



MULE 500



MULE 500



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Inside!
■ KAF300-A1 details!

The new MULE 500: Big news in a small package

by Patrick Kelly
Instructional Designer/Instructor

The MULE 500, officially known as the KAF300-A1, is the latest addition to a growing line of Kawasaki utility vehicles. With an engine that displaces just 286cc and a dry weight of only 660lbs, it's the smallest MULE yet. But don't be fooled by its small size; this new MULE is a big performer!

The heart of the new MULE 500 is the potent FE290 industrial engine which produces 10hp and 14.5 ft/lbs of torque at a low 2500 rpm. This durable, fan-cooled engine (Fig. 1) is very similar to the powerplant used in our GE4000/4500 generators. The MULE engine rotates in the opposite direction, though, and a balancer (Fig. 2) is added for smoother utility vehicle use.

■ Clean Intake

The MULE 500 engine breathes through an intake port located on the upper portion of the cab frame, minimizing the amount of dirt entering the intake system. The incoming air passes through the cab frame tubing which connects to the air box via a flexible rubber hose. The air box, similar to the one used on the KLF300C, houses a two stage foam and paper filter element. The torque convertor also breathes from the same location, utilizing a drive pulley-mounted fan to cool the drive belt and pulleys.

■ Forced Lubrication

The MULE's FE290 engine uses a fully pressurized lubrication system for increased reliability and long engine life. A trochoid-type oil pump driven off the end of the

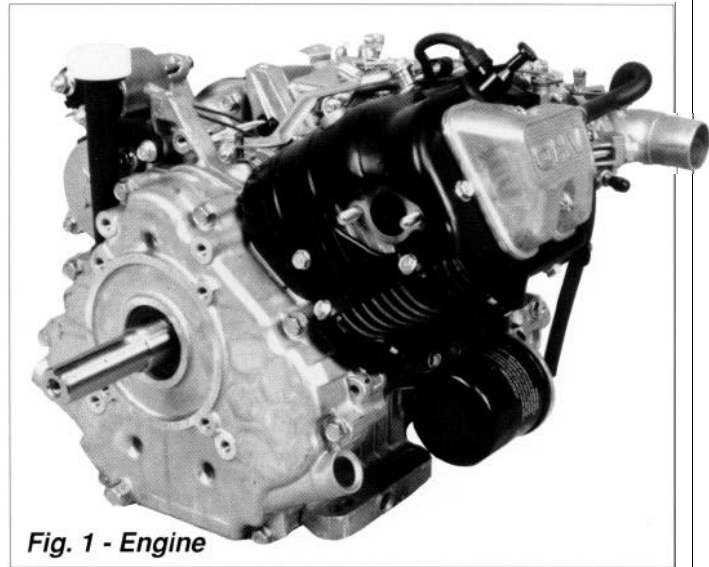


Fig. 1 - Engine

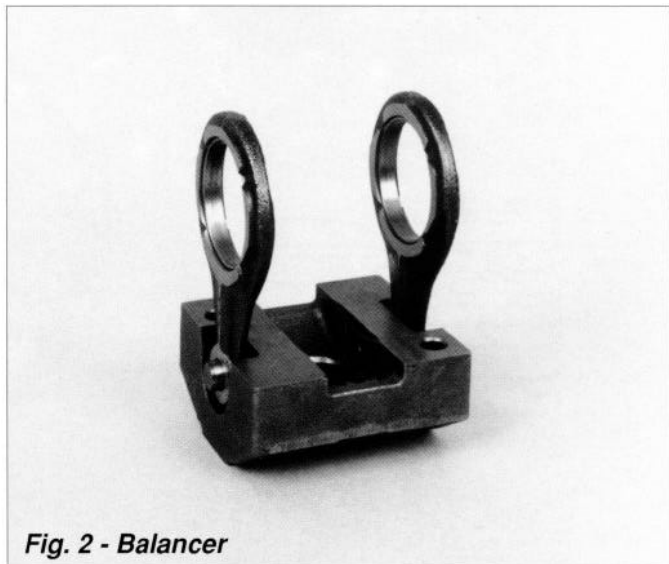


Fig. 2 - Balancer

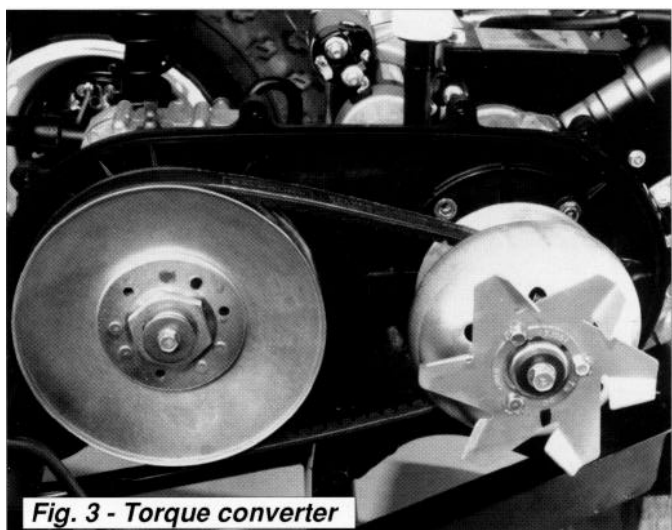


Fig. 3 - Torque converter

TECHNICALITIES

Run silent, run ...

The MULE 500 engine boasts a number of features designed to promote quiet operation. Perhaps most notable are its aluminum (instead of steel) pushrods. These expand at the same rate as the aluminum cylinder and head, helping to keep valve clearance consistent.

The camshaft, meanwhile, is driven by helical-cut gears which are quieter than straight-cut gears or chains. And the big ends of the connecting rods are sized to the crankshaft to help increase durability and also reduce noise output.

The engine crankcases have also been carefully designed to help reduce engine noise: By paying special attention to the thickness of the cases and also to the shape of the cases-Kawasaki engineers were able to minimize harmonic vibration, significantly reducing vibration-related engine noise.

The MULE 500's exhaust note is further toned down by an oversized muffler, nearly as large as the one used on the MULE 1000 and 2000 series.

- Patrick Kelly

camshaft delivers filtered oil to the vital bearing surfaces. The oil filter is a spin on cartridge type for easy replacement.

■ Easy Starting

Kawasaki's Automatic Compression Release System (KACR) is combined with an electric starter and a powerful 14.5 ampere hour battery to help make starting the MULE 500 a breeze. KACR makes starting easier by holding the exhaust valve slightly open during the compression stroke, reducing the load on the starter motor and battery. The battery is kept fully charged by a generous 13 amp charging coil, which has plenty of reserve capacity for accessory electrical items.

Ignition chores are handled by a magneto-powered transistorized unit, similar to those used on our generators. Ignition timing is automatically advanced, and there are no points or other mechanical parts to service or to wear out.

■ Speed Control

The FE290 engine in the MULE 500 has a centrifugal-type governor to keep the engine from over-revving. Crankshaft-driven flyweights act on a governor arm to pull the throttle closed when the engine exceeds 4000 rpm.

■ Versatility

The power and torque of the engine are transferred to the separate transmission by a belt-type torque converter (Fig. 3). This automatically varies the drive ratio depending on speed and load. The MULE 500 transmission

contains a sliding splined shifter which engages a set of gears for forward and an internally housed chain/sprocket set for reverse. The differential, contained in the same housing as the transmission, can be locked to operate as a solid axle, or unlocked to provide normal differential action.

■ Suspension Simplicity

Another unique feature of the MULE 500 is the unit swing rear suspension. The engine, transmission, rear axle, and torque converter are all mounted solidly to a large swing-arm. This in turn connects to the chassis through a single centrally located ball joint (Fig. 4). The whole unit can twist and move up and down. The need for flexible joints in the drive train is eliminated. An anti-sway bar keeps the whole unit in line with the chassis centerline.

Front suspension is a fully independent trailing-arm design, with the arms made of large-diameter tubing. Conventional coil-over shocks with five-way adjustable preload are used to control both front and rear wheel movement.

■ . . . And there's more!

Other features of the MULE 500's chassis include rack and pinion steering, self-adjusting hydraulic drum brakes on all four wheels, a mechanical parking brake, and twin headlights with a single brake/tail lamp.

For operator comfort, the driver's seat is adjustable fore and aft, and the steering wheel can be tilted up and down. Choke

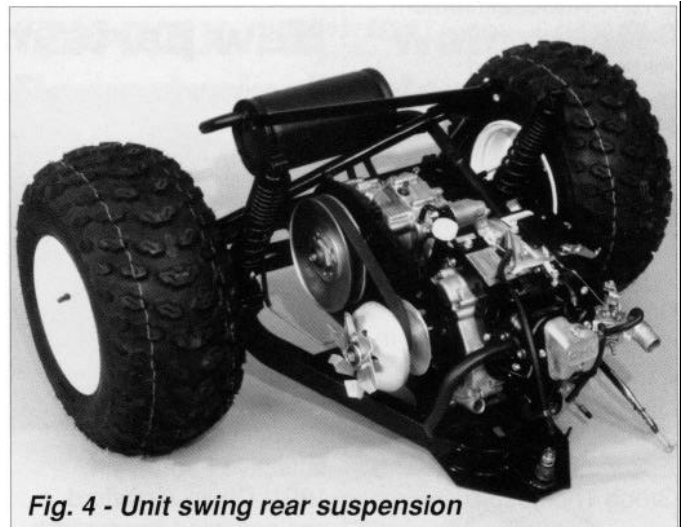


Fig. 4 - Unit swing rear suspension

mob, parking brake, gear shift lever, and differential locking lever are grouped together just to the left of the driver's seat.

A large, 4.2-gallon fuel tank with a built-in fuel gauge helps keep the MULE 500 working longer between fuel stops.

The MULE 500 has a total vehicle capacity (including driver) of 660lbs,

350 of which can go on the cargo bed. And it can tow a trailer weighing a whopping 900lbs! So whether the MULE 500 is used for farming or ranching, construction or groundskeeping, or any of a thousand other chores, the conclusion is the same: the little MULE 500 is big at heart when it comes to performance! □

TECHNICALITIES

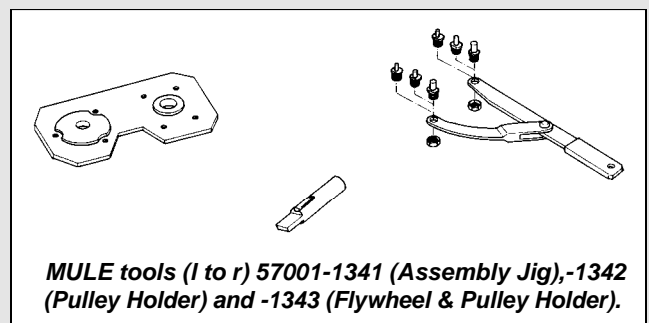
MULE 500 special tools

Three new special tools are available for the MULE 500. These have been developed to make servicing the MULE 500 simpler and more profitable:

The Assembly Jig (P/N 57001-1341) is used to align the engine and transmission for most efficient converter operation. The Pulley Holder (P/N 57001-

1342) is used to hold the driven pulley while removing the mounting nut and while using the Flywheel & Pulley Holder (P/N 57001-1343) to separate the moveable from the fixed sheave.

These tools are now available from your Kawasaki Parts Distribution Center.



MULE tools (l to r) 57001-1341 (Assembly Jig), -1342 (Pulley Holder) and -1343 (Flywheel & Pulley Holder).

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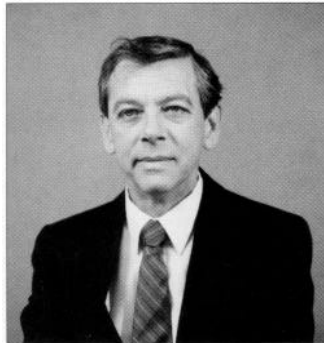
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New parts microfiche specialist



Effective February 4, 1991, Chuck Crawford has accepted the position of Parts Publications Specialist. Chuck replaces "Micro" Mike Jeffers, who recently transferred into the Parts Operations Department.

Chuck has worked in the motorcycle industry since 1965 and joined Kawasaki Motors Corp, U.S.A., in 1969. Most of his time has been spent in the technical publications and quality areas. In 1980, Chuck designed and implemented the format now used for Kawasaki's Micro-K Parts Information system, so he's quite familiar with its objectives.

Chuck offers these thoughts: "The Micro-K system is integral to two crucial profit centers in a dealership: the service department and the parts department. Profitability of a dealer's overall operation is dependent upon a healthy profit contribution from parts sales. Each part sale has to start with a part number; Micro-K is the source of those part numbers. Moreover, the quality and speed of service and warranty work are directly affected by the accuracy and timeliness of the parts information.

"For many people, especially the young, their first contact with Kawasaki is a visit to the local Kawasaki dealer's parts counter. The degree to which their expectations are satisfied (the right part, the right price, right now!) in this first contact colors their opinions of the dealership's customer service and Kawasaki's level of dealer support.

"The outcome depends on the performance by the dealer and on the dealer's support by Kawasaki. Each contact is an opportunity to excel, to earn the

customer's repeat business by meeting, if not exceeding, the expectations of the customer.

"Micro-K is the information link the dealer uses to order parts for his or her inventory and to repair products in the service department. The accuracy, timeliness, thoroughness and utility of Micro-K are the responsibility of the Parts Publications Specialist and have a critical influence on both customer-dealer and dealer-Kawasaki transactions." □

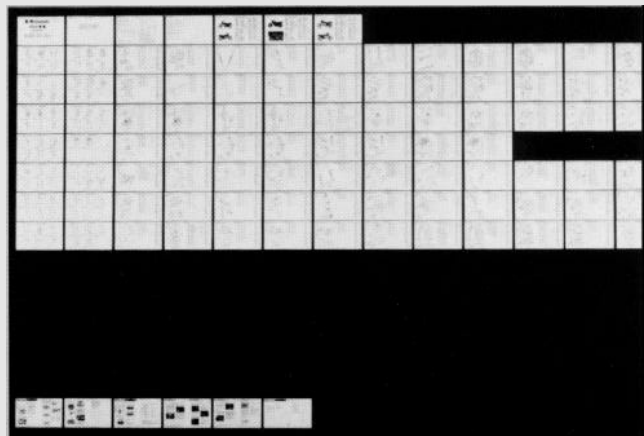
TECHNICALITIES

Service bulletins on parts microfiche

Here is something everyone in your dealership should be aware of: All service bulletins that apply to a particular model can be found on the *parts microfiche* for that model. The complete bulletin for each repair campaign on that model is printed on the bottom left hand portion of the fiche. Microfiche are immediately updated to include new service bulletins, so your deck will always be up-to-date.

This is useful information, so make use of it. Most repair campaigns have no expiration date or time limits. If a vehicle qualifies for a repair, Kawasaki will pay for the repair regardless of the age of the vehicle.

- Gregg Thompson



TRAINING

MULE schools rule!

Three new Technical Training schools for Kawasaki's expanded MULE lineup will fill you in on the things you need to know to do a profitable job in your service department.

The first is "MULE Dealer Orientation." This general course is for dealership and service managers new to doing business with Kawasaki. You'll get all the inside info on parts ordering, our technically oriented publications, the product-support Hot Line, the repair

verification system (to prevent unnecessary repeat repairs), and the warranty system. Along with all this, you'll get an overview of all the MULE vehicles and features, the assembly and preparation of new units, and vehicle maintenance.

"Servicing the MULE 1000 and 2000" is strictly for the service technician. You'll experience hands-on work on the engine, transmission, torque converter, locking differential, and limited-slip differential

of both single and twin cylinder models, and two- and four-wheel drive models. Plus, there are lots of service and special tool tips.

The newest course, "Servicing the MULE 500," is also for the service technician. The new FE290 engine is covered, along with the Salsbury torque converter, the separately mounted transmission, and the locking differential. Service tips and special tool information are

also featured.

For information on course times and locations, see the schedule on page 12 or contact Kawasaki's Service Training and Communications Department, (714) 770-0400, ext. 2452. □



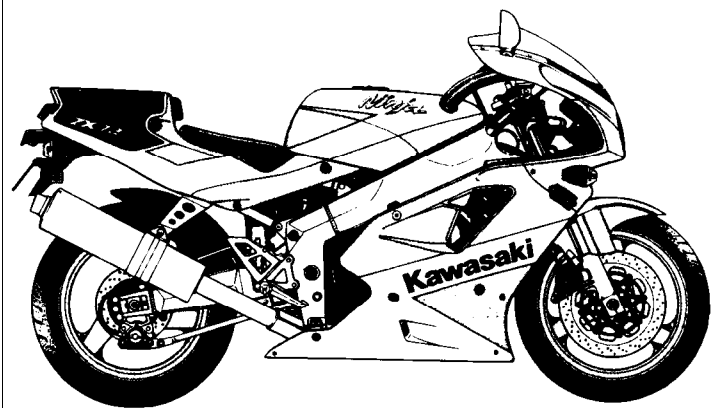
MULE 500 (above) joins 2000 (below) and 1000 (bottom) in line-up.



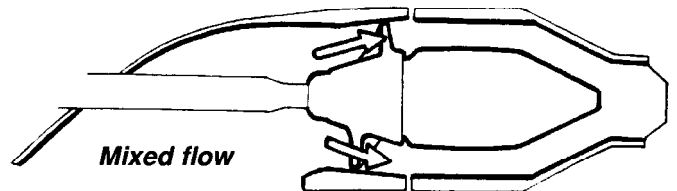
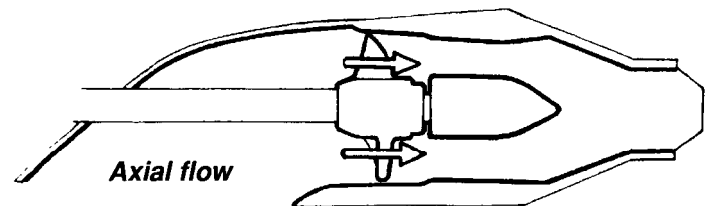
"ZX-7/ZX-7R," "Watercraft Powertrains" videos here!

by Ray St. John
Supervisor, Technical Writing

Two new technical training video tapes, "Introduction to the ZX-7 and ZX-7R," and "Watercraft Powertrains" are now available. The first is a basic introduction to the design and theory of operation of the ZX750-J and -K engine. Use this 24-minute tape for training and as an attention grabber in your showroom.



The 21 -minute "Watercraft Powertrains" video gets into jet pumps and impellers, driveshafts, bearing holders and couplers-basic information presented in an understandable way. If you buy the tape before its accompanying video reference manual is printed, we'll send you the book free of charge when it's ready.



Each tape is dealer priced at \$35.95 plus shipping, handling, and applicable sales taxes. But you can join Kawasaki's automatic training video tape program and get 30 percent off the cost of all technical training videos. Call (714) 770-0400, ext. 2472, and ask for Pat.

"Silicone saw" solution

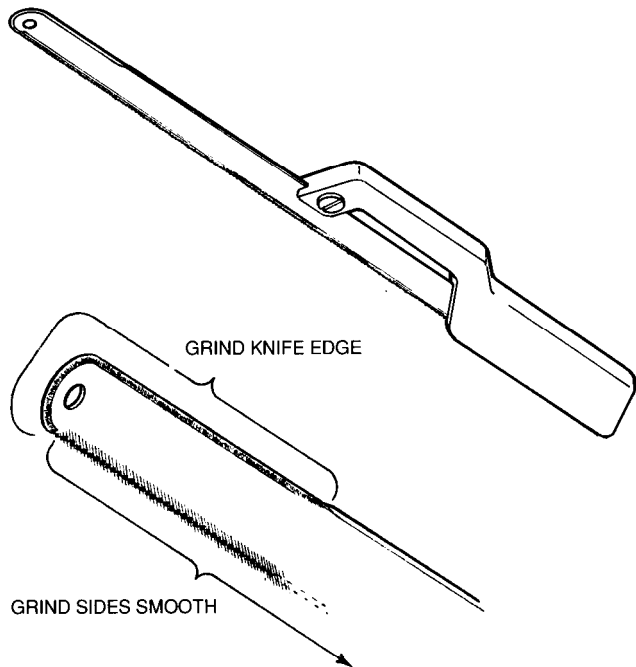
by **Keith Pestotnik**
Rocky Mountain Kawasaki

Removal of the jet pump assembly from the JET SKI® watercraft hull requires cutting all the silicone sealant free in the jet pump intake area. Shearing the visible sealant with a sharp knife is easy, but reaching the

blade and along the first 3" of its backside.

Then you can mount your finished creation in a sturdy single-end blade handle, such as a Stanley #15-210. You're ready to filet some silicone.

With the jet pump mounting bolts removed, spray a soapy solution at the sealant and on your



silicone you can't see can be difficult.

Here's a handy tool you can fabricate quickly that will make that job a breeze!

Start with a new 12", 18-tooth-per-inch, highly flexible hacksaw blade, such as a Lenox #218HE. (Less flexible blades can break and should not be used.) Grind the sides of the blade teeth smooth (see illustration), taking care not to dull the tips of the teeth. Continue grinding to form a knife edge around the end of the

silicone saw blade. Keep them wet. Pull the pump case away from the hull to allow maximum clearance for the blade. Put on safety glasses and gloves, and then force the blade into the sealant from the sides so that the blade arcs around the pump housing. Cut what you can and repeat the procedure from the other side of the pump housing.

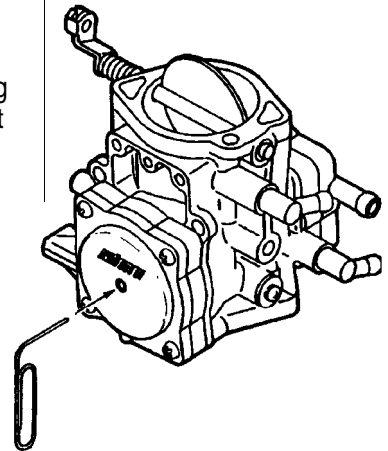
Once all the silicone is cut, simply slide the pump rearward off the driveshaft. □

TOOLS

Hard starting after storage?

First start-up of a JET SKI® watercraft after winter storage can often be simplified by following an extremely easy procedure. The rubber-tipped fuel inlet needle can become stuck in the seat during storage which can prevent fuel from entering the chamber. Models that have the fuel pump separate from the carburetor have the carburetor diaphragm vent hole in the center of the diaphragm cover. By putting the end of a paper clip through the vent hole and pressing lightly on

the diaphragm button, the needle is forcibly lifted off the seat. Remembering this trick could save you lots of time some day.
- Kenny Osberg



TOOLS

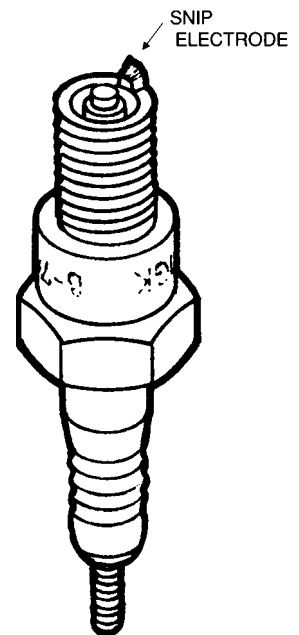
To restart a "wet" engine . . .

Those of you who have wrestled with getting water out of a JET SKI® watercraft engine that's been submerged will appreciate this simple idea.

On models not equipped with the crankcase drain valve, the usual procedure is to crank the engine with the spark plugs out for a while to get most of the water out, then put the plugs in and try it. Of course it almost never starts on the first try so you take the plugs out again and, sure enough, there's a bead of water bridging each gap.

This procedure can sometimes be repeated several times before the engine finally starts, and it's a pain! So try this: Take a couple of new spark plugs and snip off the ground electrodes leaving just a small stub on the plug bodies. Use these plugs when attempting to restart a "wet" engine. Water won't bridge the gap of these modified plugs so you don't have to keep taking them out and drying them.

Keep a couple handy for emergencies and don't forget to take them out of the engine once it starts. - Kenny Osberg



ALERT

Watercraft dealers warning !

Did you know that it is against the law to sell a recreational watercraft which is eligible for a safety related recall if that repair has not been completed? If a dealer sells one or more watercraft (or associated equipment) without performing an applicable recall, the U.S. Coast Guard can fine the selling dealer up to \$2,000 for each vehicle and up to \$100,000 for a related

series of violations.

For this as well as potential liability reasons, it is imperative, as part of your pre-delivery service on all watercraft, that you check for any applicable repair campaigns. **Then see to it they get done!**

And be certain to submit a warranty claim to record your actions, as Kawasaki must inform the USCG of the repair status of each eligible unit. □



DATA

Help for high flying JET SKI® watercraft

The original carburetor settings for JET SKI® watercraft are best for sea level use. If the watercraft is run at an altitude higher than sea level, though, the air/fuel mixture will be too rich; a richer mixture reduces performance and increases fuel consumption.

Kawasaki now includes a high-altitude adjustment chart in the assembly and preparation manual for each watercraft. The adjustments are for the high speed screw only; adjustment of the low speed screw is not required. - *Walter Rainwater*

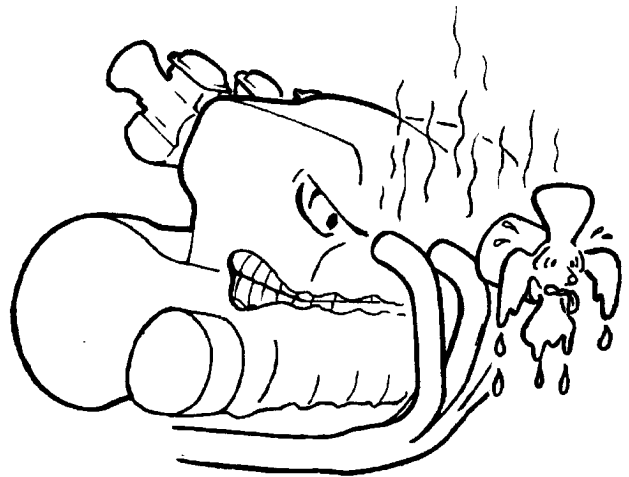
JS550-C1	
Altitude m (ft)	Turn the high speed screw in from the normal position
1000 (3300)	1/8-turn
2000 (6600)	1/4-turn
3000 (10000)	3/8-turn

Melted plastic, red-hot pipes

by John Porno
Product Support Specialist

Here's one you can look forward to. Someday a customer may bring his Ninja to your shop with the fairing sides and belly pan melted and warped. Except for the absence of

warmed up. We've actually heard of more than one customer who went back in the house to take a shower and left his bike running! With the enricher on and the engine at a high (sometimes very high) idle, the exhaust pipes will start to



smoke stains, you might think it had been in a fire. When you remove the damaged fairing parts, you will sometimes find the fan blades melted too. We get a call like this every so often, and when we do, the dealer is usually baffled. He has looked at all the possible cooling-system problems and failures, and found nothing.

Well, chances are there is no failure at all. The parts were not melted by heat from the engine but from the head pipes. What probably happened was the customer started up his bike in the morning and went back in the house while the bike

glow red hot in just a few minutes. It takes much longer for the coolant to get hot enough to turn on the fan. With no air flowing over the pipes, they very quickly get hot enough to melt any plastic parts near them.

Tell your customers to start the bike when they are ready to go, and drive away as soon as it will take throttle (usually less than a minute). The air flowing over the pipes will keep the fairing cool, and the warm air off the pipes will actually help warm up the engine. □

Air filter service

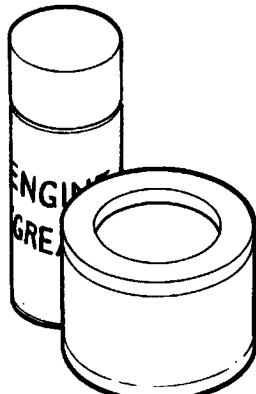
by Steve Rice

Product Support Specialist

How do you clean the foam air filters used in ATVs and motorcycles? Probably the most common method is to rinse them thoroughly in a high flash point cleaning solvent and blow them dry with compressed air.

This method does get rid of the dirt since the solvent removes the oil that's in the filter and the dirt is carried away with it. However, there is a problem with this method: There is always some solvent left in the foam which dilutes the fresh oil you add after cleaning. The diluted oil doesn't cling to the foam as well and is more likely to drain off or be sucked into the engine.

You can avoid this problem by cleaning the filter with degreaser instead of solvent. Degreaser loosens dirt in much the same way as solvent, but since it is water soluble, you can rinse it out with water. Warm, soapy dishwashing detergent will remove all traces of the degreaser and cold water will remove the soap.



Then wrap the filter in a clean dry cloth and squeeze as much water as possible into the cloth. (Never twist or wring out a foam filter element. This can tear it. Blowing it out with compressed air can also damage the foam.)

Some water will be left in the element but it won't mix with and dilute the filter oil. Most of the water is absorbed into the rag as the excess filter oil is squeezed out. The small amount of moisture that's left is quickly and harmlessly drawn into the engine the first time it's started.

Don't forget the important last step of air cleaner service! Generously grease the surface of the filter element that seals against the air box before you reinstall it. This will prevent dirt, grit and other unmentionables from sneaking in between the foam and the air box. □

FIVE STEPS TO A CLEAN FOAM FILTER

- ❶ Clean the element with degreaser, not solvent;
- ❷ Rinse the element with warm, soapy water; then rinse with water alone;
- ❸ Saturate the element in a high quality air filter oil—*not motor oil!*;
- ❹ Wrap the element in a clean dry cloth and squeeze gently—*don't twist!*;
- ❺ Grease the element/air box mating surface.

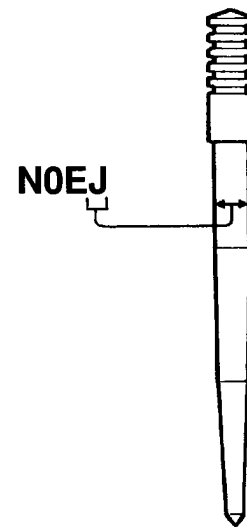
DATA

New KX125 jet needle

You may have noticed the 1991 KX125-H2 carburetor uses a new style jet needle. Of course this needle also has a new style calibration code. The new code consists of three letters and one number (the second character). In the case of the needles available from Kawasaki, the only character that varies is the last one, and it ranges from "H" through "L". When only the last character is different, the lowest letter will indicate the richest needle; in other words, the NOEH needle is the richest; the NOEL needle is the leanest. The last

character indicates the diameter of the needle at the top of the taper.

- Gregg Thompson



TIP

Removing mats—there is an easier way

Removing OEM rider-tray mats from a JET SKI® watercraft is a difficult job at best. But here's a tip that will make the chore a

warm day for a few hours before wrestling with the mats. If you know you've got one of these to do today and the weather is agreeable, park it outside



If the mats are toastie warm, the glue will let go more easily. So the ideal situation is to put the vehicle out in the sun on a

and leave it while you do another job or two first. You'll be glad you did.

- Kenny Osberg

Charging system check: start with the battery

by **Bob Ellison**
Product Quality Engineer

When trying to find the source of a battery charging problem, start at the battery. The surest way to determine if there is current available from the charging system to charge the battery is with an amperage test right at the negative terminal of the battery. With the engine running, put your ammeter in series with the battery (positive lead to negative battery terminal, negative lead to negative battery cable.) **Don't operate the starter motor with your meter connected this way unless you like the smell of burning electronics!**

At idle, the meter will indicate a negative (discharge) current flow even with a good charging system. As you raise the engine rpm, the meter needle should move in the

positive direction. Most of our vehicles will pass the zero amp (break-even) point and begin putting positive (charging) amperage into the battery somewhere between 1500-2500 rpm.

Keep in mind that any add-on electrical accessories use current when ON and will change the break-even rpm.

If the charging rate rises to at least 1 positive amp by 3000-4000 rpm with all

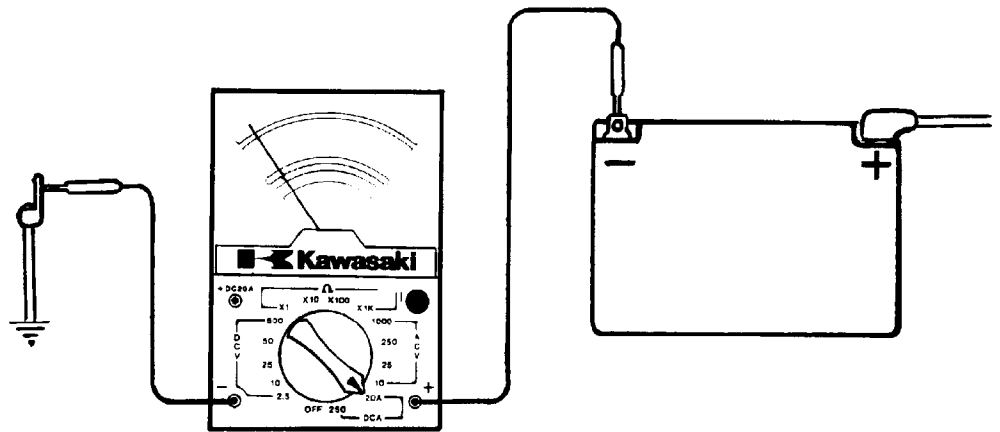
normal systems (such as headlight) running, there is probably nothing wrong with the charging system.

If there is no charging current, check the voltage output from the alternator. With the alternator leads connected, probe the connectors of any two alternator wires and you should get 11-14 VAC depending on the model.

If there is no charging current at the battery and the in-circuit alternator volt-

age is good, the problem is most likely in the regulator/rectifier or its wiring.

You can check total charging system output with an amperage test (ammeter in series) at the red/white wire coming out of the regulator/rectifier. The total amperage will vary depending on the load provided by the electrical systems on the vehicle and the condition of the battery. □



No AM, no FM, no nothing!

We occasionally hear of a rather distinct failure with the Voyager XII audio system where all Electronically Tuned Radio (ETR) functions quit working except for the clock display. The clock continues to function but cannot be reset. Also, the display will not light up when the ignition is turned on, but this is not particularly obvious except at night.

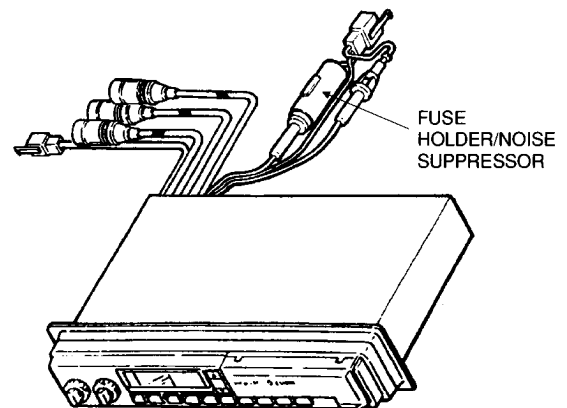
If questioned, the customer might tell you that the radio quit as he rode over an abrupt bump, such as a railroad crossing or pothole.

If this sounds familiar, remember to check the white/yellow power lead wire where it enters the radio case. This wire, which includes a 3 amp fuse holder/noise suppressor, was not tie wrapped to the radio case on earlier units. As the relatively heavy fuse holder bounces up and down, it can cause the copper wire strands to break-sometimes they break just inside the radio case.

You can inspect only a portion of this through the headlight opening. A break inside the case would re-

quire radio removal for repair. The good news is that you could easily complete repairs on the spot, saving time for yourself and your customer. Don't

forget to secure the fuse holder assembly to the radio case or fairing harness to prevent a repeat failure. - Keith Pestotnik



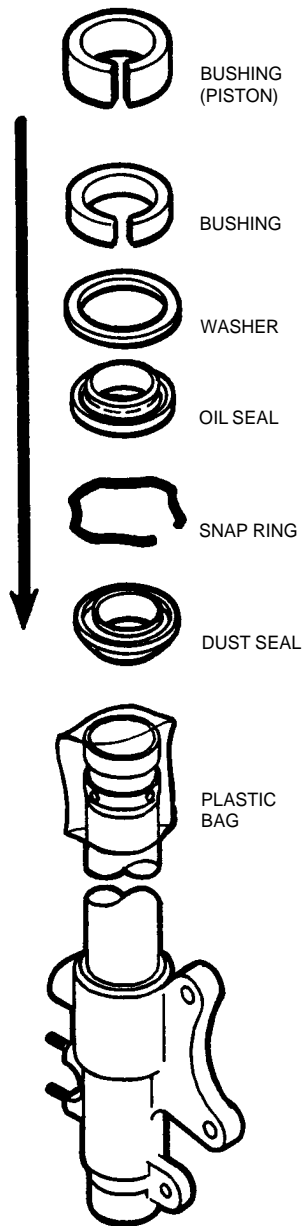
Fork seal installation

by Jerry Heil
Training Development Coord.

When you are reassembling one of the "upside-down" forks found on our late model KX bikes, the Team Green people recommend a special procedure to avoid damaging the seals. Before installing the large bushing on the end of the steel inner fork tube, you must slide the dust seal, snap ring, oil seal, washer, and small bushing over the end of the tube.

The seals can easily be cut when sliding them over the sharp edges of the groove machined in the end of the tube. To prevent this, grease the outside of a small plastic bag and slide it over the end of the tube before sliding the seals down over it. (It just happens that the bag the seal comes in is perfect for this. So don't tear the bag when you open it to get the seal out.)

Slide the parts down over the tube in the order shown in the accompanying drawing. □

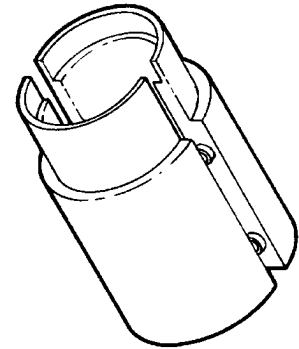


PARTS

New KX seal driver

Since the full-size 1991 KX motorcycles have larger diameter forks than their 1990 predecessors, they also need a new seal driver. The new seal driver part number is 57001-1340; last year's tool was P/N 57001-1288. The cylinder holder special tool (P/N 57001-1287) is the same for both years.

- Gregg Thompson

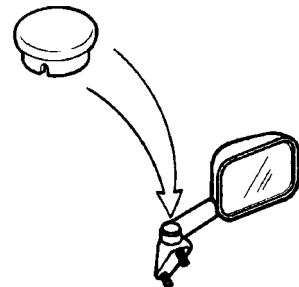


PARTS

A lost part number found

Have you ever tried to find the part number for that little cap that covers the tension adjuster nut on the ZX-6 and ZX-11 mirrors? So far that number has not appeared on the parts microfiche for either model. The part number is 11012-1751-6Z for both the ZX-6 and ZX-11.

- Gregg Thompson



ALERT

Performance mods and warranty don't mix

We at Kawasaki realize that aftermarket accessories and performance products are a necessary and profitable part of your business. We don't want to restrict your profits in that area but we do want to remind you that sometimes these products can have an affect on the warranty status of the vehicle. Performance products in particular often have a negative effect on the durability of some other part of the vehicle.

We don't void the warranty because a vehicle has aftermarket products installed, but if we believe that a failure could have been caused by the aftermarket modification, we will not authorize a warranty claim for that repair. If there is doubt about whether a failure on a stock vehicle was caused by a defect, we usually give the benefit of the doubt to the customer. But when the vehicle has performance modifications, we are less likely to bend in the customer's favor.

Before you install aftermarket products that might affect durability, make sure the customer is aware of the possible warranty-related consequences. □

customer SERVICE

Part 2: Time for exceptional acts ...

by **Donna Hood**

Customer Service Representative

In our last article we discussed the importance of a positive attitude in delivering excellent customer service. Now, let's look at ways to encourage the customer to return to your store.

Customers will pay well for things that solve their problems and work well. But a good product is not always enough. Edson Williams, General Manager of Ford Trucks, says, "We've now learned that profits will fall to you if you view this thought as central to your business: *serve the customer.*"

In the middle of this economic slowdown, astute business people must view a customer as a long-term asset, not just an immediate sale. Everything you do for a customer will eventually get a return for you. The return may come in repeat business or a word-of-mouth referral, but it will come back to you. Give customers more than they expect and make your dealership "user friendly." Do things which make customers choose you when they are looking for a new vehicle, accessory, or spare part.

Try these suggestions to enhance your customer service:

- 1. Keep your promises.** Make sure the repair or service is completed when you say it will be, or notify the customer before he comes to pick up the vehicle. Return customers' phone calls. Respond promptly and honestly to customer questions and concerns. If you can't deliver the service, don't say you can. Remember, "under-promise and over-deliver."
- 2. Keep customer needs in mind** when setting store rules. Customers choose one shop over another because of convenience as well as price, delivery, technical support, return policy, and replacement part availability. Do what you can to improve these areas of your dealership.
- 3. Post letters from customers,** good and bad, to convey the attitude that your customers' opinions count. Don't be afraid to ask your customers how you're doing.
- 4. Make your dealership a center of customer activity:** promotions, rides, fun days, sponsorships, discounts, etc. These ideas will foster a feeling that customers are important to you.

I'm sure you can add to this list with your own ideas. They don't require investing large sums of money, just time and effort. But, the rewards in loyalty and repeat business will be substantial.

Try performing one act of exceptional customer service per day, and ask everyone at the dealership to do the same. Your customers will get the message, and you will get their business. □

THERE'S NO BUSINESS
LIKE ~~SHOW~~ BUSINESS
repeat!

REGIONAL NEWS (cont.)

SOUTH & CENTRAL

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students in a packet of printed materials that can be saved for future references. We want to emphasize that our interest in your success and desire to help you solve your business problems does not end with the class. Take advantage of our knowledge and experience; call us whenever you can use a helping hand. That's why we're here-to help you stay profitable. □

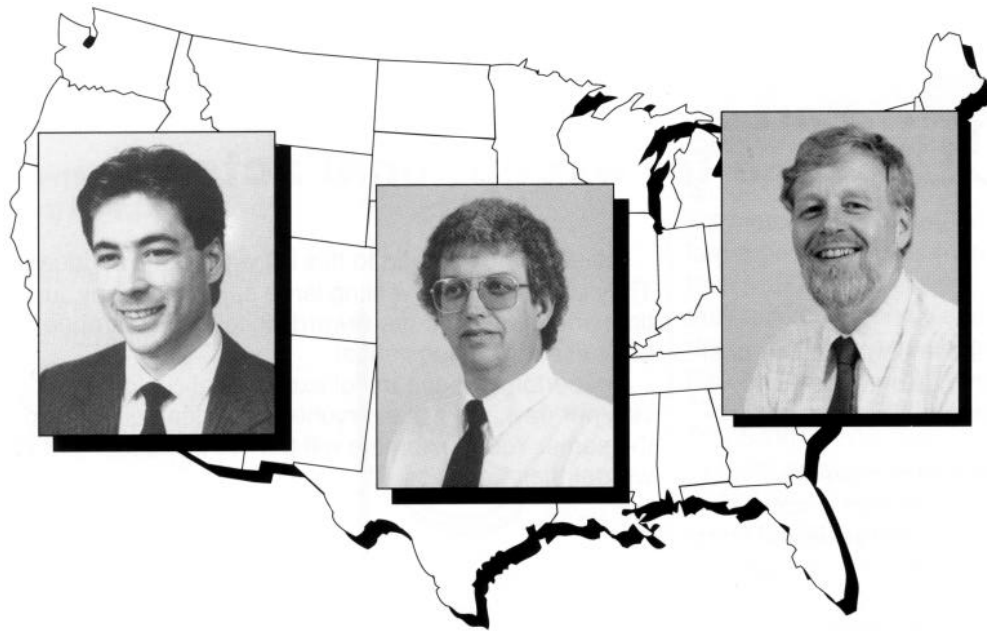
WEST

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deleted. When new products and technical systems are introduced, we strive to learn about them as quickly as possible so that the new information can be included in the training classroom.

Many times, new information about a product will be applicable to many different classes. For example, new information on cylinder head technology might be included in the high performance engines class as well as the engines class. Because of this, a student can keep up with technology just by attending a few classes each training season.

So come on back to school and see what's new. I look forward to seeing you soon! □



WEST

Why go back to school?

by Patrick Kelly

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So, you've been to Kawasaki technical training classes before, huh? They were good, but you learned all we had to teach you; why go back? Wouldn't the classes be the same today as they were a few years ago?

Well, don't be so sure about that. Kawasaki is constantly updating and changing its training classes to better suit the needs of technicians in the field. Through student evaluation sheets, we can change the emphasis on various aspects of each course based on what the students have found most and least helpful. Subjects or training techniques that the majority of students find helpful are given more attention, while subjects or training methods that are not found helpful are

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SOUTH & CENTRAL

For managers only

by Walter Rainwater

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Atlanta, GA 30378
(404) 349-2000

Kawasaki's Training Department offers two classes designed specifically for parts managers and service managers. These management classes-Parts Department Operations and Service Department Operations (K-BOSS)-present the business fundamentals of running profit-generating departments within a motorcycle, watercraft or MULE dealership.

We understand that there are many ways to achieve success with these departments. So we make every effort to "personalize" these classes to meet particular needs. That is the major reason why we keep these classes smaller than the technical training classes.

The core material of each class is provided to

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NORTH & EAST

MULE "Tech Week"

by Fred DeHart

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With the introduction of the new "baby MULE," Kawasaki's utility vehicle product line has grown to include five models. Our Technical Services Department is keeping pace with this growth by developing a MULE "Tech Week" series of three new technical training classes for Kawasaki MULE dealers.

As described elsewhere in this issue, these classes begin with a day for "MULE Dealer Orientation"; then two days are devoted to "Servicing the MULE 1000 and 2000"; and the final day is for "Servicing the MULE 500."

The first presentation of the MULE "Tech Week" classes will be in the West Region Training Center. Beginning in April, it will be offered in the North and East Regions.

See you there! □

Training Schedule

East Region

April

- 2-4 Engines
- 16-19 JET SKI® Watercraft
- 22 MULE Dealer Orientation
- 23-24 Servicing MULE 1000/2000
- 25 Servicing MULE 500
- 30 Service Department Operations (K-BOSS)

May

- 1-2 Fuel Systems
- 7-9 Engines
- 14 Servicing MULE 500
- 21-23 JET SKI® Watercraft
- 28 Servicing MULE 500
- 29-30 Servicing MULE 1000/2000

North Region

April

- 8 MULE Dealer Orientation
- 9-10 Servicing MULE 1000/2000
- 11 Servicing MULE 500

Central Region

May

- 20 High Performance Engines
- 21-24 Engines

South Region

April

- 1-3 JET SKI® Watercraft
- 4 JET SKI® High Performance
- 8-9 Fuel Systems
- 10 Voyager Familiarization
- 11 Service Department Operations (K-BOSS)
- 24-26 Police Motorcycle Maintenance
- 29 JET SKI@ Hi h Performance
- 30-May 1 JET SKI® Watercraft

May

- 6 MULE Dealer Orientation
- 7-8 Servicing MULE 1000/2000
- 9 Servicing MULE 500
- 13-16 Engines
- 28-30 JET SKI@ Watercraft

West Region

April

- 1-2 Fuel Systems
- 3 High Performance Engines
- 4 Shaft Drive
- 8-9 Troubleshooting Electrical Systems
- 10 Voyager Familiarization
- 15-17 JET SKI® Watercraft
- 18 Service Department Operations (K-BOSS)

22 Generator

- 23-24 Team Green Race Preparation
- 25 ATV Service
- 29-30 Engines

May

- 13 MULE Dealer Orientation
- 14 Servicing MULE 1000/2000
- 15 Servicing MULE 500
- 16 Generator
- 20-22 JET SKI@ Watercraft
- 23 Service Dept. Ops. (K-BOSS)