

OWNER SATISFACTION

(For Products Sold in the Continental United States of America Only)

Your satisfaction is important to your authorized Kawasaki dealer and to Kawasaki Motors Corp., U.S.A. If you have a problem concerning warranty or service, please take the following action:

Contact the owner and/or service manager of your authorized Kawasaki dealer. Fully explain your problem and ask for assistance in resolving the situation. The OWNER of the dealership is concerned with your satisfaction and your future business. For this reason the owner is in the best position to assist you. Also, all warranty and service matters are handled and resolved through the authorized Kawasaki dealer network.

If you are unsatisfied after working with your Kawasaki dealer and feel you still require further assistance, write to the address below. Please be certain to provide the model, product identification number, 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 names of the dealership personnel with whom you have been working in the resolution of your problem.

Upon receipt of your correspondence we will contact the dealership and work with them in resolving your problem.

In order to provide a permanent record, all warranty and service resolutions take place only through written correspondence.

Please send your correspondence to:
CONSUMER RELATIONS
KAWASAKI MOTORS CORP., U.S.A.
P. O. Box 25252
SANTA ANA, CA. 92799-5252
(949) 460-5688