

MODEL: 2012 TERYX4™ 4X4/EPS/LE (KRT750A/B/C/DCF)**TITLE: STEERING GEAR ASSEMBLY AND FRONT BRAKE CALIPERS REPLACEMENT**

RECALL

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

Eligibility

Eligible Units

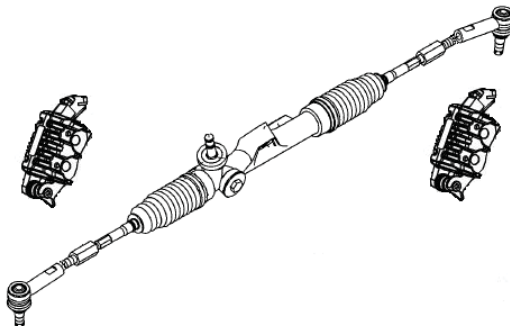
Model	Vehicle Identification Number Eligibility
KRT750A/B/C/DCF	Check VIP in K-Dealer

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 eligible units, two conditions potentially affecting the safe operation of Teryx4 vehicles exist: (1) The pinion shaft bearings in the steering gear assembly could be damaged during operation creating the potential for a loss of steering. (2) The front brake caliper(s) could be damaged or separated from the caliper bracket resulting in a loss of braking. Loss of steering or braking ability creates the potential for an accident 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 steering gear assembly and both front brake calipers.

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 8 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.

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.

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

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Kawasaki
Let the good times roll.™

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 Service Manual 99924-1452-02/32 for information and procedures related to parts removal and installation.

Remove Steering Gear Assembly:

- Loosen the left and right front wheel nuts.
- Support the vehicle on a jack so that both front wheels are off the ground and chock the rear wheels.



- Remove both front wheels and retain the nuts (and washers on the "C" model).

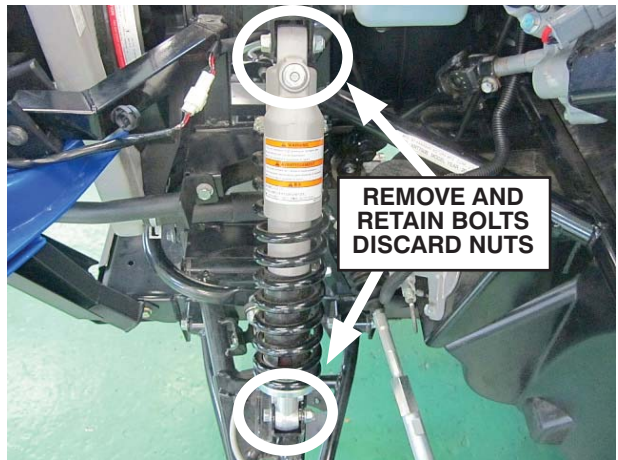
- Remove and discard the tie-rod end cotter pins from both sides of the steering gear assembly.
- Remove and retain the tie-rod end nuts and washers from both sides of the steering gear assembly.



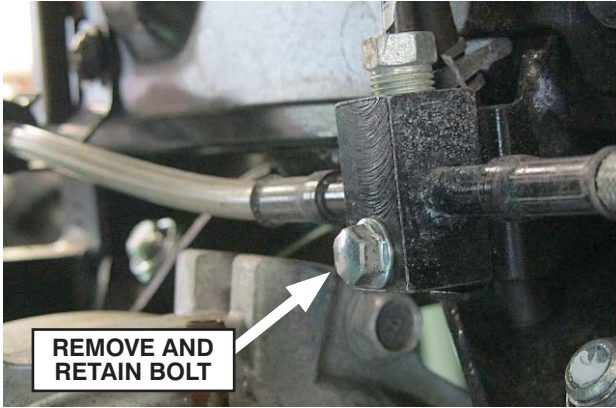
- Remove the tie-rod ends from the steering knuckles from both sides of the steering gear assembly using a suitable joint tool.



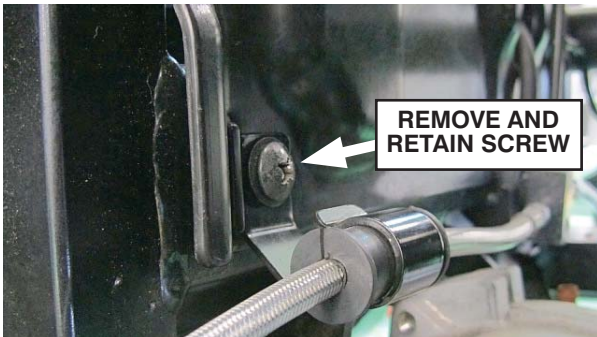
- Remove the front shock absorbers and retain the upper and lower mounting bolts. Discard the nuts.



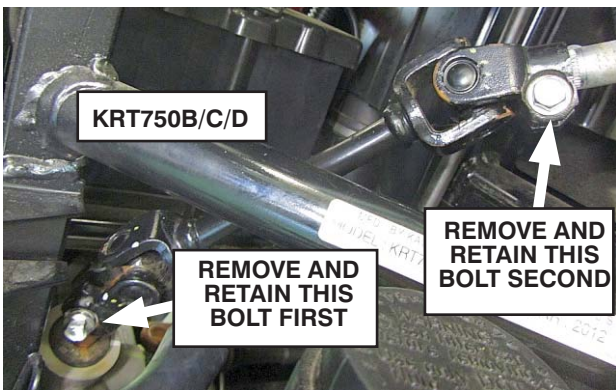
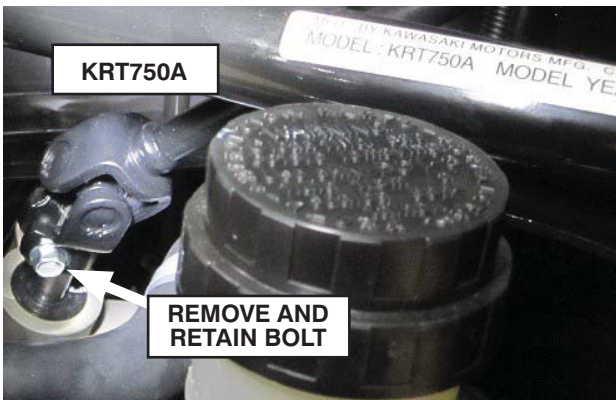
- Remove and retain the left-side brake hose mounting bolt to free the brake hose.



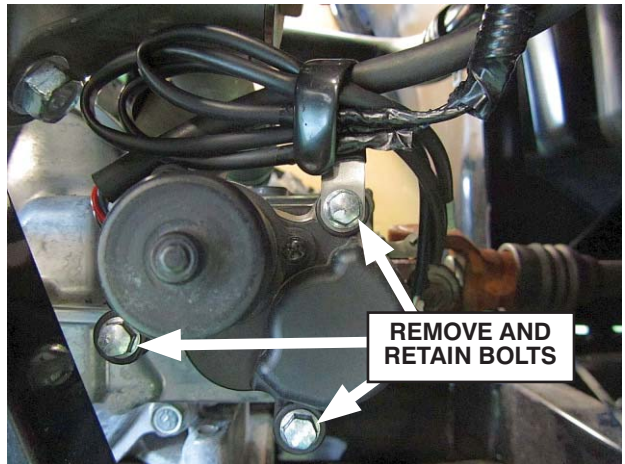
- Remove and retain the right-side brake hose clamp screw to free the brake hose.



- Remove and retain the lower intermediate shaft clamp bolt (KRT750A/B/C/D).
- Remove and retain the upper intermediate shaft clamp bolt (KRT750B/C/D).



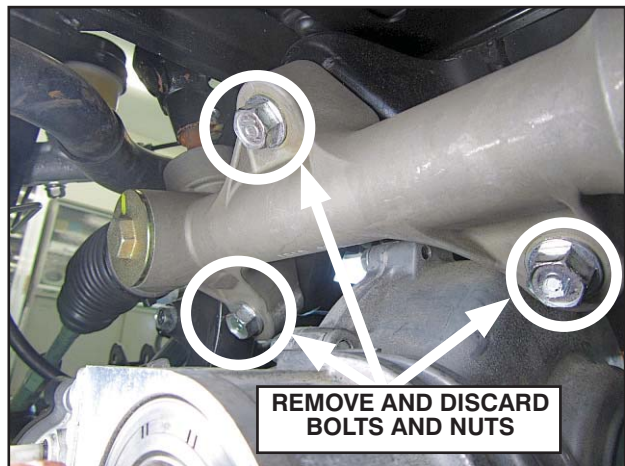
- Remove and retain three bolts to free the shift actuator.



- Discard the shift actuator O-ring.



- Remove and discard the steering gear assembly bolts and nuts.



- Remove the steering gear assembly from the intermediate shaft.



- Temporarily tighten the intermediate shaft clamp bolts.



- Remove the steering gear assembly from the chassis by pulling it out to the right side of the vehicle then destroy the steering gear assembly.



- Install the new steering gear assembly bolts and nuts from the repair kit and tighten to 95.5 N·m (9.74 kgf-m, 70.4 ft-lb).

Install Steering Gear Assembly:

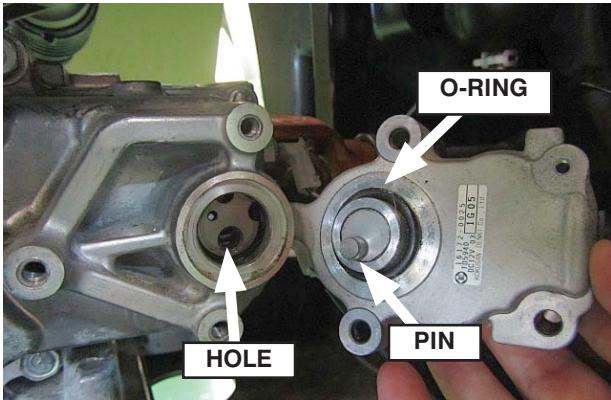
- Position the new steering gear assembly by feeding it into the chassis from the right side of the vehicle.



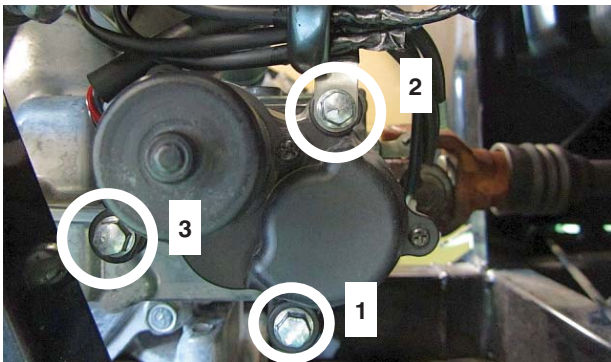
- Center the steering wheel.
- Install the pinion shaft of the steering gear assembly into the intermediate shaft.



- Install the new shift actuator O-ring from the repair kit and apply grease to it.
- Install the shift actuator making sure to insert the pin on the actuator into the hole on the front final gear case.



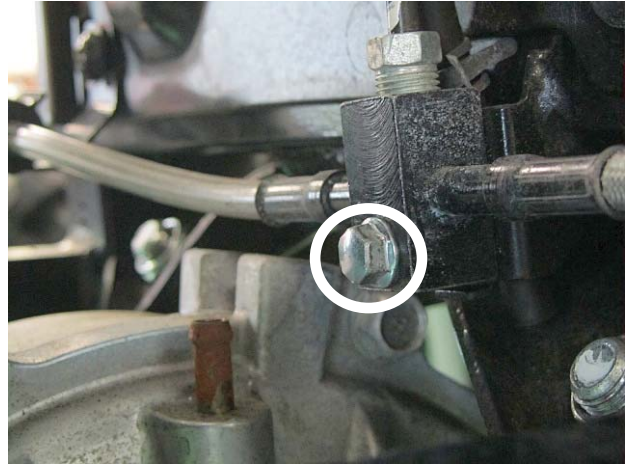
- Install and tighten the shift actuator bolts in the sequence shown in the photo to 9.8 N·m (1.0 kgf-m, 87 in-lb).



- Tighten the intermediate shaft clamp bolts to 21.5 N·m (2.19 kgf-m, 15.9 ft-lb).



- Install and tighten the left-side brake hose mounting bolt.



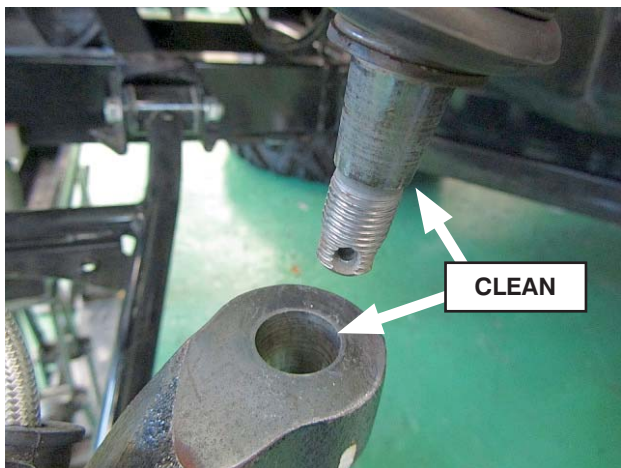
- Install and tighten the right-side brake hose clamp screw.



- Install the front shock absorbers and tighten the original bolts and new nuts from the repair kit to 57.5N·m (5.86 kgf-m, 42.4 ft-lb).



- Clean the tapered portion of the left and right tie-rod end joints and the tapered holes of the left and right steering knuckles.



- Install the left and right tie-rod end joints into the left and right steering knuckles and install the washers and nuts and tighten to 41.5 N·m (4.23 kgf-m, 30.6 ft-lb).



NOTE:

- o If the slots in the nut do not align with the cotter pin hole in the tie-rod end, tighten the nut clockwise no more than 30 degrees until the next hole aligns. Loosen the nut once and tighten again if the slot goes past the nearest hole.
- Install new cotter pins from the repair kit in both tie-rod ends of the steering gear assembly.

Install Front Brake Calipers:

- Remove and destroy the left and right front brake caliper assemblies, caliper attachment bolts, and hose fitting washers as outlined in the service manual. Retain the banjo bolts.
- Install the new left and right front brake caliper assemblies with the new bolts and hose fitting washers supplied in the repair kit as outlined in the service manual. Use the original banjo bolts.

Toe-In and EPS:

Refer to the appropriate sections of Service Manual 99924-1452-02/32 for information and procedures related to parts removal and installation.

- Install the front wheels.
- Check the toe-in of the front wheels and adjust if required.
- Check that the steering wheel is centered and adjust if required.
- Perform EPS Neutral Position Registration.
- Lower the vehicle off the jack and remove the chocks from the rear wheels.

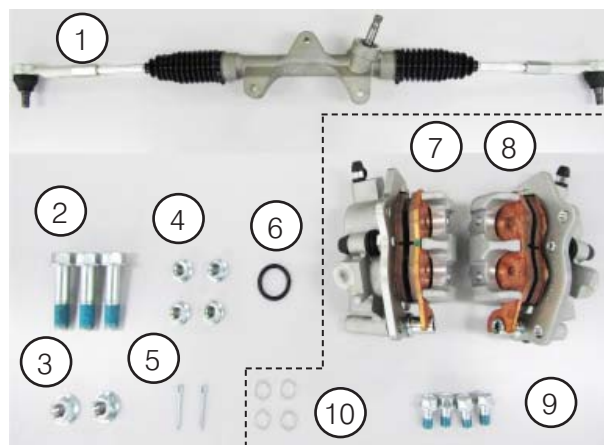
Parts Information

Repair kit 99999-0395 must be installed on all eligible units.

Order parts to complete the Recall/FDM/FAR through K-Dealer as outlined in Service Bulletin SP12-02. The proper VIN for each unit being repaired will be required for each part ordered.

KIT, STEERING/CALIPER, 99999-0395

REF. NO.	KIT CONTENTS	QTY	
1	Steering Gear Assembly	1	STEERING
2	Bolt, Flanged,12x50	3	
3	Nut,12mm	2	
4	Nut,Lock,Flanged,10mm	4	
5	Cotter Pin,3.0x25	2	
6	O-Ring	1	
7	Caliper LH	1	BRAKES
8	Caliper RH	1	
9	Bolt,Flanged,8x16	4	
10	Washer, Seal	4	



NOTE:

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

WARRANTY INFORMATION

Job Code	22395
Flat Rate Time	1.8 hr.
Failure Date	Same as Repair Date
Claim Type	3
Problem Part Number	99999-0395
Description	Kit, Steering/Caliper
Qty	1

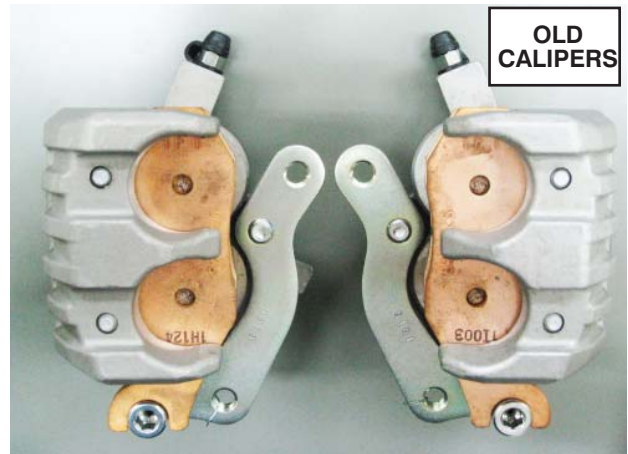
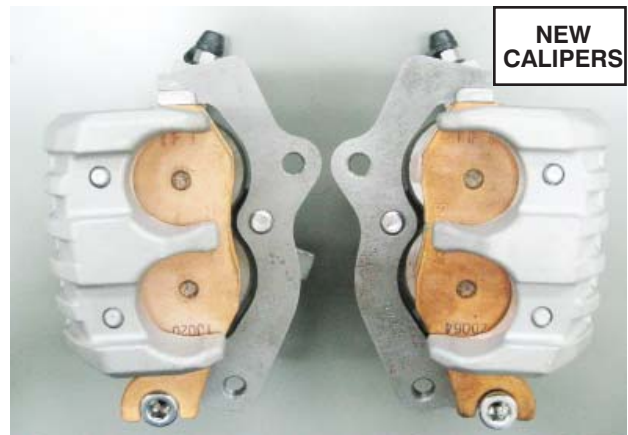
Repair Verification

After repair, make a punch mark in front of the VIN.

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.

STEERING GEAR ASSEMBLY LOT NUMBER	
7 digits	Old (eligible for repair)
8 digits	Old (eligible for repair) June 2012 or earlier - 20120630
(Example) 2012 07 06 Year Month Date → July 6, 2012	New (no repair required) July 2012 or later - 20120701



**2012 TERYX4™ STEERING GEAR ASSEMBLY
AND FRONT BRAKE CALIPERS REPLACEMENT
WARNING AND RECALL NOTICE**

Dear Kawasaki Side x Side Owner:

This notice is sent to you in accordance with the requirements of the Consumer Product Safety Act.

The reason for this notice:

This letter is sent to notify you that Kawasaki, in cooperation with the U.S. Consumer Product Safety Commission, has initiated a voluntary safety Recall Campaign to replace the steering gear assembly and front brake calipers on 2012 TERYX4™ 4X4/EPS/LE (KRT750A/B/C/DCF) models.

On eligible units, two conditions potentially affecting the safe operation of Teryx4 vehicles exist: (1) The pinion shaft bearings in the steering gear assembly could be damaged during operation creating the potential for a loss of steering. (2) The front brake caliper(s) could be damaged or separated from the caliper bracket resulting in a loss of braking. Loss of steering or braking ability creates the potential for an accident 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 steering gear assembly and both front brake calipers. The actual repair will take up to 2 hours 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 Side x Side dealer to schedule an appointment and take this letter with you at the time of your appointment.

DO NOT DRIVE YOUR SIDE X SIDE 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 you received this notice in error:

Our records indicate you are the current owner of the 2012 TERYX4™ 4X4/EPS/LE 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.

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 Side x Side.

Sincerely,

Kawasaki Motors Corp., U.S.A.