

'91 JS550-C1: Improving on "great!"

On the outside, the '91 JS550-C1 appears little changed from last year's fast-selling JS550-B1. Lift off their respective engine covers, though, and the difference between the two is suddenly clear: The new JS550-C1 boasts an almost completely new engine-and that makes the great even greater! See page 2. . .



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Inside!

■ Super service tips!

'91 JS550-C1: Improving on "great!"

by **Patrick Kelly**
Instructional Designer/Instructor

Although the engine powering the exciting new '91 JS550-C1 is based on the familiar JS550-A/B twin (having the same 75mm x 60mm bore and stroke, and the same 41 peak hp output), it boasts a number of changes designed to increase low- and mid-range torque and to make engine starting easier.

cylinder expands at nearly the same rate as the aluminum pistons, the piston-to-cylinder wall clearances can be much tighter for reduced piston slap.

■ Double Rings

The pistons themselves are also new and now have two steel compression rings instead of one cast-iron ring. Double compression rings allow heat to be transferred from piston to cylinder wall more efficiently, and also result in longer piston ring

to those used on the '90 KX125, control the flow of air/fuel into the cylinder. A redesigned intake manifold joins the reed valve assemblies to a new,

is now controlled electronically by the ignitor unit, eliminating the rpm limiter

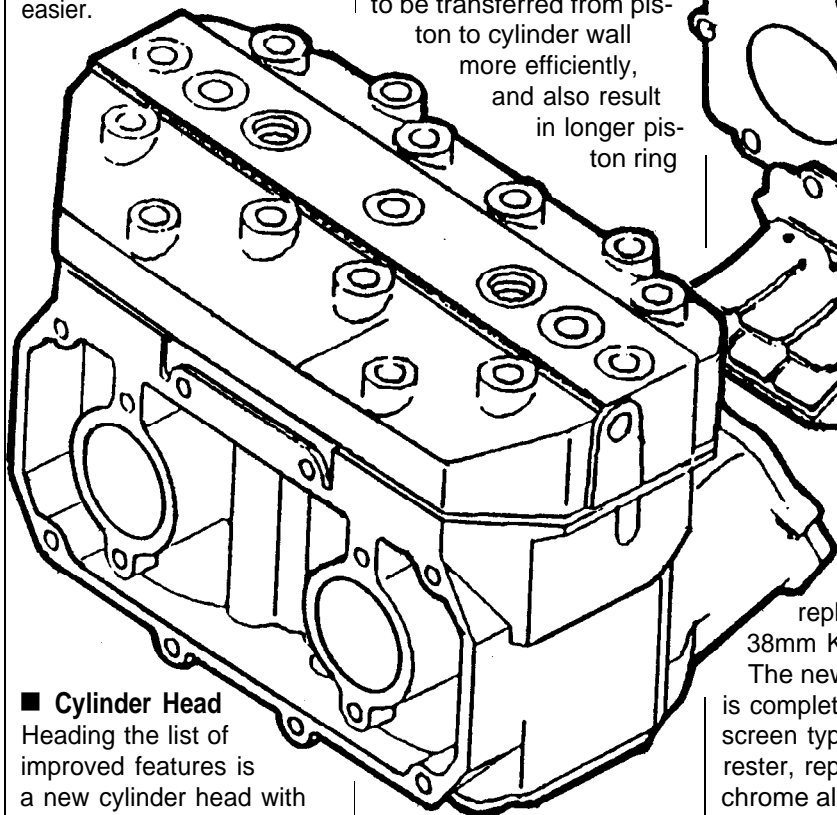
valve in the fuel return

line. Other changes include new crankcases to complement the new cylinder, a new starter motor designed to draw less current, and new gray engine paint with a

corrosion-resistant clear top coat.

What do all of these changes add up to? A great JET SKI® watercraft made even better for 1991! □

■ **See the Hot Line!**
Have you ever wondered what sort of solid-state digital computer magic we use to get the job done on the Kawasaki Hot Line? Well, if you are planning to be in Nashville for the dealer meeting in October, you will have a chance to see first hand how our system works. We'll have a complete Hot Line station (technician and all) set up in the Tech Services booth. We'll be happy to demonstrate the system for you and answer any questions you have. □



■ Cylinder Head

Heading the list of improved features is a new cylinder head with redesigned combustion chambers. The new head boosts the compression ratio from a sedate 5.7:1 to a much less conservative 7.2:1.

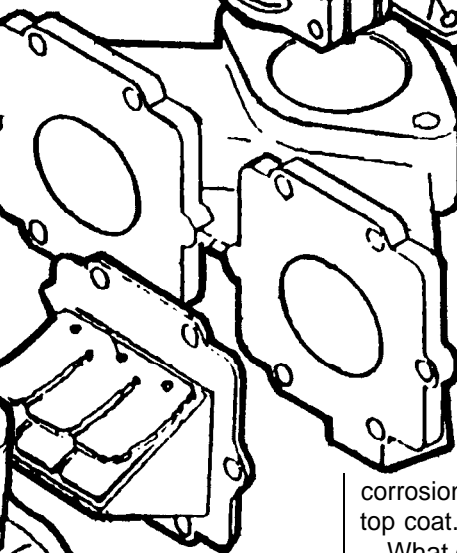
The new head tops off a new aluminum alloy cylinder with cast iron liners, replacing the all-cast-iron cylinder used in previous years. Because the new aluminum

service life.

The new steel rings are plated with a special "Q.B." (quick break-in) chrome plating.

■ Reed Valves

The -CI's engine also features an extensively revised intake system. Cylinder-mounted reed valve assemblies, similar



smaller carburetor, the 44mm Mikuni having been replaced by a 38mm Keihin.

The new intake system is completed by a new screen type flame arrester, replacing the nickel chrome alloy type used in earlier JS550 models.

The intake changes—new carb combined with reed valve induction—contribute much to the significant increase in low- and mid-range power output, and to the new 550's improved starting.

■ Electronics And More

The maximum rpm limit of the new engine (8000rpm)

"Daddy, where do A&P manuals come from?"

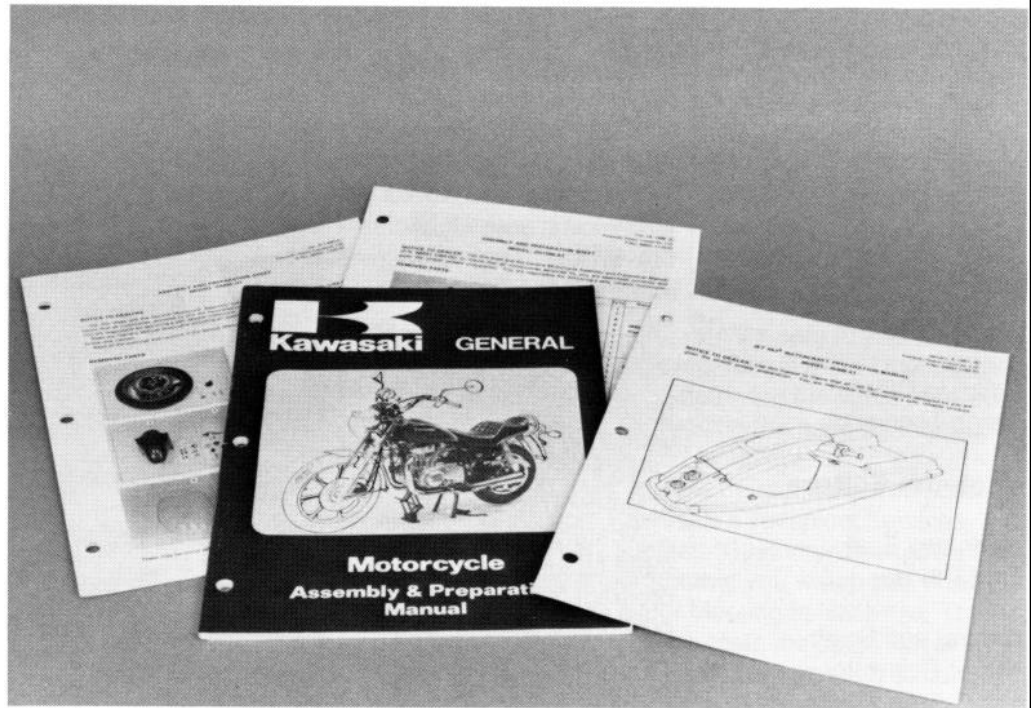
by **Ray St. John**
Supervisor, Technical Writing

"What, son, you want to know where Assembly and Preparation Manuals come from? Well, I guess you're old enough for the real story. . ."

A&P manuals come in the mail. When we get them at KMC, we send them out to you in the weekly dealer mailings. Every year several new manuals are published covering new or changed models; we send them out promptly. Models unchanged since the previous year are covered by the previous year's A&P manuals. Models that don't change for several years might use the same A&P for all those years, unless there has been a crating change.

The A&P manual system for motorcycles and ATVs features a base or general A&P manual covering all the products in a "generic" way: There's one general manual for motorcycles and one for ATVs. Each model then gets a supplement to the general manual covering points unique to it. This supplement also has a wiring diagram, cable routing illustrations and a few tune-up specifications to get you on (or off) the road.

The watercraft and utility vehicles each have their own, very complete A&P manual. Additionally, the MULE 1000 has an A&P wall chart outlining assembly procedures and illustrating fastener sizes and types.



There aren't any portable generator A&P manuals because there is so little to do. The Owner's Manuals cover it all.

There isn't space in this particular issue of K-Tech News to list all the A&P manuals and supplements that are currently available, but you can find them all in the Parts Retail Price Guide. All A&P materials (with only a few exceptions) have the part number prefix "99931." Just check the description column for the model you want.

(The exceptions are the MULE 1000 and KZ1000-P; they have the prefix "99964.") □

NEWS!NEWS! NEWS!

■ Watch your mailbox for the special Kawasaki Dealer Video entitled "Customer Service"-and bring your questions to the National Dealer Meeting!

Micro-

by "Micro" **Mike Jeffers**
Parts Publications Specialist

The MULE 1000 printed parts catalog has been updated and reissued. Parts information on the Air Filter System Sealing Kits and corresponding parts lists are included on Pages B-6 and C-4. A reprint of F.D.M. Bulletin UV 90-02 (Air Filter System Sealing) and all Service Bulletins are included in the back of the printed catalog. To order use P/N 99960-0031-02.

Printed parts catalogs are also available for the MULE 2010 (P/N 99960-0032-02) and the MULE 2020 (P/N 99960-0033-02).

■ To further enhance the usefulness of the parts microfiche, we are adding the Assembly and Preparation manual. Each microfiche will be updated as soon as the A & P manuals are available.

■ A limited supply of Utility Warranty Flat Rate Manuals have been printed and are now in stock. The manuals, P/N 99960-0034-01, may be ordered from the West Distribution center.

■ I would appreciate any suggestions on how to increase the usefulness of the Micro-K system. Direct your correspondence to Kawasaki Motors Corporation, P.O. Box 25252, Santa Ana, Ca 92799-5252, "Micro-K Report Card," or call (714) 770-0400 ext. 2573. □

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The quest for exceptional service: CareerTrack video training

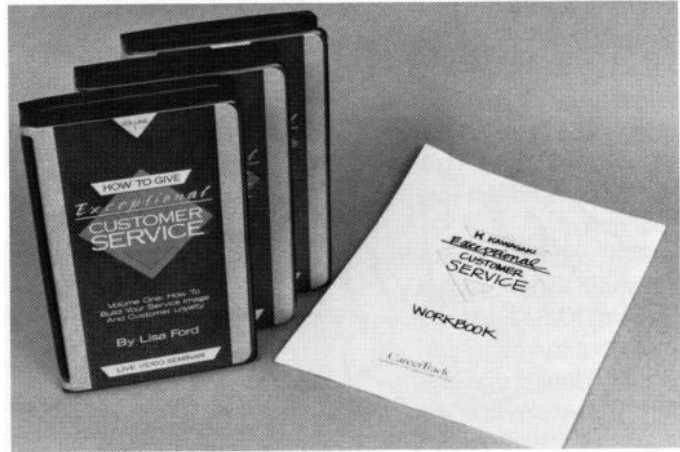
by Don Church
*Manager, Service Training
 and Communications Dept.*

Now you can share with *everyone* in your store proven ideas, tips and strategies for getting new customers and keeping current ones. You will find the ideas presented in a three-volume video workshop produced by the video training specialists at CareerTrack priceless.

A careful review of the three tapes included in the program "How To Give Exceptional Customer Service" will help you win your customers' devotion, loyalty, and repeat business. Best of all, they'll increase the satisfaction you get from your job.

The CareerTrack video workshop is one of the best training investments you can make. Kawasaki's Consumer Services and Service Training Departments have reviewed many video training programs on the subject of customer service, and none compare with the content and value provided by CareerTrack.

In **Volume I** you'll learn: What customer service really means to you, your company, and your customers. . . The real reason behind most customer dissatisfaction (and what to do about it). . . The importance of "self-talk" and how it affects your attitude. . . Three sources you can draw on to help serve customers better. . . The 90-10 rule of cus-



CareerTrack's Cathy Kachur: Don't miss this seminar!



Customer service is a much talked about subject today. Daily you hear reports from the auto makers, all battling for top honors in the Consumer Satisfaction Index (CSI). And you're exposed to a constant barrage of newspaper and magazine articles proclaiming that what

the customer really wants is service, service, service.

Given all this, you won't want to miss an exceptional presentation entitled "How To Give Exceptional Customer Service" by Cathy Kachur at the Nashville Dealer Meeting. Kachur (pronounced "kah-HOOR") is one of the top speakers for CareerTrack, the nation's leading business seminar company which conducts over 3,500 seminars a year throughout the United States, Canada, Europe, Asia, and Australia.

Cathy herself has trained thousands of professionals. Her topics cover the range from communication skills to conflict management with "How to Give Exceptional Customer Service" as her specialty. People who attend Cathy's programs speak of her in glowing terms with adjectives like "practical," "informative," "enthusiastic," and "motivating."

CareerTrack will also have a booth in the product display area where you can ask questions and see the video cassette training program on "How to Give Exceptional Customer Service" which will be offered exclusively to Kawasaki dealers at a special discounted price.

- Don Church

CONTINUED ON PAGE 5

Kawasaki hosts VICA motorcycle mechanics Michigan State competition

by Fred DeHart

Technical Services Instructor

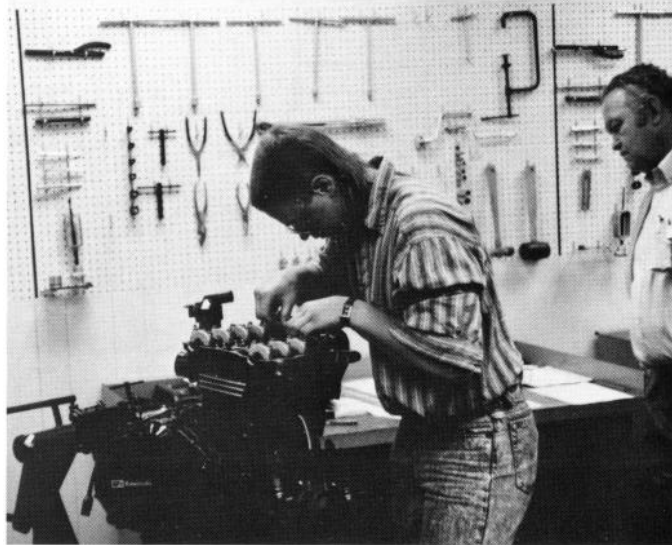
One Saturday morning in June, 10 teenagers and representatives from their high schools converged at

minutes to complete the requirements in one work station before moving on to the next. Each was judged on his safety, performance and job skills.

icipated in this contest including the judges, the factory representatives and the students themselves.

Oh yes: When the dust settled, Michael Hackbarth

of Pioneer High School in Ann Arbor had won the state title. He later went on to win the *national* competition. Congratulations, Michael! □



Competition in the VICA regionals was intense.

an early hour on Kawasaki's Grand Rapids Training Facility. Before the day was over, one of the 10 would be the Michigan state champion in the Vocational Industrial Clubs of America (VICA) Motorcycle Mechanics program.

Kawasaki provided use of the training facility and tools. American Honda's Doug Jackson, meanwhile, the Michigan District Manager, helped develop the contest criteria and provided product.

Six work stations were set up to test the students' different skills. Each was manned by a judge from a local school VICA program or an area motorcycle dealership associated with the VICA program. Each student was given 30

Vocational Industrial Clubs of America (VICA) is a national organization for trade, industrial, technical, and health occupation students. There are 12,500 clubs in the nation's high schools, post-secondary schools, and junior and community colleges. VICA provides opportunities for students wanting to excel and expand their education beyond the normal curriculum. The association stresses leadership, high standards of workmanship, business skills, trade ethics, and safety. For the motorcycle industry, this means quality entry-level mechanics—something sorely needed.

Kawasaki would like to thank all those who par-

Preview, preview. . .

Remember the video program we sent to you last December entitled "Servicing Your Bottom Line"? The results of the survey accompanying the video showed a majority of dealers expressing the need for training in customer service skills and techniques.

In a matter of days you will be receiving a special video program from Kawasaki's Technical Services Division on this very subject: "Customer Service" is the title and it is very important that you watch this video program *before* the Dealer Meeting in Nashville. This new Kawasaki Dealer Video "sets the stage" for a serious discussion on how you can create a climate of service excellence in your store. It's chock full of proven ideas, tips and strategies that will help you train your people, win your customers' loyalty and get their repeat business.

See you in Nashville! □

CareeTrack video

CONTINUED FROM PAGE 4

customer service. . .The tactics used by organizations who are winning with customer service.

In **Volume II** you'll learn: specific phrases, vocal techniques and body language that build rapport with customers. . .Dealing with the emotional customer. . .How to keep yourself cool—what to do when an angry customer verbally attacks and abuses you.

In **Volume III** you'll learn: Basic customer needs and feelings. . .A way to deliver bad news without alienating your customer. . .Dealing with typical customer complaints. . .

Skills to use to handle criticism. . .Qualities that keep customers coming back. . .Developing a system for measuring customer satisfaction.

The three video tapes in this program offer over four hours of valuable instruction. And, to help you get maximum results from "How to Give Exceptional Customer Service," we have developed a Discussion Leader's Guide and Workbook which are included in the program. All this is offered to Kawasaki dealers exclusively for \$125.00. Call (800) 325-5854, ext. 2801, to order yours today. □

Memories

In order to maintain the radio preset station memory and run the clock, the Voyager XII radio uses a small amount of current even with the ignition off. A small computer in the cruise control means the ZG1200-B models use slightly more current than the -A models did. The optional CB radio also has memory and requires power when the ignition is off.

If you are dealing with a dead battery problem on a Voyager XII and suspect an abnormal "ignition off" current draw, take some readings and

compare them to the values charted below. These values were taken with a digital meter in series with the negative battery cable on a few "known good" vehicles.

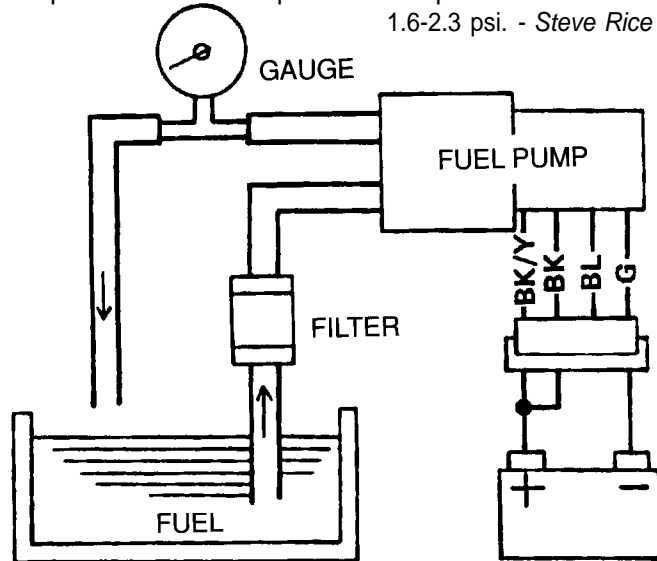
NOTE: Don't ever try to start the engine with the meter in series with the battery. The meter makes a better fuse than starter cable. In fact, the current draw from the starter motor is more than enough to let all the smoke out of your meter...

- Tevis Moffett

	STANDARD	WITH CB
ZG1200-A1	2.4 mA	22.4 mA
ZG1200-B1/4	5.0 mA	26.0 mA

I'm pumped!

The ZG1200 Voyager XII fuel pump can be tested the same way as described in the Vulcan 88 manual: Supply battery power as shown in this diagram and measure the fuel pressure on the output side. The pressure should be 1.6-2.3 psi. - Steve Rice



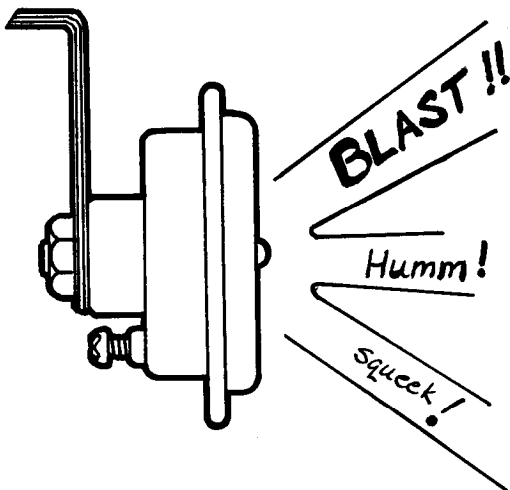
The little things...

When you are doing any kind of routine maintenance on a customer's motorcycle, remember to honk the horn. If it is weak or flat sounding, take the time to adjust it.

On the back side of the horn is a small Phillips screw and locknut.

Loosen the locknut and turn the screw in and out while honking the horn. When you've found the loudest setting, tighten the locknut.

You might be surprised how pleased the customer can be over a little thing like this! - Steve Rice



Voyager cruise control info

Want to know more about the cruise control system found on Kawasaki Voyagers? The Kawasaki Training Department has a handout used in its training courses that contains information not found anywhere else. It includes in-shop dynamic testing procedures of the system and large easy-to-understand schematics. You can get one of these handouts by attending the Voyager Familiarization course at your nearest Kawasaki training facility, or you can get one by calling (714) 770-0400, ext. 2472, and requesting a copy. □

TR90-02 Corrections

We just noticed that Training Bulletin TR90-02 is missing some manuals:

- NEW! Meter Fix (Quick repair of Kawasaki I-land Tester P/N 57001-9831, free with any manual ordered before October 31, 1990.
- Newly revised Cruise Control Troubleshooting Guide;
- Voyager 1300 Audio System Troubleshooting Guide;
- Voyager XII Audio System Troubleshooting Guide;
- Team Green Race Preparation and Maintenance (Tips for KX Engines, Forks, and Shocks).

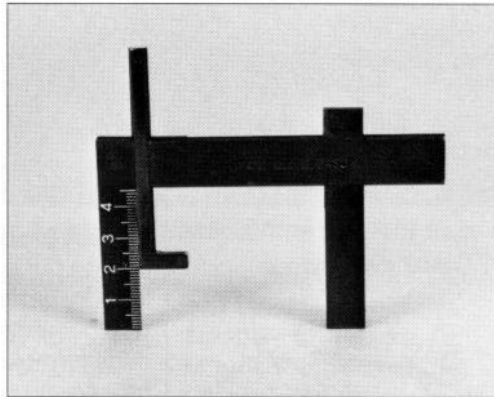
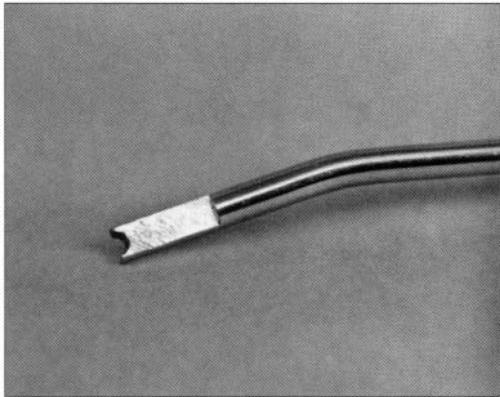
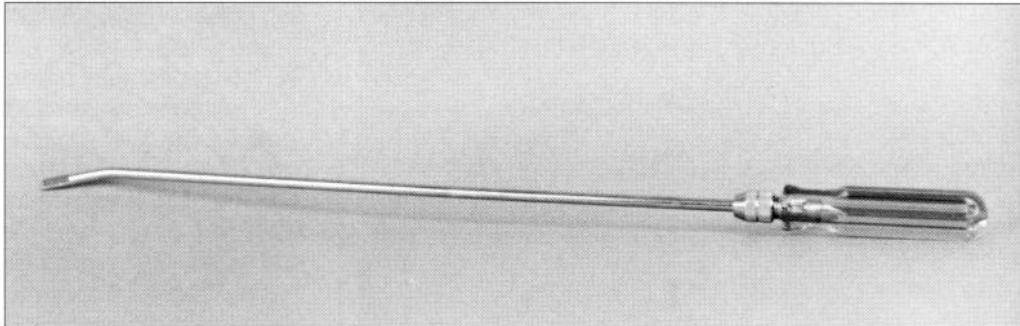
These old favorites are also available:

- Police Motorcycle Maintenance;
- Watercraft Fuel Systems Video Reference Manual.

Add to your special tools collection

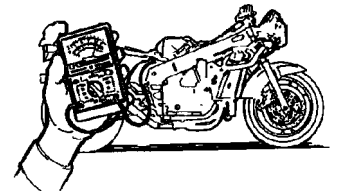
Have you ever had any difficulty installing the rubber hold down straps on JET SKI® watercraft batteries and fuel tanks? Well, if you have, Kawasaki has a tool that may make life a little easier for you. The strap tool makes installing these pesky straps a breeze and you won't even skin a knuckle. Order yours today P/N 57001-1294.

■ Also, due to the numerous inquiries from dealers, Kawasaki has acquired a float gauge that will make setting carburetor floats much simpler. The width of the gauge is adjustable and float height is marked in 1 mm increments. You can order one under P/N T57001-287. - Joe Nowocinski



Meter fix

Checked the price of Kawasaki's Hand Tester (P/N 57001-983) lately? If you bought one several years ago, you made a wise investment in test equipment. However, if you accidentally let the smoke out of your meter and it is now gathering dust, your investment is not paying off. Often you can fix this important troubleshooting tool.



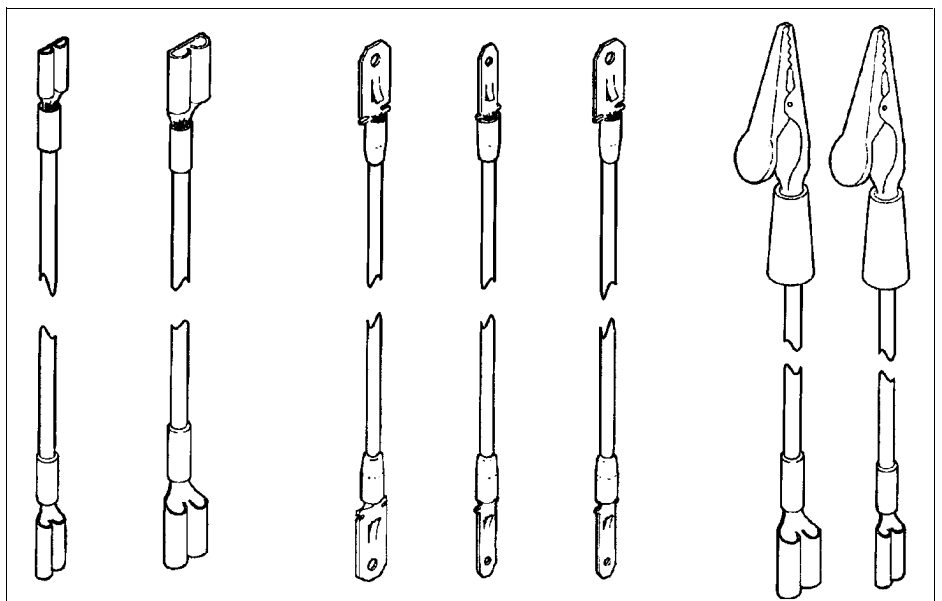
The Kawasaki Technical Training Department has put together instructions for repairing several common failures. If you have a damaged tester and would like to try fixing it, call the Kawasaki Training Department at (714) 770-0400, ext. 2472, and we will send you the information. □

Test leads

Every time it's necessary to check an electrical component or its connections at the wiring harness, you are confronted by an amazing array of different wiring terminal ends. Often a set of jumper leads that will connect to the terminal will make the job easier and faster.

Test leads are easy to make using the wiring terminal kit, special tool P/N T96000-012. You will also need wire and a few alligator clips. Shown here are a few of my favorites. Make a different set any time you run into a new problem. Soon you'll have a good selection of special test leads that will make your job easier.

- Fred DeHart



Decal R&R: A cure for "fear and loathing"

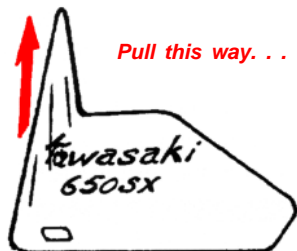
By **Gregg Thompson**
Sr. Product Support Specialist

Most of you who have tackled the job before would agree that replacing decals on personal watercraft can be a pain in the . . . well, neck. But there are some techniques and chemicals that can save you time and make the job a little more pleasant. Here are some that I've found helpful.

■ Removal

In general, decals come off easier if they are warm to the touch but not hot. You'll know when they are too warm because they will stretch rapidly all of a sudden and then tear.

Putting the boat outside on a warm day with the decal in direct sunlight will



get it pretty close to the ideal temperature. The weather doesn't always cooperate but a heat gun or blow dryer will also work. These will quickly overheat the decal, too, so you'll have to develop a "touch" for using them.

Pull the decal at a 90 degree angle to the surface. Do not lay the decal over and pull parallel to the surface. The sharper the angle of the decal at the edge where it is separating from the vehicle surface, the more likely it is to

leave adhesive behind. And, as you know, in this job adhesive is your enemy.

On wide decals always pull first from one corner, then the other corner, then the middle and back to a corner again. Do this to keep the area of decal being pulled from the surface at any one time as narrow as possible. The narrower the area, the faster it goes. If it starts leaving adhesive behind, slow down. If it breaks off with a "snap," you're pulling too fast or it's not warm enough.

Decals that are located near fuel filler caps are different from the others. You won't like them. They are harder to pull off, tear more easily and have a more tenacious (grey) ad-

. . . NOT this way!



hesive that is more likely to stay on the vehicle. Often these decals will *not* come off without heat.

Remove the remaining adhesive with "elbow grease" and either mineral spirits or an adhesive remover such as 3M General Purpose Adhesive Cleaner No. 08984. Plain mineral spirits works a little slower but costs a lot less.

It helps to use a terry cloth towel which provides a kind of "soft abrasive." Keep the adhesive wet

while rubbing briskly. Larger areas of adhesive should be softened with the cleaner and scraped with a plastic spatula first. The softened adhesive will ball up and most of it can be picked off. What remains can then be rubbed off with the towel and cleaner.

■ Installation

Start with a *clean* surface. Even the smallest flaw or dirt particle will show after the decal is installed. Mix



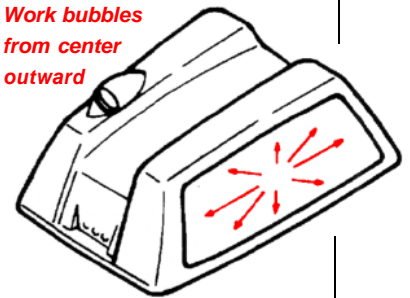
Decal "special tools."

a batch of soapy water in a large bucket. Liquid laundry detergents work well because of their low-suds formulas. There must be enough soap in the water to make your fingers slippery when dipped in it.

Apply the solution to the vehicle with a towel, not a

spray bottle. Remember that bubbles are now your enemy! With the surface wet, peel the backing off the decal, dip it in the solution and position it on the vehicle. Use a plastic spatula and firm pressure to squeegee the solution

Work bubbles from center outward



and bubbles from under the decal.

Always work from the center toward the outside edges. After it has thoroughly dried, remove the protective paper. If you missed any bubbles, you can put a small cut with a razor blade in the center of the bubble and squeeze out the air or fluid.

After you've done a few of these using some of these new tricks, you'll be surprised how quickly the job will go. □

KLF220 rich running

After servicing a new KLF220, have you ever found it idling poorly and running rich with the engine warm? Or does the engine stall when the handlebars are turned all the way left or right?

If you run into one or both of these problems, check the choke cable for freeplay. If the cable has *no* freeplay, it may be holding the enricher plunger off its seat in the carburetor very slightly.

Sometimes just rerouting the cable will solve the problem. If it doesn't, you can either try a new cable or trim (shorten) the old cable housing slightly to provide a small amount of freeplay. - *John Porno*

Playing to win the racing game

by **Steve Nickless**
Editor, JET SKIER MAGAZINE

A key contribution to the sales success of Kawasaki's JET SKI® watercraft has been the strong competition program which has grown up around it. With the able leadership of the Southern California-based International Jet Ski Boating Association (IJSBA), JET SKI® watercraft racing has become an international phenomenon.

Given day-to-day direction since 1987 by its vice president, former Team Green manager Bruce Stjernstrom, the IJSBA membership organization sanctions everything from one-day "Fun Days" to the prestigious World Jet Ski Finals, from a variety of local and regional championships to the ultra-important National JET SKI® Tour, an eight-race U.S. series televised in its entirety by ESPN.

"Racing is good for business," say the principals at several of Kawasaki's most successful JET SKI® stores-businesses which put their financial and technical resources where their marketing mouths are. While most agree it's hard to measure accurately, dealers who use common sense when adding organized JET SKI® racing to their arsenal of marketing weapons report a measurable impact on their bottom line.

"There are no hard and fast numbers on the financial return," says Howard Mooney, president of the Florida-based Action Jet Ski Inc. which owns Jet

Ski of Miami. "But there is a measurable return, definitely."

Jet Ski of Miami opened in 1986 and has never been out of the JET SKI® sales top four; racing, says Mooney, has played

explains owner Ed Miller. "And we figured with the television and all, it might be a good thing.

"It was expensive," Miller goes on. "But we feel real good about it. We got some good results."



1991 National Champ Jeff Jacobs flies the PJS flag.

a significant part in its growth.

Deciding to go racing is the easy part; it's fun for everyone involved. Knowing how far to go with it is the tough part. Jet Ski of Miami cut back on its racing involvement this year ("You have to weigh the investment against the benefits, the return," says Mooney). Others increased it: The Anaheim, California-based Performance Jet Ski (PJS), for instance, added event sponsorship to its already significant rider-support program in 1990.

"We got the opportunity to sponsor the Long Beach (Calif.) race-the first race on the National Tour, held over the Memorial Day weekend,"

The perennial number one West Region Kawasaki JET SKI® store, Miller's Performance Jet Ski can also boast a huge share of the high-performance aftermarket. PJS goes racing not only for the marketing benefits but also to explore the performance envelope and has since it opened in 1980.

But a dealership doesn't have to make its own pipes or port its own cylinders to derive a technical benefit: The need to "think sharp" under pressure at a race is great hands-on experience for a service technician. (It's such a good deal, in fact, that the personal watercraft-training division of the American Motorcycle Institute added rider

sponsorship to its marketing efforts almost two years ago-and has kept it.)

Racing at the National Tour level can be expensive, although the expanded ESPN coverage makes even that justifiable in a few instances: PJS got an awesome amount of national exposure this year as star rider Jeff Jacobs' won an unprecedented fourth National Championship.

There are several more affordable racing venues, though: local IJSBA races and close-at-hand regional series make a wonderful starting point.

Steve Laham, owner of the Grand Rapids, Michigan-based Butch's Jet Ski Shop, has used success in midwestern regional races over the years to great effect. Customers at Butch's come from as far away as Illinois, Indiana and Wisconsin, attracted by the shop's extraordinary success at the regional racing level.

Racing is a great way to widen a store's "sphere of influence" as proven by many over the years: Sammy White's Texas-based Kawasaki City chain has helped launch and further the careers of a huge number of riders who, in turn, have spread the Kawasaki City gospel of "good service and good deals" all over the Southwest (not to mention nationally with good results on the National Tour).

"It's a great way to get your name out in front of the public," says Jet Ski of Miami's Howard Mooney.

CONTINUED ON PAGE 11

Battery warranty

One common question dealers often have for the Hot Line staff is: "Are Kawasaki OEM batteries covered by the basic warranty?"

The answer is, "Yes." The original battery in any Kawasaki vehicle is covered by the basic warranty. And any OEM replacement battery installed under warranty is covered for the remainder of the basic warranty.

But if you have a battery that you are considering for warranty replacement there are a couple things to remember. First, the Kawasaki warranty covers only "defects in materials and workmanship." Kawasaki does not consider a sulfated battery defective. Sulfation is a condition that results from the battery being stored in a discharged state for a long time.

If, during the basic warranty, a battery fails to take a charge in one or more cells, or won't hold a charge for several days while not connected to any electrical load and there is no sulfation evident, it can be considered defective.

When replacing a battery under warranty, always use an OEM replacement battery so it will continue to be covered by the basic warranty. And remember: Kawasaki's extended coverage (the "Good Times Protection Plan") does **not** cover batteries.

- Gregg Thompson

Warranty, basic or extended? Understanding the differences

by Gregg Thompson
Sr. Product Support Specialist

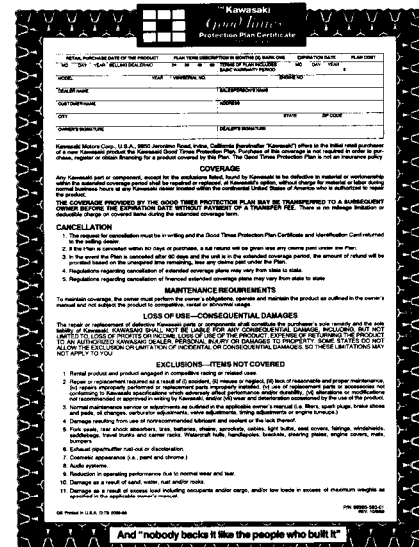
The Kawasaki Basic Warranty covers every component and system on the vehicle or generator for defects in materials and workmanship. The same holds true for our 90-day parts and accessories warranties.

The "Good Times Protection Plan", however, has some exclusions that are covered by the basic warranty. Make sure that people in your dealership—especially your service manager, service writer and sales people—are completely familiar with the coverage and limitations of Kawasaki's ex-

tended coverage plans. Always keep copies of the

"Good Times Protection Plan Certificate" (P/N 99995-593-01) posted in the service and sales departments for the customers to see and for your own reference. When dealing with customers regarding Kawasaki's Basic Warranty and the Good Times Protection Plan, keep in mind that only *defects* are

covered and that *normal wear* is not. □



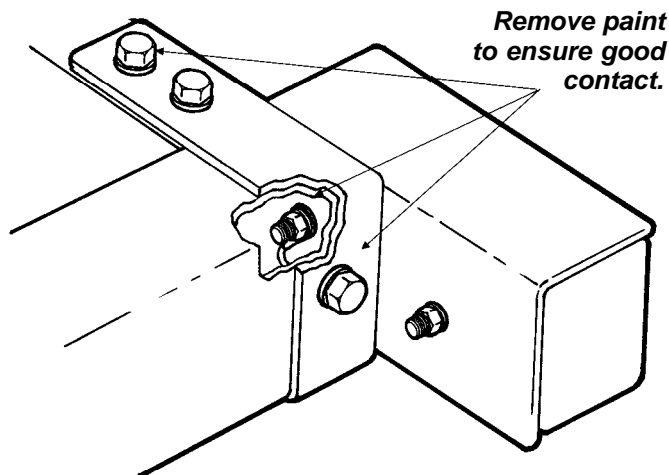
TR1200-A2/B2: Let there be light(s)!

Are you having trouble with TR1200 taillights? Well, ensuring that the rear cross member and taillights have a good ground solves most trailer lighting problems.

Here's the fix: Before installing the rear cross member during assembly and preparation, remove the taillight mounting nuts holding the ground wire lugs on both sides of the rear cross member. Scrape the paint from around the taillight mounting holes. Install the ground lug, lock washer and nut onto the taillight stud. Seal the ground connection with RTV sealant (P/N K61079-007).

The same procedure may be necessary at the three large bolts that secure the cross member to the main frame tube. Here, remove the paint from inside the bolt holes.

- Jerry Heil



Have a time- or money-saving service tip to share? Send It to:
Editor
K-TECH NEWS
Kawasaki Motors Corp., U.S.A.
9950 Jeronimo
Irvine, CA 92718

650 off shore "bog"

By Keith Pestotnik
Rocky Mountain Kawasaki

Your 650-powered JET SKI watercraft or JET MATE has been running well today and you're ready to head out again after a short break on the shore. You fire 'er up, hop on and accelerate away at wide open throttle only to have the engine bog badly. But it's not really a bog; it just seems to want to produce only about 3/4 of its normal power.

Then, about 300 to 500 feet from shore (still at WOT), it mysteriously "takes hold" and goes with no other problems for that ride.

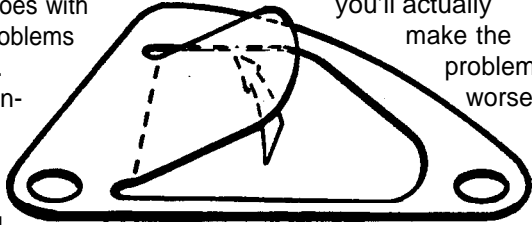
Here's another clue: when it was "boggling" if you had released and re-opened the throttle, the boat would have immediately accelerated normally.

If both of these

symptoms are present, the problem is probably air in the high speed circuit of the carburetor, caused by a leaking high-speed check valve diaphragm (P/N 16087-3702).

To correct this, bend the flap of the check valve diaphragm with your fingers at a 45 degree angle towards the small steel plate that covers it. Bend it carefully so that, once reinstalled, the flap will fully seal the hole in the steel cover plate. Probe it with a scribe through the hole to verify this. If it's bent incorrectly,

you'll actually make the problem worse.



Be sure to clean the carburetor and set the inlet lever arm height to *factory specification* before reassembly. □

The racing game

CONTINUED FROM PAGE 9
"Here in Florida, our customers go to a lot of races and see that we're actively involved. They go home feeling good about us."

The ways to get involved are as limitless as the number of racing classes (dozens in IJSBA Novice, Expert and Pro categories) and riders (there are over 3500 IJSBA competition members). But most dealers who have been successful

at the racing game suggest conservatism at the beginning: Find a rider you feel comfortable with and do something with him on a limited basis at first. Have a definite time period in mind and see it through, monitoring the return-which could be an intangible return, remember, like employee and/or customer goodwill.

Racing works. And, say successful men like Mooney, Miller, White and Laham, a competition program can be a real winner for your store. □

WEST

CONTINUED FROM PAGE 12

been added to a revised Electrical Troubleshooting class.

There are new courses, too: For current and aspiring Utility Vehicle technicians, we're designing an all-new course covering the operation and repair of all the members of the growing Mule family.

The best news of all is that these are just a few of the surprises we have in store for you in this fall's training season. Decide now to take advantage of the training offered by Kawasaki, and keep an eye out for more information about these and other training courses.

We'll see you in class! □

SOUTH & CENTRAL

CONTINUED FROM PAGE 12

tion, performing repairs only to discover they are not covered under the extended warranty. The Good Times Protection Plan certificate lists the items that are excluded. Read it!

Remember that warranty authorization is not required on Factory Directed Modifications and Factory Authorized Repairs. If the unit is eligible, as listed on the service bulletin, the repair can be made anytime, even if the warranty has expired. If there is no repair verification label on the vehicle, call the Hot Line to find out if a claim has ever been submitted for that repair. This can prevent unnecessary duplicate repairs.

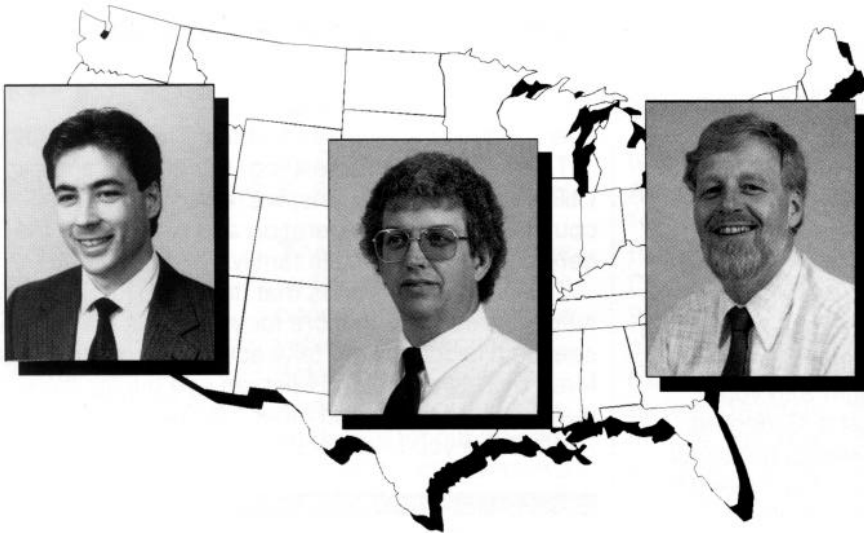
The Kawasaki Hot Line is unique to the industry. Immediate technical help for dealers only is just a phone call away, and a handful of experienced technicians are waiting for your call. But please have all the information ready. . . □

Why racing?

- 1 - **Advertising** . . . can increase floor traffic
- 2 - **Profit** . . . measurable impact on the bottom line
- 3 - **Positive Publicity** . . . goodwill with customers and employees
- 4 - **Marketing** . . . good relations with suppliers
- 5 - **Training** . . . excellent field experience for technicians

Why not racing?

- 1 - **Expense** . . . requires careful management
- 2 - **Distraction I** . . . can distract from sales focus
- 3 - **Distraction II** . . . can distract from service focus
- 4 - **Negative Publicity** . . . unforeseen events, actions of rider, can reflect on store
- 5 - **Liability** . . . slightly increased risk of injury or damage claims



WEST

We've been busy too!

by Patrick Kelly
9950 Jeronimo Road
Irvine, CA 92718
(714) 770-0400

It's that time of year already. Fall is almost here and winter is just around the corner. With the fall season comes the World Series, the start of the pro football season, the return of your favorite TV show and, of course, the beginning of a new training season at your regional Kawasaki Training Center.

We know you have been busy during the last few months, but rest assured that we have been busy too. We've spent the summer updating and revising our training classes to include the latest technical information. For example, the Team Green Race Preparation and Maintenance class has been updated to include information on all the 1991 off-road models. And the finishing touches have

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SOUTH & CENTRAL

Helpful observations

by Walter Rainwater
6110 Boat Rock Blvd. S. W.
Atlanta, GA 30378
(404) 349-2000

During the summer, I spent several weeks in California helping out on the technical Hot Line. I always enjoy talking with and assisting dealers, and I have some observations to share with you after spending some time on the Hot Line telephones.

Some callers don't have all the necessary information close at hand when they call. Either they take extra time from the Hot Line technician, chasing information while the call is in progress, or they have to make a second call.

It would be advantageous to all if the information is available before the first call is made.

Some dealers are creating problems for themselves by not reading the Good Times Protection Plan coverage informa-

CONTINUED ON PAGE 11

NORTH & EAST

Don't forget: Sign up early!

by Fred DeHart
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Piscataway, NJ 08854
(201) 469-1221

Reminders: When you read this, the 1991 model line introduction will have already begun and October's national dealer meeting will be getting underway. Our training classes will be updated with information on new products as they are introduced. Now is the time to start thinking about attending classes this fall.

We normally mail our first Technical Training Schedule for the season in September. If you have not seen a schedule by the end of September, check with your Service Manager or General Manager, or call your regional training office.

You can sign up for classes by calling the regional training center listed on the schedule. Enroll early to insure a seat in the class of your choice. □

Training Schedule

East Region

- October
9-11 JET SKI® Watercraft
16-19 Engines
23-24 Team Green Race Preparation
25-26 Team Green Race Preparation
30-31 Troubleshooting Electrical Systems

November

- 1-2 Fuel Systems
5-7 JET SKI® Watercraft
3-9 ATV Service
20-21 Troubleshooting Electrical Systems

North Region

November

- 12-14 JET SKI® Watercraft
15-16 Team Green Race Preparation

Central Region

November

- 5-6 Team Green Race Preparation
7-9 JET SKI® Watercraft

South Region

- 8-11 Engines
15-16 Team Green Race Preparation
17-18 ATV Service
22-25 Troubleshooting Electrical Systems
29 High Performance Engines
30 Parts Department Operations
31 Service Department Operations (K-BOSS)

November

- 12-13 Team Green Race Preparation
14-15 ATV Service
19 High Performance Engines
20-21 Fuel Systems
26-29 Engines

West Region

October

- 8-10 JET SKI® Watercraft
11 Shaft Drive
22 Voyager Familiarization
23 Generators
24-25 Fuel Systems
29 Service Department Operations (K-BOSS)
30-31 Team Green Race Preparation

November

- 1 ATV Service
5-6 Troubleshooting Electrical Systems Generator
8 Voyager Familiarization
12-14 Police Motorcycle Maintenance
15 Shaft Drive
19-20 Engines
21 High Performance Engines
26-28 JET SKI® Watercraft
29 Service Department Operations (K-BOSS)