

# FAQ

---

Looking for a product? Need to find a Dealer near you? Want to find out about your warranty? You've come to the right place. Find the question that best describes what you're looking for and select for a quick answer.

## HELP CENTER

- **CONTACT US**

Let us know what we can do for you.

[CUSTOMER SERVICE](#)

- **RETURN POLICY**

Our policy for online purchases.

[VIEW RETURN POLICY](#)

- **DEALER LOCATOR**

Find a Kawasaki Dealer near you.

[FIND A DEALER](#)

- **HOW DO I BECOME AN AUTHORIZED KAWASAKI MOTORSPORTS DEALER?**

Please visit the Become a Dealer section on our website. Learn about dealer requirements and take a moment to fill out our online form to help us determine your eligibility

## I NEED HELP WITH...

- [BECOMING A KAWASAKI DEALER](#)

- **ACCESSORY INFORMATION**

Q: How can I find installation instructions for the accessory I've ordered?

A: On the Accessory detail page, click on the "Download Installation Instructions & Important Info" link. This will open a page that displays detailed installation instructions.

Q: I have a product that has the Kawasaki name on it, but it's not a motorcycle, ATV, watercraft, or side by side vehicle. How can I get help?

A: Please check our list of Kawasaki Licensed Products on the site in the "Shop" section, by clicking on "Licensed Products". Kawasaki authorizes some outside companies to offer high-quality products with the Kawasaki name. The outside companies, however, are responsible for the individual items they sell.

- [CUSTOMER SERVICE](#)

- [KAWASAKI PROTECTION PLUS](#)

- **KAWASAKI ENGINES & POWER PRODUCTS**

Q: Where can I purchase Kawasaki Power Products?

A: Kawasaki Engines & Power Products including string trimmers, blowers, edgers and hedge trimmers and related replacement parts and accessories can be purchased through authorized [Kawasaki Power Product Dealers](#).

Q: Can I view parts diagrams for Kawasaki engines and power products?

A: Yes, parts diagrams can be viewed online at [kawasakienginesusa.com](http://kawasakienginesusa.com).

Q: Who can I contact about a question or concern with a Kawasaki small engine or power product?

A: Kawasaki Small Engine and Power Product Customer Service Department can be contacted at (949) 460-5687.

Q: I have a product with a Kawasaki engine in it. Who can I contact about a problem that I am having with it?

A: Generally, you should contact the manufacturer of the product for warranty or technical assistance. If you have questions specific to the engine, our Small Engine/Power Products division can be contacted at (949) 460-5687.

Q: How do I become an authorized small engine and hand held power product dealer?

A: Please contact the Grand Rapids Sales Representative at (877) 608-6088.

- [\*\*LINKING TO A KAWASAKI WEBSITE\*\*](#)

- [\*\*LOCATING A DEALER\*\*](#)

- [\*\*PRIVACY POLICIES\*\*](#)

- **TEMPORARY DEALER SURCHARGES**

Q: Why am I being charged more than MSRP?

A: Kawasaki has temporarily implemented surcharges to dealers to combat the current global economic state in regards to shipping costs. As of August 1, 2021, Kawasaki dealers will be assessed a \$100 Freight Surcharge on all units and a 5% Shipping Surcharge on Parts and Accessories invoices. These surcharges are subject to change and will be in effect until the supply chain has stabilized.

- **PROMOTIONS & GIFT CARDS**

Q: How do I find out about any current Kawasaki sales and promotions?

A: All finance and sales promotions can be found under the [\*\*"promotions" section of kawasaki.com\*\*](#).

Q: I am to receive a gift card/rebate or promotional item with the purchase of my Kawasaki. When will it arrive in the mail?

A: When a promotional item is offered as part of the purchase of a Kawasaki vehicle, all Kawasaki dealers are notified of the details of each promotion.

Check with your sales person. Your purchase must be registered with Kawasaki before promotion eligibility can be verified.

Some promotions require that the dealer submit to Kawasaki a claim form signed by the purchaser before a promotional item is mailed. If required, make sure you have signed the claim form, and that your dealer has submitted it to Kawasaki. Promotional items are usually mailed to the consumer within 2-4 weeks of our receipt of the necessary documents.

Some promotions are given out by participating dealers at the time of purchase. Always check with your sales person first for information on promotional offers.

Q: Can I use the promotional gift card which I got when I purchased my vehicle as payment on Kawasaki.com?

A: Yes. Promotional gift cards displaying the Kawasaki logo can be used for purchasing manuals at Kawasaki.com.

- **PURCHASING REPLACEMENT PARTS**

Q: Can I buy parts directly from Kawasaki?

A: Sorry, but the only way to purchase genuine Kawasaki parts is through your authorized Kawasaki dealer.

Q: How do I find out if a part from another model will fit my Kawasaki product?

A: We do not test and do not recommend non-stock components.

Q: How can I find a part that's been discontinued?

A: You can ask your dealer to place a parts locator ad through the Kawasaki computer system to see if any other dealers have it.

Q: What tires do you recommend other than stock ones?

A: We recommend using only those tires listed in the owner's manual.

Q: How do I get a spare key for my 1980 or later year model Kawasaki vehicle?

A: You can obtain a spare key through your Kawasaki dealer by using the key code. If you do not have the key code, contact your local Kawasaki dealer to find out what options are available.

Q: How do I get a key code?

A: The only place that the key code can be found is on the original key or key tag. We recommend contacting the original selling dealer, since many dealers record this information when preparing new Kawasaki products for sale. Unfortunately we have no way of providing a key code corresponding to your V.I.N. number.

- **RETURN POLICY**

Q: How do I return items?

A: Manuals may only be returned if the item received is different than the item ordered or the item was damaged during shipping.

1. Utilize our return feature in the Order Status function of [kawasaki.com](http://kawasaki.com) (on-line), or call Consumer Services at (949) 460-5688 for instructions. **ITEMS MUST BE RETURNED WITHIN 30 DAYS.**

- On-line Method: You may view eligible return items and print return documents through the Order Status feature. Simply enter a specific confirmation number in order status. If that order contains items eligible for return, a "Returns" button will appear at the top of the page. Click on the return button, complete your return request, submit, print, and mail.
- Off-Line Method: Pack items as indicated below and mail to: Kawasaki Motors Corp., U.S. A., 2155 S Excise Ave., Suite A, Ontario, CA 91761-8549.

2. Pack your item for return:

- For mis-shipped items - Return the item in the original packaging to ensure your package arrives to us safely and undamaged. Returned items must be new.
- Remove or cover any previous shipping address labels on the package.
- Please enclose a copy of your packing list in the carton along with the reason for the return.

3. We encourage you to protect yourself from loss, damage, or theft by insuring the return shipment\*\*.

- Please save the shipping insurance receipt for your records.
- We regret that no credit will be issued for items lost or damaged during return shipment.

Q: How long do I have to return an item?

A: Within 30 days of receipt.

Q: How is return freight paid?

A: The customer is responsible for return freight costs.

Q: Is there a restocking fee?

A: No restocking fee is charged. Returned items must be new.

Q: How do I exchange an item?

A: Our return center cannot process exchanges. We ask that you place a separate order for the new item and that you return the mis-shipped or damaged item. Once the returned item has been received at our warehouse, a credit will be issued to your account. Please see instructions above for how to return a package.

Q: Why did I receive a manual for an older model?

A: Kawasaki service manuals start with base manuals, which are based on the first production run of your unit. There may be discrepancies between some vehicles and illustrations and text in this manual. Major changes and additions pertaining to later year units will be explained in a supplement following the appendix or by a separate supplemental service manual which needs to be ordered separately.

• **SITE MEMBERSHIP**

Q: Do I need to become a member to shop?

A: No. We would love to have you become a member, but we welcome all shoppers whether they are registered or not.

Q: Why should I sign up for My Kawasaki?

A: My Kawasaki helps you to keep vehicle and dealer information in one place for safe keeping. So next time you need to look up your manual, contact your local dealer, or update ownership information, it's easy to do so. Once you enter information such as a VIN/HIN for a vehicle you own, it'll be saved for easy future access, should you need to look up a manual or order parts. My Kawasaki also helps you shop for a new vehicle, allowing you to save favorite photos, videos, products, etc. from around the site for future viewing.

- **VEHICLE INFORMATION**

Q: Where can I get information on Kawasaki's newest models?

A: Please visit <https://www.kawasaki.com/en-us/> to get information on all of our newest vehicles.

Q: Can I buy directly from Kawasaki?

A: Sorry, but the only way to purchase genuine Kawasaki vehicles is through an authorized Kawasaki dealer.

Q: How do I obtain a sales brochure for a current model Kawasaki?

A: You may download an eBrochure with our Online Brochure Request found on each product detail page.

Q: How can I find out the year and model of my Kawasaki?

A: You can enter your HIN/VIN on the Vehicle Information Section of [kawasaki.com](http://kawasaki.com)

You may call Consumer Services at 949-460-5688. Please have your VIN or HIN handy, so we can look up the requested information.

Q: I can't find any owner or service manual information on [Kawasaki.com](http://Kawasaki.com) for my older Kawasaki product.

A: If you can't find information to order an owner's or service manual on [kawasaki.com](http://kawasaki.com) for an older Kawasaki, you may contact Consumer Services at (949) 460-5688 to see if the manual is still available.

Q: How many of my year and model Kawasaki have been manufactured?

A: Production and sales figures are company confidential.

Q: How do I obtain a duplicate manufacturer's certificate of origin (MCO)?

A: You would need to make the request through the original selling dealer. If the original selling dealer is no longer in business, you may contact Consumer Services at 949-460-5688 for further instructions.

Q: Where is the VIN located on my Kawasaki Motorcycle, ATV, or MULE®?

A: The VIN begins with the prefix "JKA", "JKB", "JK1", "JSA", or "LM4"

On all motorcycles it is stamped on the side of the steering head. On street-legal motorcycles, the VIN also appears on the Safety Certification Label affixed to, or near, the side of the steering head.

On ATV's it is stamped on the lower frame tube, to the left of the engine.

On Teryx® Side x Side vehicles, it is stamped on the frame tube behind the right front tire.

On MULE® Side x Side vehicles, look for a plate welded to the frame at or near the front of the vehicle. On some MULE models, the VIN is located on the frame, just below the front of the seat.

Q: How do I obtain a new vehicle identification number (VIN) for the new frame on my Kawasaki motorcycle/ATV?

A: KMC does not issue duplicate VIN or frame numbers. You would need to contact your local State authority where you registered your vehicle, to obtain a new VIN/frame #.

Q: Where is the HIN plate located on my Kawasaki Jet Ski®?

A: The HIN plate is located at the rear of the hull. It will begin with the prefix “KAW” or “US-KAW”.

Q: How do I obtain a new hull identification number (HIN) plate for the hull I bought as a spare part?

A: You would need to contact your local State authority with whom you register your watercraft to obtain a new HIN # plate.

Q: Where do I find the periodic maintenance chart?

A: The Periodic Maintenance chart is located in your Owner’s Manual.

Q: How do I store my Kawasaki Jet Ski®?

A: Detailed information regarding the storage of your Jet Ski watercraft can be found in your Owner’s Manual.

Q: Where can I find paint codes for my Kawasaki?

A: We do not have paint codes available, but for information on color-matched paint, please contact Color Rite at (562) 947-9796 or [www.colorrite.com](http://www.colorrite.com).

Q: What is the top speed of my Kawasaki motorcycle or watercraft?

A: We do not publish the top speed on any of our products. You may find this information in enthusiast publications which have tested the products for top speed.

Q: How can I find out information on Canadian units or dealers?

A: The Canadian distributor can be reached at Canadian Kawasaki Motors, 25 Lesmill Road, Don Mills, Ontario, Canada M3B 2T3, (416) 445-7775, or <https://www.kawasaki.ca/en-ca/>

- **TECHNICAL PUBLICATION & MANUALS**

Q: Are manuals available on the site?

A: Owner’s manuals can be viewed on the site for most models for free. Service Manuals for most models are available for purchase on the site. They can be found under the “[Owners & Service Manuals](#)” section.

Please note: If Manual Supplement(s) exist for your model, you will need to order the Manual Supplement(s) in addition to the Manual for complete repair coverage of your unit.

Q: Are specification charts available on the site?

A: Specification charts are available on this site for current model year products.

- **VEHICLE RECALLS**

Q: How can I find out if my Kawasaki vehicle has an outstanding recall or factory directed modification (FDM)?

A: The vehicle identification number or hull identification number is required to check for repair campaigns. \*Note\* All Jet Ski HIN from 1995 and newer start with "US-KAW".

You may contact your local Kawasaki dealer, who can check the repair history of the unit on their Kawasaki computer system.

You can enter your HIN/VIN on the [Vehicle Information Section](#) of [kawasaki.com](http://kawasaki.com) to see the outstanding recalls or FDM's.

You may also contact Consumer Services to see if a factory repair has been completed.

Q: Can I take my Kawasaki product to any authorized Kawasaki dealer for recall/FDM work?

A: We prefer that you return to your selling dealer, as sometimes parts are allocated to dealers based upon the number of units retailed at that dealership.

If you are not near your selling dealer, any authorized Kawasaki dealer may perform the recall/FDM work.

Q: What is the difference between a recall and a factory directed modification (FDM)?

A: Recall bulletins are of the highest priority and must be acted upon immediately to ensure your safety and comply with requirements of the National Traffic and Motor Vehicle Safety Act, Consumer Product Safety Act, or United States Coast Guard. You will be notified via a letter from Kawasaki Motors Corp., U.S.A. if a recall is ever issued on your vehicle. This is a good reason to notify KMC of a change in ownership or address.

FDM/Factory Directed Modification bulletins fall into two categories: Immediate Repair or Immediate Inspection/Repair only as Required. You will be notified via a letter from Kawasaki Motors Corp., U.S.A. if your vehicle is eligible for FDM action. This is a good reason to notify KMC of a change in ownership or address.

Q: If I take my Kawasaki out of the country, will my warranty still be valid?

A: No. The Kawasaki Limited Warranty for U.S. product is only valid on units that are in the United States.

Additionally, if any recalls are pending for a Kawasaki, they must be performed by a U.S. Kawasaki dealer before the unit is taken out of the United States.

- **WARRANTIES**

Q: What does my factory warranty cover?

A: Any material or workmanship found to be defective by Kawasaki within the warranty period shall be remedied without charge for parts or labor at any authorized Kawasaki dealer located within the United States of America.

Q: Does my factory warranty cover transporting the unit to and from the dealership?

A: Sorry, but transportation of the vehicle is the owner's responsibility even for a warranty repair, Recall or FDM.

Q: Does my factory warranty cover towing or pay for a rental car while my Kawasaki is being repaired?

A: Sorry but towing and rental car charges are not covered by your factory warranty. [Riders of Kawasaki \(ROK\)](#) premium members are entitled to 24 hr. roadside assistance. Please call 1-877-rok-club (1-877-765-2582) for assistance.

Q: My Kawasaki vehicle is in need of repair, but the warranty has expired. Will assistance be offered to me?

A: All repair assistance offered by Kawasaki must be coordinated through an authorized Kawasaki dealer. If the warranty on your Kawasaki has expired, you must authorize a repair inspection through an authorized Kawasaki dealer at your expense. Once a diagnosis of the problem has been made, your dealer will forward their findings to Kawasaki's technical staff to see if assistance can be offered.

Q: Is my factory warranty valid at all Kawasaki dealers?

A: Yes, your factory warranty and Kawasaki Protection Plus are valid at all authorized Kawasaki dealers in the continental United States. The dealer must be authorized to sell and service your Kawasaki product.

Q: Can I go to a non-Kawasaki dealer for warranty work?

A: Sorry, but only authorized Kawasaki dealers are allowed to perform warranty work on your Kawasaki product.

Q: Is my warranty good outside the United States?

A: The warranty on units purchased in the 48 contiguous states and Alaska is valid only in these areas.

Q: Who do I contact if I did not buy my Kawasaki product in the United States, including Hawaii?

A: Hawaiian customers can contact Pacific Kawasaki at (808) 831-2600. The address is 2996 Koapaka, Honolulu HI 96819. Customers who have purchased units in another country should contact their local distributor for assistance. If you do not see a listing for a distributor in your country, please check the [Kawasaki Heavy Industries](#) website for more options.

#### [CLICK FOR OTHER INTERNATIONAL DISTRIBUTORS](#)

Q: Is my first service free?

A: No. Maintenance services are not included in the warranty coverage. Those costs are the responsibility of the consumer.

Q: Am I required to take my Kawasaki vehicle to an authorized Kawasaki dealer for service and maintenance work?

A: No, but we request that you keep written records and receipts showing that the service and maintenance work has been performed according to the schedule of maintenance in your Owner's Manual.

Q: Can I do my own oil changes?

A: Yes, but we request that you keep written records and copies of receipts showing the oil changes were done.

Q: How long is the factory spare parts warranty?

A: The factory spare parts warranty on Kawasaki parts is 90 days from the date of purchase.

KX spare parts have no spare parts warranty.

Q: How long is the factory warranty on my Kawasaki accessory?

A: Kawasaki warrants most accessories for 90 days from the date of purchase. Premium Audio System components are warranted for one year.

Q: How do I obtain a duplicate identification letter?

A: You can call Consumer Services at 949-460-5688 to request a duplicate letter or you can contact us via mail at PO Box 25252 Santa Ana, CA 92799-5252. Warranty information is also available at [kawasaki.com](http://kawasaki.com) by going to the "[Owner Center](#)" section of the website under Warranty.

Q: How do I transfer the warranty on my unit if I sell it? Is it transferable?

A: Yes, the base warranty and Kawasaki Protection Plus extended coverage is transferable at no cost to you.

Your local dealer can transfer the factory warranty and Kawasaki Protection Plus on their Kawasaki computer system.

The new owner can "Update Customer Info" found within the "Owner Center" under "[Kawasaki Support](#)" on [kawasaki.com](http://kawasaki.com) to notify KMC of the change in ownership. New owners are required to submit a copy of the product's state registration or a bill of sale before our records can be updated. The paperwork can be uploaded electronically, faxed or sent via USPS. Once we receive the paperwork, KMC can transfer the remaining factory warranty or Kawasaki Protection Plus into the new owner's name.

Q: How do I change my name or address on Kawasaki's product registration records?

A: Current Owners can "Update Customer Info" found within the "Owner Center" under "[Kawasaki Support](#)" on [kawasaki.com](http://kawasaki.com) to change their names or addresses. A VIN/HIN is required to make any changes.

- **WEBSITE SECURITY & DESIGN**

Q: Is [Kawasaki.com](http://Kawasaki.com) a secure website?

A: Yes - [Kawasaki.com](http://Kawasaki.com) is a SECURE SITE. We use Secure Sockets Layer (SSL) technology to protect the security of your personal information. Because the site is built in frames, you will not be able to check the security of your connection by looking for an unbroken key or a closed lock symbol. On pages containing personal information you can check the page properties to make sure you are accessing a secure server. To do this, right-click on the page and select "properties". If the page is secure, the Connection will indicate an SSL and the Address (URL) will begin with "https".