

Kawasaki Motors Corp., U.S.A.

P.O. Box 25252, Santa Ana, California 92799-5252

2015 ~ 2020 MULE PRO-FX™ / FXR™ / FXT™ & 2016 ~ 2020 MULE PRO-DX™ / DXT™, STEERING SHAFT REPLACEMENT

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE - VIN: JKBAFSB10JB510879

USDA FOREST SERVICE
3463 LAS PALOMAS RD
ALAMOGORDO, NM 88310-8601

KAF820BJF SXS20-02
ENGINE : ~~2700000000000~~
FRAME : ~~051007~~
DATE : MARCH 2020

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 shaft and pinch bolts on all 2015 ~ 2020 MULE PRO-FX™, MULE PRO-FXR™ & MULE PRO-FXT™ & 2016 ~ 2020 MULE PRO-DX™, & MULE PRO-DXT™ models. Our records indicate that you have purchased one of these units.

On eligible units, the steering shaft may develop excessive wear, affecting steering control and creating the potential for a crash resulting in injury or death.

What Kawasaki and your dealer will do:

At no cost to you, Kawasaki has authorized your dealer to replace the steering shaft and pinch bolts. The actual repair will take up to 70 minutes. Replacement parts will be available in limited quantities initially for this campaign, however, and additional time will be required for your dealer to order and receive repair parts. The scope of this recall and supply chain disruptions due to Coronavirus (COVID-19) have created replacement parts challenges and Kawasaki will work to fulfill dealer orders as quickly as possible.

What you must do to ensure your safety:

Please call your Kawasaki dealer to schedule an appointment and have your Vehicle Identification Number (VIN) ready when calling. Your dealer will check parts availability and schedule your repair based on arrival of the repair parts. Take this letter with you at the time of your appointment. To locate the nearest authorized Kawasaki Side x Side dealer, please visit www.kawasaki.com and click on the "LOCATE DEALER" link.

DO NOT DRIVE YOUR MULE PRO UNTIL THE REPAIR HAS BEEN COMPLETED.

NOTE: For MULE PRO-FX, FXT and FXR owners, this is a separate Recall Campaign from the Catch Tank Elimination & Exhaust Manifold Cover Installation for which you may be receiving simultaneous notice. Both Recall Campaigns must be performed to help ensure your safety.

If you need help:

If you have questions or concerns that your dealer is not able to resolve, please contact Kawasaki Customer Care at (866) 802-9381 (toll-free) between 7:00 a.m. and 4:00 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 MULE 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 "OWNER CENTER => OWNER SUPPORT => UPDATE OWNER INFO" or by calling Kawasaki toll free at (866) 802-9381.

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.