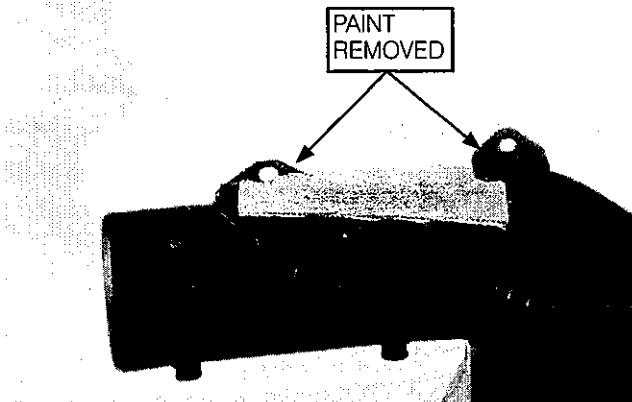
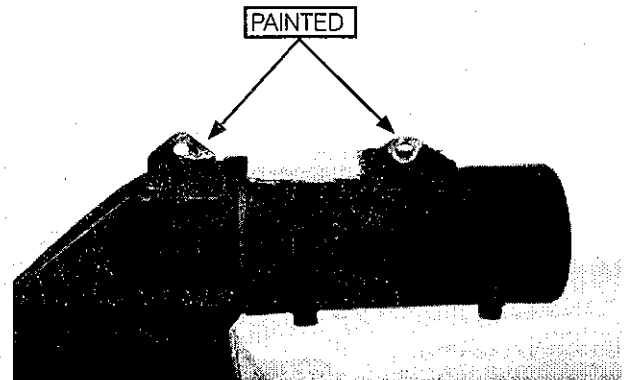
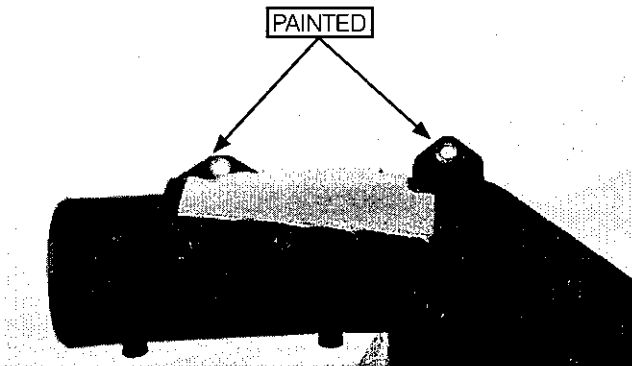
Refer to the appropriate sections of the Service Manual for information and procedures related to parts removal and installation.

## Service Manual

MODEL	PART NUMBER
KL650E8F/L KL650E9F/L	99924-1384-01~02

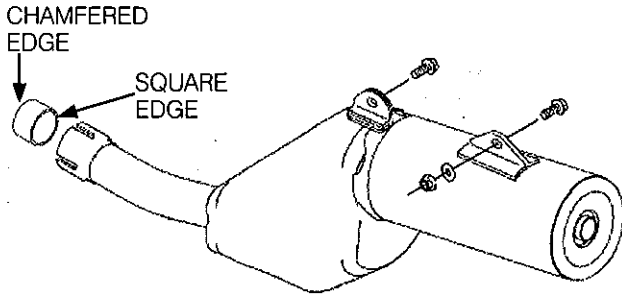
## Replace Muffler Mount Bolts

- Remove the muffler as outlined in chapter 5 of the service manual.
- Discard the muffler mount bolts and nut.
- Retain the muffler joint clamp and bolt.
- Discard the muffler joint gasket.
- Remove the paint from both sides of each (2) muffler mount tabs as shown. Use 100 grit sandpaper. Be sure to remove any welding spatter from the mount tabs.



**NOTE:**

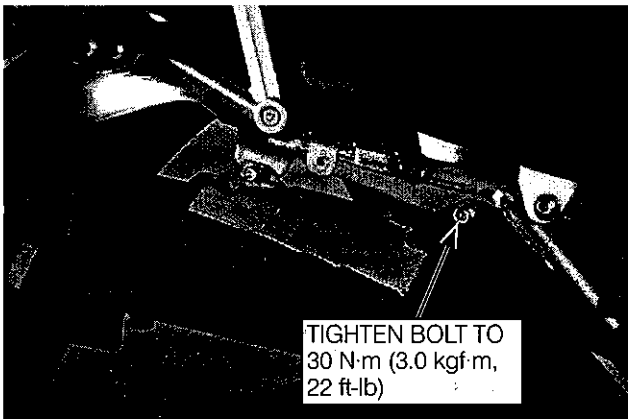
- o Install the chamfered edge of the muffler joint gasket facing forward.



- Install the muffler as outlined in Chapter 5 of the service manual using the new muffler joint gasket, bolts, nut, and washer contained in the muffler bolt kit.

**NOTE:**

- o Install both bolts in the muffler mounts before tightening to insure the muffler is properly aligned..
- Tighten the forward muffler mount bolt to 30 N·m (3.0 kgf·m, 22 ft·lb).



- Tighten the muffler mount bolt and nut to 30 N·m (3.0 kgf·m, 22 ft·lb).



- Tighten muffler joint clamp bolt to 21 N·m (2.1 kgf·m, 15 ft·lb).

- Change the "muffler body mounting bolts" and "muffler body mounting nut" torque values in your service manual (99924-1384-01) to 30 N·m (3.0 kgf·m, 22 ft·lb) on pages 2-8, 5-5, and 5-43.
- Change the "muffler body mounting bolts" and "muffler body mounting nut" torque value in your service manual (99924-1384-02) for KL650E8F to 30 N·m (3.0 kgf·m, 22 ft·lb) on pages 2-7, 5-5, and 5-43.

**Parts Information**

A muffler bolt kit must be installed on all eligible units.

Parts 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 part ordered.

**Muffler Bolt Kit, P/N 99999-0250**

KIT CONTENTS	QTY
Gasket, Exhaust Pipe	1
Bolt, Flanged	2
Washer, Plain	1
Nut, Flanged, Lock	1

**NOTE:**

- o Use VIP in K-Dealer to identify affected units in your dealership inventory to order repair kits for unsold units.

**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.

Refer to the following service bulletins for important new features in K-Dealer making it quicker and easier to identify units eligible for repair campaigns (1) retailed by your dealership, and (2) those new units in your dealership requiring presale repair.

WTY 08-05 Repair Campaign Eligibility Check -- New Feature of K-Dealer

WTY 08-06 Repair Campaign System -- Dealer Report Changes

See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

WARRANTY INFORMATION	
Job Code	22332
Flat Rate Time	0.5 hr.
Failure Date	Same as Repair Date
Claim Type	3
Problem Part Number	99999-0250
Description	Kit, Muffler Bolt
Qty	1

★ This Recall campaign replaces MC 07-05 for eligible KL650E8F/L models only. Warranty claims submitted for MC 07-05 for these models will no longer be processed.

### Repair Verification

After repair or inspection, make a small punch mark before the VIN as shown.



#### NOTE:

- o Along with the physical repair verification mark, check VIP (Vehicle Information Portal) in K-Dealer for other possible repair campaigns for eligible units.

**2008 AND 2009 KLR™ 650 MUFFLER MOUNT BOLTS AND MAIN HARNESS  
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 2008 and 2009 KLR 650 (KL650E8F/L, KL650E9F/L) models. On eligible units, the muffler mounting bolts can come loose due to heat expansion of the exhaust pipe and vibration. Additionally, the main harness can chafe against the frame and cause the engine to stop running. Continued use of the vehicle with either of these conditions 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 two repairs; (1) removing the paint from the muffler mount tabs and replacing the mount bolts, nut, washer, and gasket; and (2) inspection and possible replacement of the main wiring harness. 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.

**THIS REPAIR MUST BE COMPLETED IN ADDITION TO ANY PREVIOUS REPAIRS INITIATED BY A KAWASAKI WARNING AND RECALL NOTICE.**

**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 8:30 a.m. and 4:45 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](http://www.safercar.gov).

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

Our records indicate you are the current owner of the 2008 or 2009 KLR650 motorcycle 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](http://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  
Santa 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.

