



6555 Katella Avenue • Cypress • California • 90630-5101 • (714) 761-7300 • Fax (714) 229-7944

August 02, 2013

Via US mail and E-mail  
Chief Administrator  
National Highway Traffic Safety Administration  
Associate Administrator for Safety Assurance (NVS-215)  
1200 New Jersey Avenue SE, W46-421  
Washington, DC 20590

**Regarding: 13V-298**

Dear Sir/Madam:

First, we thank the Agency for their review and approval of our proposed owner's notification. Enclosed please find hard copies of the Technical Bulletin issued to our dealers as well as the approved owner's letter. All Yamaha motorcycle and scooter dealers have received a copy of this Technical Bulletin. To facilitate repairs, dealer's invoiced affected products under this recall receive an additional bulletin with a print-out of the affected VIN's for the units they have received. The mailing of both the dealer bulletin and owner's notification letter was completed approximately 7/24/2013, so your assumption is correct as to the timing of our quarterly reports.

The determination date for this campaign was July 05, 2013. The starting production period for the affected vehicles (XVS950) was March, 2013, ending June. As this campaign is international in scope we could only provide in our initial report an estimate of affected vehicles in the U.S. We are now obviously in a position to provide the accurate range. The Technical Bulletin provides the final VIN ranges by model with a total of 3,828 vehicles in the U.S. For TREAD purposes obviously it goes without saying similar campaigns are being conducted in other jurisdictions.

In the event I can provide further information or answer any questions, please do not hesitate to contact me. My direct telephone number is 714-761-7842. The fax number is 714-229-7944. My email is [brad\\_franklin@yamaha-motor.com](mailto:brad_franklin@yamaha-motor.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Brad Franklin", written over a horizontal line.

Brad Franklin  
Manager, Government Relations

BRF

cc: By US mail and E-mail  
Defects & Recall Information Analysis Division  
Mrs. Kelly Schuler (via email)  
Mr. Robert Young (via email)

# Technical BULLETIN

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## SAFETY RECALL

This modification has top priority. This bulletin must be performed immediately to ensure customer safety.

NOTE: Bulletins that announce a recall will have an "R" at the end of the bulletin number.

### 2014 XVS95CE(C) MODELS

### FACTORY MODIFICATION CAMPAIGN – Wire Harness Routing

#### **i**

#### INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect which relates to motor vehicle safety exists in certain 2014 XVS95CE/C "Bolt" model motorcycles. In affected motorcycles, there is a possibility that the wire harness is routed too close to the rear exhaust area allowing the wire harness to contact the rear exhaust. If this happens, heat from the exhaust could damage the wire harness which could result in engine stalling and the possibility of a crash with injury or death.

To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected units must have two retaining bands installed to hold the wire harness away from the rear exhaust area after first inspecting to be sure the wire harness has not been damaged.

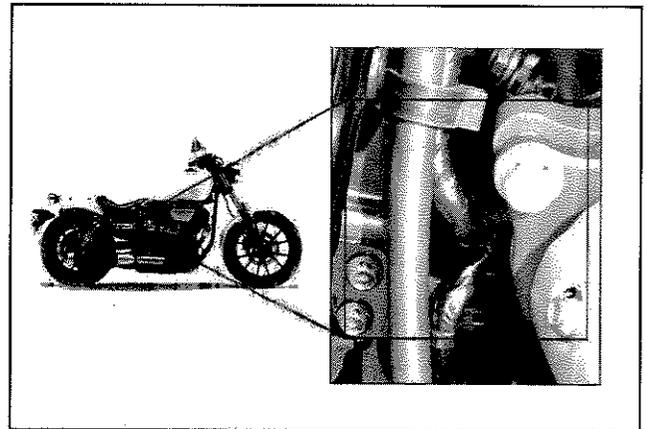
Yamaha is notifying all registered owners of affected motorcycles by mail. A copy of this letter is included in this bulletin. The customer should take this letter along with the affected motorcycle to an authorized Yamaha dealer for modification.

A computer report listing all affected motorcycles invoiced to your dealership is included with this bulletin. Use the list to help ensure all motorcycles are modified. All sold motorcycles that have been registered with Yamaha will show the customer's name and address. Your dealership must notify the owner of any affected motorcycle that was actually sold but listed as "unsold" in the report.

You must modify all affected motorcycles in your inventory as well as all customer-owned motorcycles brought to you for this service. Any affected motorcycle that you purchase from Yamaha in the future may also require modification. If you purchase a motorcycle from another dealer or Yamaha, check to see if the procedures in this bulletin have already been performed before you sell the motorcycle.

**Motorcycles that are affected should not be operated until they are modified. It is a violation of Yamaha policy for your dealership to deliver any affected motorcycle to customers until the procedures in this bulletin are performed.**

When the modification on each motorcycle is performed, follow the Warranty information section of this bulletin to receive reimbursement. Be sure to use the Factory Modification Campaign procedures in Chapter 7 of the **Warranty and Y.E.S. Handbook** (LIT-11760-00-08).





## DEALER ACTION SUMMARY

### Unsold

**Units:** Install the two bands as instructed in this bulletin

### Sold

**Units:** Check first to be sure the modification has not already been performed (see *Identification Procedure* section in this bulletin for more information). Install the two bands as instructed in this bulletin after first inspecting the wire harness in the affected area to be sure the harness has not been damaged by heat.

**Parts:** Yes, order a band kit for each affected unit. If the wire harness is damaged on a sold unit, also order a new wire harness.

**Warranty:** Factory Modification Campaign. See the *Warranty Information* section of this bulletin. This modification applies to all affected units regardless of ownership or warranty status.

### Notify

**Customers:** Yes. You must immediately contact any customer whose motorcycle shows as unregistered on the enclosed report. Yamaha has sent letters to customers whose motorcycles were registered for warranty as of 7/22/2013.



## AFFECTED RANGE

XVS95CE

VN05E-0000006~0003360

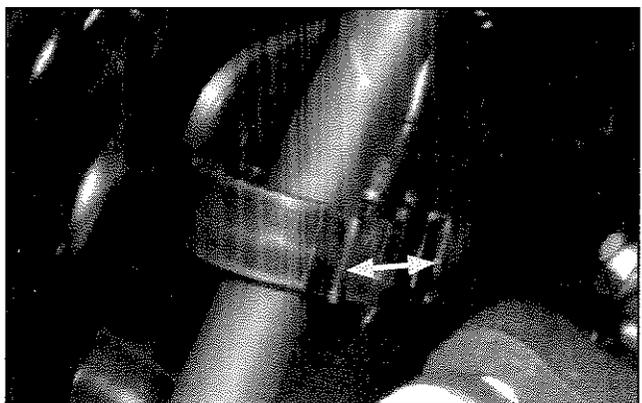
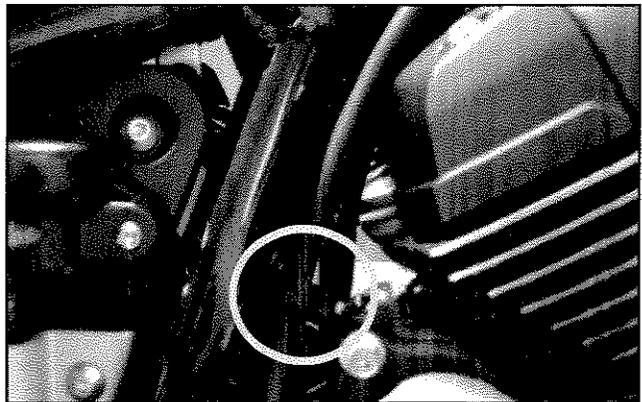
XVS95CEC

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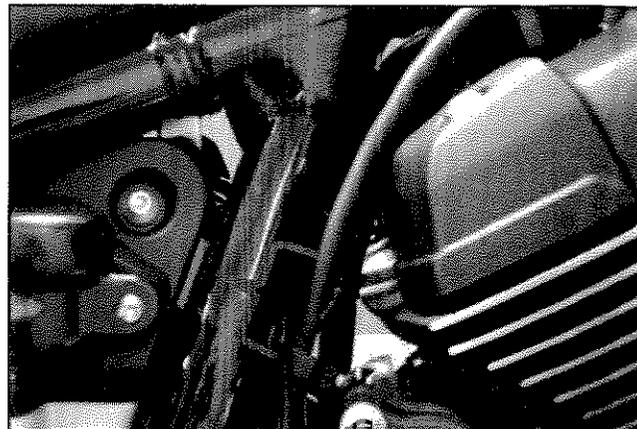


## SERVICE PROCEDURES

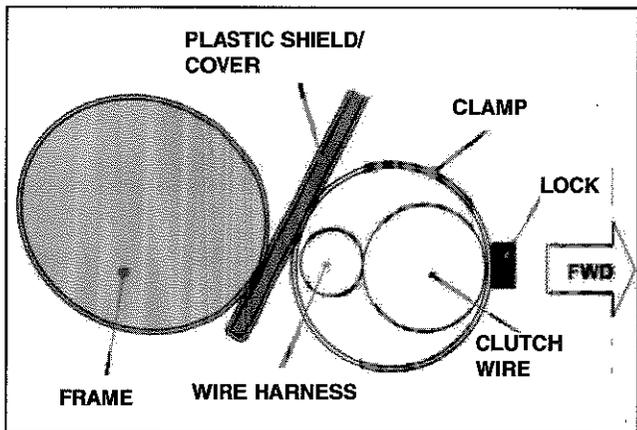
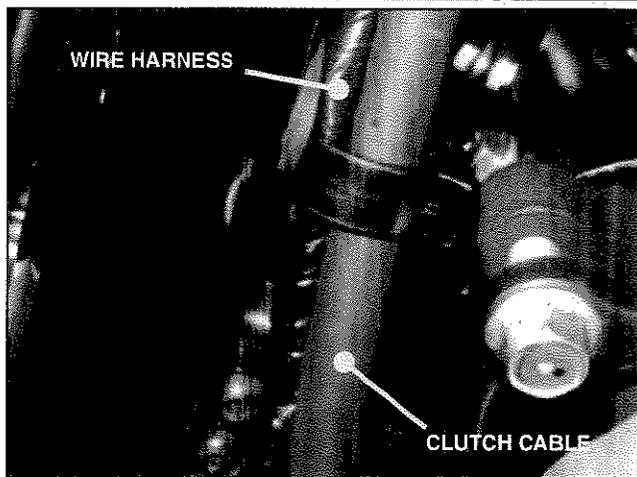
1. Make sure the engine is cold. If engine temperature is hot, allow the engine to cool before attempting this modification. Set the engine stop switch to "OFF" position to prevent engine start.
2. On sold units, check the wire harness for heat damage. If any damage is found, replace the wire harness assembly following the procedures in the XVS95CE(C) Service Manual (LIT-11666-27-30).
3. Release the clutch cable clamp (see adjacent photos).



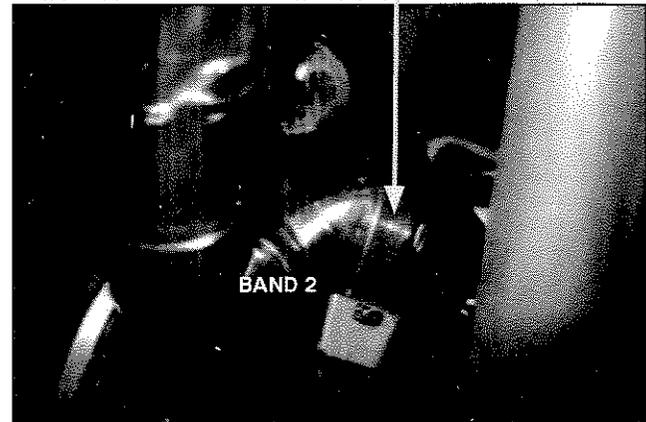
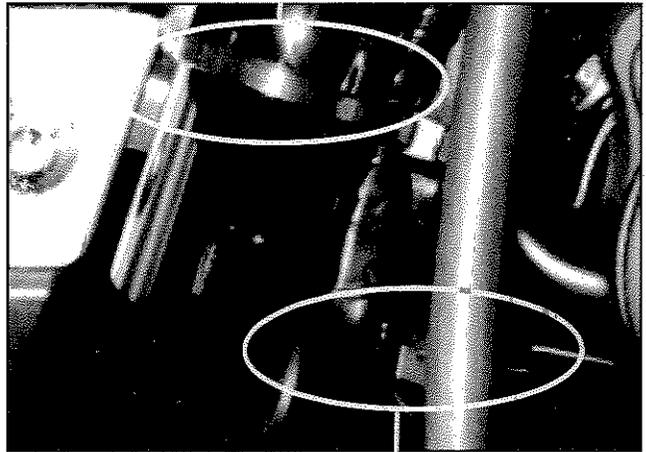
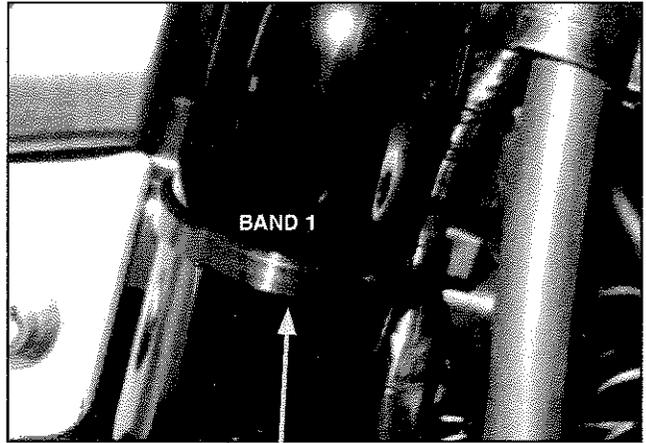
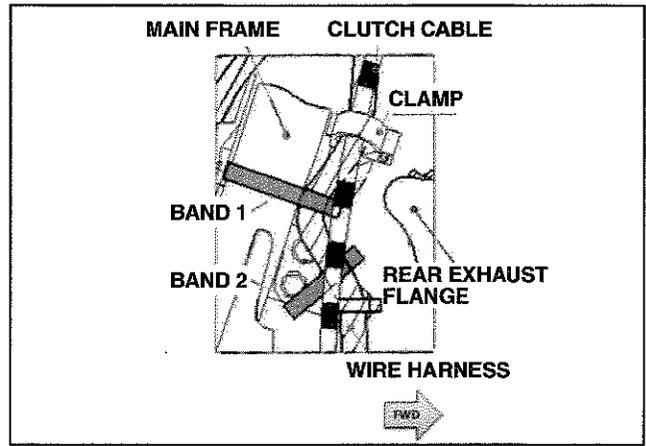
4. Take up the slack of the wire harness from the upper side of the clutch cable clamp by gently pulling it downward. Be sure the wire harness does not come into contact with the engine.



5. Route the clutch cable forward in the clutch cable clamp so that wire harness is located near the frame as follows.



6. Fasten the wire harness to the frame with the new bands from the kit as follows:

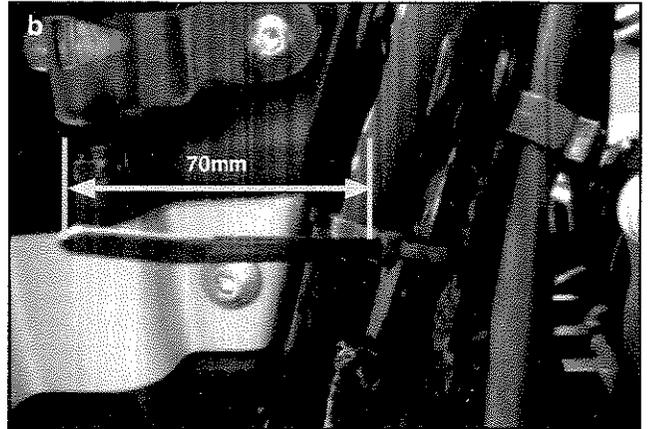
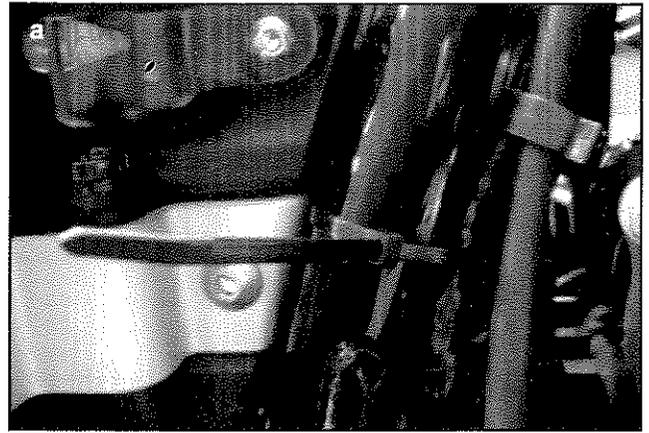


7. Starting with "Band 1," confirm that the wire harness follows the frame contour (a), then install and tighten the band to secure the wire harness.

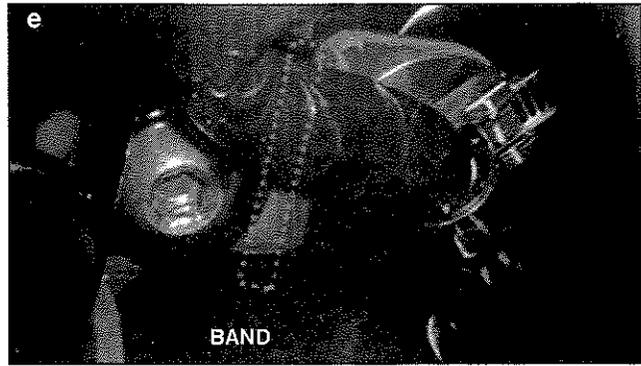
The band is tight when more than 70mm of the end is sticking out of the band's lock (b).

Cut off the extra band (c) and make sure there are no sharp edges that could damage other parts.

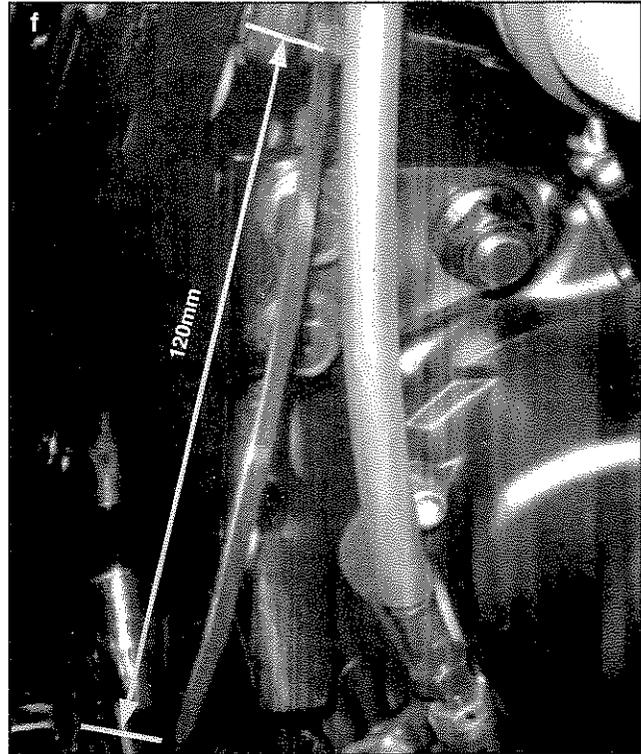
Then rotate the band so its lock is to the inside of the frame (d).



8. With "Band 2" in the groove of the bracket, fasten the wire harness to the bracket (e).



Tighten the band so that more than 120mm of the end is sticking out of the band's lock (f).



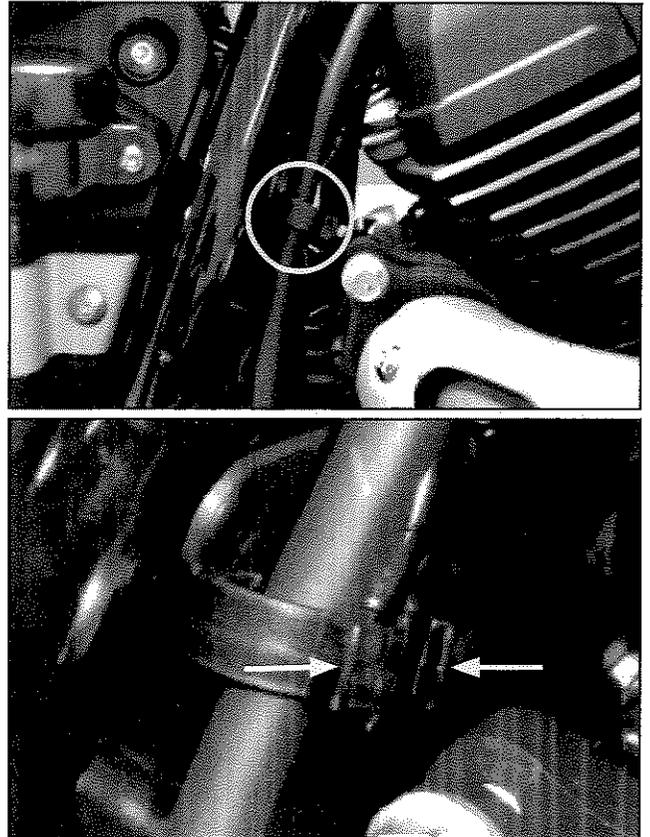
Cut off the extra band and make sure there are no sharp edges that could damage other parts (g).



Then rotate the band so its lock is at the bottom of the bracket (h).

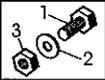
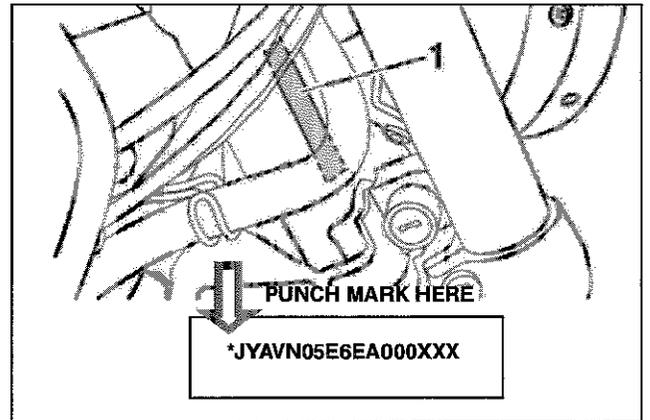


9. Lock the clutch cable clamp again.



### IDENTIFICATION PROCEDURE

After modifying a unit, make a punch mark above the Vehicle Identification Number (VIN) as shown in the adjacent illustration (1). Check for this punch mark and the additional bands if you encounter an unfamiliar unit. You can also check unit status on YDS or by contacting your Regional Technical Advisor.



### PARTS INFORMATION

Order a Band Kit for each affected unit.

Part Number	Description	Qty.	Dealer Cost
90891-30086-00	XVS95CE Band Kit	1	\$0.20
	Contents: 1UA-82591-00-00	2	

If a sold unit has wire harness damage, also order a new wire harness assembly.

Part Number	Description	Qty.	Dealer Cost
1TP-82590-00-00	Wire Harness Assembly	1	\$353.88



## WARRANTY INFORMATION

The owner of each registered unit will receive a letter announcing this campaign. The customer's letter includes the Primary ID and Recall Number.

The modification is authorized for all motorcycles, both sold and unsold, regardless of ownership or warranty status. You do not need the customer's letter to perform the modification or to file for reimbursement.

### Band Installation Only

On unsold units, and those sold units without any heat damage to the wire harness, submit a Recall Request for the parts and labor as described below using Recall Number 990074. The labor allowance is **0.2 hour**.

### Wire Harness Replacement and Band Installation

If the wire harness on a sold unit was damaged by heat and needed to be replaced, after submitting the Recall Request, also submit a standard Warranty Request for the parts and labor. Refer to the claim number for the Recall Request for the unit in the Problem field of this Warranty Request. Use Problem Code 23 and Job Code 8312. The labor allowance is **1.5 hours**.

### YDS:

When signed onto YDS, click on the Service Tab, and then "Recall Request-Add." This function will allow you to enter multiple Primary IDs for the same recall. Remember that YDS requires a 7-digit serial number, so use a "0" as the first digit. The system will check your submission instantly to make sure the Primary ID numbers you've entered are valid for the recall. You can check back the next day for your claim numbers to track your credit.

### MAIL:

Complete a recall Reimbursement Request (LIT-11790-00-03) as shown below:

Dealer Number		Dealer Name																												
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If you have any questions about proper procedures for Factory Modification Campaigns, see Chapter 7 in your **Warranty and Y.E.S. Handbook** (LIT-11760-00-08).



# YAMAHA MOTOR CORPORATION, U.S.A.

6555 KATELLA AVENUE, CYPRESS, CALIFORNIA 90630-5101 800-962-7926

JULY 23, 2013

## IMPORTANT SAFETY RECALL NOTICE

Dear Yamaha Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Yamaha Motor Corporation, U.S.A. has decided that a defect which relates to motor vehicle safety exists in certain 2014 XVS95CE/C ("BOLT") model motorcycles. Our records show that you own the affected motorcycle shown above.

**The reason for this recall:** On affected motorcycles, there is a possibility that the wire harness is routed too close to the rear exhaust area where it can contact the rear exhaust header flange. If this happens, heat from the exhaust could damage the wire harness which could result in engine stalling and the possibility of a crash with injury or death.

**What Yamaha and your dealer will do:** To correct this defect, your authorized Yamaha dealer will install two retaining bands to hold the wire harness away from the rear exhaust area after first inspecting to be sure the wire harness has not been damaged. Installing the new bands takes about 15 minutes after then engine has cooled. If the wire harness is damaged, it will require replacement, a procedure that takes about 90 minutes once your dealer has the new harness in stock. In either case, your dealer may need to keep your motorcycle longer depending upon their schedule. **There will be no charge to you for this procedure.**

**What you should do now:** Please call your Yamaha dealer to make a service appointment to have this procedure performed. At that same time, you can find out how long they expect to keep your motorcycle for this service. Remember to take this letter with you when you take in your motorcycle. **You should not ride your motorcycle until this modification is performed.**

If you are unable to return to the Yamaha dealer who sold you the motorcycle, this service will be performed by any authorized Yamaha Motorcycle dealer. For the name of a dealer near you, call 1-800-88-YAMAHA or visit the Yamaha web site at: [www.yamaha-motor.com](http://www.yamaha-motor.com).

If you have had this repair performed before you received this letter, you may be entitled to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this repair. For more information, contact Yamaha Customer Relations at 1-800-962-7926.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**If you need help:** If, after contacting your dealership, you have questions or concerns which the dealership is unable to answer, please write to:

Yamaha Motor Corporation, U.S.A.  
Customer Relations Department  
P.O. Box 6555  
Cypress CA 90630  
or call 1-800-962-7926.

If, after contacting Yamaha Customer Relations, you are still not satisfied that we have done our best to remedy the situation without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**If you no longer own this Yamaha:** If you have sold your motorcycle to another party, please call us toll-free at 1-800-962-7926 with the name and address of the new owner, along with the serial number shown to the right of your name and address above.

We're sorry to cause you any inconvenience, but we are sincerely concerned about your safety and continued satisfaction with our products. Thank you for giving your attention to this important matter.

Sincerely,

Customer Support Group  
Yamaha Motor Corporation, U.S.A.