



Kawasaki Motors Corp., U.S.A.

March 8, 2012

Mr. Daniel Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Recall No 12V-064 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 17, 2012.

- 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, field or service reports, and other information with their dates of receipt:

As of December, 2009 - In the two year period ending in December of 2009, KHI had received 16 warranty claims from the US and 7 claims from Europe of either hard starting or engine stall due to regulator failure. KHI had received no reports of accidents or injuries. Due to the small number of claims, KHI decided to monitor the situation.

As of April, 2011 - KHI continued to receive similar warranty claims from both the US market and East Asian countries. From the US there was a total of 394 warranty claims associated with regulator failures, without any reports of accidents or injuries. KHI continued to believe that these failures did not represent a safety problem. However, in view of the growing number of claims, KHI requested the manufacture of the component in question to advise KHI regarding this problem. KHI was informed that the situation stemmed from the adhesive used in the process had cured insufficiently. KHI was informed that the manufacture had made changes to the process to correct this problem. It should be noted that in September of 2009, prior to the start of production in November of that year, KHI had been told by the component supplier, that the "aging of adhesive" process had been improved. KHI had relied on this representation.

As of August, 2011 - KHI received additional warranty claims from the US totaling approximately 109 for the two affected models. In addition there were other reports from Malaysia that some of the regulators with additional "aging process" failed in a fashion similar to the earlier units. KHI resumed its investigation. Over the next month KHI, working with the component manufacturer, succeeded in reproducing failures with new regulators of the same batch which had the failures in Malaysia. The cause of the failures was still not determined.

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As of December, 2011 - The investigation disclosed that moisture in the air absorbed by the regulator can deteriorate the adhering force, resulting in power module separation.

As of February, 2012 - Still not convinced that the regulator failure represents a safety defect, KHI decides to conduct a recall to resolve this issue.

Please contact the undersigned if there are any questions in this matter.

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



Russel Brenan
Senior Advisor, Government Relations and Public Affairs