

MODEL: **2005 CONCOURS™ (ZG1000-A20)**
TITLE: **SWINGARM PIVOT SHAFT LOCKNUT LOOSE**

Page 1 of 3

FACTORY DIRECTED MODIFICATION

IMMEDIATE REPAIR

Eligibility

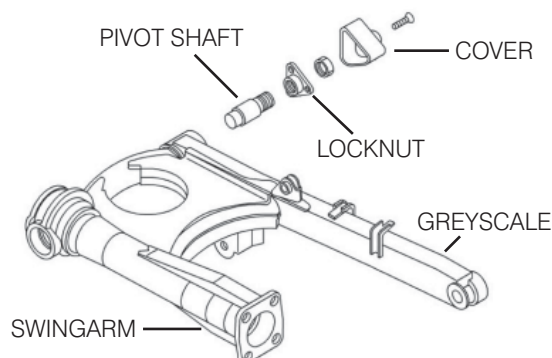
Eligible Units (ZG1000-A20)

Vehicle Identification Number Range
JKAZGCA1✓5B522502 thru 522553
522555 thru 522562
522564
522566 thru 522578
522580 thru 522582
522584 thru 522590
522592 thru 522593
522596 thru 522597
522599
522603
522606
522608 thru 522612
522614 thru 522632
522634 thru 522637
522640 thru 522643

Please check VSI (Vehicle Service Inquiry) in K-Share or k-dealer.com for other possible repair campaigns for eligible units.

Subject

On eligible units, the locknut that secures the right hand swingarm pivot shaft may be not tightened to the specified torque. Use of the motorcycle with the pivot shaft locknut loose could shorten the life of the swingarm bearing.



Kawasaki Action

Initiate FDM Campaign:

Kawasaki has initiated a FDM campaign to repair all eligible units. The repair consists of tightening the pivot shaft locknut to the specified torque.

Notify Registered Owners:

Kawasaki is sending a FDM letter to all registered owners of eligible units. A copy of the letter is printed on the last page of this bulletin.

Dealer Action

Repair Eligible Units:

Repair all eligible units, including sold units in the field and unsold units in your inventory. Refer to the Repair Procedure 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 FDM letter requesting the return of the vehicle to you for repair.

Submit Product Registration:

Submit the product registration to Kawasaki immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and address. Kawasaki uses the product registration information for customer notification.

Also, if you know that the customer has moved, please submit a Customer Update to the Warranty Department.

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

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THE
LEADING
EDGE OF

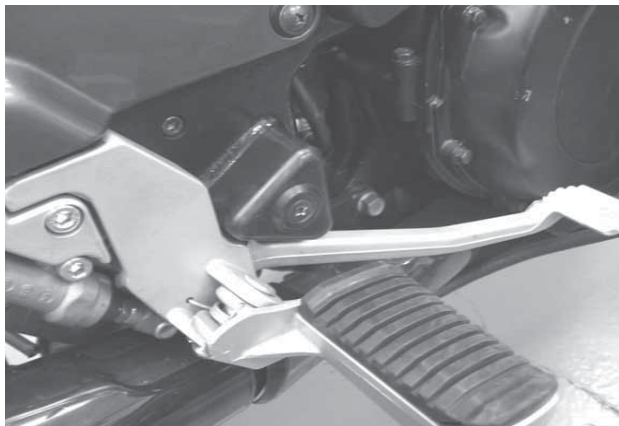
Kawasaki
Let the good times roll.™

/ POWER / PERFORMANCE / EXHILARATION /

Repair Procedure

Torque Right Side Swingarm Shaft Locknut:

- Place the vehicle on the center stand and remove the plastic cap covering the right side swingarm pivot shaft locknut.



Refer to the *Swing Arm Installation and Alignment* in Chapter 12, (SUSPENSION) of the ZG1000-A20 Service Manual for additional information and procedures related to torquing the locknut.

Service Manual

Model	Part Number
ZG1000-A	99924-1065-14

- Using a torque wrench, check if the locknut turns before reaching the specified torque.

Torque

Locknut Torque: 49 N·m (5.0 kg·m, 36 ft·lb)

- ☆ If the locknut does not turn, it is properly tightened. Reinstall the pivot shaft locknut plastic cap (cover).

- ☆ If the locknut is loose, unscrew it so that it is loose on the pivot shaft.

- Torque the pivot shaft.

Torque

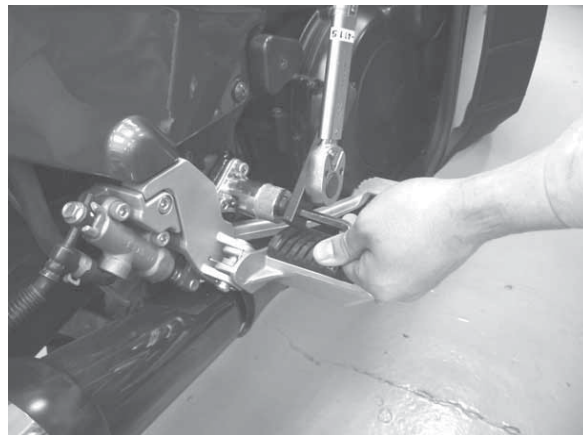
Pivot Shaft Torque: 27 N·m (2.8 kg·m, 20 ft·lb)

- Using the torque wrench and the special tool (P/N 57001-1225), torque the locknut.

Torque

Locknut Torque: 49 N·m (5.0 kg·m, 36 ft·lb)

- Install the swingarm pivot shaft locknut plastic cap (cover).



NOTE:

- Special tool (P/N 57001-1225) is required for the procedure outlined in the Service Manual. If your dealership does not have the special tool, use the following alternate procedure.

Alternate Procedure:

(Only necessary if locknut is loose and special tool is unavailable)

- Unscrew the locknut so that it is loose on the pivot shaft.
- Torque the pivot shaft.

Torque

Pivot Shaft Torque: 27 N·m (2.8 kg·m, 20 ft·lb)

- Using an open end wrench and an Allen wrench to hold the pivot shaft in place, tighten the locknut securely but not over the specified torque.
- Using the torque wrench, torque the locknut.

Torque

Locknut Torque: 49 N·m (5.0 kg·m, 36 ft·lb)

- Install the swingarm pivot shaft locknut plastic cap (cover).

Parts Information

No parts are required for this repair.

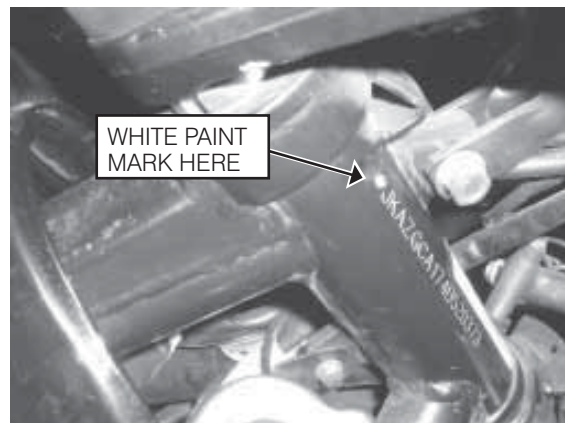
Warranty Information

This is a Factory Directed Modification. Repair is authorized regardless of ownership or warranty status. Repairs **MUST BE PERFORMED IMMEDIATELY ON ALL ELIGIBLE UNITS** in the field and during initial preparation. See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when submitting the Warranty Claim.

WARRANTY INFORMATION	
Job Code	21307
Flat Rate Time	0.3 hr
Failure Date	Same as Repair Date
Claim Type	3
Causal Part Number	92015-1589
Causal Part	Nut, 20mm
Qty	0

Repair Verification

Make a white paint mark above the VIN as shown.



NOTE:

- o Repair verification is an essential part of the repair procedure. Along with the physical repair verification mark, check VSI (Vehicle Service Inquiry) in K-Share or k-dealer.com for other possible repair campaigns for eligible units.

CONCOURS™ SWINGARM PIVOT SHAFT LOCKNUT LOOSE FACTORY DIRECTED MODIFICATION

Dear Kawasaki Motorcycle Owner:

The reason for this notice:

On eligible ZG1000-A20 units, the locknut that secures the right hand swingarm pivot shaft may not be tightened to the specified torque. Use of the motorcycle with the pivot shaft locknut loose could shorten the life of the swingarm bearing. Our records indicate that you have bought one of these units.

What Kawasaki and your dealer will do:

Kawasaki has initiated a Factory Directed Modification campaign to repair all affected units. This repair will be made by an authorized Kawasaki motorcycle dealer at no charge. The repair will consist of tightening the pivot shaft locknut to the specified torque. The actual repair will take up to one half hour but may take longer due to scheduling at the dealership.

What you need to do:

Please call your Kawasaki motorcycle dealer to schedule an appointment and take this letter with you at that time.

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:

Kawasaki Motors Corp., U.S.A.

ATTN: Consumer Services Department

P.O. Box 25252

Santa Ana, California 92799-5252

(949) 460-5688 between 8:30 a.m. and 4:45 p.m. PT Monday through Friday.

If you received this notice in error:

Our records indicate you are the current owner of the Concours described in this letter. If you no longer have the vehicle described in this letter, or if it has been repaired, please help us to update our records by calling Kawasaki toll free at (866) 802-9381.

We are sorry for any inconvenience, but we have taken this action in your best interest and continued satisfaction with your Kawasaki motorcycle. Please contact your dealer if you have any questions.

Sincerely,

KAWASAKI MOTORS CORP., U.S.A.