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REPAIR ONLY **FACTORY AUTHORIZED REPAIR** **AS REQUIRED**

Eligibility

All 1986 model ZG1200-A1 and 1987 model ZG1200-B1 units with the Kawasaki optional CB Radio installed are eligible for this repair program if they have an intermittent howling / noise while the CB is turned on.

Eligible Units*

Model	VIN Range
ZG1200-A1	JKAZG9A1□GA000001 through JKAZG9A1□GB001554
	JKAZG9A1□GB500001 through JKAZGTA1□GB502200
ZG1200-B1	JKAZG9B1□HA000001 through JKAZG9B1□HA000740
	JKAZG9B1□HB500001 through JKAZG9B1□HB500359

*Must have howling noise with CB on.

Subject

On some ZG1200-A1 and ZG1200-B1 units, the CB causes a howling noise in the audio system with certain settings and conditions.

Kawasaki Action

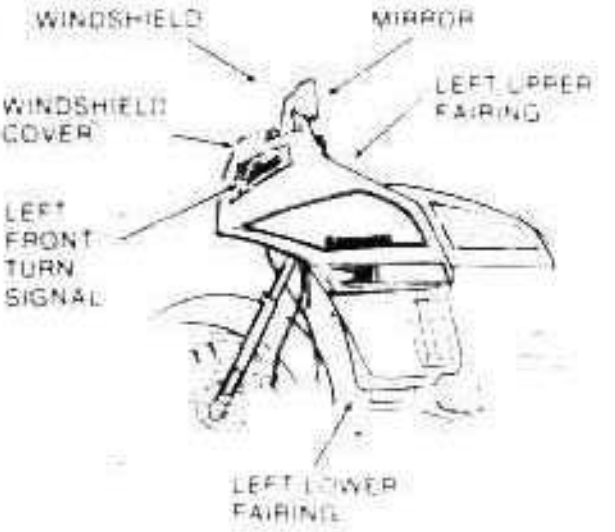
Kawasaki and Clarion have designed a filter to remove the source of the noise and direct it to ground. Kawasaki has initiated a Factory Authorized Repair program to fix eligible units which have the howling noise. All optional CB radios being shipped to dealers now have the filter unit kit described in this bulletin.

Dealer Action

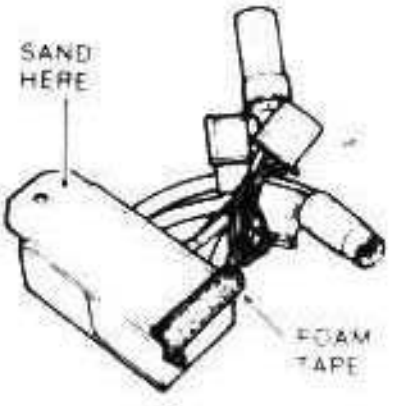
Repair eligible units which have the howling noise by installing the filter unit kit. Follow the Repair Procedure here and in the kit.

Repair Procedure

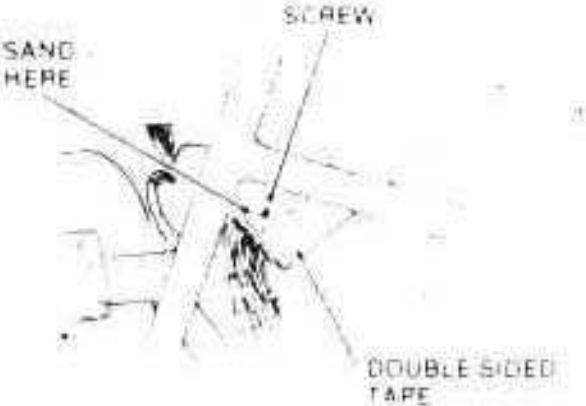
- Remove the following parts.
  - Both rear view mirrors
  - Windshield cover
  - Windshield
  - Left lower fairing
  - Left front turn signal
  - Left upper fairing (let it hang on the speedometer cable)
  - Top left air duct



- Apply the small piece of foam tape to the filter unit as shown.



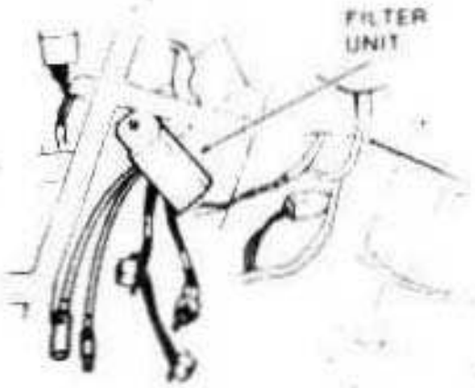
- Remove and discard the screw on the front left corner of the radio box.



SERVICE

SERVICE

- Use fine sandpaper to thoroughly clean the radio box where the filter will mount and the tab on the filter itself for a good ground
- Apply the double-sided tape to the side of the radio box where the filter unit will mount
- Using a non-permanent locking agent (Loc-Tite Lock 'N Seal, P/N K61079-001 or equivalent), mount the filter unit with the 3 mm by 8 mm screw provided



- Disconnect the DIN plug on the yellow banded lead (from the radio box to the helmet sound connection)
- Connect the male DIN plug from the filter unit to the female DIN plug from the radio box
- Connect the female DIN plug from the filter unit to the male DIN plug from the helmet sound connector
- Disconnect the two nine-pin connectors between the radio box and the wiring harness (these go to the handlebar controls and the rear remote control box)
- Connect the nine-pin male connector from the filter unit to one of the nine-pin female connectors from the radio box. The other is not used.
- Connect the longer female nine-pin connector from the filter unit to the shorter male nine-pin connector from the harness.
- Connect the shorter female nine-pin connector from the filter unit to the longer male nine-pin connector from the harness.
- Install the parts removed at the beginning.



Parts Information

Parts Information

Part Number	Description
14043-1068	Filter Unit

NOTE

- *The filter unit kit will be shipped with all optional CB radios from Kawasaki.*

Parts Availability

April 30, 1987

Warranty Information

This is a Factory Authorized Repair to be performed on eligible units as necessary. See the Warranty Policies and Procedures Manual (claim type 3 information) for detailed instructions when completing the Warranty Request form.

WARRANTY REQUEST INFORMATION			
Parts Qty	P/N	Description	
[illegible]	[illegible]	[illegible]	[illegible]

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NOTE: File under [WARRANTY POLICIES] tab in your Service and Warranty Binder

REVISED Discard WTY 85-01 dated 3-8-85

WARRANTY INFORMATION

Subject

If certain audio system components fail during the twelve (12) month warranty period, they can only be replaced on an exchange basis. **Do not order new components from your parts warehouse for replacement purposes during the warranty period.**

Standard warranty procedures **do not** apply to these exchange items.

ZN1300:VOYAGER

- Radio Tuner
- Radio Control
- Cassette Deck
- Control Mixer
- Power Amp
- CB Transceiver
- Low Booster

ZG1200:VOYAGER XII

- AM/FM Electronically Tuned Radio (ETR) and Cassette Unit
- Power Amp
- CB Transceiver

NOTE

a. *Components not listed above are not exchange items. Standard warranty procedures* ***do apply to*** *nonexchange items.*

b. *Once the warranty has expired on any Clarion Audio Component, repair must be done by the dealer or by Clarion. The exchange program cannot be used for out of warranty components.*

For a thorough explanation of how the component exchange program works, refer to pages 29 and 30 in the Warranty Policies and Procedures Manual. If you have misplaced this manual, order one through your parts department free of charge — P/N 99969-0210.

SERVICE

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RECALL

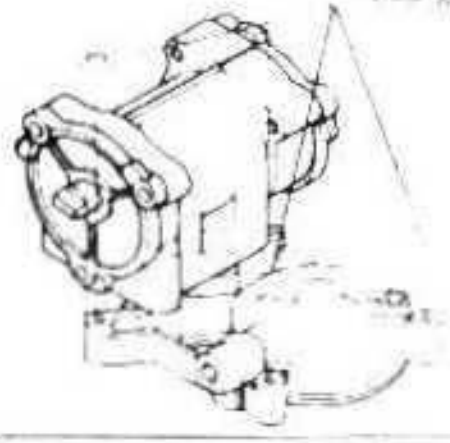
THIS BULLETIN IS OF THE HIGHEST PRIORITY AND MUST BE ACTED UPON IMMEDIATELY TO ENSURE CUSTOMER SAFETY.

Eligible Units

Model	VIN Range
ZG1200-B4/L	JKAZG9B1VLB502501 thru 502783

Subject

On eligible units, the lower crankcase half was mismachined, positioning the oil filter case incorrectly. As a result, the oil pump shaft is not properly aligned with the drive gear shaft or the water pump shaft. This misalignment stresses all three shafts excessively, and could cause any one of them to fail. If the oil pump or water pump drives fail, the engine could suffer extensive internal damage and stop running due to lack of lubrication or overheating.



Warranty Information

This is a safety recall campaign. Repairs are 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

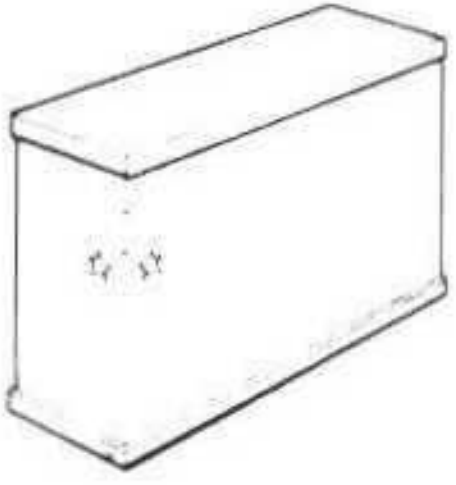
Dealer Action

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

- Some units in the eligible range have already been repaired by Kawasaki. Repaired units have repair verification labels inside the right fairing side cover, a star on the crate below the label, and a punch mark just in front of the engine number on the crankcase.



[illegible] type is identified by a letter [illegible] when requesting the Warranty number.

WARRANTY INFORMATION

[illegible]

SERVICE

SERVICE

Document Completed Repairs:

Federal law requires manufacturers to maintain accurate follow-up records on repairs performed on eligible units. Dealers MUST submit a Warranty Request form for each repair. Refer to the Warranty Information section of this bulletin for details.

Submit Warranty Registration Cards:

Send completed Warranty Registration Cards to Kawasaki immediately after retail sale of any eligible unit. Be sure to supply the correct customer name and address, including ZIP code. Kawasaki uses the information on the Warranty Registration Card for customer recall notification.

Kawasaki Action

Initiate Recall Campaign:

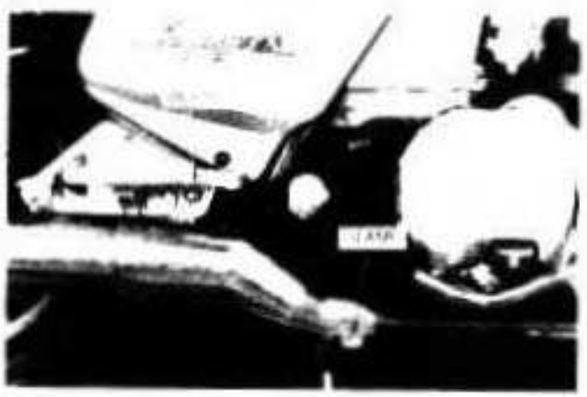
Kawasaki has initiated a recall campaign to repair all eligible units.

Notify Registered Owners:

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

Repair Procedure

- Support the motorcycle on a suitable stand so that you have access to the underside of the engine.
- Loosen the muffler to exhaust pipe clamps on both sides and the clamp on the exhaust pipe crossover under the engine.
- Take out the bolts holding the muffler brackets to the frame on both sides.



- Pull the muffler assembly to the rear and off the exhaust pipes.
- Remove this screw.



- Take out these three screws, and then remove the fairing lowers on both sides.



- Take out this screw and remove the nut on each side, and then remove the bottom of the fairing.



- Take off the ignition cover.
- Loosen the banjo bolt on the top end of the oil pipe to the crankcase.

- Remove the four screws holding the radiator cover to the radiator.



- Very carefully work the radiator cover free of the fairing, and set it aside.

⚠ CAUTION

The paint on the radiator cover is very easy to damage. Be careful not to scratch it during removal.

- Remove the screw holding the radiator to the fairing inner cover on the right side only.



- Take out the two radiator mounting bolts on the right side.



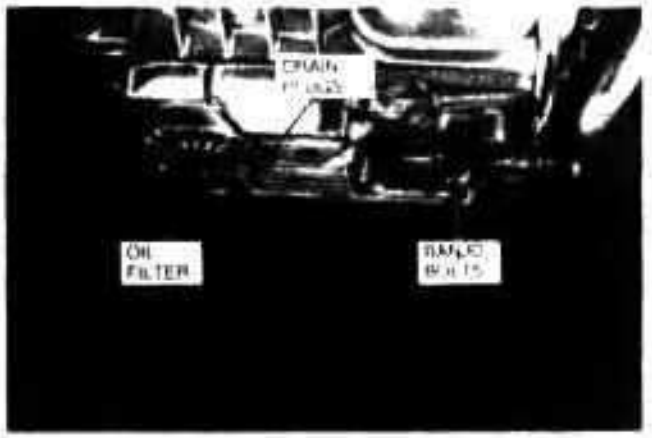
- Pull the right side of the radiator forward and put a 35mm (1-3/8 in.) thick wooden block between the lower right radiator bracket and the mounting bracket on the frame.



- Take off the exhaust pipe holders for the two pipes on the right side.

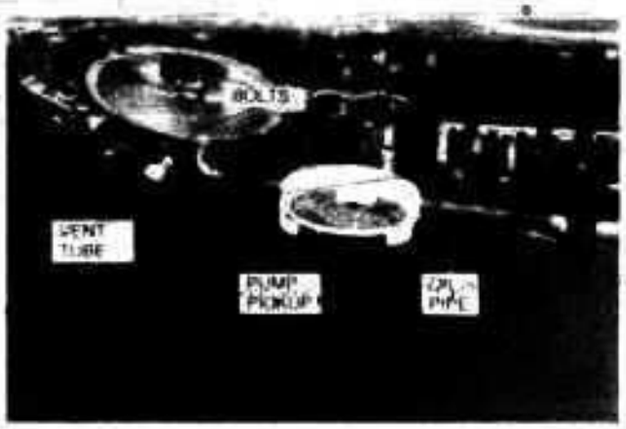


- Rotate the right side exhaust pipes down at the front, and slide them as far to the right as you can. This allows clearance to reach the oil pan bolts.
- Remove the two drain plugs, and drain the engine oil.



- Take out the oil filter.
- Unscrew the two banjo bolts on the oil pipes.

- Take out the oil pan bolts, rotate the oil pipe out of the way, and drop the pan down and out.
- Pull off the oil pump pickup, the oil pipe, and the vent tube.



- Take out the four bolts, and using a wrench on the ignition end of the crankshaft, turn the crank until the drive tang on the oil pump drive gear shaft is vertical. This allows the pump and attached oil filter case to be removed straight down.

NOTE:

o *Use a mirror to see up into the bottom of the crankcase.*

- Clean the four oil filter case mounting bosses on the crankcase with an oil-less solvent.

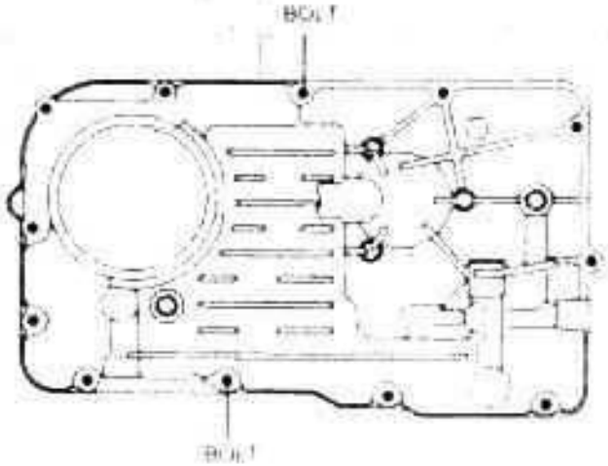


- Place a tiny drop of Three Bond #10 (P/N 56019-120) on the surface of each of the four crankcase bosses.
- Stick the 0.5mm washers into place on the crankcase bosses, with the large diameter washer on the boss with the locating sleeve.
- Be sure the oil passages and O-rings are in place on the oil filter case, and push it back into place in the crankcase.
- Install the four mounting bolts and tighten them to the specified torque.
- Install the parts removed in the reverse order of disassembly. The torque specifications are listed here for your convenience.

Torque Specifications

Fastener	Torque
Oil Filter Case Bolts	1.2 kg-m (104 in-lb)
Engine Drain Plugs	3.0 kg-m (22 ft-lb)
Oil Filter Mounting Bolt	2.0 kg-m (14.5 ft-lb)
Oil Pipe Banjo Bolts	2.5 kg-m (18 ft-lb)

- Replace these two oil pan bolts with new ones from the kit. These bolts are supplied with a non-permanent locking agent already applied.



Parts Information

Check the repair kit contents against this list.

Part Number	Description	Qty
99996-1148	Kit, Crankcase Repair	1
	Contents of Above	
11009-1376	Gasket, Banjo Bolt	6
92002-1612	Bolt, Oil Pan	1
92002-1657	Bolt, Oil Pan	1
11009-1558	Gasket, Oil Pan	1
11009-1503	Gasket	1
92200-1074	Washer, 16x8.5x0.5	1
92200-1071	Washer, 12x6.5x0.5	3
11009-1480	Gasket, Ex. Pipe Connector	1
11009-1906	Gasket, Ex. Pipe Holder	2
11009-1659	Gasket, Ex. Pipe Crossover	1

Repair Verification

- Place the repair verification label on the inside of the R.H. side cover.
- To get more labels, call the Product Support Hot Line.
- Put a punch mark in front of the engine number on the crankcase.

NOTE:

- *Repair verification is an essential part of the repair procedure.*
- *One purpose for the repair verification label is to ensure that those products not yet repaired can be identified and repaired. Not only does this increase customer satisfaction but it also maximizes the success of this recall. Another purpose for the repair verification label is to prevent the wasted time and effort of duplicate repairs.*

ZG1200-B4, B4L:VOYAGER XII ENGINE LUBRICATION WARNING AND RECALL NOTICE

Dear Kawasaki Motorcycle Owner:

This notice has been sent to you in accordance with requirements of the National Traffic and Motor Vehicle Safety Act.

Kawasaki Motors Corp., U.S.A. has determined that a defect which relates to motor vehicle safety exists in some early production 1990 model Voyager XII motorcycles. Due to a mismachined lower crankcase half on some eligible units, the oil pump and/or water pump could fail. If the oil pump or water pump fails, the engine could suffer extensive internal damage and stop running.

IF THE ENGINE OIL PRESSURE LIGHT COMES ON, OR THE COOLANT TEMPERATURE GAUGE NEEDLE REACHED THE RED ZONE, WHILE YOU ARE RIDING YOUR MOTORCYCLE, STOP IMMEDIATELY. CONTINUED OPERATION COULD CAUSE EXTENSIVE INTERNAL ENGINE DAMAGE AND POSSIBLY A DANGEROUS OPERATING CONDITION RESULTING IN AN ACCIDENT. DO NOT RIDE YOUR MOTORCYCLE UNTIL IT HAS BEEN REPAIRED BY AN AUTHORIZED KAWASAKI MOTORCYCLE DEALER.

Your Kawasaki dealer will correct this problem for you at no charge. The correction will consist of repositioning the oil filter case. Please call your Kawasaki motorcycle dealer to schedule an appointment. Take this letter with you at the time of your appointment.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, Washington D.C. 20590, or call the toll free Auto Safety Hotline at (800) 424-9393 (Washington, D.C. residents may call 366-0123) if you believe that:

a. Kawasaki Motors Corp., U.S.A. has failed to, or is unable to, remedy this defect without charge.

b. Kawasaki Motors Corp., U.S.A. has failed to, or is unable to, remedy this defect within a reasonable time but not longer than 60 days after your first attempt to obtain remedy.

We are sorry for any inconvenience this may cause, but we have taken this action in the interest of your safety and continued satisfaction with your Kawasaki motorcycle.

Sincerely,

Kawasaki Motors Corp., U.S.A.