



YAMAHA WARRANTY POLICY MANUAL

Authorised Dealer version
2023



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Chapter	Title	Page	Change
	Definitions	6	Add definitions to the table
2.2	Warranty start date	12	Add detachable EV battery
			Add ECU unlock
2.7.2	Consumables	16	Delete text for claiming lubricants
2.18	Diagnostics	20	Add eBike to YDT diagnostic fee
-	You services		Deleted the policy manual
3.4	Claim types, Coverage and Requirements	24	Add P&A labour requirements
5.10	Authorised Dealer staff	29	Add new qualification level, add EV qualification
A-3	YMFw Coverage and exclusions	35	Add eBike
A-3.2	Coverage exclusions	37	Add RoyPow batteries
A-5	P&A Warranty Claim types overview	40	Delete coverage parts sold till 31-01-2021

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Definitions

Authorised Dealer(s)	A company which is Authorised by Yamaha for selling Product(s), Part(s) and Service in the defined area of a Market.
B2C Maintenance Calculator	Business to Consumer Maintenance Calculator available via YMPULSE.
BES	Basic European Standard
Business to Business (B2B) conversions	Product(s) used for professional usage by commercial entities or government usage, approved by the LMC committee.
Carton Box number / Parcel number	The unique serialized identity of the Carton Box used in the Yamaha systems.
Compensatory damage Pecuniary Damage	Pecuniary damages means all damages to the extent not paid by an insurer on an insurance claim by the victim, which a victim could recover against the offender in a civil action arising out of the same facts or event, except punitive damages and damages for pain, suffering, mental anguish, and loss of consortium. (source: https://www.lawinsider.com/dictionary/pecuniary-damages)
Confluence	Documentation portal with user manuals and instructions
Customer / Consumer	A recipient of a Product(s), Part(s) or Service, obtained from Yamaha or Authorised Dealer, whichever is applicable. This recipient includes an official representative of Business to Business and Business to Government activities.
Distributor(s)	The legal person invested by YMENV with the right to trade vehicles and parts in a defined Market.
FoC	Free of Charge.
KIT / PACK	An assortment of predefined Part(s) sold via a single part number, often grouped to aid in common service activity or special edition of a Product(s).
Liability / Liable for	The state of being legally responsible for something / the <i>fact</i> that someone is <i>legally responsible</i> for something. (source: https://dictionary.cambridge.org/dictionary/english/liability)
LMC	Local Modification Committee
Market	The area for which the Distributor has the right to trade Product(s), Part(s) and Service.
NPCWA	Nominated Person in Control of the Work Activity
Part(s)	Genuine Yamaha Spare Part(s), Accessory, Novelty or Apparel which is/are manufactured and/or handled by Yamaha.
Parts Return	Process of handling Part(s) that are completely missing, partly missing, damaged at arrival or wrongly ordered.
Parts Warranty	Warranty applicable on Part(s) that are not according to specification or failed during in use.
PDI	Pre Delivery Inspection.
Product(s)	A vehicle that is ready to use by the Customer that is/are manufactured by Yamaha
Retail sale	A company sells a product or service to an individual consumer for his or her own use.

Service Portal	Yamaha Technical publication portal where Product(s) and Part(s) specific technical data, Recall information and technical manuals are stored.
Service(s)	Activities related to Maintenance and Repairs.
VIN	Vehicle Identification Number engraved into the Product(s).
Warranty Policy	General policies for land products regulating the Warranty Process, such as definition of warranty item, period and claim reimbursement. These policies are determined by YMENV and YMC.
Warranty Registration Date	The date on which the warranty of a Product(s) or Part(s) starts.
Warranty Repair(s)	Any repair performed in accordance with the criteria mentioned in this Warranty Policy.
Yamaha	Collection name of Yamaha Motor Europe N.V., Distributor or Yamaha Motor Co., Ltd.
Yamaha Special editions	Any combination of Product(s) and Part(s) that are advertised on the Yamaha-motor.eu/xx websites, where the assembly of Part(s) to the Product(s) is performed by an Authorised Dealer before Retail sale to the Customer.
YMC	Yamaha Motor Co., Ltd: Japanese multinational corporation and conglomerate based in Japan with a very wide range of Products, Part(s) and services.
YMENV	Yamaha Motor Europe N.V., the European headquarter in Europe, responsible for coordinating the marketing and sales activities of Yamaha Motor Products in the European marketplace.
YMEW	Yamaha Motor Extended Warranty.
YMFV	Yamaha Motor Factory Warranty.
YPEC	Yamaha Part Electronic Catalogue



Yamaha Warranty programs

Yamaha is proud of its warranty programs and believes they provide a powerful tool for you. The Yamaha Warranty programs help to keep you competitive, increase Customer satisfaction, and provide Yamaha with an additional mechanism to monitor and improve quality. It is designed to be easy for you, assisting you to achieve a high level of satisfaction for our Customers.

As an Authorised Dealer, you are central to the relationship with Customers. Therefore, a proper understanding of the Yamaha Policy regarding our Warranty programs is essential to providing excellent Customer service.

This Policy manual explains the different Warranty programs connected on all Yamaha Land Products and all Part(s) Yamaha supplies. Each stakeholder connected to any function within any Yamaha Warranty program should master the content of this policy for proper and Customer centric warranty handling.

Failure to comply with the obligations and responsibilities as outlined in this Policy Manual may result in a breach of Warranty coverage.

The policies specified in this manual are effective as of 1st of January 2023 and supersede any other/earlier Yamaha Land product Policy/warranty manuals or other shared information.

Service Division

Yamaha Motor Europe N.V.



1. Yamaha warranty programs

Source:

https://europa.eu/youreurope/business/dealing-with-customers/consumer-contracts-guarantees/consumer-guarantees/index_en.htm#shortcut-1

1.1 Right to return:

When you sell a Good or a service to a consumer online or via other means of distance communication (*by telephone, mail order*) or outside a shop (*such as a door-to-door salesperson*), the consumer has the right to return the Good or cancel the service within 14 days. This is sometimes referred to as the cooling-off period or the withdrawal period. No reason or justification has to be given by the consumer.

1.2 Legal Guarantee

EU law also stipulates that you, the selling party to the end consumer, must give the consumer a minimum 2-year guarantee (legal guarantee) as a protection against faulty Goods, or Goods that don't look or work as advertised. In some countries national law may require you to provide longer guarantees.

1.3 After-sale responsibilities/faulty products

If the Goods sold turns out to be faulty — or doesn't look or work as advertised — within the timeframe of the legal guarantee, you are responsible for the handling of this. In some countries this can also be the case if you are the manufacturer.

When can your Customer claim redress?

Be aware that you are legally bound by any public statements you make about your products, especially through advertisements or on labels. If you are a retailer, your Customers can ask for redress under the legal guarantee provided by EU law - if an item:

- doesn't match the product description,
- has different qualities from the model advertised or shown to the client,
- is not fit for purpose - either its standard purpose or a specific purpose ordered by the Customer which you accepted,
- doesn't show the quality and performance normal in products of the same type,
- wasn't installed correctly - either by you, or by the Customer, due to shortcomings in the instructions



If you inform your Customer that the product you are going to sell has quality problems, they cannot then claim redress from you about this particular defect. Make sure this type of communication is in writing.

1.4 What can the Customer claim?

Your Customers have the right to ask you, the selling party to the end consumer, to do any of the following without any charge (for postage, labour, material, etc.):

- repair the Good(s)
- replace the Good(s)
- reduce the price
- cancel the contract and reimburse them in full (in some countries, the sales contract cannot be cancelled if the fault is minor, e.g. scratch on a cowling)

1.4.1 Repair or replacement

In most countries there is a "hierarchy of remedies". This means that your Customer must firstly request that you repair the product, or replace it if repair is not a viable option (e.g. too expensive). You must do this within a reasonable time and without significant inconvenience for your Customer.

1.4.2 Price reduction or full refund

Another option for your Customer is that you give them a price reduction or a full refund, but only if repair or replacement is not possible as it:

- would be too expensive, given the nature of the product/defect
- would be very inconvenient for the Customer
- cannot be completed by your business within a reasonable time

1.5 Implementation of Legal guarantees and warranties in each country

EU law stipulates that a consumer should receive a minimum of a 2- year guarantee (legal guarantee). In some countries national law may require you to provide a longer guarantee. More information can be found via the link below:

https://europa.eu/youreurope/business/dealing-with-customers/consumer-contracts-guarantees/consumer-guarantees/index_en.htm



You are advised to ensure that all relevant dealership staff are familiar with the Consumer Rights Act 2015:

Consumer Rights Act 2015 (legislation.gov.uk)



2. Yamaha Motor Factory Warranty (YMFW)

2.1 What is YMFW?

YMFW is the Global Yamaha Warranty product where Yamaha chooses to compensate the Authorised Dealer for costs involved in their Legal Warranty obligations towards the Customer on claims coming from failure of the Yamaha Product.

2.2 Warranty start date

All Products (including detachable EV batteries) must be registered prior, or upon retail sale in the Yamaha systems, by the Authorised Dealer, to set the correct Warranty start date. Registering a Product does the following:

- 2.2.1 Allows Yamaha to maintain a record of Customers, critical in the event of a safety-related recall.
- 2.2.2 Confirms your dealership's responsibilities under your agreement with Yamaha.
- 2.2.3 Informs Yamaha of the retail sales activity which may affect benefits you receive under sales incentive programs.
- 2.2.4 Informs Yamaha of the Registration date; the day the Product is sold to the first Customer. The same conditions apply for Authorised Dealer demonstrators.
- 2.2.5 Informs Yamaha of the warranty start date; the day the Product is handed over to the first Customer, so called "Key hand-over". This includes Authorised Dealer demonstrators.
- 2.2.6 Unlocks the ECU for registered PTW units.

NOTE: The time between the actions mentioned in 2.2.4 and 2.2.6 cannot be more than 14 calendar days



2.3 Coverage

Yamaha takes care of and takes responsibility for the following, assuming a customer complaint has been issued and the Authorised Dealer and the Customer have also met their responsibilities and fulfilled the set YMFV conditions:

- 2.3.1 Yamaha provides a limited Warranty on new Products it distributes, when registered by an Authorised Dealer for use in Europe.
- 2.3.2 Yamaha will compensate its Authorised Dealers for the labour cost(s) and provide a replacement Part(S) FoC, where allowed by law, to repair failures that Yamaha judges to be factory defects in material and workmanship during the stated Warranty period, regardless of any change of Product(s) ownership.
- 2.3.3 Ensures a limited Warranty statement will be available before, during and after the Customer sales process, explaining the coverage and exclusion, along with the applicable coverage time frame.
- 2.3.4 Yamaha reserves the right to make final judgments on all Warranty requests submitted by Authorised Dealers.
- 2.3.5 Warranty coverage of the Parts used to fix the failure on the Product will end on the Product warranty end date

The detailed information regarding Coverage per Product, and its exceptions: Appendix 3.

2.4 Conditions for Coverage

- 2.4.1 The Product(s) bears the original manufacturer's identification marks.
- 2.4.2 The Part to be replaced is part of the original Product equipment.
- 2.4.3 The Customer can provide proof that their obligations, as mentioned in the Product specific Owner manual, or Part(s) specific instruction/assembly manual, have been fulfilled.
- 2.4.4 Repairs and/or replacements are carried out by an Authorised Dealer according to the specification of Yamaha.
- 2.4.5 Proof of completed maintenance work is retained and available. Proof of maintenance can be provided by the Yamaha Digital Service Record, a Product Maintenance booklet or a Repair/maintenance invoice.
- 2.4.6 Present the Product or Part(s) to an Authorised Dealer as soon as possible after noticing a suspected defect.
- 2.4.7 Be able to prove the Retail sale in the form of an invoice the moment the Authorised Dealer is unable to check the warranty start date via YMPULSE or its own Management system.

2.5 Warranty coverage when crossing borders within Europe

The Product warranty is global and Yamaha has a comprehensive service network to handle this warranty product. Any Authorised Dealer can carry out Warranty Repairs even if the Customer's Product is coming from another Market.

When crossing borders in Europe or to Markets outside Europe:

Under normal circumstances as defined by Yamaha; no Customer should be required to pay for any Warranty Repair performed by an Authorised Dealer. If needed you can contact your Distributor to ensure any failure on our Product or Part(s) of the foreign customer is treated via the same procedure as with your local customer.



2.6 Exclusions for Coverage

YMFW shall not apply in the following instance for any repair or replacement that is required as a direct result of:

- 2.6.1 The practice of using components removed from other Product(s), regardless of whether it is due to non-availability of Parts, diagnosis by substitution or for any other reason is not allowed.
- 2.6.2 Modifying or updating Product(s) and Part(s) and the problems and failures caused by that.
- 2.6.3 Normal maintenance, service and periodic inspections and the Part(s) used during these activities and damages resulting from this
- 2.6.4 Damage caused by improper use for a purpose other than originally designed or intended.
- 2.6.5 Damage caused by use in races, rallies or other similar competitive sports.
- 2.6.6 Damage caused by an act of God, fire, collision or accident.
- 2.6.7 Damage caused by installation of Part(s) that are not original, Genuine or specifically approved by Yamaha.
- 2.6.8 Damage caused by improper transportation or storage by any other than Yamaha's logistic partner
- 2.6.9 Yamaha is not responsible for loss of time, use, transportation charges, inconvenience, or any incidental or consequential damages unless local legal regulation requires otherwise.

YMFW shall no longer apply when:

- 2.6.10 Information has been provided that the Product is stolen, or is written off by an insurance company.

2.7 Wear items & Consumables


Part(s) that are subject to wear and tear during usage of the unit. These Part(s) are not covered under warranty. It can happen that such Part(s) are needed in the Product Warranty repair. In that case these Part(s) can be included into the warranty claim submission. Prior approval by Yamaha is required.

2.7.1 Wear and Tear Items

- All light bulbs.
- V- Belts, Drive track (for Snow mobile), Drive belts and sprockets.
- Drive chain and sprockets.
- Wheel balancing.
- Tyres. Yamaha passes the original tyre manufacturer's warranty on to the Customer. The Authorised Dealer must resolve any problems on behalf of the Customer with the tyre manufacturer's agent.
- Adjustments, including but not limited to: All light armature, levers, seat(s), suspension, emission/fuel system and cables.
- Thermostat.
- Brake pads, brake shoes, brake discs, Clutch plates and any other friction related components are not covered when replacement is due to wear and tear, but they are covered against manufacturing defects for the duration of YMFW.
- Damage to painted Part(s) caused by the impact of stones or any other objects.

2.7.2 Consumables

- Oils and lubricants*
- Oil and air filters
- Spark plugs
- Anti-freeze (Coolant)*
- Fuel additives
- Fuel
- Brake fluid*
- Front fork oil seal
- YAMALUBE careline products or equivalent products from competitors
- workshop small material items such as cleaning materials etc.



(*): Costs of lubricating oils, brake/clutch fluids and cooling liquid used during warranty Repairs are claimable. Only YAMALUBE is accepted as replacement fluids. Claims should reflect the amount in the Product specific Service manual.

2.8 End of Coverage period

It may happen that a Customer reports a Warranty defect within the Warranty period which cannot be repaired or resolved before the Warranty period expires. On these occasions it is required to inform Yamaha to ensure the claim can still be accepted for judgement.

2.9 Claim types

It is important to distinguish the nature of the problem or failure before submitting a claim. The Product can encounter a problem or failure in different stages of its lifecycle. To ensure proper root cause analysis and quick follow-up, Yamaha chooses to split YMFV into three different Claim types.

Each Claim type represent a specific stage:

- 2.9.1 Damage in Transit (DT): The Authorised Dealer receives the Product with damage. These types of claims generate data on the performance of the transporting party between Yamaha and the receiving party. It is therefore essential for the receiving party to inspect each Product the moment the transporting party delivers the Product.

NOTE: Not inspecting the Product at reception and claiming defects later than 7 days after the delivery date will result in claim rejection and/or potential reversing of previous approved claims.

- 2.9.2 Zero mileage claim (ZM): At Pre-Delivery Inspection (PDI) the Authorised Dealer encounters a failure(s), or it is missing the essential parts, that prevents proper, safe or legally required Product function.

Exclusions:

- Owner manual in the wrong language, or not matching the Product specification. This is a Sales related error and therefore needs to be addressed to your Distributor Sales department for proper handling.
- Failures on Genuine Accessory, Apparel or Novelties that are part of the Product, or are involved in the delivery of the Product to the Customer, are claimed according to chapter: *Parts and Accessories warranty (P&A Warranty)*

2.9.3 Normal Claim / Customer Warranty coverage (NC): Customer or Authorised Dealer has the Product in use and encounters failures, preventing proper and/or safe Product functioning. Failures on Genuine Accessory, Apparel or Novelties that are part of the Product are claimed according to chapter: *Parts and Accessories warranty (P&A Warranty)*

2.10 Prior Authority

Certain repairs, as listed below, require prior authority from the Distributor before undertaking certain repairs. Failure to obtain prior authority will lead to rejection of the Warranty claim. Repairs that require prior authorisation:

- 2.10.1 Damage in Transit claims that have an estimated value of €2500 or more.
- 2.10.2 Where specified in technical documentation (*Dealers bulletins and journals on Service Portal*).
- 2.10.3 Replacement of major Part(s), such as engines and frames or repairs where the claim value will come close to, equal or greater than the retail value of the Product at failure date.
- 2.10.4 Replacement parts are not available from Yamaha, or from another Authorised Dealer, to complete a cost-effective repair.

2.11 Claim submission

All claims must be submitted to Yamaha prior to completion of the Product repair, to enable reception of Part(s) needed for the warranty repair. Claims must be accurate and supported by dealer records with the Customer complaint. If there is more than one failure on a Product; each failure must be submitted separately. Multiple failures in one claim entry will be rejected.



2.12 Claimed Parts

- 2.12.1 After claim approval, Yamaha will become the owner of the claimed Part(s). The claiming party is obliged to label and store the claimed Part(s) in the replacement Part packaging for 90 days. This label should mention: Carton Box number or VIN, Claim number mentioned in YMPULSE and the Claim entry date.
- 2.12.2 Yamaha may require certain claimed Part(s) to be returned for analytics. In such circumstances the claiming party will receive a Part(s) return request by e-mail, phone or YMPULSE, detailing the Part(s) required for quick return. The claiming party should return claimed parts in the original packing of the replacement part packaging within 30 days, or according to the timing indicated. The claim will be rejected and debited for Parts not received within the 30 days or timing indicated.
- 2.12.3 Storage, return or scrapping of Part(s), and disposal of fluids must be carried out in accordance with local regulations.

2.13 Claim rejection

- 2.13.1 When the supplied information and/or Part(s) return procedure are not in line with this policy; the claim value will be debited. If Claimed Part(s) were asked to be returned to Yamaha for analysis: Part(s) may be returned to the claiming party.
- 2.13.2 If an Authorised Dealer considers a claim rejection to be unjustified, a request for reinstatement can be made. The Authorised Dealer needs to contact the Distributor. The Part(s) and document(s) must be handled according to the instruction of the Distributor.
- 2.13.3 Part(s) rejected and returned to the claiming Authorised Dealer may not be re-charged to the Customer.
- 2.13.4 The claim rejection is communicated to the Authorised Dealer via YMPULSE, or country specific Dealer portal.

2.14 Authorised repairer

Only Authorised Dealers receive full technical support from Yamaha and handle a warranty activity under the terms of YMFV. These Authorised Dealers must perform technical support in name of Yamaha, free of charge to the Customer.

2.15 Claim information

To understand the minimum information needed from the Authorised Dealer for proper claim judgement: see the YMPULSE manual.

2.16 Claim systems

The Authorised Dealer claims all warranty via the official Yamaha intranet system: YMPULSE. YMPULSE has a manual explaining how the Authorised Dealer can use the system to claim to Yamaha. The Distributor staff evaluates the claims from the dealer in YMPACT and YMPULSE.

The support manuals on YMPULSE can be found on the following location:

2.16.1 dealer YMPULSE manual (copy link into browser):

<https://ympulse.yamnet.com/unitedkingdom/doc/documents.html>

2.17 Diagnostics

2.17.1 Any fault code displayed by the diagnostic system during the diagnosis routine must be noted on the repair order and stored as a digital record inside the Yamaha Diagnostic Tool (YDT).

2.17.2 The listed flat rate times for repairs includes reasonable diagnosis time. Additional diagnosis time may be claimed via its dedicated job code the moment YDT usage was needed. Proof of this YDT usage needs to be stored and should be handed to the Distributor if they require it for proper claim judgement.

2.17.3 Dynamic testing (*road/test, bench/dyno, bench/circuit*) cannot be claimed under Warranty, unless specifically authorised in advanced by Yamaha.

2.18 Repeat Repairs

Repeat repairs by the same Authorised Dealer caused by faulty workmanship, poor diagnosis or repair techniques not directly sanctioned by Yamaha are the repairer's responsibility and cannot be claimed under Warranty and will result in a rejection of prior approved claims.



2.19 Flat Rates, Job Codes and Job Groups

Warranty labour reimbursement is based on the Job Codes and Job Groups selection made in YMPULSE, or country specific Dealer portal, and calculated using your approved Warranty labour rate. The flat rate listed for each job includes all operations necessary for completing that job. For example; the job code for crankshaft exchange would include the time for engine disassembly, normal clean up, gasket removal and reassembly. Likewise the job code for throttle body exchange includes synchronization. Appendix 2 contains the applicable Job code and Job group code lists.

2.20 Sub-Contracted Repairs/sublets

It is recognised that the use of specialist sub-contractors may be required to complete certain repairs effectively. Where sub-contracted repairs are necessary, the following must be respected:

- 2.20.1 The sub-contractor must fulfil the Warranty Repair following the appropriate Yamaha repair instructions.
- 2.20.2 The sub-contractor repair costs claimed may not exceed the amount that would have been incurred if the Authorised Dealer conducted the repair with Part(s).
- 2.20.3 Non genuine Part(s) can only be used after written approval from Yamaha.
- 2.20.4 All copies of invoices or relevant documents from the sub-contractor must be attached to the warranty claim in YMPULSE, uploaded as attachment(s).

2.21 Labour rate

The Authorised Dealer is reimbursed on the labour costs based on the set YMFW labour rate and the Yamaha flat rates. The specific YMFW labour rate is specified and communicated by the market specific Distributor.



2.22 Yamaha Special editions and Business to Business conversions

Yamaha Special editions: Failures to Part(s) that are part of the standard Product specification can be claimed via this YMFW policy. The parts catalogue in YPEC Electronic part system is used as reference, meaning that Part(s) is mentioned in the Product specific part catalogue.

Any Part(s) used to make the Product into a Yamaha Special edition, and not mentioned in the parts catalogue, must be Claimed via the *P&A Warranty program*.

Business to Business conversions: The claim procedure is the same as with the Yamaha Special editions, except for failures resulting from components or labour sourced locally by the responsible Distributor. Claims resulting from locally sourced components and/or labour are the sole responsibility of the Distributor.



3. Parts and Accessories warranty (P&A Warranty)

3.1 What is P&A warranty

In addition to YMFV, which covers Part(s) supplied as original equipment when the Product was purchased, there is a separate warranty process for Part(s) purchased as a single item by the customer from an Authorised Dealer or via E-commerce.

Parts and Accessories warranty (P&A Warranty) is the collective name for the Part(s) Warranty and Part(s) Return process for Part(s) manufactured and/or handled by Yamaha. Yamaha chooses to compensate the Authorised Dealer and Distributor for costs incurred during their Legal Warranty obligations towards the Customer on claims directly resulting from failure of Part(s).

IMPORTANT:

The policies specified in Chapter 1; *Yamaha Motor Factory Warranty (YMFV)* also apply for Parts Warranty. This chapter explains the differences between P&A warranty and Chapter 1; *Yamaha Motor Factory Warranty (YMFV)*.

3.2 Part(s) Warranty

The warranty claim coverage by Yamaha on Part(s) starts at point of Retail sale to end customer.

3.3 Parts Return process:

Coverage is provided by Yamaha on Part(s) returning activities when:

- The complete Part(s) order is missing;
- Constituent Part(s) are missing;
- Part(s) are Damaged In transit;
- Part(s) are mistakenly/wrongly ordered.

3.4 Claim types, Coverage and Requirements:

Both Parts Warranty and the Parts Return process use unique claim types to identify the type of problem(s) faced by the claimant, this is to ensure proper and speedy follow up and to implement preventive action(s) in time.

Background: Each claim type can have a different root cause for the failure claimed (*logistics, Quality, Packing, Design, etc. etc.*) and therefore requires a different approach to define the preventive actions needed. **The warranty coverage differs per claim type, as well as the requirements per Claim type.**

IMPORTANT: **The Claim types, the Part(s) coverage and their conditions are explained in Appendix 3**

3.5 Requirements for P&A Labour reimbursement:

The following evidence needs to be supplied by the dealer at claim entry:

- Original Authorised Dealer invoice, indicating the claimed part number, labour spend on that part/accessory and unit information. The actual labour is what is invoiced to the customer, or
- The new Dealer invoice to retail customer, representing the repair of the claimed part. The invoice is indicating the claimed part number, labour spend on that part/accessory and unit information. The actual labour invoiced to the customer is Zero, or
- Internal Dealer invoice between Sales and Service department indicating the claimed part number, labour spend on that part/accessory and unit information. The actual labour on what is invoiced internally is mentioned.
- No Authorised Dealer Invoice available: A scan of the Authorised Dealer workorder indicating the claimed part number, labour spend on that part/accessory and unit information
- VIN number of the repaired unit (if applicable)

3.6 Claim Rejection

In Appendix 4 you can find the Parts Warranty and Parts Return process rejection evaluation criteria used and communicated via our official claim systems and flows.



4. E-commerce

This policy focuses only on the P&A warranty section within E-commerce businesses. As this is a different channel of Part(s) sales, the Parts Return related processes are different, but the overall coverage and requirements are as explained in line with Chapter 3. Parts and Accessories warranty (P&A Warranty).

4.1 Warranty claims and E-commerce

Warranty claims are handled by the Authorised Dealer. The customer has to contact the Authorised Dealer, where Yamaha recommends to contact the same Authorised Dealer selected at the moment of online purchase and present the claim. The Authorised dealer will handle the claim as any other P&A warranty claim.

4.2 Parts Return process and E-commerce

The customer has the legal right to return an item. The term within is same as mentioned in Chapter 1. Legal Warranty. In case of a return, the customer will handle this via the E-commerce website. The item will be shipped back to the Distributor and the Distributor will assess if the item is returned with valid reason and accepts or rejects the returned item.

Valid reasons for returns are:

- Customer ordered the wrong product.
- Customer ordered the wrong size.
- The product is no longer needed and has not been used.
- The customer received the item with a defect and the item has not been used.
- Other reasons specified by the customer and validated by the distributor.

Return will not be accepted in case:

- The Part(s) is an oil related item.
- There is evidence of use by the customer and the item is no longer in like-new condition.
- In possession of the customer longer than the number of days set as a maximum as indicated in the information in Chapter 1.1.

5. Dealer bulletin

Yamaha is known for its high quality standards, which ensure the customer has a Product or Part(s) that is safe to operate and is compliant to the applicable regulation(s). Regular quality checks are conducted via; manufacturing end checks, warranty data analysis and notifications from legal and/or regulatory entities to ensure a high standard is kept. This sometimes leads to corrective actions needed for Product(s) or Part(s) in the market, which are communicated by Yamaha to each Authorised Dealer via a Dealer bulletin.

Details mentioned in this communication tool refer to the root cause of the corrective action, the solution, the affected Product or Part(s) range as well as the indicated warranty coverage.

5.1 Recall Dealer Bulletin

Failures found to have the potential to affect the safety of the customer or be in conflict with regulation(s). Yamaha will fully support codes of practice formulated by any government legislation or recognized national manufacturers' associations covering Product(s) / Part(s) recalls.

Where such legislation or codes of practice do not exist, appropriate steps must be taken to ensure that all products and part(s) affected by a safety related fault are promptly rectified regardless of the age or mileage of the Product or Part(s).

5.1.1 Recall notification to dealers

Distributor(s) setup and communicate a Dealer Bulletin, representing the content of the Measure report received by Yamaha, translated into an understandable language for the Authorised Dealers. This will give the Authorised Dealers formal notification of a recall action, including full details of Product(s) or Part(s) involved, the work required, and warranty claim procedures. From January 2020 the Authorised Dealer is reimbursed with a 0.3hr Customer handling compensation in addition to the YMFV labour rate reimbursement, to compensate the Authorised Dealer for their time and effort in contacting and reminding the related customer to have their Product repaired or Part(s) replaced. All to ensure we as Yamaha do our utmost to solve the potential failure. This fee is integrated into the total Labour rate reimbursement.



5.1.2 Recall notification to customer

In case of affected Product: Distributor(s) will send a (recall) notification to the last known address of the product owner explaining the concern and urging them to make an appointment as soon as possible with an Authorised Dealer. This is to enable the necessary checks or rectifications to be undertaken within the shortest possible time.

In most markets it is necessary that the Distributor contacts the local Authority to retrieve up-to-date customer contact details for the Product(s) involved.

In case of affected Part(s): The selling Authorised Dealer of that Part(s) is instructed by the Distributor to contact the customer, if there is no customer data available for Part(s) at the local Authority.

5.2 **Claim Procedures**

Claims must be submitted in accordance with the Dealer bulletin instructions. This enables Yamaha to monitor progress and meet obligations to report the status of the factory modification campaign to the appropriate authorities. YMENV takes responsibility in setting up the warranty system according to the instructions of that Dealer bulletin.

System setup:

1. Direct action (Recall): Related VIN numbers in the case of affected Product(s) are highlighted in YMPULSE in red, together with a dedicated claim menu (pre-filled) to trigger the Authorised Dealer to solved the issue as quickly as possible.

5.3 **Replacement parts**

Parts that have been specifically supplied for a recall, or conditional action may not be used for any other type of repair.

5.4 Authorised Dealership responsibilities

As an Authorised Dealer you are the link to the Market and the hub of the Warranty system. You have Warranty responsibilities to the customer and to Yamaha. As you prepare Products and Part(s) for sale, register Products for warranty activation and provide (warranty) service when needed, you have an essential role in customer service and customer satisfaction as explained in the Aftersales Customer Reception Processes and the Basic European Standards (BES). Your Distributor can inform you how to retrieve these documents.

The quality of warranty work and timely submission of warranty claims helps Yamaha to continue to improve Product(s) and Part(s) quality.

All appropriate staff in your service department must be aware of the contents of this warranty policy manual.

As a general rule, Warranty Repairs must always be undertaken in the most cost-effective way consistent with legal obligations, customer satisfaction and to ensure the integrity of all claims submitted to Yamaha. In fulfilling these requirements, Authorised Dealers must comply with the guidelines in this chapter.

5.5 Product set up / Pre Delivery Inspection (PDI)

Product set up via the instructions in the Product specific Assembly Manual. A PDI is performed prior to delivery of the new Product to the Customer. We suggest providing a copy of any PDI document to the Customer and keeping a copy for your own administration as proof of a successfully completed PDI.

5.6 Delivery of new Product(s) and Part(s)

The Product functions, Warranty conditions and maintenance scheme of the Product must be explained to the end customer. It is also important to pay attention to the opportunity to sell YMEW. If the Customer chooses this extended warranty product, it is in his or her opinion that the extra reassurance is required and it is advisable to emphasise it. The same goes for any other additional benefits you can offer.

At point of Part(s) Sales: Disclose to the customer the labour costs involved to install or assemble prior to completing the sale. Explain any and all instructions coming with the Part(s), KIT or PACK.



5.7 Authorised Dealer staff:

- Workshop employee: Each person must be Technician level I certified as a minimum. One person must be Technician level II certified to secure a proper warranty diagnostic and repair.
- For all EV related work, one person must be trained to the Yamaha NPCWA level (or if local standards apply, the equivalent of the NPCWA level).
- Staff involved in warranty related activities are given access to, and are responsible to fully understand the following Yamaha current publications:
 - This Warranty Policy manual.
 - Published scheduled repair times (Flat rate tables).
 - Published technical literature (Dealer bulletins / Service portal bulletins / Service manual / Assembly manual / Owner manual).
 - YMPULSE system manual.
 - Distributor contact details.

5.8 Quality of Repair

- Maintain an inventory of Yamaha special tools and equipment as specified by Yamaha for the completion of any type of maintenance or repair.
- Ensure only Genuine Yamaha Part(s) are used in Maintenance and (Warranty) Repairs.
- The Authorised Dealer is responsible for the quality of their workmanship.
- The Authorised Dealer must follow the Yamaha Repair Process in line with the Product specific Service manual.

5.9 Market feedback or input

Authorised Dealers must advise Yamaha immediately if they encounter failures that they believe may have placed people or property at risk of damage or injury, or rendered the Product or Part(s) as illegal.

Authorised Dealers should forward details of identified total loss Products to Yamaha.

All Product(s) or Part(s) owned by the Customer or Authorised Dealer, regardless of the country of origin, must be checked at the point of booking a repair or maintenance to identify any outstanding Recall Dealer bulletins as mentioned in Chapter 5.

Authorised Dealers should complete the work identified in the Recall Dealer bulletin as mentioned in Chapter 5., before the Product or Part(s) leaves the dealership. Depending on the warranty period connected to it; work must be completed free of charge to the Customer and Warranty claims submitted accordingly.

All unsold new and used Product(s) or Part(s) in stock must be checked and any applicable Recall Dealer bulletin as mentioned in Chapter 5. must be completed prior to handover to the Customer.

Where Products or Part(s) have been transferred to another Distributor or Authorised Dealer, it is the responsibility of the original recipient to advise the subsequent recipient that a Recall Dealer bulletin as mentioned in Chapter 5. is required to be executed on the Product or Part(s) prior to sale.

5.10 Accountability/Liability

By submitting a Claim the Authorised Dealer thereby declares to have actually carried out the Warranty Repair as claimed. Claimed parts will be disposed after the retention period so that they cannot be used or returned into the Market. The Authorised Dealer is responsible (liable) for any problem that might result from unjustified claims or parts handling.

By submitting a Recall Claim the Authorised Dealer thereby declares to have actually carried out the modification as instructed in the Recall Dealer bulletin.



6. Warranty Audit

It is in the best interests of the Authorised Dealers and Yamaha that warranty operations are managed in an efficient and effective manner. This is not only to ensure that the claim process operates smoothly but is also a key factor in achieving quality objectives which in turn contribute to increased levels of customer satisfaction.

Yamaha has set the minimum requirements for the official Yamaha dealer in the Basic European Standards (BES). Within BES it is described that the Authorised Dealer has to follow the Yamaha claim procedure.

In the first quarter of the year Authorised Dealers are expected to hold self-evaluations on the BES and are expected to review them together with Distributor staff. In the fourth quarter an external audit should take place.

Apart from the monitoring of the procedure and processes, Yamaha supports the Authorised Dealer regarding their warranty performance via feedback according to predefined Key Performance Indicators (KPI)'s. On a monthly base these KPI's are monitored. Strong deviations of the KPI's can lead to audits based on Authorised Dealer's warranty data.

An Audit can have different forms, depending on its target. This means an Audit can be performed via different means of communication, such as dealer visit, telephone, e-mail or interactive meetings (Microsoft Teams/Skype).

Where necessary, action plans will be developed with the Authorised Dealer on completion of an audit. These actions will be time based and measurable via data intelligence or via visual check, to ensure commitment from both parties is given and transparency on progress is secured.

If an audit establishes the need for charge-backs due to an incorrect or overpaid claim, or allegations of false or fraudulent practices by a dealer, then this will be extrapolated over the period audited, according to Rejected claims mentioned in Chapter 2.

Dealers must retain all records that substantiate warranty claims. In order to support warranty audit requirements, records must be retained for at least two years after payment of the claim.



Required records include:

- Authorised Dealer repair orders relating to warranty claims together with any customer written notes and diagnostic forms/printouts.
- Technician time sheet/attendance records, as used for payroll preparation. This includes records relating to staff that may have left the company during the relevant period.
- Invoices and purchase orders for sub-contracted repairs or services,
- Retail repair and parts sales invoices supporting all Warranty claims.
- Documentation relating to YMEW.

The above records may be stored in hard copy or electronic form (and backed up in accordance with a disaster recovery process). They must be legible and easily retrievable. In the cases of electronically stored data, dealers are responsible for ensuring that their system provides a secure audit trail identifying any amendments made during the course of a repair or after the completion of a repair, e.g. add-on work.



7. Liability and / or Pecuniary Damages

If it is alleged that a manufacturing defect is the root cause for damage or defects to a Product or Part(s) that is not covered by the Yamaha warranty program the Customer must contact the Authorised Dealer immediately.

In such a situation, occurrence the following actions need to be taken to ensure the Authorised Dealer, Customer, Yamaha and any third party involved have a transparent and structured approach focused on identifying the root cause and potential consequences.

7.1 Task of the Authorised Dealer

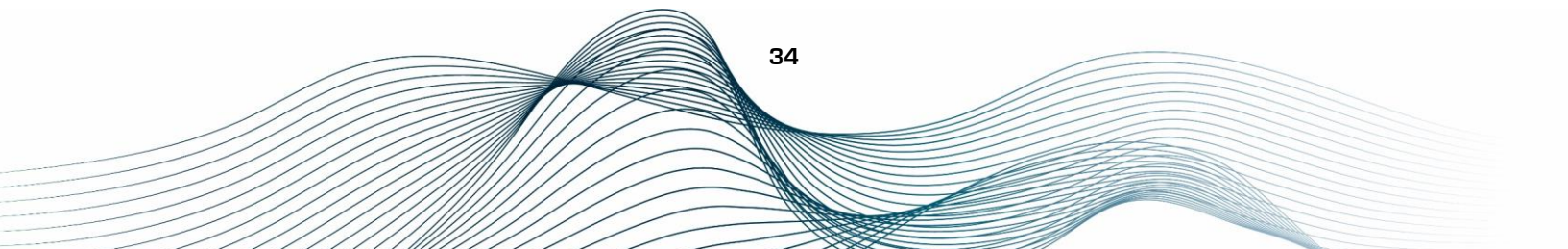
Before any repair is undertaken or conclusions shared with any stakeholder:

1. Inform your Distributor the moment your customer has reported a Pecuniary damage or Liability issue connected to Yamaha.
2. Instruct the customer to contact their insurance company.
3. Be aware of your communication; Stay neutral and don't make any promises towards any stakeholder. Don't make promises or statements towards any stakeholder in name of Yamaha without prior written approval from Yamaha.
4. Ask customer permission to store and secure the affected Product or Part(s) at your premises,
5. Collect evidence of the claimed damage via photo and/or video recording on the involved Product, Part(s) and others that are part of the claim made.
6. Make sure the insurance of the customer has finished its investigation, before undertaking any further action, other than notifying Yamaha.
7. Do not repair/disassemble/scrap the Product or Part(s) without consent of all involved stakeholders.
8. Have evidence of Product and Part(s) sales history, repairs/maintenance history, Warranty repairs or applicable Measure report related repairs.
9. Secure evidence of non-Genuine Part(s) applied to the Product.

Appendix



Appendix



1. YMFW Coverage and Exclusions

1.1 Coverage

	Product	Model version / usage	Period in days	Remark
POWERED VEHICLE	Motorcycle	<50cc normal usage	360 (1 year)	
		<50cc professional usage	360 (1 year)	
		>50cc normal usage	720 (2 years)	
		>50cc professional usage	720 (2 years)	
		Competition model	90 (3 months)	Parts cost only, no labour reimbursement (MX, R6 Race base)
		Race model	30 (1 month)	Parts cost only, no labour reimbursement (GYTR branded model)
	Electric Powered Vehicle	Normal usage	1080 (3 years)	
		Professional usage	720 (2 years)	
	ATV – SSV - ROV	Normal usage <MY2020	360 (1 year)	
		Professional usage <MY2020	360 (1 year)	
		Normal usage >MY2021	720 (2 years) *	
		Professional usage >MY2021	720 (2 years) *	
		Competition model	90 (3 months)	Parts cost only, no labour reimbursement (YFZ450, YFM700R, YXZ1000)
	Snowmobile	Normal usage	360 (1 year)	
		Professional usage	360 (1 year)	
Competition model		90 (3 months)	Parts cost only, no labour reimbursement >MY2020 SXR120	
RECREATION VEHICLE	Golf car / Personal Transport Vehicle	Gasoline and electric powered USED exclusively on or at golf course	1080 (3 years)	
		Gasoline and electric powered NOT used exclusively on or at golf course	360 (1 year)	
	Utility car	Gasoline and electric powered	360 (1 year)	
	Generator	Private usage	720 (2 years)	

	Product	Model version / usage	Period in days	Remark
POWER PRODUCT		Professional usage	360 (1 year)	
	Snow thrower	Private usage	720 (2 years)	
		Professional usage	360 (1 year)	
	Water pump	Private usage	720 (2 years)	
		Professional usage	360 (1 year)	
SMART POWERED VEHICLE	eBike	Normal usage	750 (2 years + 1 month)	

(*) For all ATV /ROV models from 2021 model year onwards:

- Professional usage has 2 years of YMFV if no adjustments are made to vehicles (like small farmers use). Claims for this model need to be handled carefully.
- Excluded from this two year coverage:
 - YFZ450, YFM700R and YXZ1000 versions are always considered to be Competition units, independent of the applied homologation.
 - Models with a 3rd party homologation are excluded from this two-year coverage if the failure claimed is connected to the applied homologated equipment or in line with the YMFV rejection reasons specified in chapter 2.6.

1.2 Coverage exclusions

	Product		Period in days	Remark
POWERED VEHICLE	Motorcycle	Battery	180 (6 months)	6 months normal battery warranty period. Additional 6 months is provided if the battery check sheet is completed and uploaded with claim
	Electric Powered Vehicle	Battery	1080 (3 years)	YDT Battery check sheet is required, State Of Health degradation threshold 50% for the capacity degradation claim
		12 Volt battery	180 (6 months)	6 months normal battery warranty period. Additional 6 months is provided if the battery check sheet is completed and uploaded with claim
	ATV - SSV - ROV	Battery	180 (6 months)	6 months normal battery warranty period. Additional 6 months is provided if the battery check sheet is completed and uploaded with claim
		Drive belt >MY2022	3600 (10 years)	Exclusions: See chapter 2.6
	Snowmobile	Battery	180 (6 months)	6 months normal battery warranty period. Additional 6 months is provided if the battery check sheet is completed and uploaded with claim
RECREATION VEHICLE *	Golf car / Personal Transport Vehicle	Cosmetic and trim	360 (1 year) or 720 (2 years)	720 days (2 years): if used exclusively on or at golf course
		12 Volt battery of gasoline-powered	360 (1 year)	
		8 Volt (Trojan T-875) batteries	1460 (4 years), 20000Ah, or 1000 rounds	whichever occurs first
		8 Volt (Trojan T-875 AGM) batteries **	1800 (5 years) or 50000Ah	whichever occurs first
		8 Volt (RoyPow S51105PC) batteries **	1800 (5 years) or 97000Ah	whichever occurs first
	Utility car	Cosmetic and trim	360 (1 year)	
		12 Volt battery of gasoline-powered	360 (1 year)	
		6 Volt (Trojan T-105) batteries (UMX only)	360 (1 year) or 12000Ah	whichever occurs first
		8 Volt (Trojan T-875 AGM) batteries **	1.800 days or 50000Ah	whichever occurs first
	SMART POWERED VEHICLE	eBike	Battery	750 (2 years + 1 month)



(*) Recreation vehicle

- Recreation vehicles must be placed into service at a retail location no later than 100 days after arrival to Importer or Importer's agent.
- If an importer warranty registration report is not submitted prior to 100 days after arrival to Import or Import's agent, the electrical car battery warranty will be rejected.
- Warranty counts for a daily 36-hole performance.
- 36- hole performance is defined as 60 minutes discharge time as measured on a Lester 17770 discharger machine while the ambient temperature is between 16 and 38 degrees C.
- Discharge tests performed at an ambient temperature between 16 and 27 degrees C must be corrected using the formula Adjusted Discharge Time = (Discharge Minutes) / (1(((80-TEMP) / 100 100) x 0.64)).
- A completed Battery Check sheet must be submitted in order to receive consideration for warranty reimbursement.
- Amp-hours and hours of use will be determined from readings taken from the Motor Control Unit using the PC Genius Diagnostics software.
- Electric powered vehicles must be placed into service at a retail location no later than 100 days after arrival to Importer or Import's agent.
- If an importer warranty registration report is not submitted prior to 100 days after arrival to Importer or Importer's agent, the electric car battery warranty will be void.
- It is the full responsibility of the dealer or final customer to meet with the above conditions, any financial consequences resulting from not meeting the conditions are not to be compensated by you as distributor.

(**) Trojan / RoyPow Batteries

These batteries are not part of the golf car Master Parts List (also known as the Parts Catalogue), Yamaha does not offer them nor does Yamaha provide support on sourcing them. As such Yamaha does not have warranty coverage for this battery brand.

2. Problem group

PROBLEM CODE CHART

APPEARANCE (AP)	00 DENT	01 CHROME DIS-COLORED	02 CHROME PEE-LING	03 CHROME PIT-TED	04 PAINT BUB-BLED BLISTE-RED	05 PAINT FLA-KING	06 PAINT FA-DING	07 PAINT SCRAT-CHED	08 TRIM FLAW or STRIPPING	09 PAINT GENE-RAL DEFECT
PERFORMANCE (PE)	10 SPARK PLUG FOULING	11 CARBURE-TION PRO-BLEM	12 ENGINE MI-SFIRE BACK-FIRE	13 EXCESSIVE FUEL or OIL CONSUMP-TION	14 OILPUMP MECHANICAL FAILURE	15 OIL PUMP OUTPUT IN-CORRECT	16 VIBRATION	17 NOISE	18 POOR TOP SPEED	19 POOR ACCE-LERATION
	B0 KNOCKING	B1 POOR COMPRES-SION	--	B3 HARD TO START	B4 POOR CLUTCH EN-GAGEMENT	B5 HESITATION	--	--	--	--
	D0 ENGINE STALLS	D1 POOR COM-BUSTION	--	--	--	--	--	--	--	D9 POOR FRICTION
GENERAL FAILURES (GF)	20 AIR LEAK	21 FLUID LEAK	22 BURNED	23 HOLED, MEL-TED	24 CORROSION	25 GALLED	26 ACID CORRO-SION	27 LOOSE	28 PINCHED	29 PULLED OUT or THROUGH
	30 BINDING	31 BENT	32 BROKEN, CHI-PPED	33 CRACKED	34 ICING	35 RESTRICTED, PLUGGED	36 RUSTED	37 SEIZED	38 SCORED	39 SHEARED OFF
	A0 DEFORMA-TION	A1 SLIPS OUT	--	A3 INCORRECT OPERATION	A4 OUT OF SPEC. WRONG PARTS	--	--	--	--	--
SPECIFIC FAILURES (SF)	40 PLY SEPERA-TION	41 TRACK ROD BROKEN	42 RUBBER DE-TERIORATION	43 WATER PUMP FAILURE	44 THREAD STRIPPED	45 SPLIT	46 STITCHING LOOSE, BROKE	47 TORN	48 WATER CON-TAMINATION	49 FUEL SYSTEM CONTAMINA-TION
	50 OVER HEAT-ING	51 PRIMARY DRIVE CHAIN PROBLEM	52 SHIFTS HARD	53 JUMPS OUT OF GEAR	54 SPACING IN-CORRECT	55 SLIPPING CLUTCH	56 GRABBING CLUTCH	57 MIDDLE GEAR CASE PRO-BLEM	58 DRIVE SHAFT PROBLEM	59 FINAL GEAR CASE PRO-BLEM
	60 LACK OF LUB-RICATION	61 POOR LOW SPEED	62 BOGGING	63 BEARING SEI-ZURE	64 BEARING DI-SINTEGRA-TION	65 KICK START FAILURE	66 FLAW PORO-SITY	67 MACHINING DEFECT	68 IMPROPER ASSEMBLY	69 BRAZING or WELDING EFFECT
	--	--	--	D3 OVER COO-LING	D4 STRONG SHIFT SHOCK	D5 STEERING MAL-FUNCTION	D6 HARD TO STEER	D7 DIFFICULT TO CONTROL	D8 VIBRATION ON STEERING	--
	--	E1 SURGING or HUNCHING	--	E3 EXHAUST GAS LEAK	E4 SALT AC-CUMULATION	--	E6 EXCESSIVE EXHAUST SMOKE	E7 DIESELING	E8 FOREIGN PARTICLES IN CYLINDER	--
	F0 WATER IN-GRESS	F1 UNABLE TO DISSAMBLE	--	--	--	--	--	--	--	--
	--	--	--	--	--	--	--	--	--	--
SERVICING PRO-BLEM (SP)	70 UNABLE TO ADJUST	71 UNABLE TO ALIGN	72 OUT OF AD-JUSTMENT	73 OUT OF ALIG-NMENT	--	75 STRETCHING or BULGING	76 INSUFFICIENT CLEARANCE	77 EXCESSIVE CLEARANCE	78 EXCESSIVE WEAR	--
	--	--	E2 UNABLE TO LOCK	--	--	--	--	--	--	--
ELECTRICAL (EL)	--	--	--	--	--	--	--	--	--	79 FAULTY GROUNDING
	80 DOES NOT FUNCTION	81 NO OUTPUT	82 CHARGE RATE INSUFFICIENT	83 DEAD CELL(S)	84 SULFATED CELL(S)	85 SHORT CIR-CUIT	86 OPEN CIR-CUIT	87 POOR CON-NECTION	88 AUDIO SYS-TEM PRO-BLEM	89 C.B. SYSTEM PROBLEM
	--	--	A2 INCORRECT INSTRUMENT INDICATION	--	--	--	--	--	--	--
MISCELLANEOUS (MI)	90 NO FAILURE SERVICE PER BULLETIN	91 NO FAILURE SERVICE PER BULLETING	92 SHIPPING DA-MAGE CON-CEALED	93 SHIPPING DA-MAGE VISIBLE	94 WATER DA-MAGE CORROSION	95 MISSING PARTS	--	97 RECALL	--	99 NON-CODED DEFECT

3. P&A Warranty Claim types overview

This table explains the purpose of the claim type, how long its coverage is and what the obliged claim information is per claim type. Please study the NOTE mentioned at some Claim types as well.

(*) Pictures need to:

- clarify the problem claimed.
- clarify the condition of the Product it was part of (with exception of C7 claims).

Claim type	Description	Coverage period		Labour reimbursement (Yes / No)	Claim requirements (Yes/No)				
		Distributor	Authorised Dealer		*Pictures	VIN	Batch label / Label date	Problem description	Copy of Retail invoice
Part(s) Warranty									
WA	Sold Part(s) that fail when they are in use by the Retail customer.	Parts sold from 01-02-2021:		No	Yes	Yes	No	Yes	Yes
		720 days for Genuine spare parts from Retail Sales date.							
		720 days for Accessory, Novelty or Apparel from Retail Sales date.		Yes. Except for Apparel and Novelties	Yes	Yes	No	Yes	Yes
		Parts sold from 01-01-2022:							
720 days for Genuine spare parts from Retail Sales date.		No	Yes	Yes	No	Yes	Yes		
720 days for Accessory, Novelty and Apparel from Retail Sales date.									
Exceptions:									
Part(s) which are used for Racing purpose, such as GYTR labelled parts have a 30 days coverage.									
Part(s) Returns									
C2	Part ordered is missing from the Carton Box shipment but is listed on the pick slip in the carton		Within 14 days of invoice date	No	No	No	No	No	No
<i>NOTE: If a component is missing from a KIT or PACK: Please claim via C6.</i>									

Claim type	Description	Coverage period		Labour reimbursement (Yes / No)	Claim requirements (Yes/No)				
		Distributor	Authorised Dealer		*Pictures	VIN	Batch label / Label date	Problem description	Copy of Retail invoice
C5	Genuine Spare Part that is not according to specification.		Within 14 days of invoice date	No	Yes	Yes	Yes	Yes	No
C6	Genuine Accessory, Novelty, Apparel, Race or GYTR parts is/are not according to specification	See C5							
C7	Part(s) inside the Carton box are damaged on arrival.		Within 14 days of invoice date	No	Yes	No	Yes	Yes	No
C8	Complete Carton Box ordered did not arrive		3 days after the invoice date	No	No	No	No	No	No
	NOTE: This claim cannot be entered by the Authorised Dealer in YMPULSE. The Authorised Dealer needs to contact the Distributor via email/telephone.								
C9	Part(s) are wrongly ordered and need to be returned.		Within 14 days of invoice date	No	No	No	No	No	No
	NOTE: claim will only be evaluated if the Part(s) DDP price is below 600€ DDP. A10% restocking fee will be deducted from the approved claim reimbursement Returned item packing needs to be free of writing, damage, sticker or excessive tape. It needs to be in same condition as received at Dlr; being suitable for re-sale.								

4. P&A Warranty: Rejection codes communicated to the Authorised Dealer

These are the claim rejection codes and reason used to inform the Authorised Dealer on why a Parts Return or Parts Warranty is rejected. These codes are communicated to the Authorised Dealer via YMPULSE:

Claim type	Rejection code	Rejection description in YMPULSE	Added explanation
C2, C5, C6, C7 and WA	C2	<i>Not re-ordered</i>	No new order placed by Dlr
	C3	<i>Proof by photo of damage/incorrect specification</i>	No evidence has been supplied by the Authorised Dealer on the Damage to the Part, Incorrect specification of the Part, or the Missing Part
	C4	<i>Missing information on VIN, Problem description or Batch Label/Label Date or Retail invoice</i>	No feedback from the Authorised Dealer on one or more of the obliged claim details.
C9	CE	<i>Central stock, no return</i>	The Part is only stocked at YMC warehouse in Japan, there is no stock location reserved at YMENU warehouse
	CP	<i>Incomplete kit, no return</i>	Returned KIT or PACK; Not all parts of the kit/pack received are returned. A kit/pack item is missing
	DI	<i>Discontinued part, no return</i>	Part no longer available
	EL	<i>Electrical part, no return</i>	Electrical part (ECU, speedometer , etc)no allowed to return
	R2	<i>Not in original wrapper/pack</i>	Different packaging used to pack the part
	R4	<i>Incorrect pack lot, no return</i>	Missing qty (pack lot should be 10 but only 8pcs received)
	R5	<i>Race parts cannot be returned</i>	Race parts not allowed as return
C9	R6	<i>Used part , no return</i>	Part has been used at Dlr workshop
	R8	<i>Dangerous goods, no return</i>	Oil, batteries, spray not allowed to return
	R9	<i>Packaging/part damaged</i>	Part or original packaging has been damaged and cannot be re-sale.



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