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## CONTACT INFORMATION

### Warranty Administration

Dealers Only..... 877-608-6088 Toll Free  
Option 2

Non-Dealers & Retail Customers..... 949-460-5687

Dealers Only (non-urgent issues)..... [WWW.KAWASAKIPOWER.COM](http://WWW.KAWASAKIPOWER.COM)  
select "Technical Service"  
select "Contact Us"

### Warranty Shipping Address

Kawasaki Motors Corp., U.S.A.  
5080 36<sup>th</sup> St  
Grand Rapids, MI 49512

### Warranty Mailing Address

Kawasaki Motors Corp., U.S.A.  
PO Box 888285  
Grand Rapids, MI 49588-8285  
Attn: Warranty Administration

### Warranty Administration Business Hours

8AM – 6PM EST  
Monday – Friday

## I. GENERAL INFORMATION

### A. Purpose

The purpose of the warranty manual is to assure a consistent method for carrying out warranty repairs and warranty revisions at Kawasaki Motors Corp., U.S.A. Engine/Power Product dealerships. Familiarization with this warranty manual will assure the fastest warranty service and warranty support not only for the dealerships but our mutual customers.

Adherence to and satisfactory completion of the assembly and preparation procedures for new Engines and/or new Power Products is an obligation for which the Dealer is responsible. Non-adherence to the Owners Manual, this Engine & Power Products Warranty Manual, Service Manuals, Service Bulletins, and the required Schools sponsored by Kawasaki each year, could result in consumer dissatisfaction, compromised customer safety and the forfeiture of Dealer reimbursement when submitting warranty claims.

The Warranty Claim is a legal document and must be treated as such. A Warranty Claim is not to be submitted until the repair has actually been performed. Claims must be submitted within thirty (30) days of the repair date.

**NOTE:** An exception to the 30 day requirement occurs when a part is on back-order at Kawasaki causing a delay in the repair being completed. Please explain this on the claim, if this is the case.

### B. Standard Warranty Protocol

The customer, dealer or Kawasaki Motors Corp., U.S.A. may initiate the warranty process for unit repair or replacement due to a manufacturing defect only.

The customer can only initiate warranty proceedings by taking their unit to an active Kawasaki Dealership within the warranty period of the unit for a manufacturing defect. If a customer requests warranty work, the Dealer must determine if the unit is still within its warranty period and if the problem is a manufacturing defect or a direct result thereof. Malfunction or damage due to improper set-up, inadequate service, misuse, neglect, unauthorized alteration, etc., are not covered by warranty. Dealer familiarity, with the coverage and exclusions contained in individual warranty certificates, is essential. Please see the Appendix for Warranty Certificate samples.

If it is a Power Product, the Bill of Sale and the Power Product Registration Card both show the purchase date of the unit. Simply compare the purchase date with the warranty coverage available for that unit. For a table showing warranty coverage periods, please see the chart under the heading: WARRANTY COVERAGE TERMS. If it is a four stroke engine, the Bill of Sale or purchase receipt will show the purchase date of the unit.

If the repair is deemed warrantable and exceeds \$500, or if it requires a complete four stroke engine replacement or power product unit replacement, authorization from Kawasaki Technical Services Hotline is required.

All components replaced under the product warranty must be genuine Kawasaki original equipment parts.

### C. Authorization

Some types of repair work require authorization from Kawasaki Motors Corp., U.S.A.'s Warranty Administration. Failure to obtain this authorization may result in Claim rejection, or, at a later date, a debit to the Dealer's open account on a paid claim found to be without authorization.

The most common reasons requiring authorization are as follows:

- Complete Four Stroke Engine or Power Product replacements.
- Repairs exceeding \$500.00.
- When indicated in Service Bulletins such as Factory Authorized Repair (FAR), Factory Directed Modifications (FDM), and Factory Recall Bulletins.
- When requesting additional labor beyond that paid by the job code(s).
- Repeat repairs to be performed on the same unit.
- Entire engine or power product replacement when component part is offered.

To discuss authorization, the dealer will need to call the Hotline. The caller must have all information ready when calling. The information needed is as follows:

- Dealer Number
- Engine Model Code
- Engine Serial Number
- Frame Model Code (power products only)
- Frame Serial Number (power products only)
- Date of Purchase
- Engine Hours
- Mower Brand and Name
- A detailed description of the Mfg. Defect or unit issue.

If authorization is granted, the Kawasaki representative will assign an authorization number. This number and the initials of the representative are to be entered on the Warranty Claim in the areas designated "Authorization Number" and "Authorization Initials". Only one authorization number is allowed per claim.

**NOTE:** The technical person on the hotline may request digital pictures for a closer review of the issue being discussed. Digital pictures expedite the warranty process as opposed to shipping parts/engines to Kawasaki for review. Digital pictures must be in focus, well lit, and eMailed to the warranty eMail located under “Contact Us” at [www.KAWASAKIPOWER.com](http://www.KAWASAKIPOWER.com).

#### D. Parts Retention Period

All items (parts, power products, engines, etc...) replaced under warranty become the property of Kawasaki Warranty Administration. Technical evaluation of these parts may be necessary. All items covered under warranty must be kept ninety (90) days from the paid date of the Claim. These parts must be tagged and available for return to Kawasaki Motors Corp., U.S.A.. Parts requested are to be shipped within 14 days to: Warranty Administration (Claim #), Kawasaki Motors Corp., U.S.A., 5080 36<sup>th</sup> St., Grand Rapids, MI 49512. If requested warranty parts are not shipped to Kawasaki within fourteen (14) days, credit for the related Claim may be over-turned or denied.

When an item is requested, a short message, “Return Part”, appears in the error message box that appears when the online claim is opened for review. A Red button titled, “Print Address Label” is provided when the claim is open and allows the dealer to quickly printout Kawasaki’s shipping address. Print the address label for the outside of the package and a copy of the Claim to go with the item. Return the part with a copy of the Claim to help assure the fastest possible processing time.

Each item requested must be identified with a Kawasaki Warranty Tag. These tags are available for ordering; please see WARRANTY MATERIAL ORDERING INFORMATION for a part number for ordering warranty tags.

Items requested must be shipped Prepaid. These items should be sent by the least costly means. Large quantities or items exceeding weight limits or package measurement should be shipped in multiple packages. Very large items, *e.g. complete engines*, should be shipped by common carrier, freight prepaid and not freight collect.

If a part is not called back within the ninety day parts retention period, that item, whether it be a part, engine, or power product, must be destroyed and properly disposed of. **These items must not be resold or reused but destroyed and properly disposed.** Reselling or reusing parts that are the property of Kawasaki Warranty Administration violates the Warranty Policies & Procedure Manual subject the dealer to possible civil and criminal penalties.

**NOTE:** When shipping engines, power products, carburetors, radiators—any item that may have contained gases or fluids, such as gasoline, coolant, oil, propane, natural gas, etc... **MUST** be drained from the item and the item vented to avoid a Hazardous Shipment designation.

**NOTE:** Do not ship Hazardous Shipments. Do not ship C.O.D. or Driver Collect as these shipments will be refused by Kawasaki.

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## **E. Warranty Claim Status Inquiries**

When inquiring on the status of a Warranty Claim, please have the following information ready:

- Dealer number
- Claim number
- Date submitted

Inquiries regarding the status of a Warranty Claim must occur within six (6) months of the original submission of the Warranty Claim. Inquiries after this six-month period may not be considered and further adjustments may not be allowed.

## II. REGISTRATION

### A. Power Products

Kawasaki Power Products are units that come as a complete package ready for sale by dealerships. *E.g. String Trimmers, Backpack Blowers, Handheld Blowers, Edgers, Hedge Trimmers, Hedge Clippers, etc.*

All sold Power Products should be registered Online at [www.kawasakipower.com](http://www.kawasakipower.com) under the "Product Registration" tab. If a dealer cannot go Online, a hardcopy Registration Card must be mailed in with a copy also retained in the Dealership's files (please see part number for ordering at the end of this manual).

**IMPORTANT: The Frame Model Code, Frame Serial Number, Engine Model Code, Engine S/N of each product must be entered on the Registration Card.**

Registering online saves time and space since the registration is stored for you, the Dealer, automatically. Key Factors in its' usage are:

- Legal purposes
- Recalls
- Proof of Purchase
- Serial numbers on file for warranty coverage
- Statistical analysis

### B. Engines

Kawasaki engines that are sold directly to OEMs for installation on their various applications do not require registering through Kawasaki Motors Corp., U.S.A. If the OEM has a registration process, it is wise to use it in case the unit requires warranty and the customer no longer has proof of purchase. *E.g. use the Bill of Sale or purchase receipt to determine the purchase date for Engines.*

Kawasaki engines that are sold through dealerships to end-users must be registered through Kawasaki. Go to [www.kawasakipower.com](http://www.kawasakipower.com) to register.



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### III. SERVICE MANUALS & SERVICE BULLETINS

#### A. Service Manuals

Service Manuals play a critical role in proper and efficient diagnosis, repair, and service personnel training. Service Manuals increase a dealership's service capability. Service Manuals should be followed, especially for safety purposes. It is important that these service manuals are available to all service personnel in a readily accessible place.

Service Manuals are available to purchase as hardcopies and also available online for free at the dealership website: [www.kawasakipower.com](http://www.kawasakipower.com). The Kawasaki Hot Line is also available by phone and eMail to assist Dealers with service manual clarifications, repair procedure questions, technical questions, service bulletin questions/clarifications, authorizations, etc. Please see: WARRANTY ADMINISTRATION CONTACT INFORMATION for phone and eMail information.

#### B. Service Bulletin Classifications

Under certain conditions Kawasaki will notify Dealers by Service Bulletins and customers by letter of essential work required. This may also occur after the normal warranty coverage has expired. These Service Bulletins are distinguished by bold captions as follows in order of magnitude from least to greatest:

- FACTORY AUTHORIZED REPAIR (FAR)
- FACTORY DIRECTED MODIFICATION (FDM)
- FACTORY RECALL (FR)

In addition, Kawasaki publishes Service Bulletins as a way to override or supplement service manual information. Service Bulletins may also provide specific directives, which must be followed. All service personnel should have access and be familiar with Service Bulletins.

**NOTE:** If the service bulletin is for a Factory Recall, the federal Consumer Product Safety Improvement Act of 2008 must be followed: "Failure to perform Recall repairs prior to retail delivery can subject dealers to civil and criminal penalties."

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## **IV. WARRANTY CLAIM PREPARATION**

### **A. General Information**

Reimbursement for warranty work performed is obtained through the submission of a Kawasaki Motors Corp., U.S.A. Warranty Claim. Warranty Claims are used for all Kawasaki Motors Corp., U.S.A. Four Stroke Engines and Power Product units. Clarity and thoroughness in completing a Warranty Claim is of utmost importance. Incomplete or inaccurate information will delay Dealer reimbursement or be rejected.

Warranty requires the “Concern” to be stated, the “Cause” of the concern to be identified, and the “Correction” to also be stated. These are known as the 3 C’s: Concern, Cause, Correction. Without these, the warranty claim will be rejected and returned to the dealer for revisions or it will be denied.

### **B. Paper Claim Forms**

Paper claims are being phased out; all Warranty Claims should be submitted through the Internet. Paper claims mailed to Kawasaki Motors Corp., U.S.A. require 4 – 6 weeks for processing. If information is missing or incorrect, the claim will be mailed back to the Dealer for correction, requiring another 4 – 6 weeks for re-processing.

Paper Claims consist of 3 copies: White - submit to Warranty Administration; Yellow - dealer copy to file for internal documentation; Pink - customer copy for their records.

For Quality Assurance purposes, a separate Warranty Claim must be submitted for each defect. This policy does not apply to Claim Type 3 Warranty Claims (Factory Recalls, Factory Directed Modifications, and Factory Authorized Repairs).

For instructions and tips on filing claims (both online and paper claims) please go to [www.kawasakipower.com](http://www.kawasakipower.com) and select “Warranty Claims”. Open a new claim and it offers explanations and tips on filling out claims.

Paper claims mailing address: Kawasaki Motors Corp., U.S.A., PO Box 888285, Grand Rapids, MI 49588-8285. Attn: Warranty Administration.

If warranty credit is not issued at the time a Warranty Claim is processed, a Warranty Claim Status/Correction Form is prepared explaining why. This form, along with the Warranty Claim in question will be returned to the Dealer. The Dealer must enter the required information requested on the Warranty Claim Status/Correction Form and return both the WARRANTY STATUS/CORRECTION FORM and WARRANTY CLAIM within 14 days. Both forms, with the new information, will then be re-processed. If the Warranty Claim Status/Correction Form was

generated because the Warranty Claim is not eligible for credit, *e.g. warranty is expired*, neither the Warranty Claim nor the Warranty Status/Correction Form should be returned to Kawasaki. If you feel there are extenuating circumstances regarding a denied Claim, you may call the Hot Line to discuss the issue. Please see WARRANTY ADMINISTRATION CONTACT INFORMATION for phone numbers and eMail address.

### C. Internet Claim Forms

The fastest and most efficient method of submitting warranty claims is through Kawasaki's Dealer website. To fill out a claim, go to [www.kawasakipower.com](http://www.kawasakipower.com) and select "Warranty Claims". For internal Dealer control, Claims submitted via the Internet should be printed out and attached to the corresponding Repair Order (a.k.a. work order). Repair Order copies must be on file and available if requested for Kawasaki audit purposes. When reimbursement for warranty work is received, the invoice information should be attached to the appropriate paper work. The invoice is mailed monthly and also posted online under the title, "Electronic Documents".

For the most effective Quality Assurance process, a separate Warranty Claim must be submitted for each manufacturing defect. This policy does not apply to Claim Type 3 Warranty Claims (Factory Recalls, Factory Directed Modifications, and Factory Authorized Repairs).

### D. Claim Types

A dealer must select a claim type. They are as follows:

#### Claim Type 1 – Presale Warranty Repairs or Missing Parts

Claim Type 1 is used for requesting warranty reimbursement for parts and/or labor on unsold brand new engines and/or power products. If the box with the engine/power product has damage on the outside of the box, do not accept shipment from the shipper due to shipping damage. If the box with the engine/power product has no damage, yet the unit inside it is damaged, this can be pursued under warranty or through Order Services.

Regarding Power Products: If the Power Product is received damaged, it should be returned to the Parts Distribution Center along with a Request for Credit (RFC) form. This is not a warranty function, but a function of Order Services. Please contact Order Services accordingly.

**NOTE:** A "Request for Credit" (RFC) form is provided through Order Services and not through Warranty Administration. RFCs should be prepared and submitted to the Parts Distribution Center for any new Engine or Power Product received in a damaged or defective condition prior to retail sale of the unit. Refer to the Engine & Power Products Order Services Policies and Procedures for more information.

If the repair is minor and the dealer wants to keep the unit and repair it under warranty, please call the Hotline to discuss with a hotline technical representative for warranty work.

#### Claim Type 2 – Normal in Service Warranty

Claim Type 2 is used for requesting reimbursement due to a manufacturing defect in a Kawasaki Four Stroke Engine or Power Product that has been sold and is within the factory warranty period. Do not use this claim type for presale units, service bulletins or spare parts.

**NOTE:** When requesting warranty repair reimbursement, a copy of the “Bill of Sale” is required as proof of initial retail purchase date.

#### Claim Type 3 – Service Bulletins

Factory Authorized Repair (FAR), Factory Directed Modification (FDM) and Factory Recall (FR) Bulletins instruct the Dealers to perform specific warranty repair on specific units. The eligibility requirements for specific units are explained in the bulletin that is mailed to the Dealer. A unit must meet all the conditions described in the bulletin for reimbursement under warranty. A special job code is also assigned for each repair.

**NOTE:** It is important to be aware of all service bulletins, to make all the technical personnel familiar with these service bulletins, and to have the service bulletins organized and stored in a readily accessible location.

#### Claim Type 4 – Spare Parts Warranty

Claim Type 4 is used for requesting reimbursement for parts and/or labor needed to repair or replace a spare part found DEFECTIVE AFTER SALE AND INSTALLATION. A copy of the customer’s sales receipt may be requested as proof of the spare part purchase date. Entry of the first six digits of the Engine Model Code (Engine) or the Frame Model Code (Power Products) is required for this claim type. If a job code is used, the Engine Serial Number is also required. If it is for a power product, then the Frame Serial Number (Power Product only) must also be entered on the Warranty Claim.

**NOTE:** If the unit is within the basic warranty period of the engine or power product at the time of failure of the spare part, use Claim Type 2. DO NOT USE Claim Type 4.

#### Claim Type 5 – Accessory Warranty

For accessories, please use Claim Type 2 and follow its’ procedures.

#### Claim Type 6 – Emissions

For emissions related claims, please use Claim Type 2 and follow its’ procedures.

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## V. HOW TO FILL OUT A WARRANTY CLAIM

### A. General Information

The information needed for an internet claim is essentially the same as needed for a paper claim. The internet claim will be discussed here.

### B. System Requirements

- PC Running Windows 95 or higher
- Internet Browser – Microsoft Internet Explorer 5.0 or higher
- Internet Service Provider (ISP) is required for those with dial-up connections
- eMail address required

### C. Online Claims Features & Benefits

#### Faster Processing

Online claim processing eliminates delays caused by the traditional postal system. Online claims instantly notifies the dealer of errors in the claim, thereby avoiding traditional mailing delays. Average processing time of an internet claim is only 1-3 business days as opposed to 4-6 weeks for paper claims.

The online system offers pictorial examples and written explanations of key categories by simply waving the mouse pointer over that category to assist the dealer and speed up the process of completing a claim.

#### 24/7 Availability

Online claims can also be opened, completed, and submitted 24 hours-a-day/7 days-a-week. The claims will automatically enter the system queue for processing. Processing submitted claims is executed by a warranty analyst, it is not automated, and it occurs during normal business hours. To speak with a Warranty Analyst, please see the previous section, WARRANTY ADMINISTRATION CONTACT INFORMATION for information on how to contact the Hotline to discuss a claim or seek assistance in filing a claim. Normal business hours are 8 AM – 6 PM EST, Monday thru Friday.

#### Automatic Claim Status

The status of each claim submitted online is available for viewing 24/7. For more details, please see the paragraph titled: Home Page & Warranty Status Screen.

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## D. Accessing The Website

To access [kawasakipower.com](http://kawasakipower.com), first connect to the internet. Once connected, start Internet Explorer (IE) and on the address line enter [www.kawasakipower.com](http://www.kawasakipower.com) then press the enter button.

The home page of the website will appear asking for a User Name and Password. For first time users, simply enter the dealership's Kawasaki dealer number as the User Name and as the Password. Then click on "login". This will enter the dealer into the secure website provided by Kawasaki. At that time, a new and unique password will need to be created to assure maximum security.

## E. Home Page & Warranty Status Screen

Upon entering the website, on the left side of the homepage site will be categories for selection. Select the category titled: "Warranty Claims".

Upon selecting the "Warranty Claims" category, the website will immediately go to the warranty claim status screen. This screen allows the dealer to review previously submitted claims and to check the status of any claim submitted in the past 365 days. These claims are available to review 24/7.

The status will show either: Paid, Denied, Waiting for more Info., Pending Review, Pending Dealer Review, or Error. The claims and their status will remain viewable for 90 days. After that time period, simply change the "90" in the "Days" box, to however many days desirable. *E.g. "180" Days. This will list all claims submitted in the past 180 days.*

Upon opening the "Warranty Claim" category, there are three Red buttons titled, "New Warranty Claim", "Hide Paid Claims", and "Hide Denied Claims". They are as follows:

### New Warranty Claim

The "New Warranty Claim" button allows a dealer to begin a new claim on a new warranty issue. Select this button whenever filing a new claim for warranty. Press the "Save/Update" button on a regular basis while filling out the claim to assure all the information entered is saved to avoid losing information should the internet crash, your computer freezes, or the system logs you off due to inactivity.

### Hide Paid Claims

The "Hide Paid Claims" button removes from view any claims listed as paid. They are not deleted. To unhide them, press the button again and they will reappear.

### Hide Denied Claims

The "Hide Denied Claims" button removes from view any claims listed as denied. They are not deleted. To unhide them, press the button again and they will reappear.

## F. Review/Edit Existing Claims

To open an existing claim to review, edit, or print; double-click on the work-order number associated with the claim. This will open the claim to review, edit, and/or print.

**NOTE:** Only print a Claim **after** it has been submitted. If a claim is printed before it has been submitted, it will not show a claim number. Claim numbers are associated with Claims upon submittal only.

## G. Saving Claims

Dealers submitting claims via the internet should make it a practice to save the claim often while entering information. At the bottom of the claim are several red buttons, one of them is titled, "Save/Update Claim". Select this button to save the claim. Save the claim often.

## H. Error Message Codes

Upon completing an online claim and pressing the "Submit Claim" button, if there is an error in the claim, a message will appear stating an error has occurred in the claim. Go back into the claim, and an error message box will appear identifying the specific error(s) in the claim that require correction. Upon making the correction(s), save and then press the "Submit Claim" button again. **The error message will not go away until after submission.** The following chart contains a sample of the error message codes along with the description of the codes:

CODE	TITLE	DESCRIPTION
102	Invalid Claim Type	Invalid Claim Type. Enter the correct Claim Type in the "Claim Type" area.
104	Emission Claim Type	See Warranty Analyst comments.
106	First Pre-Sale +90	First pre-sale Claim for this unit was processed over 90 days ago. Explain the reason for the delay in filing the Claim in the description area.
108	One Repair per Claim	Only one repair per Claim allowed. Leave one repair on this Claim and remove all other repairs including parts and labor, then file on separate Claims.
121	Invalid Product Use	Product Use code required. Enter one of the following values: C -Commercial, H -Consumer, R -Rental.
202	Invalid Dealer Nbr.	Dealer number is invalid or was not entered. Print your correct dealer number to the right of the title "dealer number".
204	Dealer Canceled	See Warranty Analyst comments.

CODE	TITLE	DESCRIPTION
250	Cust Info Incomplete	Customer information is missing or incomplete. Please enter name and address and resubmit to KMC.
280	Manufacturer Required	Manufacturer of product is required. Please enter the name of the company using a Kawasaki engine in its product.
285	Manufacturer Mdl Req	Manufacturer of model is required. Please enter the name of the company using a Kawasaki engine in its product.
302	Product Unauthorized	Product unauthorized. The product line for the product entered on the claim is not carried by your dealership. Contact your Regional or District Sales Manager.
304	Product Terminated	Product terminated. Your dealership's product line for the product entered on the Claim has been terminated. Contact your Regional or District Sales Manger.
306	Unauth. Part Product	Unauthorized part/product. The product line to which the part entered on the Claim applies, is not carried by your dealership. Contact your Regional or District Sales Manager.
308	Model Code Required	Model code required. The model was omitted from the Claim. Enter the correct model.
310	Invalid Model Code	Invalid model code. Enter the correct model.
315	Serial Nbr. Required	Serial number is required. Please enter the serial number of the Kawasaki Power Product or Engine and resubmit to KMC.
316	Engine No Match	The engine number does not match the engine on record for specified unit. Please check the engine number on unit and re-enter on Claim.
319	Eng Model Required	Engine Model Code is required. Please enter the model code for the Kawasaki engine.
320	Invalid Engine Model	The Engine Model is invalid. Re-enter it using a valid KMC model.
322	Eng Model Inval Prod	The Engine Model is for a product type other than engine. Re-enter it using the Model Code for the engine used on the product being serviced.
328	Eng Serial Nbr. Req	The Engine Serial Number is required. Please enter the Serial Number of the Kawasaki engine.
404	Auth Claim# No Match	Claim number specified on the authorization does not match the Warranty Claim number submitted. Contact the Hot Line to correct this problem.



CODE	TITLE	DESCRIPTION
406	Auth Dealer No Match	Dealer number on the authorization does not match the dealer number on the Claim. Contact the Hot Line to correct this problem.
408	Auth Unit No Match	Unit entered on the Claim does not match the unit entered on the authorization. Contact the Hot Line to correct this problem.
410	Not Warranty Auth	Log number on the Claim has not yet been authorized. More information is required. Contact the Hot Line to solve this problem.
412	Invalid Log Number	Invalid log number. Enter the correct log number in the "Auth number" area or contact the Hot Line for the correct log number.
414	Unauthorized Labor	Unauthorized labor. The job code entered on the Claim was not authorized. Enter the correct job code as specified in the authorization or contact the Hot Line for clarification of the correct job code.
416	Missing Auth. Labor	Missing authorized labor. The Claim does not contain all the job codes that were authorized. Enter the correct job codes or contact the Hot Line for clarification of the correct job codes.
418	Unauth Cosmetic Rep	Unauthorized cosmetic repair. Contact the Hot Line for proper authorization. If authorization is granted enter the authorization number in "Auth number" area.
419	Repair Requires Auth	The repair performed on this unit requires special authorization from the Hot Line. Contact the Hot Line for proper authorization. If authorization is granted, enter the authorization number at the proper location on the Warranty Claim.
422	Unauth Bent Valves	Unauthorized bent valves. The Claim is for a failure as a result of bent valves which requires prior authorization. Contact the Hot Line for proper authorization. If authorization is granted enter the authorization number in the "Auth Number" area.
426	Unauth Assy Replaced	Unauthorized assembly replaced. The Claim is for a replacement of an entire assembly which requires prior authorization. Contact the Hot Line for proper authorization. If authorization is granted enter the authorization number in the "Auth Number" area.

CODE	TITLE	DESCRIPTION
428	Unauth Engine Repl	Unauthorized engine assembly replacement. Contact the Hot Line for proper authorization. If authorization is granted enter the authorization number.
430	Labor Requires Auth	Labor requires authorization. The Claim includes job codes which require prior authorization. Contact the Hot Line for proper authorization. If authorization is granted enter the authorization number in the "Auth Number" area.
432	Unauth Add'l Labor	Unauthorized additional labor requested. Contact the Hot Line for proper authorization. If authorization is granted enter the authorization number in the "Auth Number" area.
434	Attmpt Rept Auth Nbr	Attempted repeat authorization number.
502	Failure Date	Failure date is invalid or has not been entered. Enter the correct failure date.
506	180 Days from Fail	Failure date is more than 180 days prior to Claim processing date. Explain your reason for the delay in filing the Claim in the response area.
508	Failure After Repair	Failure date is after the repair date. Enter the correct failure and repair dates.
521	Basic Period Repair	Repair was during the basic warranty period and a Claim Type 1 (pre-sale) was marked. Explain this situation in the description area.
524	Sales Tax Not Apply	Sales tax was entered for a repair which is not qualified for sales tax reimbursement. Sales tax reimbursement is allowed only where mandated by State Law. Delete the sales tax entry.
525	Tax Entered	Tax was entered and is not applicable.
526	Sublet Entered	Sublet was entered. A description of the reason why must be entered.
527	Freight Entered	Freight was entered and was not authorized.
546	Repair Not Rltd Trbl	Job codes and/or parts entered on Claim do not correspond to the description of the trouble and warranty work performed. Recheck flat rate and/or parts table/KIC. Enter the corrections in the appropriate areas.
604	Repair Date	Repair date is invalid or was not entered on the Claim. Enter the correct repair date.

CODE	TITLE	DESCRIPTION
606	30 Days from Repair	Claim was received more than 30 days after repair date. Submit an explanation for the late submission of the Claim in the description area.
608	Dupl Campaign Repair	A previous Claim has been submitted for the repair campaign entered on the Claim. No correction is possible without special authorization.
622	Invalid Part Number	Invalid part number. Enter the correct part number.
623	Part Missing	Part missing. Based on the description, an expected part number was not entered on the Claim. Explain the discrepancy in the description area and enter the part number in the part number area. If applicable.
624	Part Quantity Req'd	Part quantity was omitted. Enter the correct quantity. If the part was the causal part and was not replaced enter the quantity of '0'.
626	Causal Part Required	Causal part required. The causal part was omitted. Indicate the causal part. If the causal part was not replaced enter a quantity of '0'.
628	Claim Duplicate Part	Duplicate part number. The part specified was duplicated on the Claim. Delete the duplicate part number and quantity.
630	Repeat Part	Repeat part. The specified part has already been credited on at least one previous Claim submitted on this unit. An authorization must be obtained for this repeat part replacement via the Hot Line. If authorization is obtained enter the log number in the "Auth Number" area.
632	Attempted Repeat Part	Attempted repeat part. The specified part has already been listed on at least one previous Claim "pending credit" on this unit. An authorization must be obtained for this repeat part replacement via the Hot Line. If authorization is obtained enter the log number in the "Auth Number" area.
634	Invalid Part Model	Invalid part/model. The specified part does not apply to the model listed on the Claim. Delete the incorrect part number and enter the correct part number. Contact Hot Line for assistance.

CODE	TITLE	DESCRIPTION
635	Part Not Purchased	Our records show the specified part number was not purchased by your dealership in the last 180 days. Submit a description of how you were able to obtain the specified part in the claim description area.
638	Replacement Unnecessary	Replacement of the entire assembly was not necessary. Credit for the defective component only will be issued, unless special authorization is obtained.
639	Unauthorized Part	Unauthorized part. Replacement of the specified part was not authorized by the Hot Line. Contact the Hot Line for proper authorization. If authorization is granted for the specified part replacement resubmit the Claim, otherwise delete the part number and qty.
643	Future Purchase Date	A future date was entered as the purchase date. Please change to a date less than or equal to the date on which you submitted the Warranty Claim to KMC.
644	Purchase Date Req'd	Retail purchase date for the part or accessory was invalid or omitted. Enter the correct purchase date.
645	Unit Purch Date Req	The purchase date of the product containing the Kawasaki engine is required. Please enter the date of retail sale.
648	Parts Not Defective	Parts not defective. The returned parts specified on the Claim were tested and found not to be defective. NO correction possible. The parts are being returned to your dealership.
650	Parts Abused	Parts abused. The returned parts specified on the Claim were examined and found to have been subjected to abnormal use. No correction possible. The parts are being returned to your dealership.
652	Parts Altered	Parts altered. The returned parts specified on the Claim were examined and found to have been altered from factory standards, thereby causing the failure. No correction possible. The parts are being returned to your dealership.

CODE	TITLE	DESCRIPTION
654	Campaign Qty Exceeded	Part quantity entered on the Claim exceeds the specified quantity allowed for the repair campaign. Delete the incorrect part qty and enter the correct qty or justify the need for the additional qty in the description area.
655	Non-Campaign Part	Part number is not required for the repair campaign. Delete the specified part numbers and quantity or justify the need for the parts in the description area.
657	Bill of Sale Required	Bill of sale required. All parts entered on the Claim must have a bill of sale attached to the Claim. Send a bill of sale to KMC, using the label provided by pressing the label print key on the Warranty Claim processing status screen.
660	Repeat Part for Eng	Repeat part for engine. The specified part has already been credited on at least one previous Warranty Claim using this engine. An authorization must be obtained for this repeat part replacement via the Hot Line. If authorization is obtained, enter the log number in the "Auth Number" area.
662	Attempt Repeat Pt Eng	Attempted repeat part for engine. The specified part has already been listed on at least one Claim submitted to KMC using this engine. An authorization must be obtained for this repeat part replacement via the Hot Line. If authorization is obtained, enter the log number in the "Auth Number" area.
672	Unauth Repeat Labor	Unauthorized repeat repair. The job code entered on Claim has already been credited on at least one previous Claim for this unit. Authorization must be obtained for this repeat repair via the Hot Line. If authorization is obtained enter the log number in the "Auth Number" area.
674	Unauth Rep Lbr Atmpt	Unauthorized repeat repair attempt. The specified job code has already been listed on at least once previous Claim "pending credit" on this unit. Authorization must be obtained for this repeat repair via the Hot Line. If authorization is obtained enter the lob number in the "Auth Number" area.
676	Claim Duplicate Labor	Duplicate job code. The specified job code has been entered more than once on the Claim. Delete the duplicate job code. If additional time is required for the repair, contact the Hot Line for additional time.
680	Invalid Job Code	Invalid job code. Recheck the flat rate table/KIC and delete the specified job code and enter the correct one. Contact the Hot Line for assistance.

CODE	TITLE	DESCRIPTION
681	Missing Job Code	Missing job code. A job code for work performed must be entered on the Claim. Enter the applicable job code in the "Job Code" area.
682	Overlapping Job Code	Overlapping labor time. The specified job codes overlap in labor time. Check the flat rate table/KIC and determine the correct job code to cover the repair performed. If additional time is needed contact the Hot Line for authorization.
683	Unrelated Labor	Job code does not relate to work performed. Delete the incorrect job code and enter the correct job code.
684	Diagnostic Not Apply	A diagnostic job code has been entered without explanation or description of the diagnosis performed. Delete the diagnostic job code or explain the reason for its use in the description area. If the job code was for extra time to perform repair, contact the Hot Line for authorization.
686	Non-Campaign Labor	The specified job code is not a repair campaign job code. Check the applicable bulletin and enter the correct job code or change the Claim Type, which ever is applicable.
688	Disallow Campg Labor	A repair campaign job code has been entered on the Claim which is not a Claim Type 3. Change the Claim Type to Claim Type 3 or enter the correct job code.
690	Repeat Labor for Eng	Unauthorized repeat repair for engine. The job code entered on the Claim has already been credited on at least one previous Claim using this engine. Authorization must be obtained for this repeat repair via the Hot Line. If authorization is obtain, enter the log number in the "Auth Number" area.
692	Rept Lbr Atmpt -Eng	Unauthorized repeat repair attempt for engine. The specified job code has already been listed on at least one previous Claim submitted to KMC which uses this engine. Authorization must be obtained for this repeat repair via the Hot Line. If authorization is obtained, enter the log number in the "Auth Number" area.

CODE	TITLE	DESCRIPTION
704	Unauth Rep Over \$500	Unauthorized repair over \$500. The total cost of parts and labor (including sublet labor) is over \$500 without prior authorization. Contact the Hot Line for proper authorization. If authorization is granted enter the authorization number in the "Auth Number" area.
800	Warranty Canceled	Warranty cancelled. The warranty on the unit has been cancelled for some reason. No correction possible without special authorization.
802	Expired Warranty	Expired warranty. The warranty period for the unit, part or accessory has expired. No correction possible -without special authorization.
804	Not Mfg. Defect	Not a manufacturing defect as described. No correction possible -without special authorization.
806	Not Warranted	Not a warrantable failure. Refer to the warranty policy certificate. No correction possible -without special authorization.
808	No Emission Warranty	No emission warranty. Unit entered on Claim is not covered by emission warranty. No correction possible without special authorization.
812	Campg Invld for Unit	Repair campaign invalid for unit. Not eligible for the repair campaign identified by the repair campaign bulletin or job code listed on the Claim. Recheck the applicable bulletin and correct as necessary, otherwise no correction is possible without special authorization.
830	Bulletin # Required	The service bulletin number is required for Recall, FDM or FAR Claims. Enter the bulletin number describing the required servicing.
840	Part Not Rltd to Job	Part not related to job. The specified part number does not correspond to the job code. Recheck parts and flat rate manual. Correct as necessary. Contact Hot Line for assistance.
841	Return Parts	Return all parts properly tagged to KMC. Make sure all information on the parts tag is completed. An address label is furnished by clicking the label button on the Warranty Claim Inquiry screen.
842	Return Part	Return the specified part properly tagged to KMC. Make sure all the information on the parts tag is completed. An address label is furnished by clicking the label button on the Warranty Claim Inquiry screen.

CODE	TITLE	DESCRIPTION
846	Part Not Received	Part has not been returned. Return the properly tagged part to KMC. Make sure all the information on the parts tag is completed. An address label is furnished by clicking the label button on the Warranty Claim Inquiry screen.
856	Bill of Sale Req'd	Bill of sale required. The specified part must have a bill of sale attached to the Claim. Send a bill of sale to KMC, using the label provided by clicking the label print key on the Warranty Claim Inquiry screen.
879	Invalid Job Code Mdl	Invalid job code/model. The specified job code is not valid for the model entered on the Claim. Recheck the flat rate manual and delete the specified job code and enter the correct one. Contact the Hot Line for assistance.
900	Illegible Descriptn	The description of the trouble/cause and warranty work performed is not understandable. Clarify the description of the trouble/cause and warranty work performed.
902	Insufficient Desc	Insufficient description. The description of the trouble/cause and warranty work performed is not adequate. Submit a complete description of the trouble/cause and warranty work performed.
903	Full Model Required	Full Model Code is required, the partial model entered is used in the determination of labor time but does not fully identify the product being repaired. Please enter the full Model Code.
904	Dlr Signature Req'd	Dealer signature has been omitted.
906	Cust Signature Req'd	Customer signature has been omitted.
913	Work Order Required	Work Order required. A copy of Dealer work order with customer signature is required. Send a copy of your Dealer Work Order, using the label provided by clicking the label button on the Warranty Claim Inquiry screen.
915	Nbr of Hours Use Req	The number of hours of product usage is required. Please enter an estimate of how many hours the unit was in use before requiring repair.



## I. Submitting & Printing Claims

Upon completing a claim form and saving it, press the “submit” button to send the claim to Kawasaki for review. After submitting the claim, then re-open the claim to print it. To reopen the claim, go back to the “Warranty Claim” window and double-click on the claim’s work order number. A red button will appear along the top of the claim that says, “Print Claim”, select this button. Upon submitting a claim, reopen the claim and then print it out. After printing the claim, file it with the work order and customer’s signature. This information is vital should a warranty audit take place.

**NOTE: Do not print out the claim before submitting it, only print out the claim after it has been submitted.** If a claim is printed before it is submitted, it will not have a claim number. Only after submitting the claim, does the online system attribute a Claim Number to the claim. To re-open a submitted claim, go back to the “Warranty Claim” screen and double-click the corresponding work order number. Upon opening the claim, press the Red button at the top titled: “Print Claim”.

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## VI. WARRANTY CLAIM PAYMENT

### A. General Information

Dealers are reimbursed for warranty repair work through the submission of valid Warranty Claims. Reimbursement for costs incurred while performing the warranty repair is paid as a credit to the Dealer's open account.

### B. P Comp

P Comp is short for "Parts Compensation". This is a compensation over and above the actual cost of parts/engines/power products for warranty work. P Comp is automatically calculated and added to each claim. The compensation amount varies depending if the Claim is for an Engine or Power Product and if the repair is for a whole unit replacement or just a part on the whole unit.

### C. Credit Invoice

The credit invoice shows dealer purchases and dealer credits. This invoice is posted under "Electronic Documents" at the Kawasaki website and also mailed once a month. To view a sample invoice, please see APPENDIX at the end of this document.

## VII. WARRANTY CLAIM AUDITS

### A. General Information

Kawasaki reserves the right to audit dealer warranty claims and debit a dealer's account for warranty work submitted for reimbursement but not actually performed, warranty claims not properly documented, and/or warranty claims submitted that are not in full compliance with the Warranty Guidelines. As outlined in the Kawasaki Authorized Dealer Sales and Service Agreement, the Dealer agrees to provide Kawasaki with such supportive documents that Kawasaki may request. Kawasaki may take whatever actions it deems reasonable to audit Dealer Warranty Claims, including but not limited to the following:

1. Kawasaki may examine, during business hours, Dealer records supporting Warranty Claim reimbursement, including but not limited to Dealer repair orders.
2. For further review and substantiation of all Warranty Claims, Kawasaki has the authority to make and remove copies of documents from the Dealership during an examination of Dealer records.
3. Kawasaki automatically rejects most duplicate or unauthorized repeat repairs prior to credits being issued. In the case of Paper Claims, the following documents are sent to the Dealer:
  - a. Original Warranty Claim
  - b. Warranty Claim Status/Correction Form
  - c. Copies of related Claims or computer data
  - d. A cover document explaining the discrepancy and required Dealer action

### B. Warranty Claim Documentation

For auditing purposes, Warranty Claims and corresponding completed repair orders must be retained by the Dealer for a period of two (2) years following payment. Kawasaki may require the Dealer to produce such documents to substantiate any Warranty Claim. All repair orders must contain the following:

1. Repair order number
2. Repair order date
3. Date repair completed
4. Engine/Frame Model Code and Engine/Frame Serial Number
5. Hours (actual, rounded to the nearest hour)
6. Date retailed (date in service)
7. Owner name, address and phone number
8. Owner's signature
9. A description of the concern as indicated by the owner
10. Name or I.D. number of the technician
11. Technician notes regarding cause of failure, measurements, specifications, parts and procedures used to perform the repair

- 
12. Warranty claim number provided by the Internet or Paper Claim
  13. Sublet items, including the sublet repair order number and a copy of such sublet repair order

In addition to the information required, all sublet repair invoices must cross-reference the Dealer's Repair Order number and must clearly describe the details of the repair.

To be reimbursed for any part included in a Warranty Claim, the Dealer's parts account history must show that the part was purchased from Kawasaki. If the part was purchased from another Kawasaki Dealer or OEM, the Dealer must provide proof of purchase. If extenuating circumstances exist regarding parts replacement or ordering, it should be noted on the Repair Order and on the Warranty Claim. Refer to the paragraph: **Parts Retention Period**, regarding retention of all parts replaced under Warranty.

### C. Claim Discrepancies

If a discrepancy is found after a credit has been issued, the following will occur:

1. In the case of a duplicate Warranty Claim or credit, the Dealer's open account is debited and the Dealer is notified.
2. In the case of other discrepancies, the Dealer is notified and given thirty (30) days to respond before the Dealer's open account is debited for the discrepancy in question.

## VIII. LABOR RATES

### A. General Information

The objective of the Kawasaki Warranty Labor Rate Policy is to establish and maintain reasonable and competitive Dealer warranty labor rates.

### B. Dealer Labor Rate Maintenance

#### New Dealers

Kawasaki will establish the new Dealer's initial warranty labor rate based upon existing warranty labor rates for established Dealers in the same or similar marketing area. After thirty (30) days of active business, a rate adjustment may be requested under the provision for Established Dealers (see paragraph below). This also applies to dealer buy-outs.

#### Established Dealers

Dealers may request a labor rate adjustment based on either of two methods: Posted Retail Labor Rate, or Payroll Labor Mark-up.

- **Posted Retail Labor Rate**

Posted Retail Labor Rate is recommended for all dealerships. Under this option Kawasaki will reimburse at the same verifiable rate that the Dealer displays and charges retail customers. Dealers must immediately comply with all of the following requirements:

1. Establish a retail labor rate that is consistent with sound business practices and competitive in the Dealer's marketing area.
2. Display a sign, which can be easily read by customers in both the service writing and cashier areas. Each sign must display the following message in a conspicuous manner, "CUSTOMER LABOR CHARGES BASED ON A RATE OF \$\_\_\_\_\_ PER HOUR".
3. Provide all customers a signed and dated repair bill containing the following information on the face of the bill:
  - a. Customer name and address
  - b. Engine Model Code
  - c. Engine S/N
  - d. Frame Model Code
  - e. Frame S/N
  - f. Description of each repair or service task performed
  - g. Total labor hours and/or tenths charged
  - h. Hourly rate charged
  - i. Total labor charged (for example: 4.2 hrs @ \$30.00 = \$126.00)

4. Retain a duplicate file copy of all dated written or computer generated repair bills provided to customers for a period of two (2) years. File copies of repair bills are to be available for review by Kawasaki.
  5. Consistently apply the posted retail labor rate.
  6. Labor Rate Adjustment Forms can be filled out and faxed to Kawasaki annually. See the APPENDIX section for a sample form.
- **Labor Rate Payroll Mark-Up Method**

This alternative method for labor reimbursement is provided for Dealers whose mechanics are not paid by commission, but instead are paid a salary or hourly basis. Under this option Kawasaki will reimburse the Dealer's stated customer retail labor rate providing it does not exceed 260% of the average hourly gross base wage rate for mechanics. The factor of 260% includes allowances for all voluntary and legislated fringe benefits paid by the Dealer. To apply on this basis Dealers must meet all of the following requirements:

    1. Compensate mechanics on a fixed salary or hourly pay scale basis.
    2. Maintain and be able to provide gross wage payment information for each mechanic by pay period.
    3. Maintain and be able to provide an accurate time keeping record for all hours worked for each mechanic corresponding to pay period.

**NOTE:** For an example of this worksheet, please see the APPENDIX Section at the end of this document.

- **Rate Review and Adjustment Process**

An established Dealer may annually request a warranty labor rate adjustment by submitting a Request For Warranty Labor Rate Adjustment Form (see the APPENDIX section for a sample form). These forms are available by request at no charge via the Hotline.

Generally, Dealers should allow thirty (30) days for a rate review to become effective. In all cases, new labor rates will apply to Warranty Claims processed by Kawasaki subsequent to the effective date. Rate changes are not retroactive.

**NOTE:** It is the Dealers responsibility to maintain their labor rate that Kawasaki has on record. If a labor rate adjustment request is rejected by Kawasaki, the Dealer will be notified.

It is the Dealer's responsibility to initiate a Request for Warranty Labor Rate Adjustment. It is the Dealer's responsibility to verify their current labor rate matches Kawasaki's listed labor rate. The Dealer must call the Hotline to verify their labor rate that Kawasaki has listed.

## IX. WARRANTY COVERAGE AND TERMS

### A. General Information

Kawasaki's warranty policy provisions for individual products vary and are outlined in the Warranty Certificate packaged with the unit. The applicable certificate may be ordered through Order Services. Kawasaki is required to supply the Dealer with the necessary information and the Dealer is responsible for making this information available to the consumer.

### B. Warranty Policy Disclosure

The Magnuson-Moss Warranty Act is the federal law governing consumer product warranties. This Act outlines to manufacturers and sellers of consumer products what information needs to be provided to consumers regarding warranty. It also affects the rights of consumers and the responsibilities of warrantors.

Passed by Congress in 1975, it specifies federal requirements for written disclosure to consumers of warranty terms and conditions. These terms and conditions should also entail presale availability of warranty and informal dispute settlement mechanisms. To comply with these federal regulations a dealer is required to:

1. Post a copy of the warranty certificates of Kawasaki products in a conspicuous place where they can be reviewed by prospective buyers.
2. At the time of sale of any item that sells for \$15 or more, a copy of the related warranty certificate must be made available to the buyer.
3. Kawasaki provides the buyer's copy of the appropriate Kawasaki Limited Warranty Certificate pre-packed with all products, with the exception of individual parts and accessories.
4. In addition to the above, the following disclosure provisions apply:
  - a. Kawasaki requires that Dealers make available for public review any service bulletins that authorize a product recall or authorized service to be performed without charge.
  - b. Kawasaki requests Dealers to post a notice that can be easily seen and read by customers advising them of the above policy. It is suggested that the notice reads as follows: **"Kawasaki service bulletins authorizing product recall or other service work are available for review at customer request without charge."**

## C. Warranty Coverage Summary

### What Is Covered Under Basic Warranty

Any material or workmanship found to be defective by Kawasaki as per the Kawasaki warranty certificate for that unit shall be remedied without charge for parts or labor at any authorized Kawasaki Engine and/or Power Products Dealer.

### Alternative Fuel Conversions

Kawasaki Motors Corp., U.S.A. will warranty engines as stated in the standard warranty statement, with the exception of modified or added components, or failures of original Kawasaki engine components related to modified or added components, or to the operation of an alternative fuel system. The OEM performing the alternative fuel conversion assumes all warranty and safety related liability in regards to the modified and/or added components.

An example of a failure not covered by Kawasaki Motors Corp., U.S.A. would be a no-start issue related to fuel delivery and the alternative fuel system. An example of a failure covered by Kawasaki Motors Corp., U.S.A. would be a no-start issue due to a defect in materials or workmanship with the electric starter, as outlined in this manual.

**NOTE:** Regarding lifetime warranties-

- Lifetime driveshaft warranty (Hand Held Power Products only) - All Kawasaki **trimmer drive shafts** have a lifetime warranty, no labor. Rental units are excluded from lifetime coverage. The Kawasaki Edger is not included in any lifetime coverage. This is for the driveshaft of string trimmers only.
- Lifetime electronic ignition module warranty (Hand Held Power Products only) – The electronic ignition module on 2-stroke engine powered products have a lifetime warranty, no labor. Rental units are excluded from lifetime coverage.

### What is NOT covered under basic warranty

- Accident, Misuse, or Neglect
- Lack of reasonable and proper maintenance
- Repairs improperly performed
- Replacement parts improperly installed
- Use of replacement parts or accessories not conforming to Kawasaki specifications
- Alterations or modifications not recommended or approved in writing by Kawasaki
- Wear and deterioration occasioned by use
- Routine maintenance services (*e.g. tightening nuts & bolts, oil changes*)
- Worn trimmer heads
- Lubrication of moving parts
- Adjustments



- 
- Cleaning
  - Expendables such as:
    - o spark plugs
    - o lubricants
    - o air filter elements
    - o fuel filters
    - o cables
    - o packaging and cutter blades
    - o disks or line
  - Issues and complications relating to old gas
  - Dirt ingestion
  - Improper oil usage or oil ratio
  - Shipping damage

**NOTE:** Part of the cost of doing business, is identifying the cause of unit concerns. *i.e. Diagnosis.* To minimize diagnosis time (and phone time with the Kawasaki Hotline), it is important to have fast access to, and familiarization with, the service manuals and service bulletins and annual attendance at Kawasaki's Update Schools.

### E. Warranty Certificate

The warranty certificates are subject to change at the discretion of Kawasaki Motors Corp., U.S.A. Please go to [www.KawasakiPower.com](http://www.KawasakiPower.com) for the current list of warranty certificates located under the "Technical Services" tab.

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## X. WARRANTY MATERIAL ORDERING INFORMATION

ITEM	PKG QTY	PART NUMBER
Warranty Parts Tags	50	99969-2805
Power Product Registration Card	1	99969-1463-01

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## XI. APPENDIX

INVOICE (Sample).....	36
LABOR RATE ADJUSTMENT REQUEST (Sample).....	37
PAYROLL DATA WORKSHEET (Sample).....	38

# Kawasaki

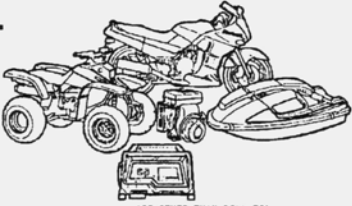
Engines/Power Products

## WARRANTY MANUAL

# POLICIES AND PROCEDURES

**Kawasaki Motors Corp., U.S.A.**

**INTERNAL ISSUE -- 64243**



**INVOICE**

DATE SHIPPED	PAGE	INVOICE DATE	INVOICE NUMBER
09/20/07	1	09/21/07	4BCPP

**BILL TO:**  
ENGINE DIVISION INTERNAL ISSUE  
PO BOX 888285  
GRAND RAPIDS MI 49588

**SOLD TO:**  
INTERNAL ISSUE-ENG DIVISION  
ATTN: BRIAN  
WILL CALL

**REMIT TO:**  
KAWASAKI MOTORS CORP., U.S.A.  
P.O. BOX 888285  
GRAND RAPIDS, MI 49588-8285

**INVOICE PRINTED \***

DEALER NBR	KMC RECV DATE	TXN	ORGANIZATION CODE	WAREHOUSE CODE	TERMS	BILL DUE DATE	UPS	SHIPPED VIA	ORDER NUMBER
335		18	1 45 34 32	CX C	C 25TH PROX				M91972

ORDER NUMBER	DESCRIPTION	PART NUMBER	SHIPPED	BACK ORDER	DEALER MEMO	DISC CODE	NET UNIT PRICE	NET AMOUNT
M91972	BLOWER BP KRB000B	KRB000-BA2	10				\$27.58	\$,227.80
	THIS AMOUNT DUE							\$,227.80

**IMPORTANT CUSTOMS NOTICE:** IF THESE COMMODITIES, TECHNOLOGY OR SOFTWARE ARE EXPORTED FROM THE UNITED STATES, THE EXPORT MUST BE IN ACCORDANCE WITH U.S. EXPORT REGULATIONS. REEXPORT, DIVERSION, OR TRANSSHIPMENT CONTRARY TO U.S. LAW IS PROHIBITED.

L0132 08/30/2002

- A** - Initial processing date of Claim
- B** - Date of invoice and credit to the Dealer's parts account
- C** - Invoice Number – This number also appears on monthly Accounts Receivable statements
- D** - Dealer Number
- E** - Warranty Claim Number
- F** - Warranty Claim information includes – Claim Type, Warranty Claim#, and Model Code
- G** - Dealer Labor Rate
- H** - Part Number
- I** - Part Quantity
- J** - Reimbursement of labor for job code listed
- K** - Parts compensation (additional parts allowance)
- L** - Total amount of Claim
- M** - Amount credited to Dealer's parts account



**LABOR RATE ADJUSTMENT REQUEST**  
**Return Fax #616-954-3031**

Dealer Name \_\_\_\_\_ Dealer Number \_\_\_\_\_

Dealer Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Requesting the warranty labor rate for my dealership be adjusted (check one):

\_\_\_ Method A – POSTED RETAIL LABOR RATE

\_\_\_ Method B – PAYROLL LABOR MARK-UP

*Note: If applying under Method B, call Hotline and request a copy of the payroll data worksheet.*

1. Dealership's current customer labor rate \$\_\_\_\_\_ per hour.
2. Requested Kawasaki warranty reimbursement rate \$\_\_\_\_\_ per hour.

**CERTIFICATION\***

I certify that I have read the Warranty Labor Rate Policy and Procedure in the current Kawasaki Warranty Manual. I also certify that I am in full compliance with all the requirements for the adjustment method selected above.

I understand that my continuing compliance with these requirements is necessary and subject to verification.

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

\*Important: Certification will be considered fraudulent if Kawasaki Motors Corp. USA representative are not able to validate compliance with all provisions of the stated warranty labor rate policy under which the application is submitted (Method A or B).

99969-0133

METHOD B - PAYROLL DATA WORKSHEET							
Complete this worksheet only if Method B is selected							
3 Month Payroll Period Reported		To		Day			
(1)		(2)		(3)		(4)	
Name		Job Title		Date Employed		Normal Work Hrs/Wk	
				3 Month Period Reported		(7)	
				Actual Work Hours		Gross Wages Paid	
						If Mechanic Did Not Work Normal Work Hours - Explain Reason Below	
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

**FOR KAWASAKI USE ONLY**

Column (1): List all mechanics' names. Do not include employees whose main job is other than routine repair work. E.g. Svc Manager.  
 Column (2): Enter job titles used in your dealership.  
 Column (3): Enter date employed at your dealership.  
 Column (4): Enter mechanic's normal work hours in a work week. E.g. 40.  
 Column (5): Enter mechanic's actual work hours during 3 month period reported. E.g. 40 hrs/wk x 13 weeks = 520 hrs  
 Column (6): Enter mechanic's gross wages paid during three months reported.  
 Column (7): If mechanic did not work normal hours during 3 month period reported, explain absence.

FOR KAWASAKI USE ONLY:  
 Avg. Hourly Base Wage Rate: \_\_\_\_\_ x 2.6 = \_\_\_\_\_

# **Kawasaki**

**Engines/Power Products**

**WARRANTY MANUAL**

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**POLICIES  
AND  
PROCEDURES**

# **Kawasaki**

**Engines/Power Products**

**WARRANTY MANUAL**

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**POLICIES  
AND  
PROCEDURES**

**- NOTES -**