

REPLACES: Please discard bulletins MC12-03, MC13-03 & MC13-04**MODEL:** 2009 ~ 2013 **Concours® 14 & 14 ABS MODIFIED BY ENFORCEMENT MOTORS, INC. & BMS, INC. FOR LAW ENFORCEMENT USE (ZG1400A9F/L, CAF/L, CBF/L, CCF/L, CDF/L)**
TITLE: **CONCOURS 14 & 14 ABS MAIN FUSE & WIRING**

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
ZG1400A9F/L, CAF/L, CBF/L, CCF/L, CDF/L	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 certain units with modifications designed and implemented by Enforcement Motors, Inc., and BMS, Inc., the addition of an auxiliary battery and charging relay could cause an electrical overload on the charging circuit. Kawasaki has received reports of a blown main fuse causing the engine to lose power or shut down. Unexpected loss of power or engine shut down can create the potential for a crash resulting in injury or death.

Kawasaki Action

Initiate Campaign:

Kawasaki has initiated a Recall campaign in two stages to inspect and repair eligible units.

This bulletin contains the information required to complete Stage 1 of the inspection and repair. Stage 1 consists of replacing the main fuse and inspecting the vehicle as well as educating operators about how to prevent blowing the main fuse.

The operations identified in the "Inspection Procedure" section of this bulletin need to be performed monthly to allow continued operation of the vehicle prior to the Stage 2 repair.

Stage 2 repairs will be performed by specially-trained teams of technicians at local law enforcement agencies and consists of replacing multiple parts that contribute to electrical overload, blown main fuse, and other parts that do not meet Kawasaki's quality standards.

Kawasaki will contact agencies directly to schedule repairs on eligible units.

Temporary Maintenance & Usage Guidelines:

Provide the "Temporary Maintenance & Usage Guidelines" to vehicle operators and explain the guidelines to educate operators about how to prevent blowing the main fuse.

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 6 of this bulletin.

Dealer Action

Repair Eligible Units:

Inspect and repair all eligible units including sold units in the field and unsold units in your dealership inventory prior to delivery to the retail purchaser. Provide the "Temporary Maintenance & Usage Guidelines" on the last page of this bulletin to vehicle operators and explain the guidelines to educate operators about how to prevent blowing the main fuse.

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 and Repair Procedure sections of this bulletin for details.

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

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Kawasaki
Let the good times roll.®

No action is required by Dealers in Stage 2 of this campaign. However, your dealership should continue to perform the operations identified in the "Inspection Procedure" section of this bulletin on a monthly basis to allow continued operation of the vehicle until the Stage 2 repair is completed by the Kawasaki technical team. Kawasaki will remove units from the eligible list as they are repaired.

Temporary Maintenance & Usage Guidelines:

Until the Stage 2 repair is completed, continue to provide the "Temporary Maintenance & Usage Guidelines" to vehicle operators and explain the guidelines to educate operators about how to prevent blowing the main fuse.

Stage 2 Repair

After Stage 2 repairs are completed, operators/agencies should follow the periodic maintenance guidelines in the Concours 14 Police Motorcycle Supplementary Owner's Manual.

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.

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.

Law Enforcement Agency Action

Stage 1 inspections are intended for trained mechanics in a properly equipped shop. Kawasaki may authorize law enforcement agencies to perform Stage 1 inspections. Call 1-800-242-1779 for authorization and instructions prior to beginning the inspection.

A Kawasaki representative will contact law enforcement agencies to schedule the Stage 2 repair.

Until the Stage 2 repair is completed the Stage 1 inspection should continue to be carried out by trained technicians in a properly equipped shop. Kawasaki may authorize law enforcement agencies to perform Stage 1 inspections. Call 1-800-242-1779 for authorization and instructions prior to beginning the inspection.

Inspection Procedure

If you are not clear about how to proceed with this inspection, please call 1-800-242-1779 for assistance. Refer to the appropriate sections of the Service Manual for information and procedures related to parts removal and installation.

Service Manual

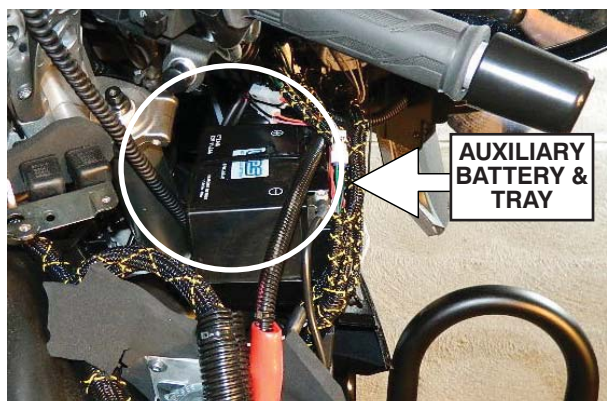
Model	Service Manual
ZG1400A9F/L, CAF/L, CBF/L, CCF/L, CDF/L	99924-1431-05

Vehicle Inspection Preparation:

- Remove the seat.
- Remove the left and right upper inner fairings.
- Remove the left and right upper fairings.

Inspect the Auxiliary Battery:

- Check that a sealed battery is installed and free from bulging or heat damage.
- Replace a non-sealed battery or a damaged sealed battery with a sealed battery with the identical Amp/hr rating, physical dimensions, and terminal location. (YUASA YTZ14S or equivalent)

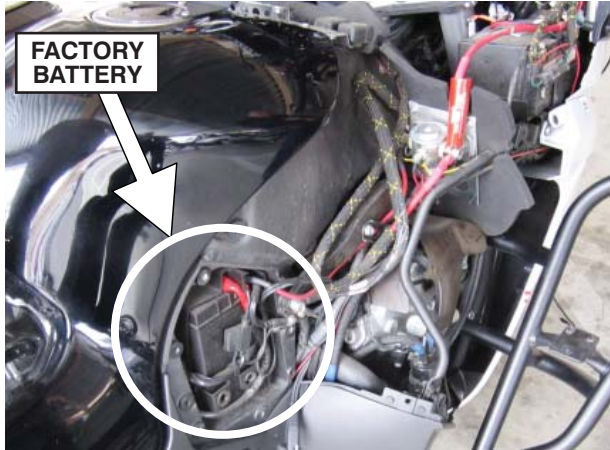


Inspect the Auxiliary Battery Tray:

- Remove the battery.
- Check for security of auxiliary battery tray. Ensure that the tray is not loose or damaged.
- Repair as required.

Inspect Factory Battery:

- Check the battery for bulging or heat damage and replace if required.

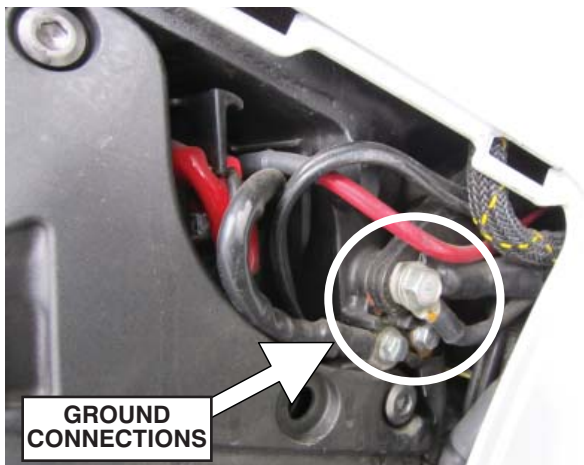


Inspect Battery Cables:

- Inspect the positive and negative battery cables on both batteries for any damage. Repair or replace as required.

Inspect Ground Connections:

- Inspect ground connections for tightness and cleanliness.

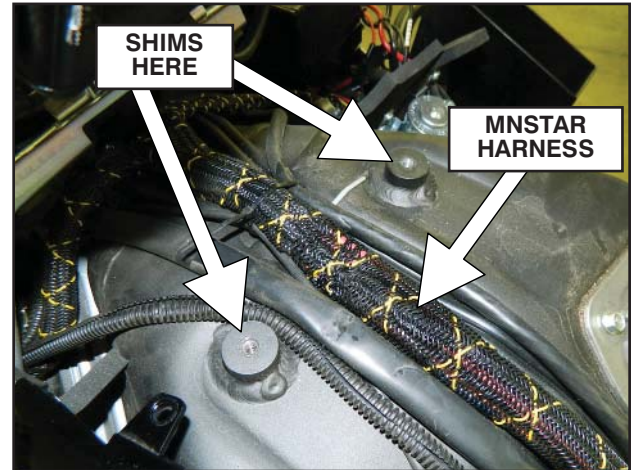


Check Battery State of Charge:

- Check the voltage of both batteries and charge if it is below 12.6 V.
- Perform a load test on both batteries and replace as required.

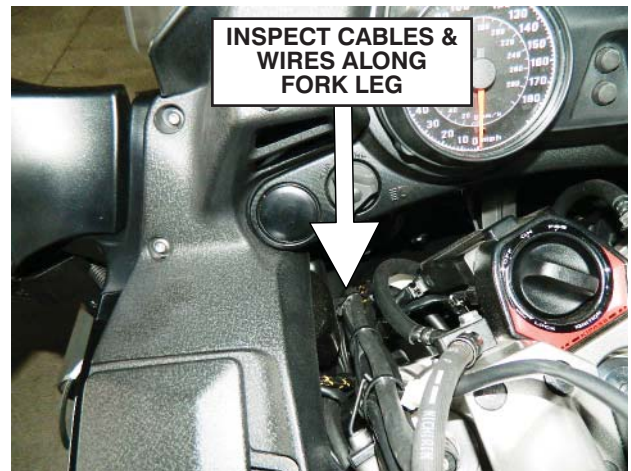
Inspect MNSTAR Wire Harness:

- Remove the fuel tank and discard the two forward mount bolts.
- Inspect the exposed portions of the MNSTAR wire harness (black with yellow stripe) for damage.
- Repair the MNSTAR wire harness as required.
- Install the shims in the Shim Kit (p/n 99969-3105) between the fuel tank and the two forward fuel tank mount points during reassembly. Use the new (longer) bolts included in the kit.



Inspect Cables/Wires Near Fork Tubes:

- Inspect the cable/wire routing from handlebar, down along fork tubes for damage. Repair and replace cables/wires as required.



- Remove the cable clamp and bracket from the left and right lower-outside triple clamps.



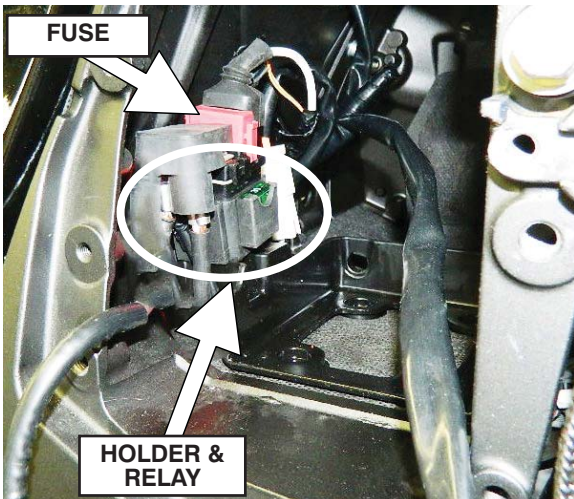
- Re-install triple clamp bolts and tighten to 30 N·m (3.1 kgf·m, 22 ft·lb).
- Secure cables and wires to prevent damage and binding when handlebar is turned stop-to-stop.

Replace Main Fuse:

- Remove and replace the 30A main fuse (part number 26006-1006).
- Inspect the fuse holder/starter relay for damage or evidence of overheating. Replace as required.

NOTE:

- o *Replace the fuse regardless of its appearance.*



Explain the Temporary Maintenance & Usage Guidelines to the User:

- Provide the “Temporary Maintenance & Usage Guidelines” on the last page of this bulletin to vehicle operators and explain the guidelines to educate operators about how to prevent blowing the main fuse.

WARNING:

- o *Under no circumstances should the eligible vehicles be operated with a low factory or auxiliary battery or the vehicle push or jump started, and then operated.*

Subsequent Montly Inspections:

The following items must be performed monthly to allow continued operation of the vehicle prior to the Stage 2 repair.

- Replace the main fuse.
- Inspect the factory battery.
- Inspect the auxiliary battery.
- Inspect the fuse holder/starter relay.
- Inspect the cables/wires near fork tubes.
- Inspect the battery cables and connections.
- Inspect the ground connections.

Parts Information

A Shim Kit (part number 99969-3105) and a new 30A main fuse (part number 26006-1006) must be installed on all eligible 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.

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

Dealer Only

	Inspection, Fuse & Shims	Subsequent Monthly Inspection
Job Code	22438	22439 (1st) 22440 (2nd) 22441 (3rd) 22442 (4th) 22443 (5th) 22444 (6th) 22445 (7th) 22446 (8th) 22447 (9th) 22448 (10th) 22449 (11th) 22450 (12th) 22451 (13th) 22452 (14th) 22453 (15th) 22454 (16th) 22455 (17th) 22456 (18th) 22457 (19th) 22458 (20th)
Flat Rate Time	4.5 hr	1.5 hr
Failure Date	Same as Repair Date	Same as Repair Date
Claim Type	3	3
Part Number	26006-1006	26006-1006
Description	Fuse	Fuse
Qty	1	1
Additional Parts	Shim Kit p/n 99969-3105 Qty 1	As Required

Police Department Only

Upon completion of inspection/repair, call 1-800-242-1779 for reimbursement of parts and labor costs.

Provide each officer operating one of the affected units a copy of the “Temporary Maintenance & Usage Guidelines” found on the last page of this bulletin.

Repair Verification

After repair or inspection, make a white paint mark after the VIN on the right side of the steering head.

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.*

CONCOURS® 14 & 14 ABS MODIFIED FOR LAW ENFORCEMENT USE IMPORTANT SAFETY RECALL

Dear Kawasaki Motorcycle Owner:

This notice is sent to you in accordance with 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 ~ 2013 Concours 14 & 14 ABS models with modifications for law enforcement use designed and implemented by Enforcement Motors Inc., or BMS Inc. On certain units with modifications designed and implemented by Enforcement Motors, Inc., and BMS, Inc., the addition of an auxiliary battery and charging relay could cause an electrical overload on the charging circuit. Kawasaki has received reports of a blown main fuse causing the engine to lose power or shut down. Unexpected loss of power or engine shut down can 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 inspect and make necessary repairs at no charge. The campaign will be conducted in two stages. Stage 1, an interim repair, consists of replacing the main fuse and inspecting the vehicle monthly as well as educating operators about how to prevent blowing the main fuse. Stage 1 will be completed on most vehicles within 5 hours but could take longer due to the condition of the vehicle.

Kawasaki will mail a second notice to owners to schedule the Stage 2 and final repair of this campaign.

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.

If your motorcycle is maintained by your police department, contact that department for instructions.

OPERATE ONLY IN ACCORDANCE WITH THE ENCLOSED USAGE GUIDELINES

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 <http://www.safercar.gov>.

If you received this notice in error:

Our records indicate you are the current owner of the 2009~ 2013 Concours 14 or 14 ABS 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 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.

Concours® 14 & 14 ABS Modified for Law Enforcement - TEMPORARY MAINTENANCE & USAGE GUIDELINES

Battery Maintenance

Charge primary and auxiliary battery each night and ensure batteries have a full charge before operation.

NOTE:

- o Heavy stop and go operation could necessitate more frequent charging.



**INSTALL DIRECTLY ON FACTORY
BATTERY FOR CHARGING**



CHARGE AUX BATTERY (DIN)



DIN ADAPTER

NOTE:

- o Use a trickle type charger such as a Battery Tender® or YUASA® SmartShot. Some units have been outfitted with a DIN style charger connection for the auxiliary battery. Your authorized Kawasaki dealer can order a connector if needed.

BATTERY TENDER



YUASA SMART SHOT



Monthly Inspections

- Have the vehicle inspected monthly to ensure proper vehicle operation.
- Replace the main fuse monthly.

Operation Guidelines

These guidelines have been developed to maintain the highest state of battery charge possible with the addition of the law enforcement accessories and equipment.

When making a traffic stop avoid conditions that lead to battery discharge:

- Never leave the headlights on while the engine is stopped.
- Always turn the key switch to the off position to stop the engine and turn off the headlights.
- Always turn off the pursuit lights if the engine is stopped.

IMPORTANT NOTE REGARDING LIGHTS:

- o If any lights need to remain on, put the transmission in neutral and leave the engine idling to avoid battery discharge.

- Never operate with a low factory or auxiliary battery.
- Never attempt to operate after push or jump starting vehicle.

WARNING:

- o Failure to follow these guidelines can result in a discharged main/auxiliary battery and a blown main fuse.

CALL 1-800-242-1779 IF YOU HAVE ANY QUESTIONS.