
YOUR WARRANTY/OWNER SATISFACTION

Welcome to the Kawasaki family!

Congratulations on buying your Kawasaki vehicle. You've chosen a great, high-quality product with state-of-the-art features and built to Kawasaki's high standards. Your satisfaction is important to your authorized Kawasaki dealer and to Kawasaki Motors Corp., U.S.A. Here is some important information regarding your vehicle's limited warranty.

Frequently Asked Questions

What is a Limited Warranty?

The most important thing to know about your warranty is that it protects you from manufacturing defects in material or workmanship during the warranty period. You can find the warranty period in the Kawasaki Limited Warranty Certificate your Kawasaki dealer provided to you at the time of sale. The warranty does not cover the cost of regularly-scheduled maintenance. The warranty also does not apply to the normal wear of items such as tires, brake pads, transmission drive belts, chains, sprockets, etc.

What is the Good Times Protection Plan?

Much of the warranty coverage offered by the limited warranty can be extended by purchasing Kawasaki's Good Time™ Protection Plan (GTPP). See your Kawasaki dealer or go to Kawasaki.com for more information if you don't already have the GTPP.

What Am I Responsible For?

You are responsible for maintaining your vehicle according to the maintenance schedule shown in this owner's manual.

You are responsible for notifying your dealer immediately if there is a problem, and you, as the owner, will need to authorize the dealer to inspect the unit.

You will be responsible for paying for routine maintenance, including the first scheduled service. You can have the required servicing done by your Kawasaki dealer (recommended) or an equally-qualified service facility. You can also do your own maintenance work if you have the proper tools, service references, and mechanical skills. However, if a failure is found to be caused by improper servicing, it would not be covered by the limited warranty.

You may purchase a Kawasaki Service Manual and any necessary special tools directly from your Kawasaki dealer.

You will be responsible for paying for repairs needed because of an accident, to replace worn parts such as tires, chains, brakes, and for repairs needed because of a lack of maintenance, misuse or racing.

Whether you do it yourself or take your vehicle to a Kawasaki dealer, be sure to record your service in the Maintenance Record section of this Owner's Manual. Keep all receipts for the service and/or items necessary to perform the maintenance so that in the event of a failure you can document the service history.

What Are The Dealership's Responsibilities?

Your Kawasaki dealer offers a wide range of services, parts, accessories, and information on your product and on Kawasaki.

Each dealer is independently owned and operated and is responsible for the dealership's operations, its repair, warranty, and service work, and its personnel.

208 YOUR WARRANTY/OWNER SATISFACTION

Your dealer is responsible for completing the set up and pre-delivery service of your new Kawasaki vehicle. The dealership should also explain its operation, maintenance, and warranty provisions so you understand them at the time of purchase or at any other time you have questions.

The dealership is responsible for inspecting your Kawasaki vehicle if there is a failure, investigating the cause of the problem, and getting any needed authorization from Kawasaki if the repair is one that will be covered by the limited warranty. The dealership will also file all necessary paperwork. The dealership is responsible for correctly completing any necessary repairs, whether they are covered by the limited warranty or not.

How Do I Get Warranty Service?

If there is a problem with your vehicle within the limited warranty period, you will need to schedule a service appointment and provide any maintenance records to an authorized Kawasaki dealer for inspection and diagnosis. You can go to any Kawasaki dealer for warranty repairs. Your Kawasaki dealer will inspect your vehicle and give you the results of the inspection. The dealer will perform the repairs at no cost to you if it is determined that the problem is covered by the warranty.

Kawasaki will work with your dealer to resolve any warranty issues. No authorization for warranty work can be given until your vehicle has been inspected by a Kawasaki dealer.

What if I am not Satisfied With My Warranty Service?

If you aren't satisfied with your dealership's repair work or operations, it is best to discuss the situation with the appropriate dealership manager. If you have already done this, then contact the dealership's owner or general manager to request a review of the issue.

If you are unable to resolve a problem after consulting with the dealership management and need further assistance, contact Kawasaki Motors Corp., U.S.A. at the address below. Please be certain to provide the model, vehicle identification number (VIN), mileage or hours of use, accessories, dates that events occurred and what action has been taken by both you and your dealer. Include the name and address of the dealership. To assist us in resolving your inquiry, please include copies of related receipts and any other pertinent information including the name of the dealership personnel with whom you have been working. Upon receipt of your correspondence, Kawasaki Motors Corp., U.S.A. will contact the dealership and work with it in resolving your problem.

210 YOUR WARRANTY/OWNER SATISFACTION

Want to Contact Kawasaki?

This owner's manual should answer most of your questions about your Kawasaki. Your Kawasaki dealer should either be able to answer any other questions you might have immediately or be able to find the answer for you.

Please send your correspondence to:

Consumer Services

Kawasaki Motors Corp., U.S.A.

P.O. Box 25252

Santa Ana, CA 92799-5252

(949) 460-5688