

REPLACES: Please discard TR14-04 dated November 21, 2014

NEW KAWASAKI TECHNICIAN RECOGNITION PROGRAM

For 2015, Kawasaki is launching a dealership technician recognition program aimed at developing Kawasaki dealer technicians and recognizing dealers and technicians that participate in Kawasaki Technical Training. This program is designed to enhance Kawasaki dealership service departments by increasing customer satisfaction, elevating dealership KORE scores and increasing your service business by developing a reputation of excellence that comes from knowledgeable, skilled technicians.

There are three tiers in the technician recognition system; Specialist, Pro and Master. For the 2015 model year, Kawasaki will begin recognizing participants that complete requirements at the Specialist level. Professional and Master Level requirements will be announced in the future and earned after completion of commensurately more vigorous training.

Specialist Level Requirements

Courses in the Specialist level focus on the core skills required to complete regular service on Kawasaki vehicles. The Specialist designation is active now, so technicians can take advantage right away. Simply complete the 12 eLearning courses listed below, which are the same courses that make up the technical training requirement of Ichiban 2015. Periodic Service Update seminar attendance (frequency to be determined) will be required to maintain Specialist status.

- Basic Electrical Video and Quiz
- Battery Basics Video and Quiz
- Four Stroke Engine Diagnostics Video and Quiz
- Servicing Foam Type Air Filters Video and Quiz
- Kawasaki Drive Chain Care Video and Quiz
- Kawasaki Automatic Powerdrive Systems (KAPS) Video and Quiz
- Telescopic Front Forks and Steering Head Bearing Service Video and Quiz
- Kawasaki Digital Fuel Injection Systems Video and Quiz

See reverse side for additional information



- Cooling Systems Basics Video and Quiz
- Braking Systems Basics Video and Quiz
- Kawasaki Assembly and Prep Interactive
- Introduction to Kawasaki Diagnostic System (KDS) Interactive

Professional Level Requirements

The Professional level will build on the core skills of the Specialist level and add emphasis to Kawasaki specific maintenance and repair. Professional level recognition will require achievement of the Specialist level as well as successful completion of new, more advanced courses that are currently under development and will be announced prior to the 2016 model year.

Master Level Requirements

The Master Level focuses training on advanced diagnosis and troubleshooting required of A level technicians. The Master recognition will require achievement of the Specialist and Pro levels as well as successful completion of courses specific to the Master level.

Recognition Rewards

Achieving each level is challenging and requires commitment. Although the real benefit will be shown by the quality of work and improved efficiency in your service department, participants will be rewarded for achieving each level. Kawasaki will provide the following items to recognize participants that achieve the Specialist level:

- Plaque that can be prominently displayed in the Service Department to show their level of training.
- A certificate of completion for Specialized Level listing all courses taken to reach that level.
- Apparel items for top achievers.

Rewards will increase as participants achieve higher levels.

Questions about the current courses and technician recognition levels may be directed toward your Kawasaki Field Service Advisor or by calling Kawasaki Motors Corporation at 949-770-0400 and mentioning technical training. Look for announcements in the future related to Professional and Master level requirements. Also see Training Bulletin TR14-03 for Kawasaki's Pro Service Hands-On and Service Update 2015 course schedule to participate in live seminar or hands-on workshop training.