

MODEL: 2009 & 2010 Vulcan® 1700 Voyager®, Voyager® ABS, Nomad™, Nomad™ 2T, Classic, Classic LT (VN1700A9FA/FAL, VN1700AAF/FL, VN1700B9FA/FAL, VN1700BAF/FL, VN1700C9F/FA/FAL/FL, VN1700CAF/FL, VN1700E9F/FA/FAL/FL, VN1700EAF/FL, VN1700G9F/FL, VN1700GAF/FL)

TITLE: ELECTRONIC CONTROL UNIT REPLACEMENT

RECALL

THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.

Eligibility

Eligible Units

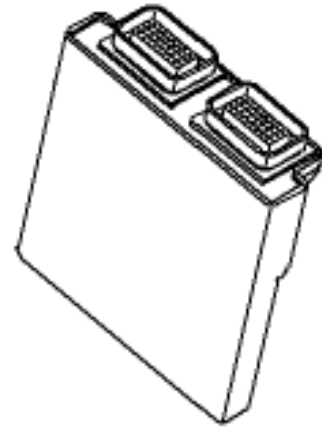
Model	Vehicle Identification Number Eligibility
VN1700A9FA/FAL	Check VIP in K-Dealer
VN1700AAF/FL	
VN1700B9FA/FAL	
VN1700BAF/FL	
VN1700C9F/FA/FAL/FL	
VN1700CAF/FL	
VN1700E9F/FA/FAL/FL	
VN1700EAF/FL	
VN1700G9F/FL	
VN1700GAF/FL	

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 some eligible units, the vehicle may stall under deceleration due to an improper setting of the Electronic Control Unit (ECU). This could create 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 replacing the Electronic Control Unit (ECU).

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.*

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
VN1700A9FA/FAL VN1700AAF/FL VN1700B9FA/FAL VN1700BAF/FL	99924-1413-01/02
VN1700C9F/FA/FAL/FL VN1700CAF/FL	99924-1414-01/02
VN1700E9F/FA/FAL/FL VN1700EAF/FL VN1700G9F/FL VN1700GAF/FL	99924-1415-01/02

CAUTION

- o *Never drop the ECU, especially on a hard surface. Such a shock to the ECU can damage it.*
- Remove and replace the ECU as outlined in the service manual.

Parts Information

The ECU must be replaced on all eligible units.

NOTE:

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

IMPORTANT NOTE:

- o Repair parts for new units in dealership inventory and customer owned units are different. Order repair parts according to the following tables.

UNITS IN DEALERSHIP INVENTORY

VN1700 MODEL ECU REMOVED FROM	KIT PART NUMBER OF REPLACEMENT ECU	REMARKS
A9FA/A9FAL/B9FA/B9FAL/C9F/C9FA/C9FAL/C9FL AAF/AAFL/BAF/BAFL/CAF/CAFL	99999-0316	New, Unused, Replacement ECU
E9F/E9FA/E9FAL/E9FL/G9F/G9FL EAF/EAFL/GAF/GAFL	99999-0318	

IMPORTANT NOTE:

- o Use *KIT*, P/N 99999-0321 or 99999-0323 for all customer owned units. If these kits are out of stock, you may receive P/N 99999-0316 or 99999-0318. If this happens, it is acceptable to use the new ECU on a customer unit.

CUSTOMER UNITS

VN1700 MODEL ECU REMOVED FROM	KIT PART NUMBER OF REPLACEMENT ECU	REMARKS
A9FA/A9FAL/B9FA/B9FAL/C9F/C9FA/C9FAL/C9FL AAF/AAFL/BAF/BAFL/CAF/CAFL	99999-0321	Blue dot on Replacement ECU indicates previously used and reprogrammed by the manufacturer under direction of Kawasaki
E9F/E9FA/E9FAL/E9FL/G9F/G9FL EAF/EAFL/GAF/GAFL	99999-0323	

Parts Ordering Assistance:

Contact the Product Support Hotline at 1-800-854-3800 if you need assistance determining the correct kit part number to order for this repair.



Return the old ECU:

- Pack the old ECU in the cardboard box that the replacement ECU came in and seal it with adhesive tape.
- Return the ECU to Kawasaki, 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

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

	Replace ECU A9FA/A9FAL/B9FA/B9FAL/ C9F/C9FA/C9FAL/C9FL	Replace ECU /E9F/E9FA/E9FAL E9FL/G9F/G9FL	Replace ECU AAF/AAFL/BAF/ BAFL/CAF/CAFL	Replace ECU EAF/EAFL/ GAF/GAFL
Job Code	22360	22361	22362	22363
Flat Rate Time	0.3 hr.	0.3 hr.	0.3 hr.	0.3 hr.
Failure Date	Same as Repair Date	Same as Repair Date	Same as Repair Date	Same as Repair Date
Claim Type	3	3	3	3
Problem Part Number	21175-0176	21175-0217	21175-0314	21175-0316
Description	ECU	ECU	ECU	ECU
Qty	0	0	0	0
Additional Parts	99999-0316 (New) -OR- 99999-0321 (Reprogrammed) Qty=1	99999-0318 (New) -OR- 99999-0323 (Reprogrammed) Qty=1	99999-0316 (New) -OR- 99999-0321 (Reprogrammed) Qty=1	99999-0318 (New) -OR- 99999-0323 (Reprogrammed) Qty=1

----- Repair Verification -----

The replacement ECU will serve as repair verification.

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.*

ELECTRONIC CONTROL UNIT 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 2009 & 2010 Vulcan® 1700 Voyager®, Voyager® ABS, Nomad™, Nomad™ 2T, Classic, Classic LT (VN1700A9FA/FAL, VN1700AAF/FL, VN1700B9FA/FAL, VN1700BAF/FL, VN1700C9F/FA/FAL/FL, VN1700CAF/FL, VN1700E9F/FA/FAL/FL, VN1700EAF/FL, VN1700G9F/FL, VN1700GAF/FL) models. On some eligible units, the vehicle may stall under deceleration due to an improper setting of the electronic control unit. This 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 replacing the electronic control unit. The actual repair will take up to 30 minutes 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 or 2010 Vulcan® 1700 Voyager®, Voyager® ABS, Nomad™, Nomad™ 2T, Classic, Classic LT (VN1700A9FA/FAL, VN1700AAF/FL, VN1700B9FA/FAL, VN1700BAF/FL, VN1700C9F/FA/FAL/FL, VN1700CAF/FL, VN1700E9F/FA/FAL/FL, VN1700EAF/FL, VN1700G9F/FL, VN1700GAF/AFL) 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
0Santa 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.