

MODEL: 2009 SUPER SHERPA® (KL250G9F)**TITLE: OIL PASSAGE INSPECTION**

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
KL250G9F	Check VIP in K-Dealer

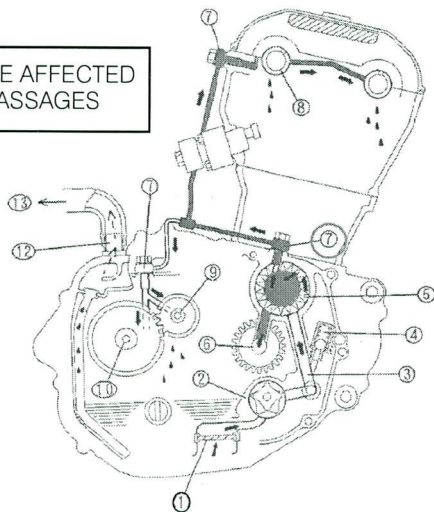
Verify eligibility using VIP in K-Dealer before starting the repair.

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

Subject

On eligible units, a plastic plug improperly used to mask a clutch cover oil passage could cause restriction of oil flow and possible seizure of the camshaft in the cylinder head. This could result in the engine losing power and eventually stopping which could create the risk of a crash while operating the vehicle.

POSSIBLE AFFECTED OIL PASSAGES



Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign to repair all eligible units. The corrective action consists of inspecting the engine for blocked oil passages, damage to the camshaft and cylinder head, and parts replacement if required.

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 9 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 Inspection 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

NOTE:

o If you offer a vehicle for sale without performing an applicable recall repair, you can be fined \$6,000 per vehicle for each violation and up to \$16,375,000 for a related series of violations.

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.

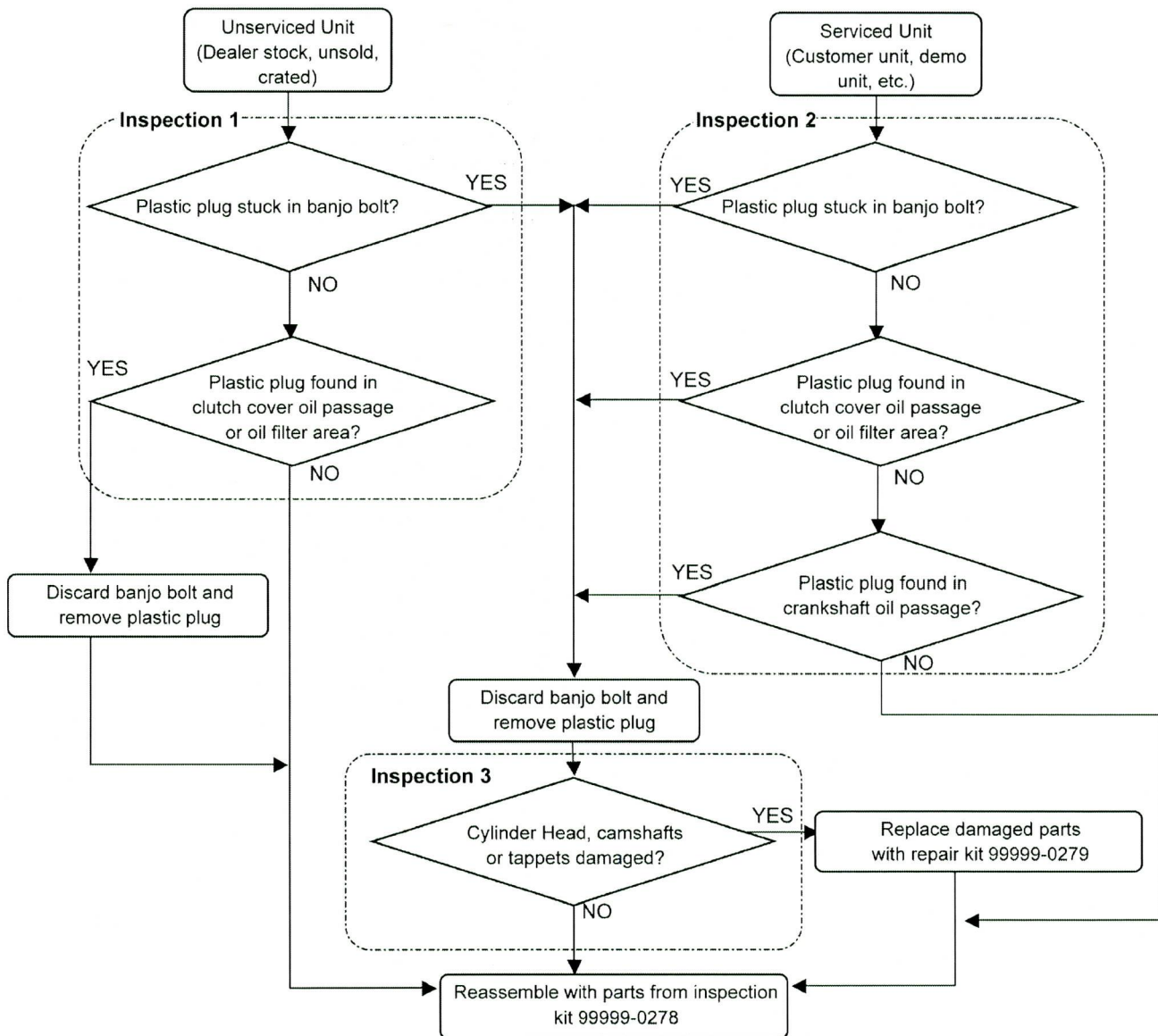
Document Completed Repairs:

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

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.

Inspection Procedure



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

Service Manual

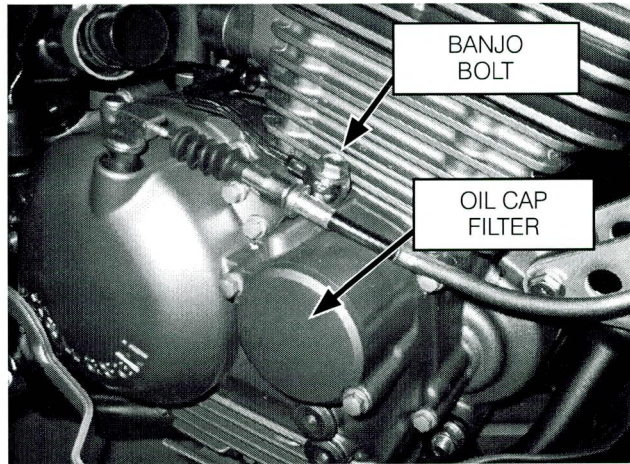
Model	Part Number
KL250G9F	99924-1250-09

Determine inspection and repair requirements.

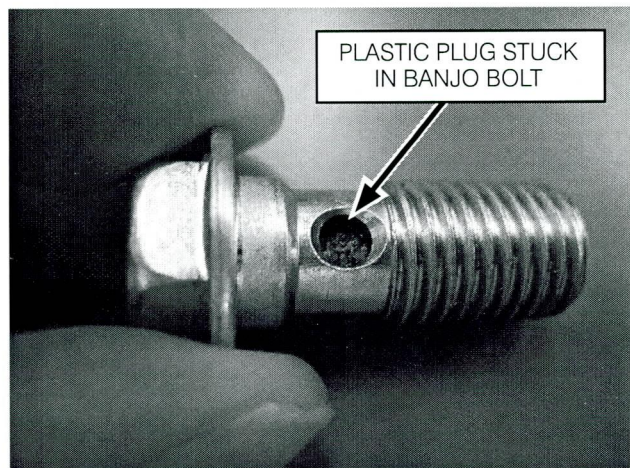
- ★ If unit is unserviced, proceed to the Inspection #1 section in this bulletin.
- ★ If unit is serviced, proceed to the Inspection #2 section in this bulletin

Inspection #1 (Unserviced Units)

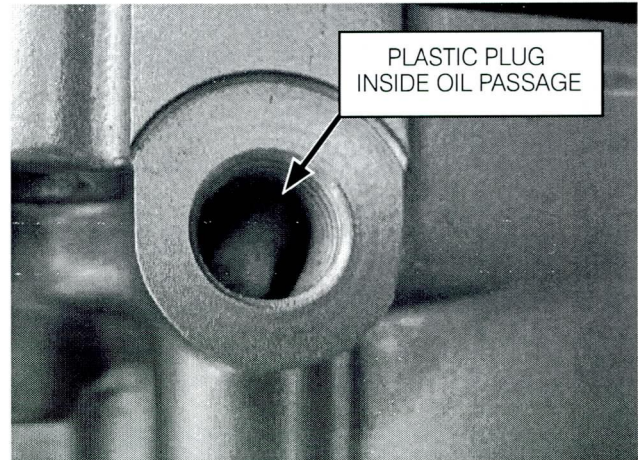
- Remove unit from crate (if applicable).
- Remove exhaust pipe.
- Remove banjo bolt from clutch cover.



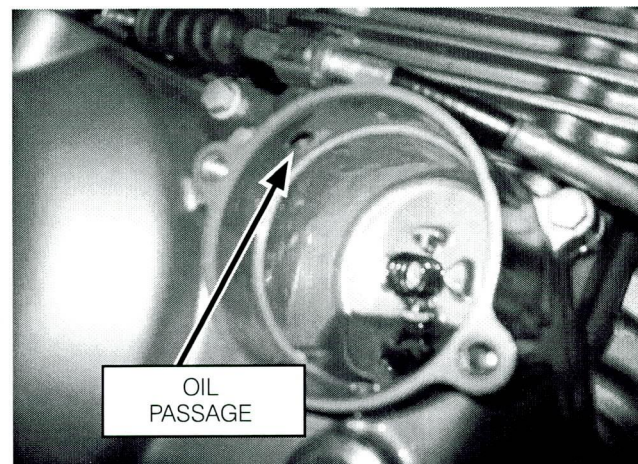
- Inspect banjo bolt for plastic plug.



- ★ If plastic plug is found in the banjo bolt, discard banjo bolt and proceed to "Inspection #3" in this bulletin.
- ★ If no plastic plug is found in the banjo bolt, discard banjo bolt and continue with the next step.
- Inspect oil passage where banjo bolt was removed for plastic plug.

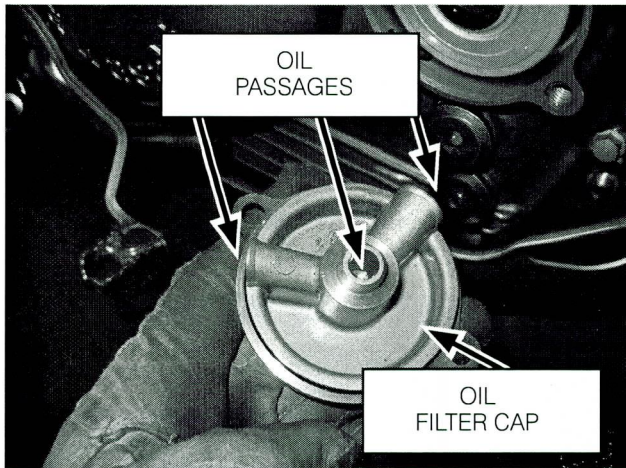


- ★ If plastic plug is found, remove it then proceed to the "Reassemble" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.
- Remove oil filter cap and oil filter.
- Inspect oil passage inside oil filter housing for plastic plug visually and with compressed air.



- ★ If plastic plug is found, remove it then proceed to the "Reassemble" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.

- Inspect oil passages inside oil filter cap.



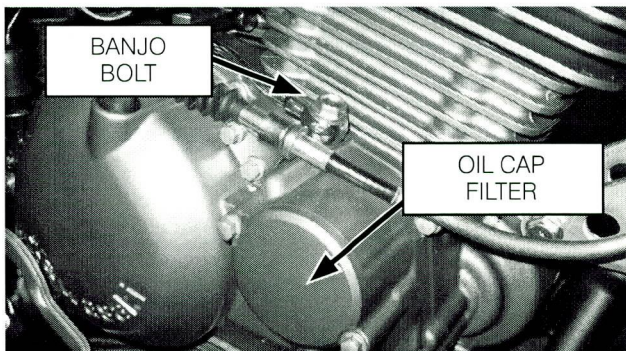
- ★ If plastic plug is found, remove it then proceed to the "Reassemble" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.
- Inspect the inside of the oil filter for plastic plug.



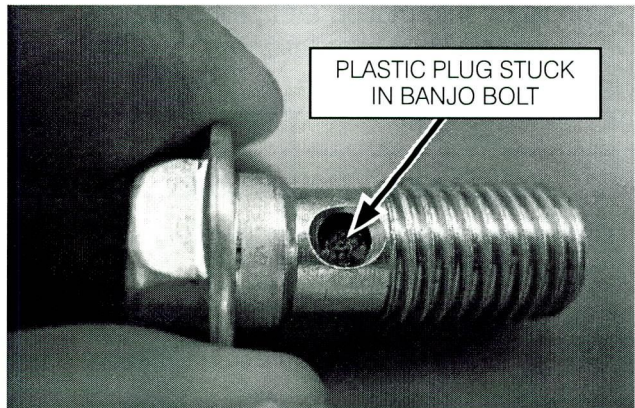
- ★ If plastic plug is found, remove it then proceed to the "Reassemble" section in this bulletin.
- ★ If plastic plug is not found proceed to the "Reassemble" section in this bulletin.

Inspection #2 (Serviced Units)

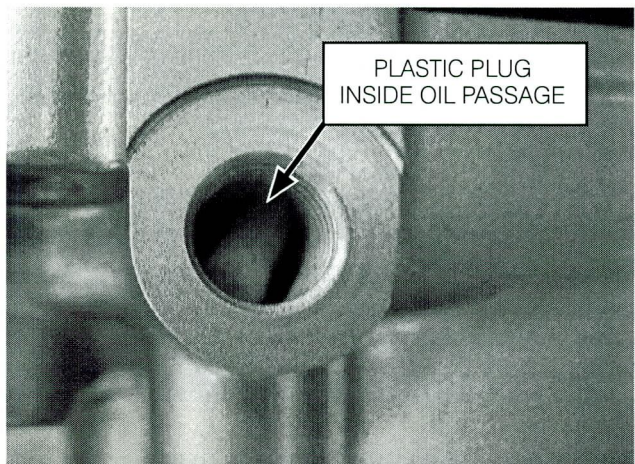
- Remove exhaust pipe.
- Remove banjo bolt from clutch cover.



- Inspect banjo bolt for plastic plug.

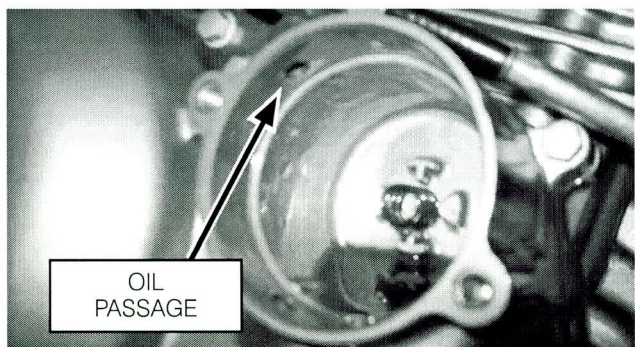


- ★ If plastic plug is found in the banjo bolt, discard banjo bolt and proceed to "Inspection #3" in this bulletin.
- ★ If no plastic plug is found in the banjo bolt, discard banjo bolt and continue with the next step.
- Inspect oil passage where banjo bolt was removed for plastic plug.

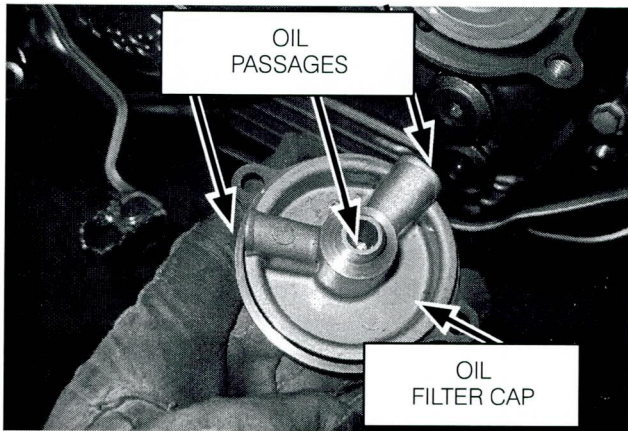


- ★ If plastic plug is found, remove it then proceed to the "Inspection #3" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.

- Remove oil filter cap and oil filter.
- Inspect oil passage inside oil filter housing for plastic plug visually and with compressed air.



- ★ If plastic plug is found, remove it then proceed to the "Inspection #3" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.
- Inspect oil passages inside oil filter cap.

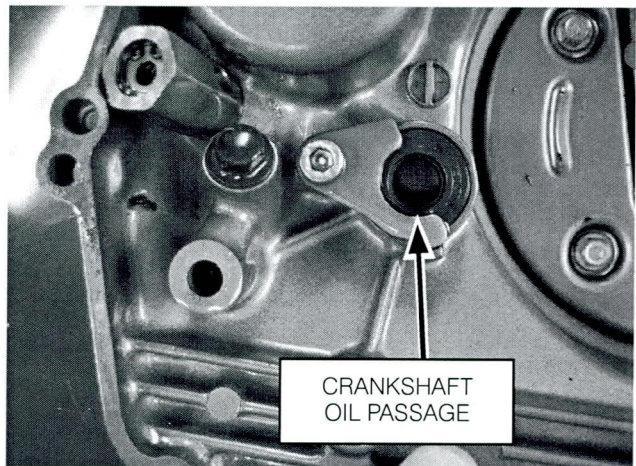


- ★ If plastic plug is found, remove it then proceed to the "Inspection #3" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.
- Inspect the inside of the oil filter for plastic plug.

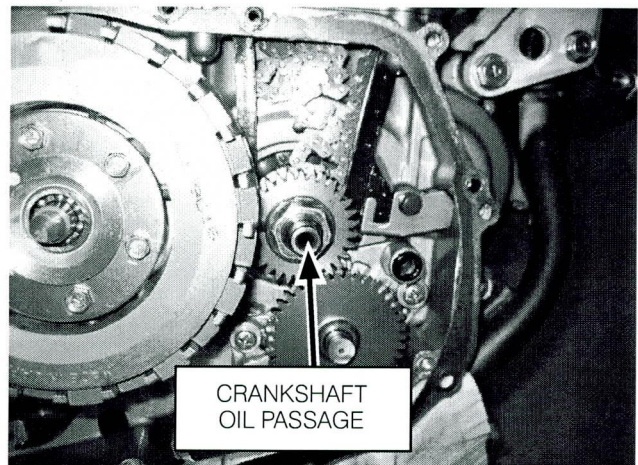


- ★ If plastic plug is found, remove it then proceed to the "Inspection #3" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.
- Drain the engine oil and remove the clutch cover.

- Inspect the crankshaft oil passage on the inside of the clutch cover for plastic plug.



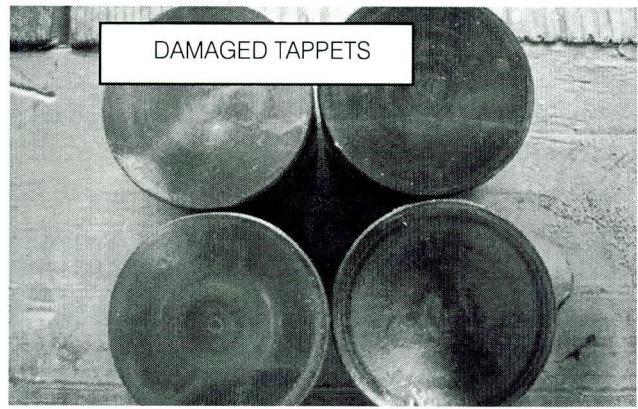
- ★ If plastic plug is found, remove it then proceed to the "Inspection #3" section in this bulletin.
- ★ If plastic plug is not found continue with the next step.
- Use a flashlight to inspect the crankshaft oil passage for plastic plug.



- ★ If plastic plug is found, remove it then proceed to the "Inspection #3" section in this bulletin.
- ★ If plastic plug is not found proceed to the "Reassemble" section in this bulletin.

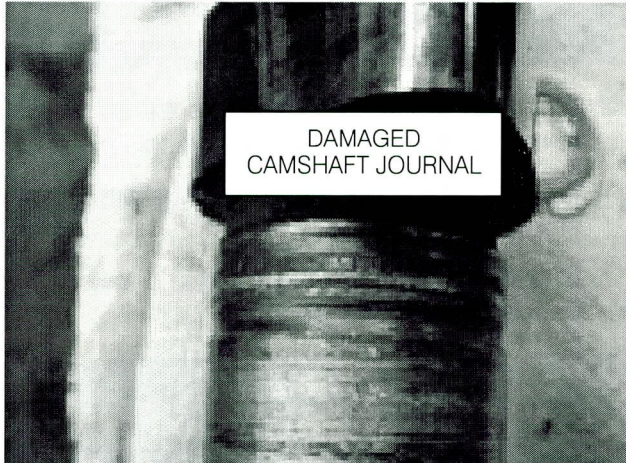
Inspection #3
(If indicated by Inspection #1 or #2)

- Remove the cylinder head cover.
- Remove both camshafts.
- Inspect the cylinder head journals, camshaft journals, and tappets for abnormal wear such as galling and/or metal transfer. Some polishing/scuffing is normal.
- Take photos of the cylinder head journals, camshaft journals, and tappets (regardless of condition) and keep them in your dealer records for two years.



★ If no damage is found, proceed to the "Reassemble" section in this bulletin.

★ If damage is found, proceed to the "Replace Cylinder Head" section in this bulletin.



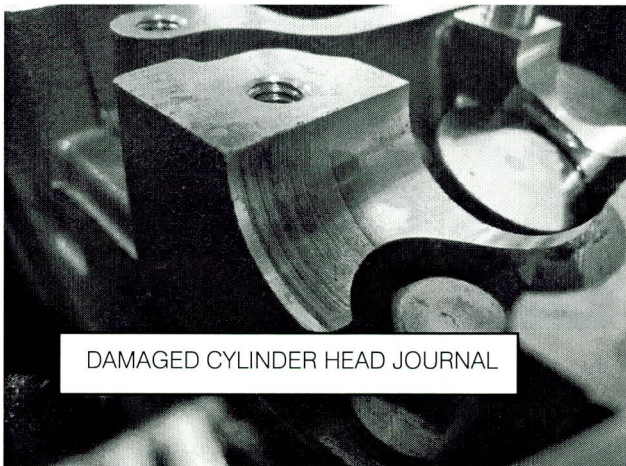
Repair Procedure

Reassemble

- Reassemble unit as outlined in the service manual using new parts in kit 99999-0278. Install only those parts removed during Inspection #1, #2 or #3. Do not order 99999-0279. Do not replace cylinder head and camshaft.

Replace Cylinder Head

- Replace cylinder head and camshafts as outlined in the service manual using new parts in kits 99999-0278 & 99999-0279.
- Adjust valve clearance.



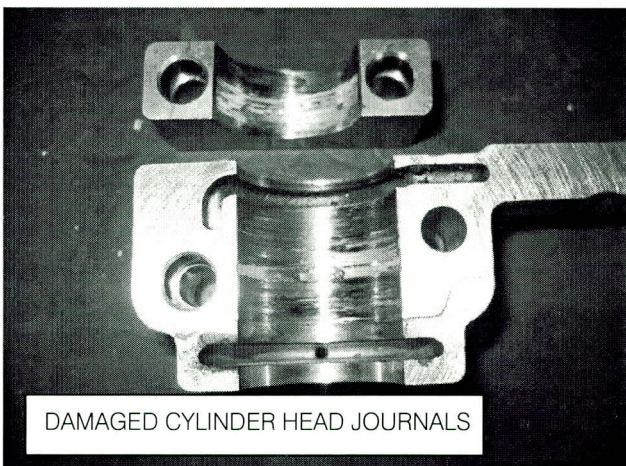
Return Damage Parts

If the damage to the top end warrants replacement, the damaged parts must be returned to Kawasaki to receive warranty reimbursement for the repair. Prepare the parts for shipping according to WTY 07-01 and return them along with a copy of the Warranty Claim to the following address:

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

NOTE:

- o *The returned parts will be inspected prior to warranty reimbursement. Claims will not be paid for parts that are deemed serviceable by Kawasaki. Call the Hotline at 800-854-3800 if you need help determining whether or not the top end parts require replacement.*



Parts Information

Required pieces of Inspection Kit 99999-0278 must be installed on all eligible units upon completion of Inspection #1, #2 or #3. Only units with damaged cylinder head journals, camshaft journals, or tappets are eligible for the parts in Repair Kit 99999-0279.

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.

Inspection Kit, 99999-0278

KIT CONTENTS	QTY
Gasket, Banjo Bolt	2
Gasket, Banjo Bolt	4
Gasket, Tensionor	1
Gasket, Exhaust Pipe	1
Gasket, Clutch Cover	1
Gasket, Head Cover	1
Gasket, Muffler	1
O-Ring, Head Cover	3
Bolt, Banjo	1

Repair Kit, 99999-0279

KIT CONTENTS	QTY
Gasket, Cylinder Head	1
Intake Camshaft	1
Exhaust Camshaft	1
Cylinder Head Assy (Contains the following parts)	1
Intake Valve	2
Exhaust Valve	2
Valve Retainer	4
Collet	8
Tappet	4
Seat Spring	4
Spring, Engine	4
Stud	2
Fitting	1
Oil, Seal	4
Damper	20
Damper	1
Shim	4

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.

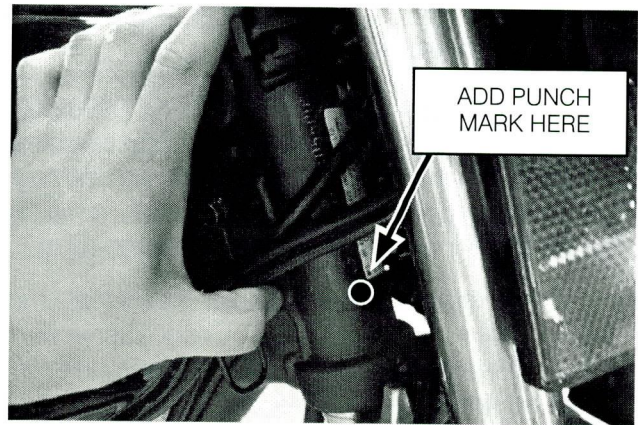
WTY 08-05 Repair Campaign Eligibility Check — New Feature of K-Dealer

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.

Unserviced Unit

	Inspection #1 Only	Inspection #1 & #3 Only	Inspection & Replacement
Job Code	22348	22349	22350
Flat Rate Time	0.6 hr	1.8 hr	2.7 hr
Failure Date	Same as Repair Date	Same as Repair Date	Same as Repair Date
Claim Type	3	3	3
Part Number	99999-0278	99999-0278	99999-0278
Description	Inspection Kit	Inspection Kit	Inspection Kit
Qty	1	1	1
Additional Parts	N/A	N/A	99999-0279, Repair Kit Qty 1



Repair Verification

After repair or inspection, make a punch mark in front of the VIN.

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.*

Serviced Unit

	Inspection #2 Only	Inspection #2 & #3 Only	Inspection & Replacement
Job Code	22351	22352	22353
Flat Rate Time	0.9 hr	2.1 hr	3.0 hr
Failure Date	Same as Repair Date	Same as Repair Date	Same as Repair Date
Claim Type	3	3	3
Part Number	99999-0278	99999-0278	99999-0278
Description	Inspection Kit	Inspection Kit	Inspection Kit
Qty	1	1	1
Additional Parts	N/A	N/A	99999-0279, Repair Kit Qty 1

**2009 SUPER SHERPA® OIL PASSAGE INSPECTION
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 2009 Super Sherpa® (KL250G9F) models. On eligible units, blockage of an oil passage in the engine might restrict oil flow to the cylinder head. This could result in the engine losing power and eventually stopping which could create the risk of a crash while operating the vehicle 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 inspecting the oil system and repairing the cylinder head if required. The actual repair will take up to 3 hours 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.

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 8:00 a.m. and 5:00 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.

If you received this notice in error:

Our records indicate you are the current owner of the 2009 Super Sherpa® 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 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 and completed prior to the date of 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.

**RECALL MC 10-01 (KL250G9F)
PARTS KIT ORDER FORM**

FAX TO: Kawasaki Parts Order Services 1-877-608-6287

Part Number 99999-0278, Inspection Kit

99999-0279, Repair Kit

Dealer Number _____ Dealer Name _____

Contact _____ Phone (_____) _____

Vehicle Identification Number

Vehicle Identification Number