Outboard Warranty & Y.E.S. Handbook
Foreword/Introduction

Yamaha Motor Corporation, U.S.A. (YMUS) is proud of its warranty programs. We believe our Yamaha Limited Warranty (“Warranty”) and Yamaha Extended Service (Y.E.S.) programs are powerful tools for your dealership. The Warranty and Y.E.S. programs help keep you competitive, increase customer satisfaction and provide Yamaha with an additional mechanism to monitor and improve quality. Our warranty system is designed to be easy for your dealership to administer, helping you achieve a high level of satisfaction for our customers.

As a Yamaha dealer, you are central to the relationship with customers. Therefore, a proper understanding of the Warranty and Y.E.S. programs is essential to providing excellent customer service.

In the interest of customer satisfaction and dealership efficiency, Yamaha recommends that your dealership carry an appropriate inventory of service parts in an assortment and quantity to meet the current anticipated service requirements as a YMUS dealer. Your Yamaha District Marketing Manager and District Service Representative can provide recommendations to suit your market area.

As a reminder, as listed in the terms of your dealer agreement with Yamaha, you have agreed to perform warranty service on all Yamaha outboard motors, whether or not your dealership sold the product.

This Yamaha Outboard Warranty and Y.E.S. Handbook (“Handbook”) contains information Yamaha dealers need in order to use the Yamaha warranty system. This handbook explains Yamaha’s basic warranty program and policies, including delivery of units, shipping damage, registration, warranty request processing, and Y.E.S. administration.

The policies and procedures in this Handbook are effective as of November 2011. They supersede any other warranty policies and procedures stated in any earlier editions of the Yamaha Warranty and Y.E.S. Handbook.

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Yamaha Warranty Program Policies

The Yamaha warranty program is a benefit to customers, to dealers, and to Yamaha itself. For the customer, having a warranty increases confidence and contributes to greater customer satisfaction. For the dealer, a warranty helps keep Yamaha products competitive in the marketplace. For Yamaha itself, offering a warranty program provides Yamaha with the ability to maintain product quality.

Warranty Responsibilities

Yamaha, the dealer, and the customer all must meet certain responsibilities in order for the Yamaha warranty program to work effectively.

Yamaha Responsibilities

Yamaha Motor Corporation, U.S.A. (YMUS) is responsible for the following, assuming the dealer and customer have also met their responsibilities:

• Yamaha provides a limited warranty with new units it distributes* when sold by an authorized Yamaha dealer for use in the United States**. A limited warranty statement will be provided which explains the coverage and any exclusions, along with the applicable coverage time frame.

• Yamaha will reimburse its dealers for parts and labor costs to repair problems that Yamaha judges to be factory defects in material and workmanship during the stated warranty period. Yamaha reserves the right to make final judgments on all submitted warranty requests.

• Yamaha will reimburse its dealers for parts and labor costs to repair a new Yamaha product that was damaged in shipping to the dealership, providing Yamaha guidelines for shipping damage claims are properly followed.

IMPORTANT: Yamaha is not responsible for loss of time or use, transportation charges, inconvenience, or any incidental or consequential damages, unless state regulations provide otherwise. Additionally, Yamaha is not responsible for modifying or updating previously manufactured units to subsequent changes in design or manufacture.

*See “Warranty for Non-YMUS Units” later in this chapter for additional information.

**See “Warranty for YMUS Units outside the United States” later in this chapter for additional information.
Dealership Responsibilities
As an authorized Yamaha dealer, your dealership is the hub of the warranty system. You have warranty responsibilities to the retail purchasers of Yamaha products and to YMUS. As you prepare units for sale, register them, and provide warranty service when needed, you help to provide customer satisfaction with the products you sell. You are also Yamaha’s link to the market. Your quality warranty work and timely submission of warranty claims helps Yamaha to continue to improve product quality. Your Yamaha Dealer Agreement defines these responsibilities.

In summary, you must do the following to meet your responsibilities:

Warranty Responsibilities
Service Operations
You must:
  • Maintain a service facility that meets or exceeds Yamaha’s minimum standards for the set up, service, and repair of the Yamaha products you are authorized to sell. This means having trained technicians, complete service literature, and both the basic and special tools necessary for service work.
  • Perform warranty work in accordance with standard service procedures, as well as procedures detailed in Yamaha Technical Bulletins, service manuals, and other Yamaha service publications.
  • Provide service on all Yamaha outboard engines, whether or not your dealership sold the product, per your dealer agreement.
  • Maintain accurate records of all setup, sales registration, customer-signed work orders, and related service documents for at least three (3) years. These records must be available for inspection by authorized Yamaha personnel at reasonable times.
  • Maintain an inventory of service parts in an assortment and quantity to meet the current anticipated service requirements as an YMUS dealer. Your Yamaha District Marketing Manager and District Service Representative can provide recommendations to suit your market area.

Product Setup and Sale
You must:
  • Properly set up and service new units distributed by YMUS before sale to customers.
  • Deliver units to retail customers from your dealership location.
  • Educate customers about their Yamaha warranty coverage. This includes federal Magnuson-Moss Warranty Act requirements (see Federal Law Responsibilities below).
  • Register units upon their sale with the Yamaha Warranty Department using YMBS (the Yamaha Marine Business System, an Internet-based program).
Product Service
You must:

• Determine whether problems with units brought to you for service (regardless of whether you originally sold the units) are defects covered by warranty. Read the Limited Warranty for the unit to see what is covered under the Limited Warranty and for how long.

• Get authorization for warranty repairs when required. See Authorizations, Chapter 6.

• Contact Yamaha Marine Customer Support (866-894-1626) before doing any work if a suspected defect is alleged (or might be alleged) to have caused an accident or fire. Never perform any disassembly or begin warranty repairs on such a unit without first contacting Yamaha Marine Customer Support.

• Repair defects covered by warranty promptly and correctly. Never return a unit to service with a defective part if the unit’s operation, performance, or safety could be affected.

NOTE: Any repeated warranty work resulting from incomplete, improper, or incompetent service work is the dealer’s responsibility. If Yamaha discovers that a problem with a product is the result of a dealer’s failure follow procedures detailed in Yamaha Technical Bulletins/Exchanges, service manuals, and other Yamaha service publications, Yamaha reserves the right to charge that dealer for correcting the problem (without prejudice to other legal resources).

• Submit properly prepared warranty requests for reimbursement for the warranty work done.

Federal Law Responsibilities
As a retailer of products covered by warranty, you have responsibilities under the federal Magnuson-Moss Warranty Act (Public Law 93-637). Under this law you must:

• Have copies of applicable Yamaha Limited Warranty statements available for inspection by any prospective purchaser of Yamaha products. Yamaha prints 8-1/2" x 11" Limited Warranty statements for this purpose. You must either display the warranty statements themselves, such as in a brochure display rack, or display a prominent sign which states that warranty statements are available for inspection.

• Supply purchasers with a copy of the Yamaha Limited Warranty with each product purchased. You meet this responsibility when you give the purchaser the Owner’s Manual for the product since each Owner’s Manual contains the Yamaha Limited Warranty.

State Law Responsibilities
You may also have additional specific responsibilities under the laws of your state, particularly if there are “lemon” laws.

• You must use your best efforts to avoid situations that may give rise to an action under the lemon laws.
• If you are having difficulty completing warranty repairs on a unit in a timely fashion due to problems such as trouble with proper diagnosis, correct repair techniques, or parts availability, you must use your best efforts to notify Yamaha as soon as possible.

Customer’s Responsibilities
To receive the full value of warranty coverage, the customer should:
• Operate and maintain the unit properly, using the instructions and guidelines in the Owner’s Manual for that product.
• Bear the cost of regular service and maintenance, as well as the replacement costs of normal wear items. This also includes teardown and/or inspection costs for a suspected warranty problem that proves to be not warrantable.
• Present the unit to an authorized Yamaha dealer within 10 days after noticing a suspected defect.
• Assume the responsibility for repair of failures or damage caused by abuse, neglect, or accidents, as well as incidental and consequential costs caused by such failures or damage.
• Notify YMUS if there is a change of ownership during the warranty period.

Warranty Provisions

Warranties

New Unit Warranty
YMUS provides limited warranty coverage on new Yamaha units it distributes in the United States.

The warranty is valid only when the unit is distributed by YMUS and purchased from an authorized Yamaha dealer in the United States. The warranty states that the unit will be free from defects in material and workmanship for a period of time determined by YMUS. The warranty period begins when the unit is sold to the customer or when it is first used (such as a unit being used as a demonstrator).

Emission Control Warranty
Yamaha provides an emission-control warranty on outboard motors. There are two kinds of emission warranties: those mandated by the federal government (EPA) and those mandated by the states (specifically California, although other states may adopt some or all provisions required by California).

See the following chart for current warranty provisions.
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<td>Four-Stroke</td>
<td>3 Years (2nd and 3rd year of warranty limited to major components)</td>
<td>1 Year</td>
<td>Manufactured January 2006 and Later: 3 Years (2nd and 3rd year of warranty limited to major components)</td>
<td>Yamaha peripheral equipment installed with the motor, such as gauges remote control boxes, and wiring external from the motor unit: 1 Year* for pleasure, commercial, or governmental use *Unless covered by PowerMatched System Limited Warranty</td>
<td>2 Years or 200 Hours – whichever comes first (major components covered 3 Years or 200 Hours) Manufactured January 2010 and Later: Exhaust Emissions: 5 Years or 175 Hours – whichever comes first Evaporative Emissions: See warranty statements</td>
<td>2001 and Later: 4 Years or 250 Hours – whichever comes first</td>
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<td>Two-Stroke</td>
<td>2 Years (2nd year of warranty limited to major components)</td>
<td>1 Year</td>
<td>Manufactured January 2006 and Later: 1 Year</td>
<td>Yamaha peripheral equipment installed with the motor, such as gauges remote control boxes, and wiring external from the motor unit: 1 Year* for pleasure, commercial, or governmental use *Unless covered by PowerMatched System Limited Warranty</td>
<td>2 Years or 200 Hours – whichever comes first (major components covered 3 Years or 200 Hours) Manufactured January 2010 and Later: Exhaust Emissions: 5 Years or 175 Hours – whichever comes first Evaporative Emissions: See warranty statements</td>
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<td>V Max Series 2</td>
<td>3 Years (2nd and 3rd year of warranty limited to major components)</td>
<td>1 Year</td>
<td>1 Year</td>
<td>Yamaha peripheral equipment installed with the motor, such as gauges, remote control boxes, and wiring external from the motor unit: 1 Year* for pleasure, commercial, or governmental use *Unless covered by PowerMatched System Limited Warranty</td>
<td>2 Years or 200 Hours — whichever comes first (major components covered 3 Years or 200 Hours)</td>
<td>4 Years or 250 Hours — whichever comes first</td>
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<tr>
<td>4-Stroke Jet Drive</td>
<td>3 Years (2nd and 3rd year of warranty limited to major components)</td>
<td>1 Year</td>
<td>Manufactured January 2006 and Later: 3 Years (2nd and 3rd year of warranty limited to major components) Jet Drive unit not covered in 3rd year.</td>
<td>Yamaha peripheral equipment installed with the motor, such as gauges, remote control boxes, and wiring external from the motor unit: 1 Year* for either pleasure or commercial use *Unless covered by PowerMatched System Limited Warranty</td>
<td>2 Years or 200 Hours — whichever comes first (major components covered 3 Years or 200 Hours) Manufactured January 2010 and Later: Exhaust Emissions: 5 Years or 175 Hours — whichever comes first Evaporative Emissions: See warranty statements</td>
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<tr>
<td>PRODUCT LINE</td>
<td>PowerMatched System Warranty</td>
<td>Covers the following Yamaha-brand components for the duration of the factory warranty: • Remote Control Box • Key Switch • 10 Micron or &quot;mini-10&quot; Fuel/Water Separator Filter • Throttle and Shift Cables (except F350) • Gauges** **Freshwater use can opt out of Yamaha Gauges</td>
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<td>All listed components must be installed before warranty registration of the engine.</td>
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<td>NOTE: Y.E.S. does not cover peripheral equipment (i.e., gauges, key switches, or rigging harnesses).</td>
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<td>CALIFORNIA EMISION WARRANTY</td>
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<td>GOVERNMENTAL-USE WARRANTY TERMS</td>
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<td>Covers the following Yamaha-brand components for the duration of the factory warranty: • Remote Control Box • Key Switch • 10 Micron or &quot;mini-10&quot; Fuel/Water Separator Filter • Throttle and Shift Cables (except F350) • Gauges** **Freshwater use can opt out of Yamaha Gauges</td>
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<td>COMMERCIAL-USE WARRANTY TERMS</td>
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<td>Covers the following Yamaha-brand components for the duration of the factory warranty: • Remote Control Box • Key Switch • 10 Micron or &quot;mini-10&quot; Fuel/Water Separator Filter • Throttle and Shift Cables (except F350) • Gauges** **Freshwater use can opt out of Yamaha Gauges</td>
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<tr>
<td>PLEASURE-USE WARRANTY TERMS</td>
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<td>Covers the following Yamaha-brand components for the duration of the factory warranty: • Remote Control Box • Key Switch • 10 Micron or &quot;mini-10&quot; Fuel/Water Separator Filter • Throttle and Shift Cables (except F350) • Gauges** **Freshwater use can opt out of Yamaha Gauges</td>
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**Freshwater use can opt out of Yamaha Gauges.
Parts & Accessories Warranty
Replacement parts used in warranty repairs are warranted for the balance of the unit's warranty period.

Yamaha replacement parts and Genuine Yamaha Accessories are also independently covered by a limited warranty against defects in material, parts, or workmanship. The warranty covers the part(s) only; labor for removal and replacement is not covered. See the limited warranty statement in the Appendix on page A-23 and the Parts System Handbook for more information.

Warranty Limitations and Exclusions
Yamaha warranties have disclaimers, limitations, and exclusions provided within the warranty statement for each unit's product line. Some common limitations and exclusions from warranty coverage are shown below.

NOTE: Use this list only as a general guideline; it is not a complete listing. For questions about coverage of a specific repair, please contact Yamaha Marine Dealer Support (800-353-5900).

Routine Maintenance Items
Spark plugs, oil filters, gaskets, belts, hoses, lubricants, water pump components, and other items affected by normal wear and tear.

General Exclusion Items
Failure due to lack of proper maintenance or improper maintenance; neglect, misuse and abuse; accidents, collisions, contact with foreign materials, or submersion; vandalism, fire, flood, or theft; deterioration from adverse weather conditions; improper installation of parts and accessories; improper modifications; installation of racing or performance parts; damage due to improper transportation; repairs covered by an aftermarket or accessory warranty.

Warranty For Non-YMUS Units
The following is a guide to help you determine the circumstances under which YMUS will attempt to provide assistance when a customer's Yamaha-brand unit is covered by a warranty from a distributor other than YMUS.

YMUS is the exclusive distributor for Yamaha outboard motors in the United States, including Alaska and Hawaii. YMUS provides the warranty coverage on outboard motors when sold by a YMUS-authorized dealer.

YMUS is not the distributor of Yamaha outboards in U.S. Territories (including Puerto Rico, Guam, and American Samoa). The warranty on these units is provided by the distributor in those areas. These are considered “non-YMUS units,” as are all units from other countries (such as Brazil, Germany, and Australia).
YMUS recognizes the value of the Yamaha name worldwide, and is ready to provide assistance under legitimate circumstances to retail customers who require warranty assistance on products originally purchased from other authorized Yamaha distributors outside of the United States. This assistance may vary depending upon factors such as warranty status of the unit, replacement part availability, and access to appropriate service information for models for which there is not an exact equivalent distributed by YMUS.

**Guidelines for Possible Assistance**

YMUS will attempt to provide assistance on “non-YMUS” units in the following circumstances:

- If any Yamaha-brand unit is subject to a recall, YMUS shall always authorize and reimburse the dealer to perform any recall repair work necessary.
- A unit purchased from a Military Exchange (PX) by a member of the U.S. military services while based in another country and who subsequently brings the unit into the United States after a foreign tour of duty.
- A customer traveling temporarily in the United States from abroad (e.g., Canada, Mexico, South America, or Europe). The customer must provide proof of warranty coverage provided by the distributor in the selling country.

YMUS may also provide some assistance in the following circumstance, on a case-by-case basis, if the specific details of the situation merit:

- If the customer has relocated permanently to the United States after having purchased a non-YMUS unit and that customer can provide proof of the warranty coverage provided by the selling distributor.

**YMUS cannot provide assistance in the following circumstances:**

- A non-YMUS outboard motor which had been improperly imported to the United States for resale. Such sales are a violation of YMUS policy and may also be a violation of state or federal laws. The only exception is for repairs required as part of an announced safety recall.

**Getting Assistance**

Because non-YMUS units are not in the YMUS warranty system, it is not possible to submit a claim directly by YMBS or by using a paper warranty request. If you have any questions or if you have a customer who may deserve consideration for “non-YMUS” warranty repair work, contact Marine Dealer Support (800-353-5900) for information and authorization before performing any warranty repair work. Your Dealer Support Consultant will explain what procedures to follow for reimbursement.
Warranty for YMUS Units outside the United States

The following is a guide to help you determine the circumstances under which YMUS will attempt to provide assistance when a YMUS customer’s unit is outside the United States.

YMUS unit outside the United States temporarily

The YMUS warranty is only valid for units used within the United States and Canada*. Therefore, dealers/distributors in other countries are unable to provide warranty service without charge. The YMUS customer must pay for repairs and keep all appropriate repair orders and receipts. The customer can submit these documents to his or her YMUS dealer for potential reimbursement. The dealer should contact Yamaha Marine Customer Support (866-894-1626) to discuss the situation and possible reimbursement as a goodwill gesture. Reimbursement, if approved, will be applied to the dealer’s parts account and the dealer will reimburse the customer.

NOTE:

- Due to design differences from market to market, there may be delays in repairs if parts or service information must be special ordered to make necessary repairs.
- If reimbursement is approved, YMUS warranty flat rate times, warranty parts reimbursement rates, and exclusions apply. Therefore, YMUS reimbursement may not match the amount the customer actually paid.

YMUS unit outside the United States permanently

The YMUS warranty is only valid for units registered and used within the United States and Canada*. If a customer purchases a unit while living in the U.S. and then relocates permanently to another country, the customer should contact the local distributor. Some distributors are able to provide special consideration to the original owner within the first year of ownership. The owner must provide proof of original purchase.

NOTE:

- Due to design differences from market to market, there may be delays in repairs if parts or service information must be special ordered to make necessary repairs.
- YMUS dealers must not sell units into other market areas (see your dealer agreement).

*U.S. residents temporarily using their Yamaha in Canada can request the servicing dealer to contact their Yamaha Motor Canada Ltd. (YMCA) Territory Service Manager or the YMCA Dealer Service Support Group for warranty service through the YMCA warranty system.
Warranty Identification: the Primary ID Number

Each unit has a unique number that identifies it in the Yamaha Warranty System for purchase registration, warranty claims, and any inquiries about the unit (such as for technical assistance). Yamaha calls this number the “Primary ID,” the “Primary Identification Number,” or simply the “PID.”

Most units have several different numbers on them, so it is important to know which one Yamaha considers the Primary ID.

The Primary ID is the outboard motor’s serial number which is located on a plate on the clamp bracket or on the upper part of the swivel bracket. The Primary ID always has a 4 or 5-character prefix and a 7-digit production serial number.
Shipping damage is damage to a unit that happens at some point during transport from the factory to the invoiced dealership or dealership agent.

Types of Shipping Damage
There are three types of shipping damage:

Visible Damage
Damage to a unit whose carton or crate is visibly damaged at time of delivery to the dealership or dealer agent is “Visible Damage.” Examples of possible visibly damaged carton/crates are crushed corners, dented or holed sides, or gashes in plastic or cardboard.

The Yamaha Logistics Department will handle visible-damage claims with the carrier (the transportation company) as long as you provide proper documentation in the necessary time frame.

Concealed Damage
Damage to the unit that is discovered after the carton or crate has been opened, although the crate itself appeared to be in good condition, is considered “Concealed Damage.”

Be aware that corrosion and/or damage due to flooding, improper handling, improper storage, or exposure at the dealer’s or dealer agent’s warehouse are not considered “concealed damage” that can be covered by warranty shipping damage claims. The dealer’s insurance carrier may be able to provide assistance in these circumstances.

Missing Rigging/Installation Parts or Jet Drive Unit Kits
On some units, parts are shipped to be installed by the dealer during assembly; this is different from parts that should have been installed during manufacturing. If a carton/crate is opened, and parts to be installed by the dealer are missing, this is considered “missing rigging/installation parts.” If a jet drive unit kit that was shipped separately from the crate/carton is not received, then this is a “missing kit” circumstance.

NOTE: Rigging/installation parts or jet drive units kits stolen from the dealer’s facility are a matter for dealer insurance, not shipping damage claims.
Shipping Damage Claim Timelines

Visible Damage
*Immediately, while the delivery truck is still at your dealership:*

- Inspect damaged cartons or crates upon delivery. Make note of the damage on the Bill of Lading or delivery paperwork and have the delivery driver sign the note.

*Within 2 business days of unit receipt:*
  - Notify Yamaha Logistics (800-537-3835) to initiate a claim.
  - Complete any repairs and submit a warranty request using Problem Code 93.

Concealed Damage

*Within 12 months after unit’s invoice date:*

- Open the crate and inspect the unit. Contact Yamaha if repair cost exceeds stated limit.
- Complete any repairs and submit a warranty request using Problem Code 92.

Missing Rigging/Installation Parts

*Within 12 months after unit’s invoice date:*

- Open the crate and inspect the unit. Contact Yamaha if repair cost exceeds stated limit.
- Complete any repairs and submit a warranty request using Problem Code 95.

Missing Jet Drive Unit Kit

*As soon as possible, but not more than 2 months after the unit’s invoice date:*

- Confirm that the Jet Drive Unit Kit was shipped by reviewing your invoice.
- Call a Yamaha Crate Damage Representative (800-227-5963) for assistance.
Shipping Damage Policies

1. Your dealership is responsible for checking to see if a unit was damaged during transport. If there is damage, you are also responsible for gathering all required documentation and photographs needed, and for submitting a claim within the guidelines of this manual.

2. Your dealership or dealer agent must immediately inspect new units for visible damage before they are removed from the delivery truck or trailer at the dealership. Yamaha allows only 2 business days from date of unit receipt to initiate a visible damage claim with Yamaha Logistics.

3. Your dealership or dealer agent must inspect every carton/crate for concealed damage within 12 months of unit's invoice. Yamaha allows 12 months from date of invoice to repair a unit and submit a damage claim.

4. Only the originally invoiced dealer can submit shipping damage claims. Procedures are in place to allow a retail dealer to file a crate damage claim for packaged units damaged in shipping to the original OEM account.

5. OEM accounts that receive a visibly damaged unit from Yamaha must follow steps 1 and 2 on page 2-4. Yamaha logistics will record the information for reference when the retail dealer calls for authorization to repair the unit. OEM accounts must notify package dealers when they are being shipped a damaged unit that requires repair.

6. Only one claim for shipping damage can be submitted for each unit.

7. Shipping damage claims must be submitted after the repairs are completed and before the unit is registered for warranty.

8. Any unit purchased by or transferred to another Yamaha dealer must be inspected prior to delivery to the second dealer. The invoiced dealer must repair any damage found and submit the claim.

9. If shipping damage is found after a unit is transferred from one Yamaha dealer to another Yamaha dealer, the repair of such damage must be resolved between the two dealers involved. It is not Yamaha’s responsibility to resolve these matters.
Shipping Damage Procedures

Visible Damage
Upon delivery, ask the driver to wait while you (or your agent) inspect the carton/crates and/or units before removal from the truck or trailer. If damage is apparent:

1. Take clear photographs of the unit on the truck before unloading. Immediately notify the driver of the transportation company and note the damage to the unit, along with your signature and date, on the Bill of Lading or delivery sheet. The driver must also sign or initial that they are aware of the damage. Once the unit is unloaded, take clear photographs again of the damage to the carton/crate and of the damaged parts on the unit.

2. Contact Yamaha Logistics (800-537-3835) to initiate a claim within 2 business days of unit receipt. Yamaha Logistics will ask you to send (by e-mail or fax) a copy of the delivery receipt with signed notations, and a detailed list of the damaged parts.

3. Once Yamaha Logistics has the necessary documentation, order replacement parts and repair the unit.

4. Use the following stated limits to determine the proper way to submit your claim:

   $0.01 to $249.99 – Order necessary parts and repair the unit. Submit a warranty request using Problem Code 93. Keep your photographs on file. A Yamaha Crate Damage Representative will contact you if your photographs are needed to complete the claim.

   $250.00 to $749.99 – Order necessary parts and repair the unit. Submit a warranty request using Problem Code 93. Call a Yamaha Crate Damage Representative (800-227-5963) for instructions on how to submit your photographs for the claim.

   $750.00 or more – Call a Yamaha Crate Damage Representative (800-227-5963) with the total repair cost. The representative will explain how and when to submit your photographs for the claim. When you are given an authorization number, order parts and repair the unit. Submit a warranty request using Problem Code 93 and the authorization number provided.
Concealed Damage

If a unit is found to be damaged when what appears to be an undamaged carton/crate is opened, do the following before registering the unit for warranty:

1. Take clear photographs of the carton/crate, regardless of how minor the damage is.
2. Take clear photographs of the damage to the unit.
3. Calculate the total cost of repair (parts and labor, plus the applicable handling percentage).
4. Use the following **stated limits** to determine the proper way to submit your claim:

   **$0.01 to $249.99** – Order necessary parts and repair the unit. Submit a warranty request using Problem Code 92. Keep your photographs on file. A Yamaha Crate Damage Representative will contact you if your photographs are needed to complete the claim.

   **$250.00 to $749.99** – Order necessary parts and repair the unit. Submit a warranty request using Problem Code 92. Call a Yamaha Crate Damage Representative (800-227-5963) for instructions on how to submit your photographs for the claim.

   **$750.00 or more** – Call a Yamaha Crate Damage Representative (800-227-5963) with the total repair cost. The representative will explain how and when to submit your photographs for the claim. When you are given an authorization number, order parts and repair the unit. Submit a warranty request using Problem Code 92 and the authorization number provided.
Missing Rigging/Assembly Parts
Certain rigging and installation parts are shipped inside the carton/crate to be installed by the dealer. If some of those parts are missing from the shipping container, use the following guidelines to determine proper claim submission procedures based upon the final cost of the parts plus the applicable handling percentage (labor is not reimbursed because the parts are installed during normal dealer setup):

$0.01 to $749.99 – Order replacement parts and install them. When the unit is completely assembled (but before it is registered for warranty), submit a warranty request using Problem Code 95.

$750.00 or more – Call a Yamaha Crate Damage Representative (800-227-5963) with your total repair cost to get authorization. After you have ordered replacement parts and completely assembled the unit, submit a warranty request before registering the unit for warranty using Problem Code 95 and the authorization number provided.

NOTE: Photographs are not required for missing assembly parts.

Missing Jet Drive Unit Kits
The jet drive lower unit is shipped in a kit separately from the unit to be installed by the dealer. If you are missing a jet drive unit kit, first check the unit’s invoice to be sure the jet drive unit kit is indicated as having been shipped with the unit. If so, call a Yamaha Crate Damage Representative (800-227-5963) for assistance. Do not submit a warranty request unless requested to do so by Yamaha.
This chapter explains the important process of preparing a Yamaha product for delivery to your customer, including Predelivery Inspection (PDI) and Servicing, and Proper Delivery to the customer.

As an authorized Yamaha dealer, it is ultimately your responsibility to properly prepare products for delivery to the customer.

The predelivery service and product delivery processes are important to you and your customer. Proper preparation helps to make sure the product is operating properly for greater customer satisfaction and peace of mind. Additionally, the delivery process helps to make sure the customer understands the operation and care of the product as well as increases customer trust in your dealership.

These customer satisfaction benefits are achieved, of course, only when they are done right the first time.

**Key Points to Remember:**

- When uncrating the product, check carefully for any shipping damage or missing rigging parts. If there is damage or missing rigging parts, see *Shipping Damage*, Chapter 2, before continuing.
- Use the correct Predelivery Inspection Checklist with each unit. Retain your copy of the Predelivery Inspection Checklist for at least 3 years in the customer’s sales file.
- Failure by a dealer or outside assembly company to perform the predelivery service and delivery will be considered a violation of the Dealer Agreement. Failures or damage to the product directly resulting from improper set-up and/or predelivery service are not covered by warranty.
- When the unit is delivered to the customer, be sure to follow the procedures in *Warranty Registrations*, Chapter 4.
### Predelivery Inspection and Service

Predelivery Inspection Checklists are available on YMBS under Sales/PDI Forms. A unique serial number is assigned to each form when you print it out. This serial number is required to complete the unit registration process.

The Predelivery Inspection Checklist ("PDI sheet") is your guide to be sure the unit is properly serviced and is ready to be operated before delivery to your customer. Remember the following:

- Review the completed Predelivery Inspection Checklists to ensure all items have been completed and no additional work is required. Check the product on YMBS to see if any recalls need to be performed. Include all predelivery documentation in the unit's sales file.
- If any manufacturing defect is discovered or the unit requires a recall repair, these repairs are required to be completed before delivery to the customer. No unit shall ever be delivered to the customer with a known safety problem, defect, or unperformed recall repair.
- The technician inspecting the unit must complete and sign the same Predelivery Inspection Checklist used during set up as this form must be checked off and signed at each stage by the technician performing the work (even if a different person does some of the required steps).

**NOTE:** The customer will also sign this document at time of product delivery at your dealership. The original copy of each completed checklist for the unit/customer should be kept in the unit's sales file for at least 3 years.
Product Delivery and Customer Inspection

Delivering the product properly to your customer is a crucial step in overall customer satisfaction. This is your customer’s first opportunity to view his or her new Yamaha in its completed and ready-to-use state. Your dealership should guide your customers through a comprehensive inspection of their Yamaha product and show them how to operate and maintain their new Yamaha product properly.

Use the Customer Inspection portion of the “Predelivery Inspection Checklist” (PDI sheet) as your customer delivery representative goes over key features of the unit and summarizes important information within the Owner’s Manual.

Shipping or delivering a unit without completing the appropriate Predelivery Inspection Checklist is a violation of your dealer agreement with Yamaha. All units must be delivered in good working order from your authorized location listed in your dealer agreement. Shipping or delivering a unit without completing the appropriate Predelivery Inspection Checklist is a violation of your dealer agreement with Yamaha.

During the delivery process with your customers, have them inspect the unit completely to identify anything that may not be up to their satisfaction. The customer should also record any positive and (equally important to your dealership’s efforts to achieve high customer satisfaction) any negative comments on the Predelivery Inspection Checklists. This will help you eliminate any future negative customer experiences on future sales. Plus, this important information gives you an additional opportunity to “get it right the first time” before your customer leaves your dealership.

If any service item or customer concern cannot be resolved at the time of delivery, note this on the PDI sheet. Discuss these needed items/concerns with the customer and with your service advisor to schedule a time when the customer can return to have these items resolved. Do not deliver a unit if it has a problem that affects proper operation.

Once the customer has signed and dated the PDI sheet, this should be the official date of possession, which establishes when his warranty coverage begins.

**IMPORTANT Y.E.S. NOTE:** If the customer has not purchased Y.E.S. during the sales process, this step gives you an additional opportunity to discuss the benefits of the Yamaha Extended Service (Y.E.S.) program with them. See Y.E.S. – Yamaha Extended Service, Chapter 11, for information about Y.E.S. Benefits and selling tips on eligible models.

And finally, complete the sale by registering the purchase with Yamaha, following the procedures in Warranty Registrations, Chapter 4.
Key Points to a Proper Delivery:

- The right delivery procedure increases your customer's satisfaction with the Yamaha product and your dealership.
- Give the buyer ample time to inspect the unit for damage before leaving your dealership.
- Discuss the Owner's Manual for the unit purchased and discuss the proper operation and maintenance. This is a great opportunity to point out the service intervals and requirements of the new unit, along with the maintenance steps your customer must take to fully protect the unit and maintain warranty coverage.
- Point out the Limited Warranty statement in the Owner's Manual and explain the terms and length of the warranty to the satisfaction of the buyer to help prevent misunderstandings. If your customer purchased Y.E.S., discuss the Y.E.S. Highlights and coverage of the extended warranty with him or her.
- Have your customer sign the PDI sheet and give him or her a copy of the signed and completed Predelivery Inspection Checklist.
- Following the proper PDI service, and delivery steps will help make sure your customer was properly taken care of “The First Time.”
WARRANTY REGISTRATIONS

All Yamaha Outboards must be registered correctly within 10 days of retail sale (even “scratch & dent” units, see page 4-6). Registering a Yamaha product does the following:

- Starts the customer’s warranty coverage.
- Allows Yamaha to maintain a record of purchasers as required by federal law. This record is critical in the event of a safety-related defect and recall.
- Satisfies one of your dealership responsibilities under your agreement with Yamaha.
- Informs Yamaha of the retail sales activity and may affect benefits you receive under sales incentive programs.

Key Policies

- Each product must be registered within 10 days of the retail sale.
- Each product must be registered accurately with a customer name and mailing address. An accurate customer address is required should a safety-related recall be announced.
- Never register a unit with your dealership address as the customer’s address (except dealer demo units). Yamaha will return any such registration to you for correction.
- Transfer-of-owner registrations must take place within 10 days of resale.
- Each unit must be accurately registered as either commercial or recreational use. Commercial usage is defined as any unit that is used to generate income of any amount (excluding tournament fishing), without regard to any other type of use or mix of use.

Registering a New Product Purchase

When a customer or business buys a new Yamaha product, you must register the purchase with Yamaha, as well as (if applicable) the purchase of any Y.E.S. contract.

Before You Register a Unit:

- Be sure you understand the Primary ID.
- Complete the Predelivery steps outlined in Product Setup and Customer Delivery, Chapter 3.
- Submit any claim for shipping damage.
YMBS Warranty Registration Procedures
Use YMBS to register Yamaha outboard engines. YMBS takes you through a simple online registration process. Just fill in the required fields on YMBS to complete the registration.

The following demonstrates the step-by-step basics of the registration process:

1. To access the YMB Warranty Registration screen, click on Sales>Warranty Registration. Select the applicable type of sale: New Boat, Repower, 25HP Tiller Models or Less Engine Only, Boat Only, or Government Program.

2. Enter the boat information when required.
3. Enter the Primary ID(s) for the unit(s) you wish to register. The system will check to be sure each Primary ID is valid.

4. Is the unit a demonstrator, rental, or commercial unit, or will it be used by a fishing guide?
5. Enter the serial number (8-digit number) from the upper right-hand corner of the completed Predelivery Inspection Checklist (see page 3-4 for additional information).

6. Enter the sales and customer information. The Warranty Registration screen is divided into four parts:

Registration Information:

• Date Sold – The actual date the unit is delivered to the customer. This is the date the warranty period will begin.
• Salesperson – Select the name of the salesperson getting the credit for the sale of the unit.
• Enter the details about the customer purchasing the unit. It is very important to enter all data and enter it correctly. This is what Yamaha will use to contact the customer if necessary for matters such as recalls.
  • Select Type – Select the type of customer; Individual or Business
  • Name – Enter the customer’s name
  • Address – Enter the customer’s complete address.
  • Telephone – Enter the customer’s telephone number including area code. Do not use dashes.
  • Email Address – Enter the customer’s email address if available.

**Questions for Boat:**
Select from the drop down menu what type of use the boat will typically be used for.

**Questions for Outboard Engine(s):**
Select, as appropriate, either Yes or No to indicate whether a unit is being used as a demonstrator, or for commercial or rental purposes. The option for registering Y.E.S. coverage will appear if the unit you are registering is an eligible model and is not identified as a business (commercial) or demonstrator unit. This is the most convenient way to register a Y.E.S. contract. If you've sold Y.E.S. on this unit, select the term of the Y.E.S. contract and identify the name of the person who sold the Y.E.S. contract (can be different from the person who sold the unit).
**PowerMatched® Rigging Components Warranty qualifying requirements:**
To qualify for the PowerMatched System limited warranty, a complete PowerMatched system must be installed prior to warranty registration of a new Yamaha outboard engine or upon repower of an existing vessel with a new Yamaha outboard engine. Complete all of the required information to complete the warranty registration of an eligible engine and PowerMatched System package.

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**Special Warranty Registrations**
From time to time, Yamaha may have special programs that affect warranty and warranty registration. The following programs are ongoing. When any new special program is announced, check for special warranty instructions which differ from normal policies.

**Demonstrators**
If you put a unit into service as a demonstrator, register the unit for warranty beginning the day you start using it. Do the following:

- Use the regular registration procedure, with your dealer name and address as the owner. Answer “Yes” to the question about the unit being a demonstrator. The normal warranty applies.
- When you sell the unit to a retail customer, transfer the owner registration as described on page 4-7. If there is still warranty coverage on the unit, the warranty coverage will be transferred to the new owner. Yamaha may set up a special demonstrator program for particular products or models. Follow the instructions in the program’s sales literature regarding warranty registration and coverage.
“Scratch & Dent” Motors
Occasionally Yamaha may, at its discretion, offer motors with scratches, dents, or other cosmetic blemishes to dealers. “Scratch & dent” motors are given a “mechanical-only” limited warranty. It is very important to communicate the warranty status of these motors to your retail customer.

Units with a “mechanical-only” limited warranty are not eligible for claims for shipping damage or missing rigging/installation parts (see page 2-1 for details).

Motors with “mechanical only” warranty coverage are not eligible for Y.E.S. without approval from the Y.E.S. Department. See Y.E.S. – Yamaha Extended Service, Chapter 11, for more information.

Transfer of Owner Registration
Whenever a unit is resold, whether by a private party or through your dealership, the owner registration should be updated. There are two reasons for this:

- Yamaha can satisfy its legal requirement to maintain a list of owners.
- Remaining warranty and/or Y.E.S. coverage can be transferred to the new owner.

Transferring registration to a new owner can be done using YMBS. Navigate to the Warranty Registration menu under the Sales tab. Click on the “Change/Transfer” link. Enter the Primary ID, and then follow the instructions on the page to complete any required fields.
While YMBS is the most convenient way to transfer registration to the new owner, a paper "Transfer of Owner Registration" card is also available. Complete and mail the card to the address shown, or fax it to the Warranty Department at 714-761-7303. Transfer of Ownership Registration cards can be ordered with the part number LIT-11790-07-83.

It is very important to complete a transfer of registration even if the unit does not have transferable warranty and/or Y.E.S. coverage. Yamaha needs to have up-to-date owner information in the event of a safety related defect or recall.

If there is warranty and/or Y.E.S. coverage on the unit, the coverage can be transferred to the new owner as long as the unit is in good solid mechanical condition. Confirm the unit's condition using the Predelivery Inspection checklist for the product. If you see signs of abuse, neglect, or accident damage, make note of them in your service file on the unit and inform the new owner about them. If you are unsure about eligibility, call the Warranty Department at 800-227-5963.

NOTE: While applicable Y.E.S. coverage itself is transferred to the new owner, Yamaha does not send the new owner an updated Y.E.S. contract. The customer should get the contract from the previous owner when a unit is transferred with Y.E.S. coverage.

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### TRANSFER OF OWNER REGISTRATION CARD

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<th>Model</th>
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<tbody>
<tr>
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<table>
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<tr>
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<th>Email Address</th>
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<table>
<thead>
<tr>
<th>Dealer Name</th>
<th>Dealer Number</th>
<th>Dealer Signature</th>
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</table>

**Warranty and/or Y.E.S. Transfer**

If the unit is covered by warranty and/or Yamaha Extended Service, inspect the unit to be sure it has been operated and maintained according to the Owner's Manual.

**Inspection Date**

/ / /
Correcting Registration Errors

Because all of Yamaha’s customer information comes from the warranty registration process, it is very important that accurate information be provided. If you have made a mistake in a registration that only involves an error in customer information (misspelled name, incorrect or new address, etc.), go to YMBS>Sales>Warranty Registration>Change/Transfer to correct the information. This is the same procedure used for transferring ownership described on page 4-6. Corrections of this type are made without charge.

If your error requires a change in the status of a unit, including changing a unit to “unsold” (unregistered) status or changing its date of sale, use the Marine Warranty Change Request form, available on YMBS>Sales>Warranty Registration>Change Request Form. There is a $100.0 dollar fee if the unit is being unregistered. Yamaha also reserves the right to adjust and or debit dealer retail rebates or other promotion benefits that are affected by changes to unit registrations. Read the form carefully for more information.

Follow the instructions on the form to provide:

- The Primary ID of the unit (or all units on multi-engine rigs) that were incorrectly registered.
- The requested change in registration status.
- The correct registration information.

IMPORTANT: Your dealership must register the correct unit(s) as if the mistake never happened – this entry is to help Yamaha make sure any appropriate benefits, rebates, etc. are transferred to the correct unit(s) after your first register the unit(s) correctly.

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### Marine Registration Correction Request

**FAX COMPLETED FORM TO: (800) 972-3013**

**FOR MORE INFORMATION, PLEASE CONTACT MARINE OPERATIONS AT (770) 420-5898.**

**YAMAHA OUTBOARD MOTOR INFORMATION**

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<th>Year</th>
<th>Make</th>
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<th>Remote Motor</th>
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**CUSTOMER INFORMATION** (as originally registered)

- **NAME:**
- **STREET:**
- **CITY:**
- **STATE:**
- **ZIP:**
- **PHONE:**
- **EMAIL:**
- **FAX NUMBER:**

**DEALER INFORMATION**

<table>
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<tr>
<th>Dealership Name</th>
<th>Dealership Phone</th>
<th>Dealer FAX Number</th>
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**DEALER AUTHORIZATION (Required on all registration correction requests)**

Dealership understands that it may have been entitled to dealer incentives paid on the above unit(s). Dealer authorizes Yamaha to debit dealer account for any amount that has been paid. If this request results in a recalculation of dealer retail rebate level overall, dealer understands and authorizes these amounts to be debited from dealer account. Dealers requesting units to be unregistered will be assessed a $100.00 processing fee. This request cannot be processed without the signature of the dealer principal.

**YAMAHA REGIONAL MANAGER APPROVAL – Office Use Only**

<table>
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<tr>
<th>Region Manager Approval</th>
<th>Region Manager Phone</th>
<th>Region Manager FAX Number</th>
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**Additional Forms, Log onto YMBS>Warranty Registration>Change Form Available on YMBS>Warranty Registration>Change Form**

Please allow up to 14 days for Yamaha to update registration records.
• The customer information as the unit was registered (this is to help confirm that the right unit’s registration is being corrected). If you need to correct a customer’s address or other contact information, go to Go to YMBS>Sales>Warranty Registration>Change/Transfer to correct the information, including a change of address.

• Your dealership’s information (complete all fields).

• The dated signature of your Dealer Principal (read the form carefully for an explanation of adjustments or debits being authorized to your account due to the registration error).

Allow 14 days for Yamaha to update registration records.
Special Circumstances

Stolen Unit
If you need to report a unit as stolen, or you believe you have a stolen unit, please contact the Warranty Department at 800-227-5963 with the following information:

- Primary ID number of unit
- Name, address, and telephone number of the law enforcement agency that received the report
- Agency’s report or case number

If asked by Yamaha, be prepared to send a fax with the following information on your company letterhead:

- Dealer Number
- Primary ID number
- Date of theft
- Name, address, and telephone number of the agency reported to
- Agency’s report or case number

Likewise, send a similar fax if and when the unit is recovered. Include a description of its physical condition upon recovery.

Discontinuing Customer Mailings
From time to time a customer's name needs to be removed from Yamaha’s mailing list (although the registration stays in the warranty record system). Examples include units which have been destroyed, stolen, etc. If you have a circumstance like this, send a letter or fax requesting the customer be removed from mailings with the following:

- Your dealer name and number
- Primary ID
- Customer name (allows internal verification of correct Primary ID)
- The reason why you are requesting that mail be stopped.

Send to:
Warranty Department
Yamaha Motor Corporation, U.S.A.
P.O. Box 6555
Cypress, CA 90630
Fax: 714-761-7303
WARRANTY REQUESTS (CLAIMS)

Warranty Request Policies
1. Requests must not be submitted until the repair(s) have been completed.
2. Requests must be supported by the dealer’s service and replacement part ordering records. A service work order containing a sequential reference number and signed by the consumer must coincide with the warranty work being claimed. Claims not supported by such a work order are subject to refusal and or debiting.
3. Shipping Damage requests must be submitted by the invoiced dealer only (see Shipping Damage, Chapter 2, for additional information).
4. Dealer is responsible for the accuracy of information entered into a request.
5. Dealer is responsible for submitting requests in a timely manner.
6. Yamaha strongly suggests filling out a Warranty Request Worksheet (LIT-11801-01-02) prior to entering a request into YMBS; this is the best way to ensure the request will be complete and accurate.

Request Submittal Timelines
1. Dates on requests must be correct and supported by dealer records, including a signed customer repair order on sold units. Any requests with dates unsupported by the dealer’s paperwork will be refused and/or the dealer can be debited back for the amount of the request.
2. You should submit your request within 7 days of finishing the repair.
   NOTE: Requests submitted more than one year from the repair finished date will be automatically refused.
3. Recall requests should be submitted within 5 days of finishing the repair.

Customer Surveys
Yamaha will occasionally send customers a survey referencing the warranty claim submitted by your dealership. Yamaha is very interested in customers’ expectations and their dealership experience in order to improve our dealer training.
Warranty Request Basics

Warranty Coverage Types
There are four basic warranties for Yamaha Products:

**Standard Limited Warranty**
This coverage gives a customer the full benefit of the warranty period described in the product's warranty statement.

**Mechanical Warranty Only**
This coverage gives the customer limited warranty coverage for specific mechanical items only. Basically, this warranty covers mechanical engine components and some drive train components. Cosmetic defects are excluded.

**“As-Is” – No Warranty**
This unit is sold to the dealer and/or customer with no warranty coverage from Yamaha. No warranty requests will be paid on these units.

**Yamaha Extended Service (Y.E.S.)**
This coverage is purchased by the customer at an extra cost and extends factory coverage for periods of up to three additional years. Please see the section on Y.E.S. for more details.

Verifying Warranty Coverage
Before starting a warranty repair, you should verify if the unit is still within its warranty period and has valid warranty coverage. You can do this by entering the VIN or Primary ID number into “Unit Status Inquiry” on YMBS. If you do not have YMBS, call the Marine Call Center at 800-353-5900.

Also check that the registered owner shown in the Unit Status Inquiry Report matches your customer. If the name is different, find out if the unit now belongs to a subsequent owner. If so, follow the Transfer of Owner Registration steps above on page 4-7.

Why the Warranty Request is Important
Warranty Requests are legal documents submitted to Yamaha for reimbursement of completed work. It is essential that the information you provide is complete. When filling out a request, it is very important to provide a good description of the warrantable problem and your repair work. Be sure the descriptions accurately describe the failure so Yamaha can understand what the failure was and how it was repaired.

What you need before filing a request:
1. The unit’s Primary ID number
2. Authorization number (if needed)
3. Your repair order number
4. Fail and Finish date of the repair
5. Hours on the unit
6. Valid Problem Code for the repair
7. Valid Yamaha part numbers of items replaced
8. Flat Rate labor code(s) for the repair
9. Sublet Labor amount (if any) with a valid copy of the vendor’s receipt
10. Valid description of Problem or customer complaint
11. Valid description of Claimed Defect or cause of problem
12. Valid description of Repair

**After Claim Submission**
You must retain all warranty parts for 90 days from the date of claim entry and all repair order records for three years. Both of these may be requested if Yamaha audits your warranty claims. Yamaha reserves the right to debit a dealer’s parts account for any claims discovered to be unfounded, duplicated, or fraudulent. Further action may be taken if claims are found to be fraudulent; please see your *Yamaha Dealer Agreement* paragraph 6.2A.

**Labor Rate**
Yamaha pays for your warranty work based upon your Retail Labor Rate. Your Retail Labor Rate is the same rate you consistently charge **over the counter** to non-warranty retail customers in your area. As stated in *Yamaha’s Dealer Agreement*, Yamaha reserves the right to substantiate and, if necessary, adjust the dealer’s requested labor rate. The substantiated or adjusted rate, once approved by Yamaha, becomes your Warranty Labor Rate.

**IMPORTANT NOTES:**
1. It takes less than 30 days, on average, from the date you mail a Labor Rate Change Request for it to become effective, including mailing time.
2. In no case will labor rates be retroactive.
3. During the course of a year, your over-the-counter labor rate may change as often as your business management desires, but Yamaha will only allow you to change your approved Warranty Labor Rate once every 12 months.
4. States with laws affecting labor rates and/or labor rate changes will be processed in the manner prescribed within the laws of that state.
5. Reimbursement Labor Rate:
   Your Reimbursement Labor Rate will be calculated using your Warranty Labor Rate in the manner set out below:
Effective August 1, 2011
All dealers will be reimbursed a minimum of 90% of their approved Warranty Labor Rate. Dealers that have successfully completed a Yamaha service training class of three, four, or five days duration at a Yamaha facility (“fixed-base”) during or after August 2009, will be reimbursed 100% of their approved Warranty Labor Rate.

Effective August 1, 2012
All dealers will be reimbursed a minimum of 70% of their approved Warranty Labor Rate. Dealers that have successfully completed a Yamaha service training class of three, four, or five days duration at a Yamaha facility (“fixed-base”) during or after August 2010 will be reimbursed 100% of their Warranty Labor Rate.

NOTE: Dealers remain current by having at least one technician successfully complete a fixed-base service training class a minimum of every other program year. Additional advantages for dealers that have remained current in their training will be explained in future Technical Bulletins.
### Warranty Labor Rate Change Request

**Owner's Name:**

**Address:**

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<th>Reason for Request (Check one box)</th>
<th>Amount Requested</th>
<th>Your Rate</th>
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<tr>
<td>Labor Rate Change</td>
<td></td>
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<tr>
<td>Buy Out Of #</td>
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</table>

Check all that apply to the requested amount above.

- Motorcycle
- Industrial Gen.
- Consumer Gen.
- Snowmobile
- Side x Side
- Other

I certify that the new rate is the same as that which is consistently applied to calculate retail customer labor charges and is prominently displayed on a professionally made, permanent sign where customers can see it.

I understand that this request is subject to Warranty Department and Regional Service Representative approval and will be compared with other dealerships in my area, both Yamaha and non-Yamaha, to ensure that the rate is on a competitive level. I understand and will comply with conditions set forth in Chapter 15 of the Yamaha Warranty Handbook.

I understand that this request is subject to Warranty Department and Regional Service Representative approval and will be compared with other dealerships in my area, both Yamaha and non-Yamaha, to ensure that the rate is on a competitive level. I understand and will comply with conditions set forth in Chapter 15 of the Yamaha Warranty Handbook.

I certify that the new rate is the same as that which is consistently applied to calculate retail customer labor charges and is prominently displayed on a professionally made, permanent sign where customers can see it.

Please allow approximately 1-2 weeks to process.

<table>
<thead>
<tr>
<th>Date Received</th>
<th>Rate Displayed?</th>
<th>Rate Justified?</th>
<th>Rate Determined</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### New Dealers

When you first become a Yamaha dealer a Labor Rate Change Request (LIT-11791-02-02, see Forms section) is processed along with the new dealer set-up paperwork Yamaha received from your Marketing Manager. Labor Rates will be processed in accordance to the rules set for Existing Yamaha Dealers.

**NOTE:** The labor rate is set at a default rate of $18 per hour until your labor rate is approved. New dealers should check with the Warranty Department before filing their first warranty requests to make sure their labor rate has been updated in the system.

### Existing Dealers

To change your Labor Rate, submit a Labor Rate Change Request (LIT-11791-02-02, see page A-2) to Yamaha’s Warranty Department (see page i for the address and fax number). Yamaha compares your requested rate to other businesses in your area to confirm that the rate is on a competitive level when it processes your Labor Rate Change Request. If your rate is inconsistent with other businesses in your area, Yamaha reserves the right to adjust your requested labor rate to a reasonable amount. If you wish to dispute the adjusted rate, your dealership will have a chance, either verbally or by written notice, to explain your requested rate to the Yamaha Warranty Department.

At Yamaha’s discretion, you may be requested to show that the requested labor rate is the actual retail rate you are charging, either by submitting a photograph of your professionally made retail labor rate sign prominently displayed where customers can easily see it, and/or by supplying copies of your dealership’s consecutively numbered repair orders, which include the customer’s name, address, phone number, and signature.
**Labor Rate Confirmation**
You will receive a letter from Yamaha within 30 days of your request either confirming your approved rate or providing you with information about why it was denied. The letter will give the date your new rate is effective.

**Flat Rates**
**Flat Rate Table Instructions**
Yamaha provides Flat Rate Tables for each model. These tables are available on YMBS>Service>Technical Library>Flat Rates and as pull-down within the online Warranty Request form. Warranty labor reimbursement is computed using the flat rate times at your approved labor rate (see Labor Rate on page 5-3).

The times listed for each job include all operations necessary for completing that job. The Job Code for crankshaft assembly, for example, would include the time for engine disassembly, normal clean up, gasket removal and reassembly. The Code for carburetor assembly, likewise, includes synchronization and adjustments.

The times shown are calculated on the average time for technicians who have attended Yamaha technical training and have at least one year of experience servicing Yamaha engines. In these calculations all of the proper tools and equipment were available and procedures recommended in the Yamaha service manuals were followed.

Use Flat Rate Tables only when calculating warranty labor reimbursement. They are not intended to be used as a basis for charges billed to retail customer on non-warranty service work.

**Times in the Flat Rate Tables**
The job time used in the Flat Rate Tables is shown in tenth of an hour: 0.1 = 6 minutes, 0.2 = 12 minutes, 1.0 = 1 hour and 3.5 = 3 hours and 30 minutes.

**Special Category Job Codes**
Diagnostic time is allowed for ignition/electrical issues. Diagnostic time can also be requested on a warranty claim when power trim & tilt and lower unit assemblies are replaced.

Motor testing time can also be requested on a warranty claim to verify repairs involving ignition components, carburetion/fuel injection and power head exchange or rebuild. Corrosion allowance can be requested along with Powerhead (2000/2400), Upper Casing & Bracket (3000), Lower Unit (5000) and Power Trim & Tilt (9000) Job codes followed by an * . This allowance can only be requested on units over one year old.
Warranty Engine Oil & Lubricants
Special part numbers are provided below and in the Flat Rate Manual for claiming engine oil (four-stroke only), power trim & tilt unit oil, and lower unit gear lubricants on warranty claims. Enter the amount shown in the Failed Parts Information section when oil or gear lubricant is required to complete a repair. Do not use the standard part numbers for Yamalube products.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>PART NUMBER</th>
<th>UNIT (QTY)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranty 4-Cycle Engine Oil</td>
<td>WTY-11000-39-XX</td>
<td>1 (Quart)</td>
</tr>
<tr>
<td>Warranty PTT Oil</td>
<td>WTY-11000-PT-XX</td>
<td>1 (Quart)</td>
</tr>
<tr>
<td>Warranty Lower Unit Gear Lube</td>
<td>WTY-11000-GL-XX</td>
<td>1 (10 oz.)</td>
</tr>
</tbody>
</table>

Abbreviations in the Flat Rate Tables
“EX” = Exchange. This means that the Job Code covers either the exchange of the particular part or its removal and replacement after repair.

“/” = And/Or. This means that the Job Code covers any or all of the components listed for that job.

“(1 PC)” This means that the Job Code covers one piece, side, etc. or performing the particular job one time. “(2)” would cover two pieces, sides or times, etc.

<table>
<thead>
<tr>
<th>JOB CODE NO.</th>
<th>OPERATION</th>
<th>UNIT (QTY)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cylinder-Crankcase (2000/2400)</td>
<td></td>
</tr>
<tr>
<td>2012</td>
<td>* Piston, Ring set, Piston pin/Small end bearing (1pc)</td>
<td>3.3</td>
</tr>
<tr>
<td>2013</td>
<td>* Piston, Ring set, Piston pin/Small end bearing (2pcs)</td>
<td>3.6</td>
</tr>
</tbody>
</table>

How to use the Flat Rate Tables
1. If a particular repair involves the replacement of more than one part in a related procedure, use the Job Code that encompasses the entire repair.
   EXAMPLE: Intake valve exchange and valve guide exchange. Because it is necessary to remove the valve when exchanging the valve guide, you would use the Job Code “Valve Guide” for the whole job.

2. Do not use Job Codes that overlap.
   EXAMPLE: 5001 water pump parts and 5024 lower unit assembly. 5001 includes time necessary for lower unit removal and replacement.

3. If unrelated procedures are required to repair one problem use the Job Codes necessary to cover each repair procedure.
   EXAMPLE: 7001 Flywheel magneto assembly exchange 7006 Rectifier assembly exchange

Both of these procedures in this example are necessary to repair failures related to one problem.
4. If unrelated repairs are necessary on a particular unit, submit a separate warranty request for each problem.

5. If repairs consist of multiple procedures, use the basic Job Code and enter the number of times the same job is done. EXAMPLE: 7004 Ignition coils.

When doing multiple jobs because there is more than one of a particular component on the unit, be sure to check the Flat Rate Table carefully. There will often be a base Job Code for one and other Job Codes for each additional time the component is replaced.

EXAMPLE: Carburetor assembly exchange

There are four Job Codes which could be used, depending on the repair:
- 2101 Carburetor assembly (1pc)
- 2102 Carburetor assembly (2pc)
- 2103 Carburetor assembly (3pc)
- 2104 Carburetor assembly (4pc)

In this example, if the engine had four carburetors and you had to replace two, you would use Job Code 2102.

6. If an appropriate Job Code is not listed in the Flat Rate Tables, contact Marine Dealer Support (800-353-5900) for direction.

7. No more than three Job Codes are permitted on a warrant request.

**Problem Codes**

See the back inside cover of this book for the number and description of Problem Codes. Choose the code that best describes the “type” of failure. For example:

Problem Code 021 is for “Fluid Leak”

**Service-Per-Bulletin Problem Codes (90 Codes)**

In some cases, a Yamaha Technical Bulletin will provide a repair for an identified condition. To simply your warranty request for the parts and/or labor the bulletin describes, the bulletin provides a “Service-Per-Bulletin” Problem Code, also called a “90 Code.” The Problem Code contains the number 090 followed by letters and/or numbers specific to the issue. EXAMPLE: 090VH, VST Fuel Pump Replacement for F40LA, F40LEHA, F40JE, and F40JEHA Models, Technical Bulletin O2010-007. Enter a Service-Per-Bulletin warranty request into the system just like a regular warranty request. However, you do not need to enter any parts, labor of descriptions of the problem, claimed defect or repair. These entries are completed automatically by the system when you use an applicable 90-code Problem Code. The YMBS Warranty Request system will give you a warranty request number.
IMPORTANT NOTES:

- Service per Bulletin repairs are not the same as Factory Modification Campaigns (Recalls). See Chapter 7 for more information.

- Read the particular Technical Bulletin carefully: many Service-Per-Bulletin repairs should only be made on units experiencing the described condition. Performing a 90-code repair procedure on a unit that is not experiencing the issue outlined in the bulletin could adversely affect the unit’s operation.

Extra Labor:
Extra labor is provided for unusual situations not covered in the Flat Rate Tables. All extra labor must be authorized. Contact Marine Dealer Support (800-353-5900) for direction.

Claiming Sublet Labor:
If you had an outside expense in order to complete a warranty repair, such as machining, welding, fiberglass repair or painting, contact Marine Dealer Support (800-353-5900) for directions to claim sublet labor. Receipts will be required prior to processing a request.
Submitting the Request

YMBS (Yamaha Marine Business System)

YMBS is the easiest, quickest, and most accurate way to submit a request to Yamaha. Once you have entered a validated request (which means there are no technical errors), the system will give you a valid request number and the total for parts and labor. You can print this for your reference. This is a great tool to use for you to verify the information in the request is accurate. If a problem is found, you can easily bring the request back up and fix any additions or errors to the request. You can use YMBS to adjust the request up until the time a Yamaha Representative processes the request or puts the request on hold for parts or more information.

Mail

If you mail a paper warranty request form (LIT-11791-01-05), remember these are manually keypunched into our system. Be sure it is filled out completely and the information is readable. Avoid these common mistakes: no dealer number or dealer location information, unreadable information, missing or invalid Primary ID Number, invalid part number(s), as well as missing or invalid information in the Problem, Claimed Defect, and Repair fields.
YAMAHA

Warranty Request

What is your dealer name?  3

What is your dealer number?  4

(01) What is the Primary ID of this unit?

7

(04) On what date was the repair finished?

(07) If there was a repair delay, explain: 10

(08) List the primary failed part and (09) quantity:

List the additional parts and quantity:

12

(02) How many miles/hours were on the unit at the time of failure?

5

(03) On what date did the failure occur?

8

(05) What problem code best describes the failure?

(06) Check box if unsold. If you are not the invoiced dealer, enter invoiced dealer number:

6

(09) quantity:

11

(10) List any extra labor (in hours/tenths) and give the reason for the request:

(11) Reason for extra labor:

(12) List any sublet labor and attach the receipt:

(13) What was the problem? Describe the symptoms prior to repair:

16

(14) Describe the claimed defect in materials, parts, or workmanship:

17

(15) What was done to repair the defect? What action was taken to remedy the problem:

18

Rev. 5/06

WHITE - YMUS WARRANTY COPY

YELLOW - DEALER COPY

LIT-11791-01-05

- 5-11
Whichever method you use, use these guidelines for the warranty request fields:

1. **Warranty Request Number**
   - YMBS Requests: After the request is entered and verified, the system will give you a unique request number. This number is normally a 6-digit number followed by a letter (such as 123456B).
   - **Paper Warranty Requests:** There is a Warranty Request Number printed on the paper request. However, when Yamaha keypunches a mailed-paper warranty request into YMBS, the resulting YMBS request number will be used to reference your claim, not the paper request's number. The original paper request will appear in the Problem field on your electronic claim for your tracking.

2. **Authorization Number**
   - This is a number given by a Yamaha representative that allows a dealer to submit a warranty request that is either over the limits outlined the respective product line's warranty policies bulletin or to allow filing of a goodwill offer into the system. See *Authorizations*, Chapter 6, for more information.
   - **IMPORTANT NOTE:** An authorization only allows your dealership to submit a request into the system. An authorization *does not* guarantee payment of the request. Your warranty request can still be adjusted or refused if, for example, circumstances are different from originally described at the time of authorization or the cause of the failure is found to be different from that claimed.

3. **Dealer Number and Name**
   - Your 6-digit Yamaha dealer number and name (paper requests only).

4. **Primary ID Number**
   - This is the unit's unique ID number which the Yamaha Warranty System uses for recording each purchase and repair information. See *Warranty Identification: the Primary ID Number* in Chapter 1.

5. **Miles/Hours**
   - The nearest whole hours of operation on the unit when the customer made the unit available to you for repair. If the unit does not have an hour meter, determine from the customer how many hours the unit has.

6. **Failure Date**
   - The date the customer made the unit available to your dealership for repair. Normally, this is the date when he or she brought it to your dealership.

7. **Repair Finish Date**
   - The date the unit was made available to the customer to use again. Normally, this is the date when you contacted the customer and advised the unit was ready to be picked up from your dealership, even if the customer picked it up later.
8. **Problem Code**

See the inside back cover of this book for the number and descriptions of Problem Codes. Choose the code that best describes the “type” of failure. For example, Problem Code 21 is for a “Fluid leak.”

**NOTE:** Some Technical Bulletins provide a special Problem Code for the specific repair it describes. See *Service-Per-Bulletin “90 Codes”* below.

9. **Unsold/Unregistered Unit**

If you are repairing an unsold unit, indicate the unit was unsold. This is the “Sold Ind” (Sold Indicator) field in a YMBS Warranty Request. You are normally required to enter zero hours in the Miles/Hours field if the unit is unsold. (Remember that shipping damage claims must be submitted before the unit is registered.)

10. **Delay Explanation/Reason**

If it has been longer than one month from the finish date of the repair, please enter a brief description to explain why. Warranty requests submitted for repairs that are over 1 year from the repair finished date will not be approved or paid by Yamaha.

11. **Primary Failed Part**

You must enter the Primary Failed Part if any part was replaced. The Primary Failed Part is always the part responsible for the failure identified on your claim. If a crankshaft seal failed on a two-stroke, for example, causing the piston to seize, then the Primary Failed Part is the seal, not the piston.

**NOTE:** If you repaired rather than replaced a part, do not list it on your request. Remember, you are asking for reimbursement for any parts listed.

12. **Additional Parts**

If any, additional parts needed to complete the repair. As a rule of thumb, if you have over 10 parts to enter on YMBS, save and re-open the request to allow enough time to enter all of repair information. If you have more than 10 parts on a paper request, use a Warranty Request Parts Supplement (LIT-11791-00-01).

13. **Job Codes and Multiples**

See “Flat Rates” above (page 5-6) for more information. The Multiple is how many times that job was done. Normally this field would be a quantity of “1,” but certain procedures, such as valve seal replacement, could be more.

**NOTE:** No more than three Job Codes are permitted.

14. **Extra Labor Time/Explanation of Extra Labor**

This is to allow dealers to enter unusual or unexpected time to complete a repair. All extra labor must be authorized. Contact Marine Dealer Support, 800-353-5900, for directions.
15. Sublet Labor
If you had to have work performed by a company other than your dealership to complete the repair, enter the cost of the work here. Contact Marine Dealer Support (800-353-5900) for directions.

You also use this Sublet Labor entry for TRIP reimbursement on a Y.E.S. repair (see page 11-12).

**NOTE:** A valid receipt is required when filing for Sublet Labor. The receipt should have the business name, address, and phone number so Yamaha personnel can verify the charges. Once the request has been submitted, fax a copy of the sublet receipt to 714-761-7303 or mail it to YMUS Warranty Dept, P.O. Box 6555, Cypress, CA 90630 using a Warranty Document ID form (LIT-11791-00-04). Be sure the Primary ID, Request number, Dealer name, and Dealer Number are also clearly printed on the receipt.

16. Problem Description
This is for the description of the problem, usually this is described by the customer to your service writer and the reason the customer is bringing the unit to you for repairs.

17. Claimed Defect Description
This is to describe what your service personnel found as the defect leading to the customer’s complaint.

**NOTE:** This field is very important in determining if a Warranty Request will be approved or not. Please give a complete and accurate description of the claimed defect.

18. Repair Description.
This is to describe what your service personnel did to repair the customer’s complaint.

**Service-Per-Bulletin Problem Codes (90 Codes)**
In some cases, a Yamaha Technical Bulletin will provide a repair for an identified condition. To simply your warranty request for the parts and/or labor the bulletin describes, the bulletin provides a “Service-Per-Bulletin” Problem Code, also called a “90 Code.” The Problem Code contains the number 090 followed by letters and/or numbers specific to the issue.

**EXAMPLE:** 090VH, VST Fuel Pump Replacement for F40LA, F40LEHA, F40JEA, and F40JEHA Models, Technical Bulletin O2010-007.

Enter a Service-Per-Bulletin warranty request into the system just like a regular warranty request. However, you do not need to enter any parts, labor, or descriptions of the problem, claimed defect, or repair. These entries are completed automatically by the system when you use an applicable 90-code Problem Code. The YMBS Warranty Request system will give you a warranty request number.
IMPORTANT NOTES:

• Service per Bulletin repairs are not the same as Factory Modification Campaigns (Recalls). See Chapter 7 for more information.

• Read the particular Technical Bulletin carefully: many Service-Per-Bulletin repairs should only be made on units experiencing the described condition. Performing a 90-code repair procedure on a unit that is not experiencing the issue outlined in the bulletin could adversely affect the unit's operation.

The Request Review Process

After you submit a Warranty Request to Yamaha, it is reviewed by Yamaha personnel. The reviewer will take action on the request, giving it one of the statuses shown below. To see the status of your Warranty Requests, go to the Service tab on YMBS. Click on “Warranty Request” and then “Track Requests.”

Warranty claims are reviewed as quickly as possible. Please allow up to 30 days for Yamaha to process your claim, especially during peak season months.

• **Approved** – The request will be paid as submitted. See *Warranty & Y.E.S. Request Reimbursement*, Chapter 9, for information about tracking your reimbursement.

• **Approved (but Adjusted)** – If a request has claimed parts or labor amounts that are not appropriate, the reviewer may modify the request before approving it. This may include items like overlapping job codes, a part inadvertently entered (such as a part that was clearly repaired rather than being replaced, but was still listed as a Primary Failed Part for reimbursement), or Extra Labor that was not justified or was excessive. See *Warranty & Y.E.S. Request Reimbursement*, Chapter 9, for information about tracking your reimbursement. Compare the approved amount with your requested amount. If you disagree with an adjustment to your request, see *Appeals*, Chapter 10, for the procedure to follow.

• **Refused** – The Warranty Request will not be paid for the reason(s) described in the report. No further action will be taken. If you disagree with the refusal of your request, see *Appeals*, Chapter 10, for the procedure to follow.
• **Hold for Parts** – Yamaha is requesting that one or more parts be returned for inspection. Yamaha will provide you with a Warranty Parts Recall form as PDF file. Simply log on to YMBS, then go to Service> Warranty Requests> Edit Request. The UPS label will be on the far right. Open the PDF file and print it out. See *Defective Parts Storage/ Return Policy*, Chapter 8, for more information. If you do not return the part(s) by the time limit, your warranty request will have a Dropped status (see below). See page 8-3 for instructions regarding oversize/overweight part shipments.

• **Hold for Information** – Yamaha is requesting additional information described in the report before taking action on the request. This status is also used for requests being held until documents arrive, such as photos of shipping damage, sublet labor receipts, TRIP receipts for Y.E.S. claims, etc. or other information, such as your parts order number for parts claimed on the request. If the information or documents requested are not received by the time limit, the warranty request will have a Dropped status (see below).

• **Dropped** – If Yamaha asks you to provide more information or to send parts in for inspection, you must do so within 30 days. If you don't, the request drops out of the Yamaha Warranty system and no further action can be taken on it.

Until your Warranty Request is reviewed, however, you will see the following message:

• **Pending Warranty Department Review** – As it indicates, this simply means Yamaha personnel have not reviewed your request yet. There is nothing else you need to do at this point.
Certain repairs require authorization before you complete the work and submit the Warranty Request. This chapter explains which repairs need authorization, and how to get authorization when necessary.

Authorization Types

There are several types of warranty request authorizations:

**Regular**
For repairs within the warranty period, authorization is needed if the total costs of parts and labor exceed $1,500.00. Call Yamaha Marine Dealer Support (800-353-5900).

**Y.E.S.**
For Yamaha Extended Service repairs of covered mechanical breakdowns, authorization is needed if the total costs of parts and labor are over $1,000.00. Call your Marine Dealer Support for the authorization.

Remember, warranty covers manufacturing defects in workmanship and materials. As a dealer, you are responsible for determining if the failure is a warrantable defect which has occurred during the warranty period, and that it is not the result of any of the exclusions listed in the applicable limited warranty statement for the unit, such as normal wear and routine maintenance, abuse or other misuse, or modification. Likewise, Y.E.S. covers mechanical breakdowns as described in the Y.E.S. contract.

**Accident or Fire**
If an accident or fire has occurred which could be the fault of the product, or could be alleged to be the fault of the product, stop: authorization is required regardless before doing anything of cost. Never begin any teardown or repair of such a unit unless authorization has been obtained. Call Yamaha Outboard Customer Support (866-894-1626).
Calling for Authorization
If you call for authorization, always be ready with:

- Your six-digit Yamaha Dealer Number
- Primary ID
- Hours on unit
- Estimated cost of parts for repair
- Estimated cost of labor for repair (job codes at your approved warranty labor rate plus, if necessary, any extra labor required)
- Cause of the failure – the claimed defect
- Reason why authorization should be granted

Make note of the authorization number you are given to enter on the claim.

NOTE:
- An authorization only allows you to submit the request into the system and does not guarantee payment of the request as submitted. While the Dealer Support Consultant or other representative may discuss your findings about the claimed defect with you when the authorization is issued, final action can be taken on the claim only when a completed warranty claim is submitted and, if necessary, parts requested to be sent for evaluation.
- If you discover the actual parts or labor total is higher than you estimated, you will need to call back with your authorization number and the revised information. Your claim will be rejected if the cost is higher than what was authorized.
- Authorizations expire after 45 days, unless the person giving you the authorization gives you a different time limit.
Yamaha will initiate a Factory Modification Campaign, commonly called a “Recall,” if Yamaha decides that a possible defect in a Yamaha product could result in an accident, injury, or death. These campaigns are carried out in conjunction with applicable government agencies.

**IMPORTANT NOTE:** It is very important to complete the repair before entering the request into the YMBS system or before submitting a paper form. If a recall-related failure occurs on a unit for which you have submitted a request for reimbursement without finishing the work, your dealership would be at risk of heavy fines and/or litigation involving the customer, state or federal government agencies, as well as Yamaha Motor Corporation, U.S.A.

**Dealer Notification**

Upon the issuance of a recall, Yamaha Motor Corporation, U.S.A. will send a Technical Bulletin notice to your dealership describing the defect or possible defect and the necessary modification. Along with the mailing of the Technical Bulletin, you will receive, as applicable, a list of units invoiced to your dealership and any affected units that you have registered so far.

**Customer Notification**

Upon issuance of a Recall, Yamaha Motor Corporation, U.S.A. will send a letter to every currently registered owner of an affected unit. This letter will describe the possible defect and encourage the customer to contact a local authorized Yamaha dealer to schedule an appointment to have the recall modification completed.

**Recall Claims**

Once the repair is completed, enter your request for reimbursement into YMBS. Click on “Recall Requests” in the Service tab, then select “New.” Enter the Primary ID of the affected unit(s) your dealership has completed the repair for and hit Enter. The system will then ask you for the recall number and date the repair was completed. After you hit Enter again the system will tell you if the unit(s) you entered are accepted by the system and then asks if you want to print the list.

If needed, there is also a paper Request for Recall Reimbursement (LIT-11790-00-03, see Forms section) that can be mailed in. Follow bulletin instructions to complete the form.
This chapter explains proper handling of parts replaced under warranty or Y.E.S. coverage.

Handling parts correctly is important for several reasons:

- Yamaha can evaluate failed parts when necessary to take corrective action and improve future product quality.
- Your warranty requests can be substantiated, so that proper payment can be made for valid claims.
- Defective parts which aren't needed for evaluation are removed from service by being destroyed to prevent accidental reuse.

### Storing Replaced Parts

All parts replaced under warranty become the property of Yamaha Motor Corporation, U.S.A. when the warranty request is paid. Therefore, you must keep all parts replaced during a warranty repair as follows:

1. Tag each part with a Warranty Parts Tag (part number: LIT-11790-02-00), or group the parts for a particular repair in a bag or box and identify it with Warranty Parts Tag. The tag(s) used for each request must be filled out with all pertinent information.

2. Store the parts in a secure area where they will not be lost or damaged, and in an organized manner which will simplify audit by a Yamaha Service Representative should Yamaha request one. Well-organized warranty parts storage will also make it easier for you to locate the return parts if requested (see Warranty Parts Recall below).

3. It is your dealership's responsibility to destroy and discard all parts (if Yamaha has not asked for them) in an environmentally responsible manner after 90 days following the date you submit the Warranty Request. Do not destroy parts until the 90 days have passed, however, even if you have been paid for the request.

**IMPORTANT:** Dealers can be debited if parts are not available for return or inspection when requested, are not stored properly, or are not destroyed and scrapped as required.
Warranty Parts Recall
(Returning Parts to Yamaha)

Yamaha sometimes wishes to see parts you have claimed on a Warranty Request. If so, Yamaha will provide you with a Warranty Parts Recall form as PDF file. Simply log on to YMBS, then go to Service> Warranty Requests> Edit Request. The UPS label will be on the far right. Open the PDF file, print it out, and then do the following:

1. Read the form carefully. It shows the date parts must be received at Yamaha to avoid your Warranty Request being dropped. It also shows which parts Yamaha wants. Send only the part(s) requested.

2. Decide if you want the parts back if the Warranty Request is not approved for some reason. If so, check the box indicated so the parts will be sent back to you at your expense if the request is not approved. Otherwise, Yamaha will discard the parts.

3. Cut out the prepaid shipping label from the form, and then put the rest of the copy in the shipping box with the parts. You should print a second copy of the form to attach to your copy of the Warranty Request and file it in your service files.

4. Pack the parts very carefully. Your request could be adjusted or refused if parts are received in damaged condition because of poor packing that prevents Yamaha from properly evaluating the claimed defect.
5. Put the prepaid shipping label on the box. It has valuable information Yamaha needs to process the parts properly. Unlabeled parts may not be routed to the Warranty Department correctly, delaying action on your claim.

6. Be sure your package is within the maximum size and weight restrictions for standard UPS shipping as described in the next section. If your package exceeds these limits, follow the alternative truck shipping instructions.

7. If you do not have regular UPS service to your dealership, contact your local United Parcel Service to schedule a UPS driver for pickup.

IMPORTANT: Sending parts to Yamaha does not guarantee payment of a request. If requested parts are found to be not defective, the request will be refused. The parts will be returned to the dealer only if the box on the Warranty Parts Recall form requesting parts has been checked.

Oversize/Overweight Warranty Parts Return

The United Parcel Service (UPS) has maximum limits for packages it ships. Packages can weigh up to 150 pounds and measure up to 165 inches combined length and distance around the thickest part. Packages can be no more than 108 inches in length.

Some warranty-recalled parts may exceed these restrictions, such as crank cylinder assemblies or lower units. If you are requested to return large or heavy parts, use the following truck shipment procedures:

1. Crate the part(s) carefully so it cannot be damaged during shipment, preferable in the box or crate in which the replacement part was shipped to you. Yamaha may refuse the warranty request if the recalled parts are received in damaged condition due to poor packing.

2. Affix the pre-addressed label from the Warranty Parts Recall form to the crate.

3. Call Yamaha Logistics at 888-928-3795. The Yamaha representative will provide you with a shipper’s Bill of Lading, Prepaid Third Party Billing to Yamaha, specifying the carrier being used to make the pick-up. Yamaha Logistics will also contact the carrier to arrange the pick-up.
IMPORTANT:

- Please release your shipment ONLY to the carrier specified on the bill of lading. Freight charges may be directed to you if you return parts by a carrier not listed on the bill of lading or not authorized by Yamaha.

- If you have trouble contacting Yamaha Logistics, call Yamaha Marine Dealer Support at 800-353-5900.

4. Write the Warranty Request number on the crate as well as on the bill of lading.

5. File your copy of the bill of lading in your warranty files. You will need the bill of lading in the event of lost freight.
Reimbursements for approved request(s) are added as a line item credit to your Yamaha Parts Statement. Normal warranty reimbursement is a sum of all normal requests paid to you in the respective month. Recalls are credited under the line item “Factory Modifications.”

You can view a monthly summary of the W4000 report on YMBS under the Service tab. Click on “Warranty Requests,” then “Monthly Summary – W4000.”

Warranty Parts Reimbursement

Yamaha reimburses your dealership for parts for warranty repairs according to the laws in your state. Yamaha’s minimum reimbursement for warranty parts is dealer cost plus an additional 10%.

Warranty Labor Reimbursement

Your warranty labor rate is used to calculate labor reimbursement (see Labor Rate on page 5-3 for more information). The labor on a particular approved warranty request is calculated by multiplying the time for the work (the time for the job codes and any preauthorized extra labor for the request) by your adjusted warranty labor rate.
Your warranty labor rate is adjusted by multiplying your warranty labor rate by a percentage that is determined by your dealership's training status. See page 5-3 for more detailed labor reimbursement information.

**NOTE:** Laws in certain states may affect the specific amount of warranty labor reimbursement.

### Y.E.S. Parts Reimbursement

Yamaha reimburses you at Yamaha suggested retail prices for parts*. There is no extra percentage for Y.E.S. claims.

*Major replacement assemblies (cylinder block assemblies, cylinder heads, lower units and power trim & tilt units) have a different reimbursement rate. See the most recent warranty policies Technical Bulletin for details.

### Y.E.S. Labor Reimbursement

Your warranty labor rate is used to calculate labor reimbursement (see **Labor Rate** on page 5-3 for more information). The labor on a particular approved warranty request is calculated by multiplying the time for the work (the time for the job codes and any preauthorized extra labor for the request) by your adjusted warranty labor rate.

Your warranty labor rate is adjusted by multiplying your warranty labor rate by a percentage that is determined by your dealership's training status. See page 5-3 for more detailed labor reimbursement information.

**NOTE:** Laws in certain states may affect the specific amount of Y.E.S. labor reimbursement.
If your Warranty Request is refused or paid at an adjusted amount by a Yamaha representative, and you feel that Yamaha should reconsider the request, your dealership can submit a warranty request appeal form for Yamaha to reconsider the request.

You can print out an appeals form from YMBS or make a copy of the form in the Forms section of this book, page A-13.

Mail or fax your appeal to the Warranty Department.

Mail to: Yamaha Motor Corporation, U.S.A.
Attn: Warranty Appeals Board
P.O. Box 6555
Cypress, CA 90630

Fax to: Attn: Warranty Appeals Board
714-761-7303

When you send us an appeal request, please provide any additional information such as customer statements, repair records or any other info relevant to the failure or issue.

Once the appeal has been reviewed by Yamaha’s Warranty Appeals Board and a decision has been made, that decision is final and any further appeals of the repair will not be considered.

If a request is reconsidered and a credit to the dealer is due, either a new request number will be issued or a manual credit will be processed and show on your Parts statement with a line item reference to either the old request number or Primary ID Number of the unit.

**NOTE:** If you wish to ask for review of action taken on a Warranty Request, you should do so within 30 days. However, Yamaha will review reasonable appeals on older requests for up to one year from the date the request was originally submitted. Keep in mind that appeals submitted after you have discarded warranty parts (90 days from claim submission) may be difficult or impossible to review appropriately. Appeals made over one year after Warranty Requests were originally submitted will not be considered.
Yamaha Extended Service is an extended service contract plan offered by Yamaha exclusively for Yamaha Outboard Motors. Y.E.S. was developed and is administered by Yamaha Motor Corporation, U.S.A.

Most Yamaha products come with a Limited Warranty that covers the repair of defects in materials and workmanship from the factory for a limited period of time. After the warranty expires, the cost of those repairs becomes the customer's responsibility unless the customer has purchased a Yamaha Extended Service contract. By adding Y.E.S., the customer continues genuine Yamaha coverage even after the factory warranty expires. Plus your customer has a more confident buying experience, resulting in increased customer satisfaction.

## Eligibility

Y.E.S. can be sold for all Yamaha outboard models. Please see the Confidential Y.E.S. Dealer Price List for the specific eligibility requirements for each product line. The Y.E.S. price lists can be found on YMBS. Go to Service>Technical Library>YES>Price Lists.

General Y.E.S. eligibility guidelines include:

- **Warranty Status** – New products still within their original warranty period are eligible (subject to usage and model considerations as noted below).

- **Usage** – Units used for commercial purposes (including rentals), government agency applications, and dealer demonstrator units are not eligible for Y.E.S. coverage. However, units previously used in these applications that are still within their factory warranty period can be eligible for Y.E.S. coverage if they are resold from dealer inventory after being traded in or no longer used as demo units. These units must pass the “Pre-operation” checklist inspection in the Owner's Manual and be resold and registered for pleasure use.

- **Competition** – Units used for competition are not eligible for Y.E.S.

- **Government use** – Units used by law enforcement, Coast Guard, or any other public service agency are not eligible for Y.E.S.

- **Model** – Certain models, generally those designed for racing, are not eligible for Y.E.S.

- **Program Year** – Y.E.S. will cover the current program year and a specific number of carry-over program years.
• **“Scratch & Dent”** – Units which are sold with “mechanical only” warranty coverage are not eligible for Y.E.S. unless otherwise approved by YMUS.

• **Used Unit Limitations** – The unit must be either in your inventory or sold by you on consignment and it must meet eligibility requirements (model, model year, and mechanical condition). The unit must pass your inspection using the applicable predelivery inspection (PDI) form available on YMBS>Sales>PDI Forms. If you are unsure about eligibility, call Yamaha Extended Service.

### Y.E.S. Terms

Y.E.S. is available in 12, 24, and 36-month terms. Yamaha also offers Used 12 and 24-month contracts for used units you are selling that are out of their factory warranty coverage.

Please see the *Confidential Y.E.S. Dealer Price List* for the specific terms available for each product line.

### The Y.E.S. Contract

The Yamaha Extended Service plan contract is an agreement between Yamaha and the customer. The Y.E.S. Contract is administered by YMUS.

A sample of the Y.E.S. contract can be found in YMBS. As described on page 11-1. Select *Sample Contracts* from the Y.E.S. menu.

The Y.E.S. contract provides coverage in the result of a mechanical failure due to defects in materials or faulty workmanship. Yamaha will, at no cost to the customer, repair or replace any part determined to be defective when the covered unit is made available for repairs at a Yamaha dealership. The Y.E.S. contract is a detailed document explaining Yamaha’s responsibility as well as the customer’s responsibility pertaining to all aspects of the contract coverage.

The Y.E.S. contract is an exclusionary contract. An exclusionary contract lists the items or types of failure that would not be covered by Y.E.S. as opposed to limiting the numbers of items covered. The Y.E.S. contract lists all exclusions. Any part or type of failure not excluded in the Y.E.S. contract is considered covered by Y.E.S. On the other hand, Y.E.S. excludes regular maintenance and failures due to normal wear and tear.
Transferability
The Y.E.S. contract is transferable. The Y.E.S. coverage can be transferred from the original owner to a subsequent owner of the same unit. Y.E.S. coverage cannot be transferred from the original unit to a different unit.

To transfer Y.E.S. coverage simply follow the guidelines for transferring any Yamaha product to a new owner. The Y.E.S. coverage will be transferred as well.

Y.E.S. for Used Yamaha Units
Y.E.S. is available for used Yamaha units in your inventory or that you are selling on consignment. This “Out-of-Warranty” coverage is designed to help your dealership boost profits and increase the desirability of used Yamaha units you sell. Plus, Used Y.E.S. has the same benefits that your customers appreciate with New Y.E.S. coverage, including No Deductible, Nationwide Coverage, even TRIP protection, with only an additional exclusion (for most contract types) for seals and gaskets unless replaced as part of some other part replacement.

Used Y.E.S. contracts are available in 12 and 24-month coverage periods. Y.E.S. pricing for used units is available in the Technical Library on YMBS as described on page 11-1. A paper Y.E.S. Used Registration Card (LIT-11580-00-19) is also available which you can mail or fax to Yamaha at 714-761-7303. A copy of the form is in the Appendix on page A-8.

When selling a Y.E.S. contract on a used unit, make sure the unit is in proper working condition. It must pass your inspection using the “Pre-operation Checklist” in the Owner’s Manual for the product. If the unit does not pass a thorough check, it is not eligible for Used Y.E.S.

It is easy to add Y.E.S. when selling a Used Unit. First transfer the unit into the new owner's name and address (see Transfer of Ownership Registration on page 4-7). Then once you have pre-qualified the unit (the unit is eligible for Y.E.S., is within the range of eligible model years, and is in good solid mechanical condition), simply go online to YMBS. Go to the “Y.E.S. Registration – Add On” under the Sales or Service tab. The warranty system will automatically know whether the unit is eligible for New or Used Y.E.S. coverage and offer the plans available for it. Simply follow the same steps you would to register any Y.E.S. and you’re done.
Selling Y.E.S.

Unlike warranty, which comes at no extra charge to the customer, Y.E.S. is optional and must be purchased. Make sure your dealership is offering Y.E.S. with every sale. This section explains recommended sales procedures.

Y.E.S. Price List

Yamaha produces a Y.E.S. price list for each product line. The Confidential Y.E.S. Dealer Price Lists and Y.E.S. Retail Price Lists show Y.E.S. pricing for the various eligible models. The Y.E.S. price lists can be found on YMBS as described on page 11-1.

The Confidential Y.E.S. Dealer Price List includes the prices Yamaha charges your dealership when registering a Y.E.S. contract sale. Yamaha does offer a suggested retail price but the final Y.E.S. price is determined by your dealership (except in Florida; see State of Florida Guidelines below).

State of Florida Guidelines

To sell Y.E.S. in the State of Florida, the dealer must be licensed by the State and appointed by the Yamaha underwriter. In addition, the State of Florida requires the following:

- Florida dealers must use only the Manufacturer’s Retail Price (MSRP) to sell Y.E.S. – no other price (either higher or lower) can be offered.

- Each Y.E.S. customer must be given a numbered Y.E.S. Florida Highlights Form at the time of purchase. This form is the “live contract.” To request Florida Highlights Forms, please contact the Y.E.S. Department at 800-559-0325.

- Send in the Yamaha portion of the Florida Highlights Form to: Yamaha Motor Corporation, U.S.A. – Attn: Y.E.S. Dept. P.O. Box 6555 Cypress, CA 90630
Benefits of Y.E.S. to Your Dealership

Selling Y.E.S. is an excellent way to increase your customers’ confidence in their purchase and increase overall customer satisfaction. Y.E.S. is also an excellent way to increase your profitability. Y.E.S. provides your dealership with significant benefits:

- **Backed by Yamaha Motor Corporation, U.S.A.**
  Y.E.S. is factory backed and administered by Yamaha. For you, that means greater convenience. You use the Yamaha support systems already in place for you for warranty registrations and claim procedures. Warranty and Y.E.S. registration and claim procedures are nearly identical; in fact, Y.E.S. registration is integrated into new-unit registration on YMBS. And if you need help, you contact Yamaha – the same people you call for other service and warranty needs. No third party to call or some distant insurance company to speak with.

  Yamaha understands that the longer we are involved with a customer the more opportunity we have to make his or her ownership experience outstanding. By administering our own extended coverage, Yamaha can be involved with the customer for a longer period of time. The goal of this is another benefit to you: very satisfied customers who will visit your dealership again and again.

- **Simple Y.E.S. Administration**
  All Y.E.S. registration and Y.E.S. Claims are submitted in YMBS. In fact Y.E.S. registrations are done when registering the unit. Just a few clicks and it’s done, the same way as any standard warranty request. In addition, if you need authorization for a claim you contact Yamaha Marine Dealer Support, the same people you would call for any in-warranty claim. You don't need to contact a third-party company to obtain approval or provide credit card numbers to obtain payment. In fact all Y.E.S. registration charges and Y.E.S. claims reimbursements are conveniently placed on your Yamaha parts statement.

- **Benefits to your Service Department**
  Y.E.S. repair work is paid at Yamaha’s Suggested Retail price for Parts and your approved Yamaha labor rate. Plus you will see that customers with Y.E.S. are more inclined to come back to your dealership for regular service visits bringing even more profit to your service department.

But, of course none of these benefits are available unless your dealership offers Y.E.S. on every sale.
Benefits to Your Customer

Y.E.S. offers many benefits to your customers. With Yamaha Extended Service behind them, your customers will be more confident with their purchase and be more inclined to return to your dealership. By adding Y.E.S. to your customers' product you immediately offer several benefits from which they can take advantage of.

- No Deductible – Y.E.S. customers are never charged anything for a covered repair.
- Backed by Yamaha – Confidence in knowing that Yamaha will be covering their product for several years.
- Up to 36 months of coverage available!
- Nationwide Coverage – Customers can visit any authorized Yamaha dealer across the country.
- Transferable – Can add value at the resale.
- Y.E.S. can be added easily to your customer's financing.
- TRIP – Travel and Recreation Interruption Protection helps reimburse the customer for expenses related to a covered repair (see below for more information).

TRIP

Y.E.S. also provides your customer with Travel and Recreation Interruption Protection (TRIP) on each Y.E.S. repair and, for New Y.E.S. contract purchases, on any warranty repair after Y.E.S. is in force. This benefit provides reimbursement up to a set dollar limit for legitimate expenses related to a covered failure, expenses such unexpected food or lodging expenses, alternate transportation, or towing charges.
Successful Y.E.S. Sales Techniques

Y.E.S. can add hundreds of dollars in profit to each sale. This, along with the added satisfaction Y.E.S. can deliver to your customers, makes it important to offer Y.E.S. on every eligible unit. Here are some suggested techniques to help you sell more Y.E.S.

Offer Y.E.S.!
If you don't offer Y.E.S., it is the same thing as saying "No" for the customer. Today's customers are very aware of extended warranties. Many of your customers may have already researched Y.E.S. on the Yamaha web site. But they won't be able to purchase Y.E.S. unless you make the offer.

Be Enthusiastic!
Anticipate the sale. Show as much confidence in Y.E.S. as you would the sale of the product and you will close more Y.E.S. sales.

Know the Features and Benefits of Y.E.S.
Nothing sells better than product knowledge. When you know the benefits of Y.E.S. and are excited about it yourself, you help the customer understand and appreciate the value of Y.E.S.

P.O.P. Materials Help Sell Y.E.S.
The Y.E.S. Department offers many useful point-of-purchase materials such as hang-tags, brochures, and posters to help familiarize the customer with Y.E.S. By displaying these P.O.P. materials, the customer is aware of this important coverage, which helps you eliminate the uneasiness of the last minute sale of extended warranty. Please contact the Y.E.S. Department at 800-559-0325 for an up-to-date listing of P.O.P. materials available.
Y.E.S. Highlights Form

The Y.E.S. Plan Highlights form is a terrific tool to help you sell more Y.E.S. contracts. Many of Yamaha's top dealers use the form to help close Y.E.S. sales. Here are a few reasons why the forms can help you sell more Y.E.S. contracts and make more profit!

- The Y.E.S. Plan Highlights form presents Y.E.S. to the customer in a formal and polite manner
- Allows the dealer to explain coverage item by item
- Creates a good dialogue with your customer about extended warranty
- Shows the various coverage length options, 1, 2, or 3 years
- Allows the customer to sign and take a copy home, which gives the customer confidence in his or her decision
- Yamaha's Customer Service number is listed on the Y.E.S. form for future customer reference
- Effective tools for closing a Y.E.S. contract sale

Florida dealers: please use the numbered Florida Y.E.S. Plan Highlights form. To order forms please call the Y.E.S. Department at 800-559-0325.

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Y.E.S. PLAN HIGHLIGHTS

(Outboard Motors)

Please Print:

CUSTOMER NAME __________________________________________________________

ADDRESS ______________________________________________________________

CITY, STATE, ZIP CODE __________________________________________________

YAMAHA

WE BELIEVE YOU SHOULD ADD Y.E.S. PLAN COVERAGE TO YOUR ELIGIBLE YAMAHA. LET US TELL YOU WHY. As we explain the benefits to you, please initial each to indicate that you understand the benefits. Then we will give you an opportunity to accept this excellent coverage, or decline if you wish.

Y.E.S. PLAN HIGHLIGHTS

Virtually the same coverage as Yamaha's strong factory warranty! Y.E.S. covers almost every part of your Yamaha that's not a normal wear part. (The contract has a clear explanation of exclusions.) And Y.E.S. is honored by authorized Yamaha dealers nationwide.

NO DEDUCTIBLE

You don't have to pay anything for covered repairs. There's no deductible to pay, and repairs aren't "pro-rated." You don't have any "out-of-pocket" expenses for covered repairs.

TRANSFERABLE

Y.E.S. coverage can be transferred. That can make your Yamaha more valuable. After all, which used machine would you rather buy: one covered by strong, factory-backed protection - or one without?!?

TRIP

Travel and Recreation Interruption Protection
Up to $250 extra on any covered repair to protect you from inconvenience, such as:
• Unexpected lodging or food if you are held up away from home.
• A charter boat or rental to use while yours is being repaired.
• Transportation expenses.
• In fact, any reasonable expenses you might incur because of a covered breakdown.

This benefit begins immediately and is in effect throughout the warranty period as well as your entire Y.E.S. plan coverage term. See sample contract on the back of this form for details.

CHOICE OF COVERAGE

Choice of Coverage Term
Choose the length of coverage that meets your needs:

NEW VEHICLES -
□ 12 Months □ 24 Months □ 36 Months beyond the Yamaha Limited Warranty

USED VEHICLES -
□ 12 Months □ 24 Months from the date of sale

AFFORDABLE

Affordable Protection $_ a month is all you pay!

I ACCEPT THE YAMAHA EXTENDED SERVICE CONTRACT!

Customer's Approval __________________________

Date __________________________

Congratulations! Your official Y.E.S. contract and identification card will come in the mail directly from Yamaha Motor Corporation, U.S.A. within a few weeks. Please use the sample copy we give you today for reference until your actual contract arrives.

IMPORTANT: Your dealer should give you a sample contract. If you do not receive your actual Y.E.S. contract within 60 days, call Yamaha at 1-800-962-7926 right away. The official Y.E.S. contract and identification card are your assurance that your Y.E.S. Plan is in effect. This contract is not required to obtain financing.

I WAIVE MY RIGHTS TO PURCHASE THE YAMAHA EXTENDED SERVICE CONTRACT.

The benefits of the Yamaha Extended Service Contract have been explained to me. MY SIGNATURE BELOW INDICATES THAT I DO NOT WANT TO PURCHASE THE SERVICE CONTRACT NOW. I understand that I may purchase the Yamaha Extended Service Contract at a later time, but only while my original factory warranty is still in force.

Customer's Signature Waiving Coverage __________________________

Date __________________________

11-8
Financing Y.E.S.

Y.E.S. can be financed as any other accessory with the sale of the unit. In fact, customers who finance their purchase are more likely to buy Y.E.S. because it’s easy and convenient to roll Y.E.S. right into their monthly payment. This can make coverage very affordable. In fact, the difference in financing a unit with or without Y.E.S. can be as little as $10 a month.

Nobody wants a repair bill when they are still paying for the purchase. Most customers are understandably concerned with reliability for at least the length of their financing terms, so be sure the Y.E.S. plan you offer will, at a minimum, extend coverage for the length of their financing. This will give your customer added protection in the case of a defect-related failure.

There is a Y.E.S. Lienholder Information form (LIT-11580-00-08, see Forms on page A-1) that can be used to notify the lienholder about the Y.E.S. contract.

Procedures Upon the Y.E.S. Sale

Once your customer agrees to purchase Y.E.S., be certain to provide the following:

1. Provide the customer a Y.E.S. Sample Contract*. If you are using the Y.E.S. Highlights Form, a sample contract is provided on the back side of the customer’s signed copy.

2. Explain that the actual Y.E.S. contract and Y.E.S. Identification Card will be sent to them (except Florida*) within 3 to 4 weeks.

3. Explain to the customer the importance of proper maintenance. A maintenance log is included with the Y.E.S. contract package sent to their home to help keep their maintenance records.

4. Register the Y.E.S. sale with Yamaha.

*Florida customers do not receive a contract in the mail from Yamaha. Rather, the numbered “Florida Y.E.S. Plan Highlights” form the customer receives at the dealership is the live contract.
Y.E.S. Registration

Registration of a Y.E.S. contract is very simple. Y.E.S. can be registered at the time of the warranty registration of the unit or separately as a Y.E.S. add-on. In either case it is best done through YMBS.

Registering Y.E.S. at Time of Unit Registration
Most Y.E.S. contracts are sold at the time of the unit sale. It is also best to register the Y.E.S. contract sale at the time the unit is registered with Yamaha. After the registration information for the unit is entered you will come to “Questions for the Product Line.” Once these questions are answered and the unit is eligible for Y.E.S. a drop-down box will appear. This will give you the option of selecting the number of months sold on the Y.E.S. contract and to enter the Y.E.S. Salesperson.

If the Y.E.S. selection boxes did not appear, then either the unit you are registering is not eligible for Y.E.S. or the unit was registered as a demonstrator, commercial, rental purpose, or government use. Check to see how you answered the “Questions for the Product Line” and make any adjustments. If the Y.E.S. selection boxes still do not appear, and you believe the unit is eligible for Y.E.S., contact the Y.E.S. Department at 800-559-0325.

Y.E.S. Registration Add-On
Y.E.S. can also be registered after the sale. The customer can purchase New Y.E.S. anytime within the Yamaha factory warranty period. Also, Used Y.E.S. is available for used Yamaha units sold at your dealership.

To register the Y.E.S. to a product that has already been registered, simply click on the Y.E.S. Registration Add-On link in YMBS. The system will immediately determine if the unit is eligible for new or used Y.E.S. If the unit is eligible for new Y.E.S. you will be able to enter the terms of the Y.E.S. contract as well as the Y.E.S. Salesperson. If the unit is only eligible for Used Y.E.S. a pop-up screen will appear. This screen informs you that only a Used Y.E.S. is available for the unit. You must click agree to continue to add any Y.E.S. to a used unit.
Contract Billing

When you register a Y.E.S. Contract sale, your dealership is billed the dealer cost for the plan. Keep the following points in mind:

- Contracts are billed on your Yamaha Parts Account statement. The Primary ID on the unit is shown with the amount being billed.

- Check your parts statements carefully to make sure you have been billed for the contracts you sell. It is your assurance that the contract has been registered.

Coverage

Y.E.S. is a defect-related program (like the factory warranty). Y.E.S. does not cover regular maintenance or normal wear and tear. The Y.E.S. Contract clearly explains what is excluded. Refer to the Sample Contract for an explanation of coverage. As with the Yamaha Limited Warranty, you must provide service for any covered unit, whether or not you originally sold it or the Y.E.S. contract.

Y.E.S. also provides Travel and Recreation Interruption Protection (TRIP) on each Y.E.S. repair and on any warranty repair after Y.E.S. contract purchase. This benefit provides reimbursement up to a set dollar limit for legitimate expenses related to a covered failure, expenses such as towing, unexpected food or lodging expenses, or alternate transportation.

Y.E.S. Claims and Reimbursement

Submitting Y.E.S. claims is the same as regular warranty. You can use YMBS or, if necessary, the paper Warranty Request form. See Warranty Requests (Claims), Chapter 5. Yamaha's computer will automatically determine that the product is covered by Y.E.S. when your warranty request comes in and will calculate the claim at the Y.E.S. reimbursement rate. The same requirements for authorizations that apply to warranty repairs also apply to Y.E.S. claims. See Authorizations, Chapter 6, for details. Y.E.S. reimburses at Yamaha suggested retail on parts* and normal flat rate labor, except major assemblies (see below) and at your Yamaha-approved labor rate. See Warranty and Y.E.S. Request Reimbursement, w 9, for details.
*Major replacement assemblies (cylinder block assemblies, cylinder heads, lower units, and power trim & tilt units) have a different reimbursement rate. See the most recent warranty policies Technical Bulletin for details.

**TRIP Reimbursement**

Y.E.S. provides Travel and Recreation Interruption Protection (TRIP) on each Y.E.S. repair and on any warranty repair after Y.E.S. contract purchase. This benefit provides reimbursement up to a set dollar limit for legitimate expenses related to a covered failure, expenses such as unexpected food or lodging expenses, or alternate transportation. A receipt is required for all TRIP claims. Your dealership gets the expense receipts from the customer and reimburses him or her for them. Then submit a warranty request to get reimbursement from Yamaha as follows:

**Claim within Warranty Period**

Submit a separate warranty request for TRIP expense reimbursement. Put the amount of reimbursement as sublet labor on the request. Fill in the Problem Description, Defect Description, and Repair Description with the following:

```
TRIP reimbursement for Warranty Request _________________
```

entering the warranty request number for the repair work (see below). Send the receipt(s) to the Yamaha Warranty Department using a Warranty Document ID form (LIT-11791-00-04) when the warranty request is submitted.
Claim in Y.E.S. Period
Put the amount of TRIP reimbursement on the same warranty request as the Y.E.S. repair as sublet labor on the request. Send the receipt(s) to the Yamaha Warranty Department using a Warranty Document ID form (LIT-11791-00-04) when the warranty request is submitted.

Cancellation of the Y.E.S. Contract
The Y.E.S. contract may be cancelled by the customer at any time. To cancel, the customer must provide written notice to the Yamaha dealer who sold the Y.E.S. contract. In the event the Y.E.S. selling dealer is no longer available, then the customer must contact the Y.E.S. Department by calling 866-937-3983.

Because Y.E.S. is a legal contract, there are particular rules governing the cancellation process. Many states have particular laws regarding the cancellation. Please refer to the Y.E.S. contract for details. In general, the worksheet on the following page applies to most cancellation refunds:
Y.E.S. CONTRACT CANCELLATION
PRORATE WORKSHEET

Use this worksheet to calculate the refund amount for prorated refunds.

Cancellations are prorated as follows:

1. Purchase price
2. – Cancellation fee
3. – Percentage of contract time used
4. = Refund

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<th>Purchase Price</th>
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</thead>
<tbody>
<tr>
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<td>$ __________</td>
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</table>

<table>
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</thead>
<tbody>
<tr>
<td>A. Cancellation fee (Where applicable)*</td>
<td>- $25.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Percentage of contract time used**</th>
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<tbody>
<tr>
<td>A. Y.E.S. Plan period purchased by customer</td>
</tr>
<tr>
<td>B. Factory warranty period</td>
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<tr>
<td>C. Total length of contract (3A + 3B)</td>
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<tr>
<td>D. Number of days from date of unit sale to date contract was cancelled</td>
</tr>
<tr>
<td>E. Percentage of contract used (3D ÷ 3C)</td>
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</tbody>
</table>

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<tr>
<th>Refund</th>
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<tbody>
<tr>
<td>A. Subtract 2A from 1A</td>
</tr>
<tr>
<td>B. Multiply 4A by the percent in 3E</td>
</tr>
<tr>
<td>C. Subtract 4B from 4A</td>
</tr>
</tbody>
</table>

*Some states require a different cancellation fee. Check the customer’s contract under the Cancellation section to see if a different fee is required.

** For your convenience, here are some common time periods:

- 6 months = 183 days
- 1 year = 365 days
- 2 years = 730 days
- 3 years = 1095 days
- 4 years = 1460 days
If the Y.E.S. is cancelled during the first 30 days, and there have not been any claims, a full refund of the purchase price is due the customer, less a $25\* administration fee. If the Y.E.S. is cancelled after 30 days, or there has been a claim, a prorated refund of the purchase price will be made based upon the time used, less a $25\* administration fee. For new products, the date of Yamaha Limited Warranty went into effect is used to calculate the elapsed term of the Y.E.S. contract. All refunds for a cancelled Y.E.S. contract are paid to the customer by the Yamaha dealer who sold the Y.E.S. contract.

Yamaha will calculate the refund and reimburse the dealer based on the dealer cost of the Y.E.S. contract. The dealer is responsible for calculating the refund based on the customer's retail purchase price to reimburse the customer.

To cancel a contract for your customer, simply complete and send in a Request to Cancel form, part number LIT-11580-00-10, along with the customer's written request to cancel. The form can be found in YMBS>Service>Technical Library>YES>Forms. Choose Forms from the Y.E.S. menu. You may fax the documents to Yamaha, Attn: Y.E.S. Department at 714-761-7303. Or you may mail the cancellation request to:

Yamaha Motor Corporation, U.S.A.
Y.E.S. Department
6555 Katella Avenue
Cypress, California 90630

*Some states require a different cancellation fee. Check the customer's contract under the cancellation section to see if a different fee is required.
Forms

All forms are available for order from Yamaha Parts and Accessories. Here is a list of commonly used forms:

**Warranty Literature Part Numbers**

- Warranty Request: LIT-11791-01-05
- Warranty Request Parts Supplement: LIT-11791-00-01
- Warranty Request Worksheet: LIT-11801-01-02*
- Warranty Status Chart Pad: LIT-11790-00-2K*
- Warranty Document ID: LIT-11791-00-04*
- Warranty Parts Tag: LIT-11790-02-00
- Warranty Registration Correction Form: LIT-11792-00-00*
- Transfer of Owner Registration: LIT-11790-07-83*
- Recall Reimbursement Request: LIT-11790-00-03
- Warranty Labor Rate Change Request: LIT-11791-02-02*
- Warranty Error Notification Explanation Booklet: LIT-11791-01-01
- Yamaha Warranty Appeals Form: N/A*

**Y.E.S. Literature Part Numbers**

- Y.E.S.! It Works Video: DVD-10660-00-04
- Y.E.S. Used Unit Registration Card: LIT-11580-00-19*
- Y.E.S. Plan Request to Cancel Form: LIT-11580-00-10*
- Y.E.S. Lienholder Form: LIT-11580-00-08*
- Outboard Y.E.S. Sample Contract: LIT-11580-00-39
- Outboard Y.E.S. Brochure: LIT-11580-00-37

**Handbooks**

- Outboard Warranty and Y.E.S. Handbook: LIT-11760-01-MR
- Parts System Handbook: Available on YMBS

*These forms are also reprinted in this chapter for you to photocopy as needed. You can fax your completed form to the Warranty Department at 714-761-7303, or mail it to the Warranty Department at the address shown on Page i.
WARRANTY LABOR RATE
CHANGE REQUEST

DEALERSHIP NAME

ADDRESS

CITY/STATE/ZIP

REASON FOR REQUEST (Check one box)

[ ] New Set-up
[ ] Labor Rate Change
[ ] Buy Out Of #

AMOUNT REQUESTED $__________/HOUR

Check all that apply to the requested amount above.

[ ] Motorcycle
[ ] Golf Car
[ ] Outboard
[ ] Industrial Gen.
[ ] Scooter
[ ] WaveRunner
[ ] Consumer Gen.
[ ] ATV
[ ] Boat
[ ] Snowmobile
[ ] Side x Side
[ ] Other ____________

I certify that the new rate is the same as that which is consistently applied to calculate retail customer labor charges and is prominently displayed on a professionally made, permanent sign where customers can see it.

I understand that this request is subject to Warranty Department and Regional Service Representative approval and will be compared with other dealerships in my area, both Yamaha and non-Yamaha, to ensure that the rate is on a competitive level. I understand and will comply with conditions set forth in Chapter 5 of the Yamaha Warranty Handbook. Yamaha Motor Corporation, U.S.A. reserves the right to limit the warranty labor reimbursement rate. In no case will labor rate changes be retroactive. You can only change your Warranty Labor Rate once per calendar year. Once a rate has been approved, it cannot be changed for 365 days.

OWNER'S SIGNATURE __________________________________________ DATE __________________________

FOR YAMAHA USE ONLY

Date Received __________________________________________ Rate Displayed? [ ] Yes [ ] No

Date of Last Rate Change __________________________ Inspected Records? [ ] Yes [ ] No

Trade Area Average Rate __________________________ Rate Justified? [ ] Yes [ ] No

Service Representative __________________________ Audit Necessary? [ ] Yes [ ] No

[ ] Approved ____________ [ ] Denied [ ] Adjusted to ____________

Debit Account? [ ] Yes [ ] No

Reason for Denial or Adjustment __________________________________________ Comments __________________________

[ ] Approved ____________________ Debit Account? [ ] Yes [ ] No

Warranty Manager Approval __________________________ Signature __________________________

Effective Date __________________________ Notification Letter Sent __________________________

Mail to: Yamaha Motor Corporation, U.S.A.
Attn: Warranty Dept.
6555 Katella Avenue
Cypress, CA 90630

FAX (714) 761-7303

Rev. 11/10 WHITE COPY - YMUS Warranty YELLOW COPY - Dealer

LIT-11791-02-02
# Warranty Request Worksheet

(01) What is the primary ID of this unit?  

(02) How many miles/hours were on the unit at the time of failure?  

(03) On what date did the failure occur?  

(04) On what date was the repair finished?  

(05) What problem code best describes the failure?  

(06) Check box if unsold. If you are not the invoiced dealer, enter invoiced dealer number.  

(07) If there was a repair delay, explain:  

(08) List the primary failed part and (09) quantity:  

<table>
<thead>
<tr>
<th>Primary Failed Part</th>
<th>qty</th>
<th></th>
<th>qty</th>
<th>qty</th>
<th>qty</th>
<th>qty</th>
<th>qty</th>
<th>qty</th>
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<th>qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>(P01)</td>
<td></td>
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<td>(Q01) qty</td>
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<td>(P06)</td>
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<td>(Q06) qty</td>
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<td>(Q07) qty</td>
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<td>(Q08) qty</td>
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<td>(P02)</td>
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<td>(Q10) qty</td>
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<td>(Q11) qty</td>
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<td>(Q03) qty</td>
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<td>(P08)</td>
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<td>(Q12) qty</td>
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<td>(Q13) qty</td>
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<td>(Q14) qty</td>
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<td>(P04)</td>
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</tbody>
</table>

NOTE: For additional parts, use back of worksheet.  

List job codes and multiples used:  

<table>
<thead>
<tr>
<th>(J01)</th>
<th>(M01)</th>
<th>(J03)</th>
<th>(M03)</th>
<th>(J05)</th>
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<tbody>
<tr>
<td>(J02)</td>
<td>(M02)</td>
<td>(J04)</td>
<td>(M04)</td>
<td>(J06)</td>
<td>(M06)</td>
</tr>
</tbody>
</table>

(10) List any extra labor (in hours/tenths) and give the reason for the request:  

<table>
<thead>
<tr>
<th>HOURS</th>
<th>TENTHS</th>
</tr>
</thead>
</table>

(11) Reason for extra labor:  

(12) List any sublet labor and attach the receipt:  

<table>
<thead>
<tr>
<th>DOLLARS</th>
<th>CENTS</th>
</tr>
</thead>
</table>

(13) What was the problem? Describe the symptoms prior to repair:  

(14) Describe the defect in materials, parts, or workmanship:  

(15) What was done to repair the defect? What action was taken to remedy the problem:  

Rev. 2/02  
LIT-11801-01-02
<table>
<thead>
<tr>
<th>part no.</th>
<th>qty</th>
<th>part no.</th>
<th>qty</th>
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<tbody>
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</tbody>
</table>
## WARRANTY DOCUMENT ID

<table>
<thead>
<tr>
<th>DEALER NO.</th>
<th>DEALER NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**WARRANTY REQUEST NO.** [ ] [ ] [ ] [ ] [ ] [ ] [ ]

The attached documents pertain to the above warranty request number and the following.

- [ ] CRATE DAMAGE
- [ ] SUBLET LABOR
- [ ] OTHER (Specify on reverse)

ANY ADDITIONAL COMMENTS MAY BE NOTED ON THE BACK OF THIS ID.

---

**DEALER: ATTACH TO WARRANTY DOCUMENTS AND SEND TO:**

YAMAHA MOTOR CORPORATION, U.S.A.
P.O. BOX 6555
CYPRESS, CA 90630-0500
ATTN: WARRANTY DEPT.
Marine Registration Correction Request

FAX COMPLETED FORM TO: (800) 972-3013
For more information, please contact Marine Operations at (770) 420-5898.

**TODAY’S DATE:**

### YAMAHA OUTBOARD MOTOR INFORMATION

<table>
<thead>
<tr>
<th>INCORRECTLY REGISTERED OUTBOARD MODEL</th>
<th>PRIMARY ID AS REGISTERED</th>
<th>CHANGE IN UNIT STATUS REQUESTED</th>
<th>CHECK (ONE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### YAMAHA TO TRANSFER AFTER NEW REGISTRATION

- The unit was registered during a promotion. Please transfer:
  - Applicable Promotional Credit
  - Promotional Y.E.S.

### SECTION A

**CUSTOMER OWNS OTHER UNIT(S)**

- Correct Outboard Model
- Correct Primary ID
- That Dealer Will Register:
  - [ ] The unit was registered during a promotion. Please transfer:
    - [ ] Applicable Promotional Credit
    - [ ] Promotional Y.E.S.

### SECTION B

**ERRORS OTHER THAN UNIT STATUS CHANGE**

- Correct Boat Make
- Correct Boat Model
- Correct HIN
- PDI Checklist #

### CUSTOMER INFORMATION (as originally registered)

(Complete all — even if changing status to UNSOLD)

**NOTE:** If registration is correct except for customer address information, do not use this form. Go to YMBS>Sales>Warranty Registration>Change/Transfer to correct the information, including a change of address.

**Owner Name**

**Phone**

**Email**

**Street**

**City**

**State**

**ZIP**

### DEALER INFORMATION

(Complete all)

**Dealer Number**

**Dealership Name**

**Dealer Phone**

**Dealer Contact**

**Dealer Email**

**Dealer FAX Number**

### DEALER AUTHORIZATION (Required on all registration correction requests)

Reflects policies as stated in the Yamaha Confidential Marine Power Dealer Sales Programs

Dealer understands that there may have been retail rebates paid on the above unit(s). Dealer authorizes Yamaha to debit dealer account for any amount that has been paid. If this request results in a recalculation of dealer retail rebate level overall, dealer understands and authorizes these amounts to be debited from dealer account. Dealers requesting units to be unregistered will be assessed a $100.00 processing fee. This request cannot be processed without the signature of the dealer principal.

For more information, please contact Marine Operations at (770) 420-5898.

**Dealer Principal Signature**

**Dealer Principal Name (please print)**

**Date**

### YAMAHA REGIONAL MANAGER APPROVAL – Office Use Only

**Regional Manager Signature**

**Regional Manager Name (please print)**

**DMM Code**

**Date**

For additional forms, log onto YMBS>Sales>Warranty Registrations>Change Request Form

To monitor unit status: YMBS>Service/Warranty History>Unit Status

Please allow up to 14 days for Yamaha to update registration records.
The following Yamaha unit has been resold to a subsequent owner. Transfer registration, and any remaining warranty and/or Y.E.S. coverage:

<table>
<thead>
<tr>
<th>Model</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary ID</td>
<td>—</td>
</tr>
</tbody>
</table>

New Owner

<table>
<thead>
<tr>
<th>Street Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>City</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>Zip</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Phone Number</th>
<th></th>
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</table>

<table>
<thead>
<tr>
<th>Email Address</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Dealer Name</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Dealer Number</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Dealer Signature</th>
<th></th>
</tr>
</thead>
</table>

Warranty and/or Y.E.S. Transfer

If the unit is covered by warranty and/or Yamaha Extended Service, inspect the unit to be sure it has been operated and maintained according to the Owner's Manual.

Inspection Date

/ / /
Y.E.S. USED UNIT REGISTRATION CARD*

This registration must be completed by an authorized YAMAHA Dealer to register an eligible used YAMAHA* sold from dealer inventory for a Y.E.S. Plan Contract. The vehicle must meet all eligibility requirements and must be inspected before a contract can be issued.

INSPECTION
Our dealership gave the vehicle listed on the reverse side a complete inspection, including a careful test ride, checking for any abnormal operation or noise. All pre-operation checks listed in the Owner’s Manual for the unit have been performed and we corrected any misadjustments or problems found.

I verify that our mechanical checks showed no defects and that this vehicle is in good, solid mechanical operating condition.

Service Manager’s Name (Please Print) _________________________________
Signature __________________________________________________________

04-04
12/04

*Refer to Warranty & Y.E.S. Handbook for unit eligibility.

LIT-11580-00-19

(front)

Y.E.S. USED UNIT REGISTRATION CARD
(Out of Factory Warranty Units)

The vehicle listed below passes all of the Used Unit Eligibility requirements listed in the Warranty & Y.E.S. Handbook and most current Confidential Dealer Price List. The vehicle has been inspected as stated on the reverse side of this card. Please register the following unit for a Y.E.S. Plan Contract:

Vehicle Primary I.D. Number                                ____________ - ____________ - ____________ - ____________

Date of Y.E.S. Plan Sale                                  ____________ - ____________ - ____________ (Mo-Day-Yr)

Customer Name                                             _________________________________

Address                                                   _________________________________

City, State, ZIP Code                                      _________________________________

Phone                                                     _________________________________

Length of Y.E.S. Plan Contract                            □ 12 Months □ 24 Months

Dealer Number                                             _________________________________

Dealer Name                                               _________________________________

Dealer Address                                            _________________________________

Salesman’s Name (Please Print)                            _________________________________

To complete the registration, mail this form to: Yamaha Motor Corporation, USA, Y.E.S. Dept., P.O. Box 6555, Cypress, CA 90630. 1-800-559-0325

A contract will be sent directly to the customer upon receipt of this card.

(back)
<table>
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<td>DATE OF SALE</td>
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<td>DEALER SIGNATURE</td>
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Y.E.S. PLAN  
REQUEST TO CANCEL  

Refer to Chapter 2 of the Y.E.S. Policies and Procedures Manual for details.

Yamaha Motor Corp. - Attn: Y.E.S.  
P.O. Box 6555  
Cypress, CA 90630  

Mail completed form to:  
or FAX copy to: 714/761-7303

<table>
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<tr>
<th>DEALER NAME</th>
<th>DEALER NUMBER</th>
<th>DATE SUBMITTED</th>
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<tr>
<th>PRIMARY ID</th>
<th>NAME OF PERSON AT DEALERSHIP SUBMITTING THIS FORM</th>
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<th>CUSTOMER NAME</th>
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<th>REASON FOR CANCELLATION:</th>
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<td>TOTALLED:</td>
<td>Date __________</td>
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<td>STOLEN:</td>
<td>Date __________</td>
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<td>REPOSESSED:</td>
<td>Date __________</td>
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<td>OTHER (EXPLAIN BELOW):</td>
<td>Date __________</td>
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"DO NOT leave blank. The actual event date is necessary.

<table>
<thead>
<tr>
<th>DOCUMENTS ENCLOSED</th>
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<tbody>
<tr>
<td>Customer's copy of Y.E.S. Contract or a signed note from customer must be included.</td>
<td></td>
</tr>
<tr>
<td>Lienholder Information Form (if contract is financed)</td>
<td></td>
</tr>
<tr>
<td>Insurance statement, lienholder letter, or police report (if unit was totalled or stolen)</td>
<td></td>
</tr>
<tr>
<td>Repossession papers (if unit was repossessed)</td>
<td></td>
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</tbody>
</table>

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<tr>
<th>COMMENTS:</th>
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</table>

Mail completed form to:

WHITE - Yamaha  
YELLOW - Dealer  

LIT-11586-06-10  

01-057 Rev. 2/01
# Y.E.S. CONTRACT CANCELLATION
## PRORATE WORKSHEET

Use this worksheet to calculate the refund amount for prorated refunds.

Cancellations are prorated as follows:

1. Purchase price
2. – Cancellation fee
3. – Percentage of contract time used
4. = Refund

## 1. Purchase Price
   A. Retail price customer paid $ __________

## 2. Cancellation Fee
   A. Cancellation fee (Where applicable)* - $25.00

## 3. Percentage of contract time used**
   A. Y.E.S. Plan period purchased by customer _______ days
   B. Factory warranty period + _______ days
   C. Total length of contract (3A + 3B) = _______ days
   D. Number of days from date of unit sale to date contract was cancelled _______ days
   E. Percentage of contract used (3D ÷ 3C) _________ %

## 4. Refund
   A. Subtract 2A from 1A $ __________
   B. Multiply 4A by the percent in 3E - $ __________
   C. Subtract 4B from 4A

   $ ___________ Refund

*Some states require a different cancellation fee. Check the customer's contract under the Cancellation section to see if a different fee is required.

** For your convenience, here are some common time periods:
- 6 months = 183 days
- 1 year = 365 days
- 2 years = 730 days
- 3 years = 1095 days
- 4 years = 1460 days
<table>
<thead>
<tr>
<th>Request #</th>
<th>Primary ID/Customer</th>
<th>Date Submitted</th>
<th>Request Status Report Date</th>
<th>Status</th>
<th>Correction/Appeal Date</th>
<th>Date Decision</th>
<th>Parts Credit</th>
<th>Labor Credit</th>
<th>Total Credit</th>
<th>Date Finalized</th>
</tr>
</thead>
</table>
# YAMAHA
## WARRANTY APPEALS FORM

<table>
<thead>
<tr>
<th>Date</th>
<th>Warranty Request Number</th>
<th>Primary ID.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealer Name</td>
<td>Dealer Number</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>City</td>
<td>State</td>
</tr>
</tbody>
</table>

**REASON(S) YOU THINK YAMAHA SHOULD REIMBURSE YOU FOR THIS REQUEST**

1. Attach copy of paper warranty request or warranty request worksheet.
2. Attach copy of Summary if applicable.

**NOTE:** This form is to be used for only one warranty appeal.
Prior to calling for technical assistance, please:

- Inspect the engine carefully and thoroughly.
- Duplicate the problem yourself.
- Review your reference materials.
  - Service Manuals
  - Technical Bulletins
  - Marine Technical Guides
  - Prior Training Materials

When calling for technical assistance, please have this information:

- Your dealer number
- The Primary ID number of the outboard
- The customer name / date sold
- The boat make, model, length
- The propeller: make, model, pitch and diameter
- The normal usage of the outboard (recreational, commercial, government)
- The date of failure / total hours of operation on the outboard
- The symptoms and the conditions under which the symptoms occur
- A YDIS download for applicable models (all HPDI and EFI Four Stroke Engines)
- The maintenance history of the outboard
- The fuel: brand, octane, ethanol extended, age, condition
- The fuel filtration: 10 micron boat filter installed, condition of the engine mounted fuel filter(s)
- The engine oil: type, level, age/condition
- Information requested from prior Dealer Support Consultant contacts

Additional information needed when requesting repair authorization and out-of-warranty or goodwill assistance consideration.

NOTE: Authorizations are needed if warranty repair costs will exceed $1500 ($1000 for Y.E.S. claims)

- Does the engine have Y.E.S. or third party extended protection coverage?
- Estimated cost of parts (including shipping cost, maximum $150.00 or 10% of the total parts)
- Estimated cost of labor
- Cause of failure
- Explain reasons why Yamaha should assist with out of warranty or goodwill coverage.

NOTES: Any information related to an accident or fire which could be alleged to be the fault of the outboard or rigging components should be reported directly to Yamaha Marine Customer Relations at 866-894-1626.

The Fax Tech form can free you from the phone. The form is in the Service section of the current edition of the Marine Power Marketing Guide or can be downloaded from YMBS>Service>Technical Library. Fax to: 770-420-6105
When should you call Yamaha for an authorization?

MANUFACTURING DEFECT

NO

YES

Unit is covered by warranty

Repair exceeds $1500

YES

NO

Unit is covered by Yamaha Extended Service (Y.E.S.)

Repair exceeds $1000

YES

NO

Unit is out of warranty

Repair is covered by a recall or Service-Per-Bulletin (90 code)

YES

NO

Accident or fire which could be alleged to be caused by the product

YES

NO

Customer Relations assistance is desired

YES

NO

Call Marine Customer Support for authorization 1-866-894-1626

NO

Call the Marine Dealer Support for authorization 1-800-353-5900
YAMAHA MOTOR CORPORATION, U.S.A.

FOUR-STROKE OUTBOARD MOTOR

THREE YEAR LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants that new Yamaha 1999-or-later model four-stroke outboard motor purchased and registered with Yamaha Motor Corporation, U.S.A. for use in the United States, will be warranted against defects in material and workmanship for a period of three (3) years from the date of purchase, subject to exclusions noted herein. Any Yamaha outboard motor purchased and utilized for commercial applications will be warrantied for a period of one (1) year from the date of purchase, subject to exclusions noted herein. Yamaha peripheral equipment included with the motor, such as gauges, fuel tanks, and hoses, remote control boxes, and wiring external from the motor unit, will be warranted for one (1) year from the date of purchase of either pleasure or commercial use. Replacement parts used in warranty repairs will be warranted for the balance of the applicable warranty period.

The second and third year of warranty (if applicable) shall be limited to covering the cost of parts and labor for major components only. The major components covered are:

Power Unit Section
- Power Head
- Intake Manifold
- Carburetor Assembly and its Related Components
- Fuel Injection System and its Related Components
- Fuel and Oil Pump Assemblies
- Ignition System (Standard and Microcomputer)

Lower Unit Section
- Exhaust System
- Upper Casing
- Lower Unit Assembly

Bracket Section
- Bracket System
- Power Trim and Tilt Assembly

WARRANTY REGISTRATION. To be eligible for warranty coverage, the outboard motor must be registered with Yamaha Motor Corporation, U.S.A. Warranty registration can be accomplished by any authorized Yamaha Outboard Motor Dealer. Upon receipt of the registration, an Owner’s Warranty Card will be sent by Yamaha to the registered purchaser.

OBTAINING REPAIRS UNDER WARRANTY. To receive repairs under this warranty, a valid Owner’s Warranty Card must be presented to an authorized Yamaha Outboard Motor Dealer.

During the period of warranty, any authorized Yamaha outboard dealer will, free of charge, repair or replace, at Yamaha’s option, any parts adjudged defective by Yamaha due to faulty workmanship or material from the factory. All replaced parts will become the property of Yamaha Motor Corporation, U.S.A.

CUSTOMER’S RESPONSIBILITY. Under the terms of this warranty, the customer will be responsible for ensuring that the outboard motor is properly operated, maintained, and stored as specified in the applicable Owner’s Manual.

The owner of the outboard motor shall give notice to an authorized Yamaha Outboard Motor Dealer of any and all apparent defects within ten (10) days of discovery and make the motor available at that time for inspection and repairs at the dealer’s place of business.

GENERAL EXCLUSIONS FROM WARRANTY. This warranty will not cover the repair of damage if the damage is a result of abuse, neglect of the product. Examples of abuse and neglect include, but are not limited to:

1. Racing or competition use, modification of original parts, abnormal strain.
2. Lack of proper maintenance and off season storage as described in the Owner’s Manual; installation of parts or accessories that are not equivalent in design and quality to genuine Yamaha parts.
3. Operation of the motor at an rpm other than specified, use of lubricants or oils that are not suitable for outboard motor use.
4. Damage as a result of accidents, collisions, contact with foreign materials, or submersion.
5. Growth of marine organism on motor surfaces.

SPECIFIC PARTS EXCLUDED FROM WARRANTY. Parts replaced due to normal wear or routine maintenance such as oil, spark plugs, shear pins, propellers, hubs, fuel and oil filters, brushes for the starter motor and power tilt motor, water pump impellers, and anodes, are not covered by warranty.

Charges for removal of the motor from a boat and transporting the motor to and from an authorized Yamaha Outboard Motor Dealer are excluded from warranty coverage.

Specific parts excluded from the second and third year of warranty (if applicable) are:

- Top and Bottom Cowling
- Electric Components (other than ignition system)
- Rubber Components (such as hoses, tubes, rubber seals, fittings, and clamps)

TRANSFER OF WARRANTY. Transfer of the warranty from the original purchaser to any subsequent purchaser is possible by having the motor inspected by an authorized Yamaha Outboard Motor Dealer and requesting the dealer to submit a change of registration to Yamaha Motor Corporation, U.S.A. within ten (10) days of the transfer.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.
Yamaha Motor Corporation, U.S.A.
FOUR-STROKE OUTBOARD MOTOR
GOVERNMENTAL LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants that any new Yamaha four-stroke outboard motor manufactured January 2006 or later will be free from defects in material and workmanship for the period of time stated herein, subject to certain stated limitations.

PERIOD OF WARRANTY. Any new Yamaha four-stroke outboard motor manufactured January 2006 or later that is purchased by a United States Federal, State, or Local Governmental agency and registered with Yamaha Motor Corporation, U.S.A. for governmental use in the United States will be warranted against defects in material or workmanship for a period of three (3) years from the date of purchase, subject to exclusions noted herein.

Yamaha peripheral equipment included with the motor, such as gauges, fuel tanks and hoses, remote control boxes, propellers, and wiring external from the motor unit, will be warranted for one (1) year from the date of purchase for governmental use. Replacement parts used in warranty repairs will be warranted for the balance of the applicable warranty period.

The second and third year of warranty shall be limited to covering the cost of parts and labor for major components only. The major components covered are:

Power Unit Section
- Power Head
- Intake Manifold
- Carburetor Assembly and its Related Components
- Fuel Injection System and its Related Components
- Fuel and Oil Pump Assemblies
- Ignition Systems (Standard and Microcomputer)

Bracket Section
- Bracket System
- Power Trim and Tilt Assembly
- Lower Unit Section
- Exhaust System
- Upper Casing
- Lower Unit Assembly

GOVERNMENTAL WARRANTY REGISTRATION. To be eligible for the Governmental Limited Warranty coverage, the outboard motor must be registered with Yamaha Motor Corporation, U.S.A. Warranty registration can be accomplished by any authorized Yamaha Outboard Motor Dealer. Upon receipt of the registration, an Owner’s Warranty Card will be sent by Yamaha to the registered governmental customer along with a copy of this Limited Warranty statement.

OBTAINING REPAIRS UNDER WARRANTY. To receive repairs under this warranty, a valid Owner’s Warranty Card must be presented to an authorized Yamaha Outboard Motor Dealer. During the period of warranty, any authorized Yamaha Outboard Motor Dealer will repair or replace, at Yamaha’s option, any part adjudged defective by Yamaha due to faulty workmanship or material from the factory. All parts replaced will become the property of Yamaha Motor Corporation, U.S.A.

CUSTOMER’S RESPONSIBILITY. Under the terms of this warranty, the governmental customer will be responsible for ensuring that the outboard motor is properly operated, maintained, and stored as specified in the applicable Owner’s Manual. The owner of the outboard motor shall give notice to an authorized Yamaha Outboard Motor Dealer of any and all apparent defects within ten (10) days of discovery and make the motor available at that time for inspection and repairs at the dealer’s place of business.

GENERAL EXCLUSIONS FROM WARRANTY. This warranty will not cover the repair of damage if the damage is the result of abuse, neglect or improper maintenance of the product. Examples of neglect, abuse and improper maintenance include, but are not limited to:

- Racing or competition use, modification of original parts, abnormal strain.
- Lack of proper maintenance and off season storage described in the Owner’s Manual. It is recommended that the Governmental customer maintain a service log. The Yamaha Dealer can provide one at the time of delivery. Not maintaining the motor or not providing a service log at time of repairs may result in additional limitations to the Governmental Limited Warranty.
- Installation of parts or accessories that are not equivalent in design and quality to genuine Yamaha parts.
- Fuel systems that are contaminated including fuel injectors. Yamaha recommends using a quality 10-micron fuel filter on the boat.
- Operation of the motor at an rpm other than specified, use of lubricants or oils that are not suitable for outboard motor use. Yamaha recommends the use of marine grade oil with an NMMA FCW™ rating.
- Damage as a result of accidents, collisions, contact with foreign materials, or submersion.
- Growth of marine organism on motor surfaces.
- Normal deterioration and wear.

SPECIFIC PARTS EXCLUDED FROM WARRANTY. Parts replaced due to normal wear or routine maintenance, such as oil, spark plugs, shear pins, propellers, hubs, fuel and oil filters, brushes for the starter motor, seals and power tilt motor, water pump impellers, and anodes, are not covered by warranty.

Charges for removal of the motor from a boat and transporting the motor to and from an authorized Yamaha Outboard Motor Dealer are excluded from warranty coverage.

Specific parts excluded from the second and third year of warranty (if applicable) are:

- Top and Bottom Cowling
- Electric Components (other than ignition system)
- Rubber Components (such as hoses, tubes, rubber seals, fittings and clamps)

EMISSION CONTROL WARRANTY. Yamaha warrants to the ultimate purchaser and any subsequent owner, that the emission control components on this engine are designed, built, and equipped so as to conform at the time of sale with applicable regulations under section 213 of the Clean Air Act and that this engine is free from defects in materials and workmanship which cause said engine to fail to conform with applicable regulations for two (2) years from the date of purchase or 200 hours of operation, whichever comes first, except for certain major emission components, if equipped, which are covered for three (3) years from the date of purchase or 200 hours, whichever comes first. Some states have different emission control warranty provisions. As these vary from state to state, consult your Yamaha dealer or contact Yamaha Customer Relations at 1-866-894-1626 for more information.

TRANSFER OF WARRANTY. Transfer of the warranty from the original governmental purchaser to any subsequent purchaser is possible by having the motor inspected by any authorized Yamaha Outboard Motor Dealer and requesting the dealer to submit a change of registration to Yamaha Motor Corporation, U.S.A. within ten (10) days of the transfer.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

YAMAHA MOTOR CORPORATION, U.S.A.
Post Office Box 6555
Cypress, California 90630

Effective Date 2/1/07
LIT-18790-G4-07
07-558 7/07
YAMAHA MOTOR CORPORATION, U.S.A.
FOUR-STROKE JET DRIVE OUTBOARD MOTOR
THREE YEAR LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants that new Yamaha four-stroke Jet Drive outboard motors will be free from defects in material and workmanship for the period of time stated herein, subject to certain stated limitations.

PERIOD OF WARRANTY. Any new Yamaha four-stroke Jet Drive outboard motor purchased and registered with Yamaha Motor Corporation, U.S.A. for pleasure use in the United States will be warranted against defects in material or workmanship for a period of three (3) years from the date of purchase, subject to exclusions noted herein. Any Yamaha Jet Drive outboard motor purchased and utilized for commercial applications will be warranted for a period of one (1) year from the date of purchase, subject to exclusions noted herein. Yamaha peripheral equipment included with the motor, such as gauges, fuel tanks, and hoses, remote control boxes, and wiring external from the motor unit, will be warranted for one (1) year from the date of purchase of either pleasure or commercial use. Replacement parts used in warranty repair will be warranted for the balance of the applicable warranty period.

The second and third year of warranty (if applicable) shall be limited to covering the cost of parts and labor for major components only. The major components covered are:

**Power Unit Section**
- Power Head
- Intake Manifold
- Carburetor Assembly and its Related Components
- Ignition System and its Related Components
- Fuel and Oil Pump Assemblies

**Lower Unit Section**
- Exhaust System
- Upper Casing
- Power Trim and Tilt Assembly

Also covered during the second year of warranty is:
- Jet Drive Pump Assembly

WARRANTY REGISTRATION. To be eligible for warranty coverage, the Jet Drive outboard motor must be registered with Yamaha Motor Corporation, U.S.A. Warranty registration can be accomplished by any authorized Yamaha Outboard Motor Dealer. Upon receipt of the registration, an Owner’s Warranty Card will be sent by Yamaha to the registered purchaser.

OBTAINING REPAIRS UNDER WARRANTY. To receive repairs under this warranty, a valid Owner’s Warranty Card must be presented to an authorized Yamaha Outboard Motor Dealer.

During the period of warranty, any authorized Yamaha outboard dealer will, free of charge, repair or replace, at Yamaha’s option, any parts adjudged defective by Yamaha due to faulty workmanship or material from the factory. All replaced parts will become the property of Yamaha Motor Corporation, U.S.A.

CUSTOMER’S RESPONSIBILITY. Under the terms of this warranty, the customer will be responsible for ensuring that the Jet Drive outboard motor is properly operated, maintained, and stored as specified in the applicable Owner’s Manual.

The owner of the Jet Drive outboard motor shall give notice to an authorized Yamaha Outboard Motor Dealer of any and all apparent defects within ten (10) days of discovery and make the motor available at that time for inspection and repairs at the dealer’s place of business.

GENERAL EXCLUSIONS FROM WARRANTY. This warranty will not cover the repair of damage if the damage is a result of abuse and neglect. Examples of abuse and neglect include, but are not limited to:

1. Racing or competition use, modification of original parts, abnormal strain.
2. Lack of proper maintenance and off-season storage as described in the Owner’s Manual; installation of parts or accessories that are not equivalent in design and quality to genuine Yamaha parts.
3. Operation of the motor at an rpm other than specified; use of lubricants or oils that are not suitable for outboard motor use.
4. Damage as a result of accidents, collisions, contact with foreign materials, or submersion.
5. Growth of marine organism on motor surfaces.

SPECIFIC PARTS EXCLUDED FROM WARRANTY. Parts replaced due to normal wear or routine maintenance such as oil, spark plugs, shear pins, Jet Drive impellers and liners, fuel and oil filters, brushes for the starter motor and power trim motor, water pump impellers, and anodes, are not covered by warranty.

Charges for removal of the motor from a boat and transporting the motor to and from an authorized Yamaha Outboard Motor Dealer are excluded from warranty coverage.

Specific parts excluded from warranty are:
- Jet Drive Impeller
- Jet Drive Liner
- Bearings which are water-damaged as a result of improper maintenance

Specific parts excluded from the second and third year of warranty (if applicable) are:
- Top and Bottom Cowling
- Electric Components (other than ignition system)
- Rubber Components (such as hoses, tubes, rubber seals, fittings, and clamps)

Specific parts excluded from the third year of warranty are:
- Jet Drive Pump Assembly

TRANSFER OF WARRANTY. Transfer of the warranty from the original purchaser to any subsequent purchaser is possible by having the motor inspected by an authorized Yamaha Outboard Motor Dealer and requesting the dealer to submit a change of registration to Yamaha Motor Corporation, U.S.A., within ten (10) days of the transfer.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Effective Date 06/01
LIT-18790-4J-02
06/01

YAMAHA MOTOR CORPORATION, U.S.A.
Post Office Box 6555
Cypress, California 90630
YAMAHA MOTOR CORPORATION, U.S.A.
V MAX SERIES 2 TWO-STROKE OUTBOARD MOTOR
THREE YEAR LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants that new Yamaha V Max Series 2 two-stroke outboard motors will be free from defects in material and workmanship for the period of time stated herein, subject to certain stated limitations.

PERIOD OF WARRANTY. Any new Yamaha V Max Series 2 two-stroke outboard motor purchased and registered with Yamaha Motor Corporation, U.S.A. for pleasure use in the United States, will be warranted against defects in material or workmanship for a period of three (3) years from the date of purchase, subject to exclusions noted herein. Any Yamaha V Max Series 2 two-stroke outboard motor purchased and utilized for commercial or government applications will be warranted for a period of one (1) year from the date of purchase, subject to exclusions noted herein. Yamaha peripheral equipment, such as gauges, fuel tanks, and hoses, remote control boxes, and wiring external from the motor unit, will be warranted for one (1) year from the date of purchase of either pleasure or commercial use. Replacement parts used in warranty repairs will be warranted for the balance of the applicable warranty period.

The second and third year of warranty shall be limited to covering the cost of parts and labor for major components only. The major components covered are:

**Power Unit Section**
- Power Head
- Intake Manifold and Reed Valve Assembly
- Fuel Injection System and its Related Components
- Fuel and Oil Pump Assemblies
- Ignition System (Including Microcomputer)
- Precision Blend® System

**Lower Unit Section**
- Exhaust System
- Upper Casing
- Lower Unit Assembly

**Bracket Section**
- Bracket System
- Power Trim and Tilt Assembly

**WARRANTY REGISTRATION.** To be eligible for warranty coverage, the outboard motor must be registered with Yamaha Motor Corporation, U.S.A. Warranty registration can be accomplished by registering online at www.yamahaoutboard.com or by contacting an authorized Yamaha Outboard Motor Dealer. Upon receipt of the registration, an Owner’s Warranty Card will be sent by Yamaha to the registered purchaser.

**OBTAINING REPAIRS UNDER WARRANTY.** To receive repairs under this warranty, a valid Owner’s Warranty Card must be presented to an authorized Yamaha Outboard Motor Dealer.

During the period of warranty, any authorized Yamaha Outboard Motor Dealer will, free of charge, repair or replace, at Yamaha’s option, any parts adjudged defective by Yamaha due to faulty workmanship or material from the factory. All replaced parts will become the property of Yamaha Motor Corporation, U.S.A.

**CUSTOMER’S RESPONSIBILITY.** Under the terms of this warranty, the customer will be responsible for ensuring that the outboard motor is properly operated, maintained, and stored as specified in the applicable Owner’s Manual.

The owner of the outboard motor shall give notice to an authorized Yamaha Outboard Motor Dealer of any and all apparent defects within ten (10) days of discovery and make the motor available at that time for inspection and repairs at the dealer’s place of business.

**GENERAL EXCLUSIONS FROM WARRANTY.** This warranty will not cover the repair of damage if the damage is a result of abuse or neglect of the product. Examples of abuse and neglect include, but are not limited to:

1. Racing or competition use, modification of original parts, abnormal strain.

2. Lack of proper maintenance and off season storage as described in the Owner’s Manual, installation of parts or accessories that are not equivalent in design and quality to genuine Yamaha parts.

3. Operation of the motor at an rpm other than specified, use of lubricants, oils, and fuel/oil mixtures that are not suitable for outboard motor use.

4. Damage as a result of accidents, collisions, contact with foreign materials, or submersion.

5. Growth of marine organisms on motor surfaces.

**SPECIFIC PARTS EXCLUDED FROM WARRANTY.** Parts replaced due to normal wear or routine maintenance such as oil, spark plugs, shear pins, propellers, bushings, filters, valves, starter motor and power tilt motor, water pump impellers, and anodes, are not covered by warranty.

Charges for removal of the motor from a boat and transporting the motor to and from an authorized Yamaha Outboard Motor Dealer are excluded from warranty coverage.

Specific parts excluded from the second and third year of warranty include:
- Top and Bottom Cowling
- Electric Components (other than fuel injection or ignition system)
- Rubber Components (such as hoses, tubes, rubber seals, fittings, and clamps)

**TRANSFER OF WARRANTY.** Transfer of the warranty from the original purchaser to any subsequent purchaser is possible by having the motor inspected by an authorized Yamaha Outboard Motor Dealer and requesting the dealer to submit a change of registration to Yamaha Motor Corporation, U.S.A. within ten (10) days of the transfer.

**EMISSION CONTROL WARRANTY.** Yamaha warrants to the ultimate purchaser and any subsequent owner, that the emission control components on this engine are designed, built and equipped so as to conform at the time of sale with applicable regulations under section 213 of the Clean Air Act and that this engine is free from defects in materials and workmanship which cause said engine to fail to conform with applicable regulations for two (2) years from the date of purchase or 200 hours of operation, whichever comes first, except for certain major emission components, if equipped, which are covered for three (3) years from the date of purchase or 200 hours, whichever comes first. Some states have different emission control warranty provisions. As these vary from state to state, consult your Yamaha dealer or contact Yamaha Customer Relations at 1-866-894-1626 for more information.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

YAMAHA MOTOR CORPORATION, U.S.A.
Post Office Box 6555
Cypress, California 90630
YAMAHA MOTOR CORPORATION, U.S.A.
TWO-STROKE OUTBOARD MOTOR
TWO YEAR LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants that new Yamaha two-stroke Outboard Motors will be free from defects in material and workmanship for the period of time stated herein, subject to certain stated limitations.

PERIOD OF WARRANTY. Any Yamaha two-stroke outboard motor purchased and registered with Yamaha Motor Corporation, U.S.A. for pleasure use in the United States, will be warranted against defects in material or workmanship for a period of two (2) years from the date of purchase, subject to exclusions noted herein. Any Yamaha two-stroke outboard motor purchased and utilized for commercial applications will be warranted for a period of one (1) year from the date of purchase, subject to exclusions noted herein. Yamaha peripheral equipment included with the motor, such as gauges, fuel tanks, and hoses, remote control boxes, and wiring external from the motor unit, will be warranted for one (1) year from the date of purchase of either pleasure or commercial use. Replacement parts used in warranty repairs will be warranted for the balance of the applicable warranty period.

The second year of warranty (if applicable) shall be limited to covering the cost of parts and labor for major components only.

The major components covered are:

Power Unit Section
• Power Head
• Intake Manifold and Reed Valve Assembly
• Carburetor Assembly and its Related Components
• Fuel Injection System and its Related Components
• Fuel and Oil Pump Assemblies
• Ignition System (Standard and Microcomputer)
• Precision Blend® System

Lower Unit Section
• Exhaust System
• Upper Casing
• Lower Unit Assembly

Bracket Section
• Bracket System
• Power Trim and Tilt Assembly

WARRANTY REGISTRATION. To be eligible for warranty coverage, the outboard motor must be registered with Yamaha Motor Corporation, U.S.A. Warranty registration can be accomplished by any authorized Yamaha Outboard Motor Dealer. Upon receipt of the registration, an Owner’s Warranty Card will be sent by Yamaha to the registered purchaser.

OBTAINING REPAIRS UNDER WARRANTY. To receive repairs under this warranty, a valid Owner’s Warranty Card must be presented to an authorized Yamaha Outboard Motor Dealer. During the period of warranty, any authorized Yamaha Outboard Motor Dealer will, free of charge, repair or replace, at Yamaha’s option, any parts adjudged defective by Yamaha due to faulty workmanship or material from the factory. All replaced parts will become the property of Yamaha Motor Corporation, U.S.A.

CUSTOMER’S RESPONSIBILITY. Under the terms of this warranty, the customer will be responsible for ensuring that the outboard motor is properly operated, maintained, and stored as specified in the applicable Owner’s Manual.

The owner of the outboard motor shall give notice to an authorized Yamaha Outboard Motor Dealer of any and all apparent defects within ten (10) days of discovery and make the motor available at that time for inspection and repairs at the dealer’s place of business.

GENERAL EXCLUSIONS FROM WARRANTY. This warranty will not cover the repair of damage if the damage is a result of abuse or neglect of the product. Examples of abuse and neglect include, but are not limited to:
1. Racing or competition use, modification of original parts, abnormal strain.
2. Lack of proper maintenance and off season storage as described in the Owner's Manual, installation of parts or accessories that are not equivalent in design and quality to genuine Yamaha parts.
3. Operation of the motor at an rpm other than specified, use of lubricants, oils, and fuel/oil mixtures that are not suitable for outboard motor use.
4. Damage as a result of accidents, collisions, contact with foreign materials, or submersion.
5. Growth of marine organism on motor surfaces.

SPECIFIC PARTS EXCLUDED FROM WARRANTY. Parts replaced due to normal wear or routine maintenance such as oil, spark plugs, shear pins, propellers, hubs, fuel and oil filters, brushes for the starter motor and power tilt motor, water pump impellers, and anodes, are not covered by warranty.

Charges for removal of the motor from a boat and transporting the motor to and from an authorized Yamaha Outboard Motor Dealer are excluded from warranty coverage.

Specific parts excluded from the second year of warranty (if applicable) are:
• Top and Bottom Cowling
• Electric Components (other than ignition system)
• Rubber Components (such as hoses, tubes, rubber seals, fittings, and clamps)

TRANSFER OF WARRANTY. Transfer of the warranty from the original purchaser to any subsequent purchaser is possible by having the motor inspected by an authorized Yamaha Outboard Motor Dealer and requesting the dealer to submit a change of registration to Yamaha Motor Corporation, U.S.A. within ten (10) days of the transfer.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

YAMAHA MOTOR CORPORATION, U.S.A.
Post Office Box 6555
Cypress, California 90630

Effective Date 6/1/96
LIT-18790-00-89
98-189 Rev. 5/02
YAMAHA MOTOR CORPORATION, U.S.A.
TWO-STROKE OUTBOARD MOTOR
GOVERNMENTAL LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants that any new Yamaha two-stroke outboard manufactured January 2006 or later will be free from defects in material and workmanship for a period of time stated herein, subject to certain stated limitations.

PERIOD OF WARRANTY. Any new Yamaha two-stroke outboard motor manufactured January 2006 or later that is purchased by a United States Federal, State or Local Governmental agency and registered with Yamaha Motor Corporation, U.S.A for governmental use in the United States will be warranted against defects in material or workmanship for a period of one (1) year from the date of purchase, subject to exclusions noted herein.

Yamaha peripheral equipment included with the motor, such as gauges, fuel tanks and hoses, remote control boxes, propellers, and wiring external from the motor unit, will be warranted for one (1) year from the date of purchase for governmental use. Replacement parts used in warranty repairs will be warranted for the balance of the applicable warranty period.

GOVERNMENTAL WARRANTY REGISTRATION. To be eligible for the Governmental Limited Warranty coverage, the outboard motor must be registered with Yamaha Motor Corporation, U.S.A. Warranty registration can be accomplished by any authorized Yamaha Outboard Motor Dealer. Upon receipt of the registration, an Owner’s Warranty Card will be sent by Yamaha to the registered governmental customer along with a copy of this Limited Warranty statement.

OBTAINING REPAIRS UNDER WARRANTY. To receive repairs under this warranty, a valid Owner’s Warranty Card must be presented to an authorized Yamaha Outboard Motor Dealer. During the period of warranty, any authorized Yamaha Outboard Motor Dealer will repair or replace, at Yamaha’s option, any part adjudged defective by Yamaha due to faulty workmanship or material from the factory. All parts replaced under warranty will become the property of Yamaha Motor Corporation, U.S.A.

CUSTOMER’S RESPONSIBILITY. Under the terms of this warranty, the Governmental customer will be responsible for insuring that the outboard motor is properly operated, maintained, and stored as specified in the applicable Owner’s Manual. The owner of the outboard motor shall give notice to an authorized Yamaha marine dealer of any and all apparent defects within ten (10) days of discovery and make the motor available at the time for inspection and repairs at the dealer’s place of business.

GENERAL EXCLUSIONS FROM WARRANTY. This warranty will not cover the repair of damage if the damage is the result of abuse, neglect or improper maintenance of the product. Examples of neglect, abuse and improper maintenance include, but are not limited to:

a. Racing or competition use, modification of original parts, abnormal strain.
b. Lack of proper maintenance and off season storage described in the Owner’s Manual. It is recommended that the Governmental customer maintain a service log.

c. Installation of parts or accessories that are not equivalent in design and quality to genuine Yamaha parts.
d. Fuel systems that are contaminated, including fuel injectors. Yamaha recommends using a quality 10-micron fuel filter on the boat.
e. Operation of the motor at an rpm other than specified, use of lubricants or oils that are not suitable for outboard motor use.
f. Damage as a result of accidents, collisions, contact with foreign materials, or submersion.
g. Growth of marine organism on motor surfaces.
h. Normal deterioration and wear.

SPECIFIC PARTS EXCLUDED FROM WARRANTY. Parts replaced due to normal wear or routine maintenance, such as oil, spark plugs, shear pins, propellers, hubs, fuel and oil filters, brushes for the starter motor, seals and power tilt motor, water pump impellers, and anodes are not covered by warranty.

Charges for removal of the motor from a boat and transporting the motor to and from an authorized Yamaha marine dealer are excluded from warranty coverage.

TRANSFER OF WARRANTY. Transfer of the warranty from the original governmental purchaser to any subsequent purchaser is possible by having the motor inspected by any authorized Yamaha Outboard Motor Dealer and requesting the dealer to submit a change of registration to Yamaha Motor Corporation, U.S.A. within ten (10) days of the transfer.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY Lasts, SO The ABOVE LIMITATION MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.
YAMAHA MOTOR CORPORATION, U.S.A.

POWERMATCHED™ SYSTEM LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants that any new Yamaha PowerMatched System when, as noted below, installed new with the purchase of a new Yamaha outboard motor, will be free from defects in material and workmanship for the period of time stated herein, subject to certain stated limitations.

POWERMATCHED SYSTEM EXPLANATION

All of the following products combined are collectively defined as a PowerMatched System when attached to a new Yamaha outboard motor purchased from an authorized Yamaha Outboard Motor Dealer*.

- Yamaha Remote Control Box
- Yamaha Key Switch
- Yamaha 10 Micron or “mini-10” Fuel/Water Separator Filter
- Yamaha Engine Harness
- Yamaha Throttle and Shift Cables (except F350)
- Yamaha Gauges

*Complete PowerMatched System must be installed prior to warranty registration of the new Yamaha outboard motor or upon re-power of an existing vessel with a new Yamaha outboard motor.

The PowerMatched System, when purchased new and installed along with a new Yamaha outboard motor that is registered with Yamaha Motor Corporation, U.S.A., for use in the United States, will carry the same length of warranty, commencing date of purchase, as contained in the applicable Yamaha Outboard Motor Limited Warranty Statement, subject to the exclusions noted herein. The period of time for each Yamaha Outboard Motor Limited Warranty is:

- Four stroke outboard, pleasure use: 3 years
- Four stroke outboard, commercial use: 3 years
- Two stroke outboard, commercial use: 2 years
- Two stroke outboard, government use: 2 years
- Vmax® Series 2 two stroke outboard, commercial use: 3 years
- Vmax® Series 2 two stroke outboard, government use: 1 year

The PowerMatched System is all of the components listed above, except for boats intended for freshwater operation, in which case the customer can opt out of the Yamaha Gauges (but not any of the other listed components) and still be eligible for the Yamaha PowerMatched System Limited Warranty coverage terms.

PERIOD OF WARRANTY

The PowerMatched System, when purchased new and installed along with a new Yamaha outboard motor that is registered with Yamaha Motor Corporation, U.S.A., for use in the United States, will carry the same length of warranty, commencing date of purchase, as contained in the applicable Yamaha Outboard Motor Limited Warranty Statement, subject to the exclusions noted herein. The period of time for each Yamaha Outboard Motor Limited Warranty is:

- Four stroke outboard, pleasure use: 3 years
- Four stroke outboard, commercial use: 3 years
- Two stroke outboard, commercial use: 2 years
- Two stroke outboard, government use: 2 years
- Vmax® Series 2 two stroke outboard, commercial use: 3 years
- Vmax® Series 2 two stroke outboard, government use: 1 year

The details, terms, and conditions for each Yamaha Outboard Motor Limited Warranty Statement are specific and a part of the Statement of Warranties for those specific outboards.

WARRANTY REGISTRATION

To be eligible for warranty coverage, the outboard motor with PowerMatched System must be registered with Yamaha Motor Corporation, U.S.A. Warranty registration can be accomplished by any authorized Yamaha Outboard Motor Dealer. Upon receipt of the registration, an Owner’s Warranty Card will be sent by Yamaha to the registered purchaser along with a copy of this Limited Warranty Statement.

TRANSFER OF WARRANTY

Transfer of the warranty from the original purchaser to any subsequent purchaser is possible by having the outboard motor and PowerMatched System inspected by any authorized Yamaha Outboard Motor Dealer and requesting the dealer to submit a change of registration to Yamaha Motor Corporation, U.S.A. within ten (10) days of the transfer.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

YAMAHA MOTOR CORPORATION, U.S.A.
Post Office Box 6555, Cypress, California 90630

Effective Date 7/1/07
LIT-18790-PM-A7 07-550 7-07

A-22
YAMAHA MOTOR CORPORATION, U.S.A.
OUTBOARD GENUINE PARTS AND ACCESSORIES
LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants to the first retail purchaser that each new genuine Yamaha outboard replacement part or accessory purchased from an authorized Yamaha Outboard dealer in the United States will be free from defects in material or workmanship for the period of time stated herein, subject to certain stated limitations.

PERIOD OF WARRANTY. Any new Yamaha outboard part, accessory, instrument, or gauge purchased by a consumer from an authorized Yamaha Outboard dealer for pleasure use in the United States, will be warranted against defects in material or workmanship for a period of one (1) year from the date of purchase, subject to the exclusions and terms and conditions noted herein. Any new Yamaha outboard part, accessory, instrument, or gauge purchased by a consumer from an authorized Yamaha Outboard dealer and utilized for commercial use (including, but not limited to, government use and rental use) in the United States, will be warranted against defects in material or workmanship for a period of ninety (90) days from the date of purchase, subject to the exclusions and terms and conditions noted herein. Replacement Yamaha outboard electrical components will be warranted against defects in material or workmanship for a period of thirty (30) days from the date of purchase, subject to the exclusions and terms and conditions noted herein. Yamaha apparel will be warranted against defects in material and workmanship for a period of ninety (90) days from the date of purchase, subject to the exclusions and terms and conditions noted herein.

DURING THE PERIOD OF WARRANTY any authorized Yamaha Outboard dealer will, free of charge, repair or replace, at Yamaha’s option, any outboard part, accessory, instrument, or gauge adjudged defective by Yamaha due to faulty workmanship or material from the manufacturer, subject to the exclusions and terms and conditions noted herein. Repaired or replaced outboard parts, accessories, instruments or gauges will be warranted for the balance of the original warranty period. All outboard parts, accessories, instruments or gauges replaced under warranty become the property of Yamaha Motor Corporation, U.S.A.

GENERAL EXCLUSIONS. This warranty will not cover failures or damage caused by abuse or neglect, including but not limited to the following:

1. Improper installation, or use in an application other than that for which the outboard part, accessory, instrument, or gauge was designed/intended;
2. Abnormal strain, neglect, or abuse;
3. Racing use;
4. Lack of proper maintenance or off season storage;
5. Incompatible fuels, lubricants or filtration;
6. Accident or collision damage or contact with foreign objects;
7. Modification to original parts;
8. Water submersion and/or ingestion;
9. Normal deterioration;
10. Growth of marine organisms on component surfaces;
11. Non-compliance with any applicable owner’s manual, service manual and/or instructional booklet.

Effective Date: January 1, 2008 08-165

SPECIFIC EXCLUSIONS. This warranty will not cover the following:

1. Cost of labor for replacement of a defective outboard part, accessory, instrument, or gauge;
2. Expenses for towing, slip fees, loss of income, and/or haul-out, or any other expense related to the failure of the warranted part, accessory, instrument, or gauge;
3. Replacement of parts, accessories, instruments, or gauges for routine maintenance or normal wear and/or tear;
4. Parts, accessories, instruments or gauges covered by other manufacturer’s warranty provisions, or parts, accessories, instruments or gauges replaced as part of a Yamaha Warranty or Yamaha Extended Service (Y.E.S.) repair.

OBTAINING REPAIRS UNDER WARRANTY. To receive a repair or replacement of an outboard part, accessory, instrument, or gauge under the terms of this warranty, a valid sales receipt must be presented to any authorized Yamaha Outboard dealer, along with the outboard part, accessory, instrument, or gauge, within 10 days of the discovery of the failed outboard part, accessory, instrument, or gauge.

THE CUSTOMER’S RESPONSIBILITY. Under the terms of this warranty, the customer will be responsible for ensuring that the outboard part, accessory, instrument, or gauge was used in the manner that it was designed/intended, it was installed and used properly subject to any applicable owner’s manual, service manual or instructional booklet and that all necessary maintenance was performed. The customer must pay all labor charges, if any, if an authorized Yamaha Outboard dealer or other servicing entity must remove and/or replace the outboard part, accessory, instrument and/or gauge.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THE WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.
YAMAHA MARINE ENGINES
CALIFORNIA EMISSION CONTROL WARRANTY STATEMENT
YOUR WARRANTY RIGHTS AND OBLIGATIONS

The California Air Resources Board and Yamaha Motor Corporation, U.S.A. are pleased to explain the emission control system warranty on your 2001 and later outboard or personal watercraft. In California, new outboard or personal watercraft engines must be designed, built or equipped to meet the State’s stringent anti-smog standards. Yamaha must warrant the emission control system on your outboard or personal watercraft for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your outboard or personal watercraft engine.

Your emission control system may include parts such as the carburetor or fuel injection system, the ignition system, and catalytic converter. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, Yamaha Motor Corporation, U.S.A. will repair your outboard or personal watercraft engine at no cost to you, including diagnosis, parts and labor.

MANUFACTURER’S WARRANTY COVERAGE:
Select emission control parts from model year 2001 and later outboard or personal watercraft engines are warranted for 4 years, or for 250 hours of use, whichever occurs first. However, warranty coverage based on the hourly period is only permitted for outboard engines and personal watercraft equipped with appropriate hour meters. If any emission-related part on your engine is defective under warranty, the part will be repaired or replaced by Yamaha Motor Corporation, U.S.A.

OWNER’S WARRANTY RESPONSIBILITIES:
• As the outboard or personal watercraft owner, you are responsible for the performance of the required maintenance listed in your owner’s manual. Yamaha recommends that you retain all receipts covering maintenance on your outboard or personal watercraft engine, but Yamaha cannot deny warranty solely for the lack of receipts or your failure to ensure the performance of all scheduled maintenance.

• As the outboard or personal watercraft owner, you should however be aware that Yamaha may deny warranty coverage if your outboard or personal watercraft engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

• You are responsible for presenting your outboard or personal watercraft to a Yamaha distribution center as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

If you have any questions regarding your warranty rights and responsibilities, you should contact Yamaha Motor Corporation, U.S.A. at 1-800-962-7926.

Yamaha Motor Corporation, U.S.A. warrants to the ultimate purchaser and each subsequent purchaser thereafter that each new 2001 and later outboard or personal watercraft certified for sale and sold in California is:
1. Designed, built, and equipped so as to conform, at the time of sale, with all applicable regulations adopted by the California Air Resources Board, and
2. All warranted parts are free from defects in material and workmanship for the warranty period of the outboard or personal watercraft or the period prior to the first scheduled replacement point of the warranted part as required by the maintenance schedule, if applicable, whichever is less. A defect exists when a deficiency in material or workmanship is such that an emission-related part does not function as designed.

The warranty begins on the date that the outboard or personal watercraft is delivered to an ultimate purchaser or on the date it is first put in service.

WARRANTED PARTS INCLUDE the following (as applicable):
1. Fuel Metering System
   Carburetor and internal parts (or fuel injection)
   Air/fuel ratio feedback and control system
   Cold start enrichment system
   Intake valves
2. Air Induction System
   Controlled hot air intake system
   Intake manifold
3. Ignition System
   Spark plugs*
   Magneto or electronic ignition system
   Spark advance/retard system
   Ignition coils and/or module
   Ignition wires

YAMAHA MOTOR CORPORATION, U.S.A.
Post Office Box 6555
Cypress, California 90630
4. Exhaust Gas Recirculation (EGR) System
   EGR valve body, & carburetor spacer if applicable
   EGR rate feedback & control system

5. Air Injection System
   Air pump or pulse valve
   Valves affecting distribution of flow
   Distribution manifold

6. Catalyst or Thermal Reactor System
   Catalytic converter
   Thermal reactor
   Exhaust manifolds
   Exhaust valves

7. Particulate controls
   Traps, filters, precipitators, and any other device
   used to capture particulate emissions

8. Miscellaneous Items Used in Above Systems
   Vacuum, temperature, and time sensitive valves
   and switches
   Electronic controls
   Hoses, belts, connectors, and assemblies

9. Lubrication System
   Oil pump and internal parts
   Oil injection system

   * The original spark plug(s) are warranted for the per-
     iod of replacement indicated in the Owner's Manual
     and not the useful life of the outboard or personal
     watercraft engine (see Owner's Manual).

OWNER’S RESPONSIBILITY: The owner of the out-
board motor or personal watercraft is responsible for the
performance of required maintenance (see your
Owner's Manual). Receipts and maintenance records
covering the performance of regular maintenance
should be retained in the event questions arise con-
cerning maintenance. The receipts should be trans-
ferred to each subsequent owner of this outboard motor
or personal watercraft.

The emission control systems of your Yamaha outboard
motor or personal watercraft engine were designed,
built, tested, and certified as being in conformity with
California emission control regulations using genuine
Yamaha parts. It is recommended that any replacement
parts(s) used for maintenance, replacement, or repair of
emission control systems be Yamaha parts. The owner
may elect to have maintenance, replacement, or repair
of the emission control devices and systems performed
by any repair establishment or individual, and may elect
to use parts other than Yamaha parts for such mainte-
nance, replacement, or repair without invalidating this
warranty. However, the cost of such service or parts will
not be covered under the warranty.

EXCLUSIONS: No warranty coverage will be allowed if
the part(s) failure was caused by owner/operator abuse,
neglect, tampering, improper adjustment unless per-
formed by a dealer during warranty repair work, modifi-
cation, misuse, alteration, or improper maintenance
(see your Owner’s Manual).

Use of parts which are not qualitatively equivalent to
genuine Yamaha parts, improper service, or lack of
required maintenance which causes failure of a war-
ranted part may constitute abuse and/or improper ser-
vice, thereby invalidating warranty liability hereunder.

This warranty does not cover damage resulting from
accidents, acts of nature, or other events or occur-
rences beyond the control of Yamaha. Yamaha Motor
Corporation, U.S.A. expressly disclaims responsibility
for any and all consequential damages, such as loss of
time, inconvenience, loss of use of the outboard motor
or personal watercraft, or commercial loss.

DURING THE PERIOD OF THIS WARRANTY
Yamaha Motor Corporation, U.S.A. will repair or replace
any warranted part deemed defective by Yamaha during
the scope of the warranty without charge to the owner,
including parts, labor, and diagnosis. This work must be
done at an authorized Yamaha dealer. Give notice to an
authorized Yamaha dealer of any apparent defect(s)
within a reasonable period of time after discovery. The
outboard or personal watercraft must be made available
for inspection by an authorized Yamaha dealer.
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</tr>
<tr>
<td>45 Split</td>
</tr>
<tr>
<td>46 Sticking, Loose, Broken</td>
</tr>
<tr>
<td>47 Torn</td>
</tr>
<tr>
<td>48 Water Contamination</td>
</tr>
<tr>
<td>49 Fuel System Contamination</td>
</tr>
<tr>
<td><strong>ELECTRICAL</strong></td>
</tr>
<tr>
<td>50 Does Not Function</td>
</tr>
<tr>
<td>51 No Output</td>
</tr>
<tr>
<td>52 Charge Rate Insufficient</td>
</tr>
<tr>
<td>53 Dead Cell(s)</td>
</tr>
<tr>
<td>54 Sulfated Cells</td>
</tr>
<tr>
<td>55 Short Circuit</td>
</tr>
<tr>
<td>56 Open Circuit</td>
</tr>
<tr>
<td>57 Poor Connection</td>
</tr>
<tr>
<td>58 Audio System Problem</td>
</tr>
<tr>
<td>59 Final Gear Case Problem</td>
</tr>
<tr>
<td><strong>MISC.</strong></td>
</tr>
<tr>
<td>60 No Failure* Service Per Bulletin</td>
</tr>
<tr>
<td>61 No Failure* Service Per Bulletin</td>
</tr>
<tr>
<td>62 Shipping Damage Concealed</td>
</tr>
<tr>
<td>63 Shipping Damage Visible</td>
</tr>
<tr>
<td>64 Missing Parts</td>
</tr>
<tr>
<td>65 Non-coded Defect</td>
</tr>
</tbody>
</table>

* Must be used with appropriate alphabetical codes provided in Technical Bulletins.

Refer to shipping damage procedures in the Warranty and Y.E.S. Handbook, Chapter 2.

**ADDITIONAL MARINE POWERHEAD PROBLEM CODE TABLE**

| 0A Oil Pump Drive or Driven Gear Failure |
| 1A Oil Pump or Delivery Line Problem   |
| 2A Conrod Big End Bearing Failure     |
| 3A Foreign Material or Misassembly    |
| 4A Pin Boss Wear                      |
| 5A Main Bearing Failure               |
| 6A Water Intrusion Problem            |
| 7A Piston Ring Failure                |
| 8A Piston Seizure                     |