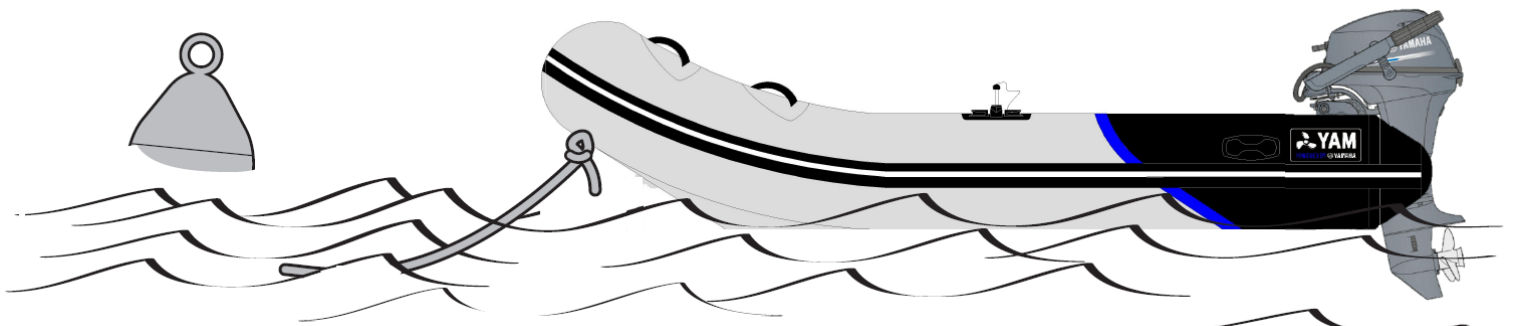




YAMAHA

YAMAHA WARRANTY POLICY MANUAL



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Title: YWPM
Version: Marine v1
Year: 2021

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Foreword/Introduction

Yamaha Motor Europe is proud of its warranty programs. We believe our Yamaha Factory Warranty (Warranty) is a powerful tool for your dealership. The Warranty program helps to keep you competitive, increase customer satisfaction, and provide Yamaha with an additional mechanism to monitor and improve quality. Our YAMAHA warranty claim system is designed to be easy for your dealership to administer, helping you achieve a high level of satisfaction for our customer.

As an Authorized Dealer, you are central to the relationship with customers. Therefore, a proper understanding of the Warranty is essential to providing excellent customer service.

This Yamaha Warranty Policy Manual contains information Authorized Dealers need in order to use the Yamaha Warranty program. This handbook explains Yamaha's basic Warranty Operation and covers all Marine - Products, referred to as "Product".

Yamaha, the Authorized Dealer, and the customer must all meet their responsibilities in order for the Yamaha Warranty program to work effectively. Failure to comply with the obligations and responsibilities as outlined in this Yamaha Warranty Policy Manual may result in the lapse of Warranty coverage (in case of customers). If an Authorized Dealer does not comply with this manual, Yamaha may decide not to reimburse costs incurred by the Authorized Dealer in connection with any Warranty service or Warranty Repairs, whereas the Authorized Dealer remains under the obligation to provide the customer with warranty coverage as outlines in this Yamaha Warranty Policy Manual.

The policies in this Yamaha Warranty Policy Manual are effective as of 1st January 2020. They supersede any other *Warranty Policies* stated in any earlier editions of YAMAHA's warranty manual.

Marine Division

Yamaha Motor Europe N.V.

Abbreviations

PDI = PRE DELIVERY INSPECTION

UDD = UNIT DELIVERY DOCUMENT

WCP = WARRANTY CONSULTATION PROCESS

Definitions

<i>Yamaha Motor Co., Ltd</i>	Japanese multinational corporation and conglomerate based in Japan with a very wide range of <i>products</i> and services.
<i>Yamaha Motor Europe / YME</i>	<i>Yamaha Motor Europe</i> N.V., the regional headquarter of the Yamaha Motor Company in Europe. <i>YME</i> is responsible for coordinating the marketing sales and other activities of Yamaha Motor Products in the European marketplace.
<i>Distributor(s)</i>	The legal person invested by <i>YME</i> with the right to trade units and parts in a defined area.
<i>YAMAHA</i>	<i>Yamaha Motor Europe</i> N.V. or <i>Distributor</i>
<i>Authorized Dealer(s)</i>	A company which is Authorized by <i>YAMAHA</i> for selling units, boat packages and parts in the defined area (regular and power by Yamaha dealers).
<i>Customer</i>	A recipient of a <i>YAMAHA</i> Product and / or Service, obtained from either Yamaha Motor Co., Ltd or <i>YME</i> or <i>Distributor</i> or <i>Authorized Dealer</i> , whichever is applicable.
<i>Market</i>	The area for which <i>YAMAHA</i> / the <i>Distributor</i> has been invested with the right to trade units and parts.
<i>Product(s)</i>	Product(s) which is/are manufactured by <i>YAMAHA</i> .
<i>Part(s)</i>	Genuine <i>YAMAHA</i> Part (s) which are manufactured and/or handled by <i>YAMAHA</i> .
<i>Warranty Policies</i>	General policies regulating the Warranty Process, as definition of warranty item, period and claim reimbursement. These policies are determined by <i>YAMAHA</i> .
<i>Warranty Repair(s)</i>	Any repair performed in accordance with the Warranty Policy.
<i>Warranty Registration</i>	Part of the Sales procedure to register the sold product and deliver to the end customer.
<i>In Service Date</i>	The date on which a <i>Product</i> is delivered to its original retail purchaser or to the <i>Distributor</i> or <i>Authorized Dealer</i> for sales promotion, in-house use or other similar purposes.
<i>YMPULSE</i>	<i>YAMAHA</i> dealer system where it is possible the submission of a warranty claim between many other functions.
<i>YDIS</i>	<i>YAMAHA</i> diagnostics system designed to support users perform inspections in Yamaha products.

A: Warranty terms and conditions

A1.0 Summary of YAMAHA Product warranty

A1.1 YAMAHA responsibility

YAMAHA is responsible for the following, assuming the *Authorized Dealer* and the customer have also met their responsibilities:

- YAMAHA will provide a limited Warranty with new units it distributes when sold by an *Authorized Dealers* for use in Europe. A statement will be provided which explains the applicable coverage time frame.
- YAMAHA will compensate its *Authorized Dealers* for labor costs and provide *Parts* for free of charge 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 Warranty requests submitted.

Important:

YAMAHA is not responsible for loss of time, use, transportation charges, inconvenience, or any incidental or consequential damages unless local legal regulations requires otherwise. Additionally, YAMAHA is not responsible for modifying or updating previously manufactured units to match subsequent changes in design or manufacture.

A1.2 Dealership responsibilities

As an *Authorized Dealer*, your dealership is the hub of the YAMAHA warranty claim system. You have Warranty responsibilities to the retail purchasers of *Products* and to YAMAHA. As you prepare units for sale, register them and provide Warranty service when needed, you help provide customer satisfaction with the *Products* you sell. You are also YAMAHA's link to the *Market*. The quality of Warranty work and timely submission of Warranty claims helps YAMAHA to continue to improve Product quality. Your *Authorized Dealer* agreement defines these responsibilities. For details see Section C: General Dealer Responsibilities, of this Yamaha Warranty Policy Manual.

A1.3 Customer's responsibilities

To receive the full value of Warranty coverage, the customer should:

- Operate and maintains the *Product* 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 *Product* to an *Authorized 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.

Note: Failure to perform maintenance promptly and in accordance with *YAMAHA* specified service intervals may invalidate Warranty coverage on the *Parts* affected. Make sure that receipts for completed maintenance work are retained with the *Product* and confirmation of maintenance work is always recorded in *YAMAHA* warranty claim system by dealer.

A1.4 Sales/Warranty registration

All *Products* must be registered correctly upon retail sale by the *Authorized Dealer* as part of the Sales procedure. Warranty registration is part of Sales procedure to register the sold unit and deliver it to the end customer. Registering a *Product* does the following:

- Informs *YAMAHA* of the retail sales activity which may affect benefits you receive under sales incentive programs. Starts the customer's Warranty coverage, date can differ from sold date of 14 days in the future.
- Allows *YAMAHA* to maintain a record of purchasers as required by local laws. This record is critical in the event of a safety-related recall.
- Satisfies one of your dealership's responsibilities under your agreement with *YAMAHA*.

The period of Warranty cover commences on the day the *Product* is handed over to the first retail customer or his/her representative. Where a *Product* is purchased by an intermediary, the period of cover commences when the *Product* is handed over to that intermediary. In the case of *Authorized Dealer* demonstrators, the Warranty starts on the day the *Product* is put into service / sales registered.

Key Policies in relation to registration

Each *Product* must be registered within 5 days of the retail sale. Each *Product* must be registered accurately with the customer name and postal address. An accurate customer address is required should a safety-related recall be announced. Never register a *Product* with your dealership address as the customer's address. *YAMAHA* will return any such registration to you for correction. Transfer-of-owner registrations must take place within 10 days of resale.

A1.5 Transfer of owner registration

The owner registration should be updated whenever a unit is resold whether by a private party or through your dealership. There are two reasons for this:

- YAMAHA can satisfy its legal requirement to maintain a list of owners in case of safety issues
- Remaining Warranty coverage can be transferred and known to the new owner.

A1.6 Customer literature

All members of staff involved in any aspect of Warranty should be familiar with the contents of the customer Warranty literature such as Yamaha Warranty Operation Manual and this Yamaha Warranty Policy Manual.

A1.7 Yamaha Factory Warranty

Should any *Part* of the *Product* require repair or replacement as a result of a manufacturing defect, the *Part* will be repaired or replaced completely free of charge by any *Authorized Dealers*, regardless of any change of *Product* ownership during the period of cover. All *Parts* fitted during *Warranty Repairs* are covered for the balance of the original Warranty period.

In all repairs carried out by an *Authorized Dealer* where a claim is submitted, new genuine YAMAHA approved *Parts* must be used and any displaced *Parts* become the property of YAMAHA.

What is the factory warranty condition?

- 1) The *Product* bears the original manufacturer's identification marks.
- 2) The *Product* is maintained as specified in the Owner's Manual, and is used in accordance with the instructions.
- 3) The item to be replaced is either *Part* of the original equipment or a genuine replacement *Part*, with repairs and/or replacements carried out by an Authorized Dealer.
- 4) Reasonable care has been taken to keep the *Product* clean and free from chemical attack according to the cleaning instructions in the Owner's Manual.
- 5) The *Product* has not been subjected to any unauthorized alterations, misuse, negligence or accident, or has not been used for purposes other than those for which it was designed, or has not been operated with fuel and lubricants other than those recommended.
- 6) Any non-fulfillment of conditions 1 to 5 may, in the discretion of the YAMAHA, result in the warranty being fully or partly void.
- 7) This Warranty shall be construed in accordance with local law and any question arising from this Warranty shall be subject to the jurisdiction of the courts.
- 8) This Warranty does not provide for alternative transport for the period of repair, in the event of a warrantable failure.

What is the factory Warranty period?

The warranty period for each *Product* is shown in below table with unlimited mileage. The period of cover under this Warranty is from the first date of registration or date of first sale to a customer. Any extension of the official manufacturer's Warranty period offered by the YAMAHA may be covered by the Yamaha Factory Warranty.

	Product		Period
MARINE	Water Vehicle	Pleasure usage	Two (2) Years *
		Professional usage	Six (6) Months
	Outboard Motors	Pleasure usage	Three (3) Years **
		Professional usage	One (1) Year
	Electric Drive	Pleasure usage	Two (2) Years
	Inflatable boats	Pleasure usage	Two (2) Years

* No Warranty for SUPERJET 2 strokes model

** 5 Years for XTO model

Note: As indicated above,

"Pleasure usage" means the private use of Products for the purpose of leisure usage, personal enjoyment or transportation, without any financial intention; and

"Professional usage" means the use of Products for the purpose other than "Private Use", that is, the use of Products for the purpose of, or in the course of economic, financial and/or commercial activities such as, including without limitation, fishery, transporting, rental, etc.

Note: The Warranty period for *Authorized Dealer on demonstration units* starts on the day the *Product* is put into usage (not the day the *Product* is first sold retail).

A1.8 Who may perform a warranty repair?

Only *Authorized Dealers* who are Authorized and receive full technical support from YAMAHA may perform a *Warranty Repair* under the terms of YAMAHA warranties. These *Authorized Dealers* may Repair, replace or readjust, free of charge to the owner, any *Part* or assembly proven, to YAMAHA's satisfaction, that shows a defect in materials or workmanship within the applicable Warranty period.

For further information see Chapter C in this Yamaha Warranty Policy Manual.

A1.9 What is the cover for wear & tear items and consumables?

Items that are subject to wear and tear are divided into two categories, namely those specified for replacement or adjustment during scheduled maintenance and those that require replacement or adjustment depending on their conditions of use.

Scheduled Maintenance Items

The items listed below are covered by the Product Warranty up to the first point that replacement or adjustment is required during scheduled maintenance operations:

- Spark plugs
- Oil and filters
- Anode, Impeller

Note: The period of Warranty cover for any item does not exceed the time of the Product Warranty.

Wear and Tear Items

The items listed below are recognized as either having a limited service life or are subject to wear or damage.

- Timing belts
- Batteries
- Adjustments, including but not limited to: emission system checks and cable adjustments
- Thermostat, Anode, Impeller

Note: 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 the Product Warranty.

Consumables

Replacement of consumable fluids, e.g. oils is only covered when they are used as part of a *Warranty Repair*.

Exclusion from warranty

Product Warranty

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

- Normal maintenance service and periodic inspections.
- Corrosion, oxidation and discoloration caused by weather conditions, salt, harsh chemical products or cleaning compounds.
- Replacement and/or adjustment due to normal deterioration or wear, and removal of carbon build-up.
- Damage caused by work carried out by an *Authorized Dealer* other than one Authorized by the *Distributor*.
- Damage caused by improper use for a purpose other than originally designed or intended.
- Damage caused by use in rallies or other similar competitive sports.
- Damage caused by an act of nature fire, collision or accident.
- Damage caused by installation of *Parts* or *Accessories* that are not original or approved equipment.
- Damage caused by improper maintenance and setup by an *Authorized Dealer* or customer.
- Damage caused by improper transportation or storage.
- Transportation charges to or from the repairing *Authorized Dealer*.
- "Wear and tear items having a lifespan based on usage and expected to be replaced during normal service.

Other Exclusions

The YAMAHA Warranty excludes liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage the owner (or anyone else) may incur as a result of a defect covered by this warranty.

A1.10 Warranty coverage when crossing borders within Europe

YAMAHA has a comprehensive service network in Europe. Any *Authorized Dealer* can carry out Repairs under the YAMAHA Warranty. Under normal circumstances as defined by YAMAHA from time-to-time the customer should not be required to pay for any Warranty work performed by an *Authorized Dealers*.

When crossing borders customer should not necessary present any document to identify the product, all should be recorded in YAMAHA system. In case is requested you could should UDD where is recorded unit details and warranty coverage.

If he/she is unable do so the *Authorized Dealer* should seek advice from YAMAHA. Under exceptional circumstances the customer may be asked to compensate for *Warranty Repairs*. In such cases the customer should retain the invoice and, where practical, any replaced *Parts*, so that upon returning home the customer's local *Authorized Dealer* can arrange for prompt reimbursement as appropriate.

A1.11 The YAMAHA warranty & consumer law

The YAMAHA warranties are manufacturers' warranties that are supplementary and they do not affect the customer's legal rights under the *Product* purchase agreement between the customer and their selling *Authorized Dealer* or applicable national legislation governing the sale of consumer goods.

If a customer is entitled to any statutory warranty after the expiry of the relevant YAMAHA warranty, he is able to submit such a claim on the basis of national statutory provisions. For the avoidance of doubt: a statutory warranty does not extend the applicability the supplementary YAMAHA manufacturer's warranty.

A2.0 Rigging components warranty

In addition to the Product Warranty, which covers *Parts* supplied as original equipment when the *Product* was purchased; there is a separate *Rigging components Warranty* for genuine *YAMAHA Parts* purchased by the customer with the product from an *Authorized Dealer*. Only *Rigging components* installed by *Authorized Dealers* are covered under warranty.

Genuine *Parts* and *Accessories* have been specifically designed to help maintain *Products* to comply with *YAMAHA* safety and reliability standards. *YAMAHA* therefore recommends that only genuine *Parts* and *Accessories* for the *Product* are used.

A2.1 Terms and conditions

Should any genuine *Rigging component* require repair or replacement as a result of a material or manufacturing defect, the *component* will be repaired or replaced free of charge by an *Authorized Dealer*. Labour charges will only be reimbursed if an *Authorized Dealer* carries out the repair or replacement.

What is the warranty period?

The Warranty commences on the date of purchase of the *Rigging component* and is applicable for the same coverage period of Product purchased. All *Parts* fitted during *Product Warranty Repairs* are covered for the balance of the original Warranty period.

A2.2 What is not covered?

YAMAHA is not responsible for any repair or replacement required as a direct result of any of the following:

- Normal wear and tear.
- The usage of non-genuine *Parts* and *Accessories* and any consequential damages thereof.
- *Parts* or *Accessories* that are not maintained in accordance with *YAMAHA* recommendations.
- *Parts* or *Accessories* that are damaged by neglect, accident, improper use, improper fitting or that are used for competitive purposes.
- *Parts* or *Accessories* that have been altered from *YAMAHA* specifications or used for a purpose for which it was not designed or intended.

A3.0 Warranty additions

A3.1 End of warranty claims

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, prior approval of the *Warranty Repairs* may be required from YAMAHA.

A4.0 Warranty restrictions

A4.1 Modified or converted products

The customer literature states that YAMAHA is not responsible for any repair or replacement required as a direct result of unauthorized modifications to *Product* or *Parts*.

Product conversions and usage of genuine *Parts* or *Accessories* approved by YAMAHA are considered to be part of the original specification. All other conversions are considered unauthorized by YAMAHA and will therefore invalidate the Product Warranty on the affected area(s), to the extent possible under the applicable consumer laws.

A4.2 Specific restrictions

YAMAHA Product Warranties (except recalls) will be fully cancelled on any *Product* that has been written off by an insurance company.

YAMAHA may restrict Warranty cover in the following circumstances:

- Where information has been provided that the *Product* has been stolen.
- Where components are affected by unapproved modifications, tuning or conversions.

Authorized Dealers are required to inform YAMAHA of any *Products* identified as being in the above categories using appropriate procedures as directed by the YAMAHA.

B: Guide to warranty policy

B1.0 General Items

This section is intended to be your quick reference guide to the Product Warranty policy. For full details of the Warranty terms refer to section A. All appropriate staff in your service department must be aware of the contents of this section. As a general rule, *Warranty Repairs* must always be undertaken in the most cost-effective way consistent with legal obligations and customer satisfaction. Where a time usage limitation is applied to a policy, the limitation will apply to whichever criteria are reached first. Detailed topics are listed below in alphabetical order:

Accident Damage

All accident damage should be referred to the customer's insurance company. If it is alleged that a manufacturing defect caused the accident then the customer must submit to *YAMAHA* immediately.

Accident Repairs

Accident repairs completed by an *Authorized Dealer* in accordance with *YAMAHA* recommended procedures using genuine Parts will be covered by the normal Warranty.

Adjustments

The Product Warranty does not cover items that are subject to adjustment during normal service or maintenance operations unless the work is required as a direct result of a manufacturing defect.

Alternative Transport

Alternative transport is not included within the Warranty terms and conditions. In exceptional circumstances locally advised *YAMAHA* procedures should be followed or, if necessary, *YAMAHA* should be contacted. When in doubt, please contact *YAMAHA*.

Rigging components

Claims relating to Rigging components are only acceptable for manufacturing or material defects and not for normal wear and tear.

Cannibalisation

See 'Donor Parts'

Damage in transit

Authorized Dealers are responsible for ensuring *Products* accepted from the delivery agent are in good condition. Damage such as dents, scratches etc. caused during transportation are covered under a *YAMAHA* warranty claim system. For the detail please refer Damage in Transit procedure.

Diagnosis/Investigation Time

Appropriate diagnosis time is included in the listed flat rate times for repairs. However, reasonable additional diagnosis time may be claimed in exceptional circumstances provided that:

- The excess time has been used as part of a logical sequence of checks or measurements.
- The time used is evidenced and there is a record of the work performed including the retention of readings or measurements where appropriate on the repair order. YDIS Diagnostic reports (where applicable) must be retained with the repair order.
- The excess time has not occurred due to a lack of technical skills or lack of personnel, the failure to use available technical information or lack of appropriate equipment.

Donor Parts

The practice of using components removed from other *Product(s)*, regardless whether it is due to non-availability of *Parts*, diagnosis by substitution or for any other reason is not recommended and may only be done under exceptional circumstances following consultation with *YAMAHA*. Prior authority is required (see 'Prior Authority').

Fault Code

Any fault code displayed by the YDIS diagnostic system during the diagnosis routine must be recorded on the repair order.

Fire Damage

Before any repair is undertaken, all fire damage must be reported to *YAMAHA*. The customer must be referred to its insurance company, if appropriate.

Flat Rates

YAMAHA provides flat rate tables for each model, by model year. These tables are available in *YAMAHA* Service Portal system, both as tables and as pull-downs within the online Warranty request form itself. Warranty labor reimbursement is computed using the flat rate times at your approved Warranty labor rate. The times listed for each job include all operations necessary for completing that job. For example, the job code for crankshaft exchange would include the time for engine disassembly, normal cleanup and gasket removal and reassembly. Likewise, the job code for V-belt exchange includes synchronization and adjustments.

Insurance Total Loss

The manufacturer's Product Warranties (except recalls) will be fully cancelled on any Product that has been subject to a total loss or write off by an insurance company. *Authorized Dealers* should forward details of identified total loss Products to *YAMAHA*.

Lubricants, Fluids & Sealers

Costs of lubricating such as oils used during *Warranty Repairs* are claimable. Only *YAMALUBE* is accepted as replacement fluids. Claims should reflect the amount of fluid displaced during the repair but only up to the maximum published system capacities. If not purchased under a Part number from *YAMAHA*, the cost of these materials must be claimed at the dealer's net cost price.

Note: Where not prescribed, synthetic oil will only be reimbursed in a *Warranty Repair* where synthetic oil was drained from the Product.

Modified Products

YAMAHA is not responsible for any repair or replacement required as a direct result of unauthorised modifications of the Product or *Parts*. *Authorized Dealers* are required to inform YAMAHA of any Products identified as being modified or tuned. Warranty coverage on such modified or tuned Products will lapse.

Parts (non-genuine)

Only *Parts* and recommended Products must be used for *Warranty Repairs*. The *Authorized Dealer* must discuss instances where a *Warranty Repair* cannot be completed because YAMAHA is unable to supply items required within a reasonable time.

Parts Discrepancy

Parts received that have been packaged incorrectly, that are incomplete or damaged not be made the subject of Warranty. Where relevant, return of *Parts* must comply with the current *Parts* claims & return procedure.

Note: If it was not possible to identify any of the above problems until an attempt was made to fit the *Part* to the Product, then a *Parts* Warranty claim may be made for the labour and *Parts* involved. If YAMAHA requests the return of the *Part* then the return documentation must clearly identify the reason for replacement.

Pre-Delivery Inspection

Adjustments completed as part of the pre-delivery process are not reimbursable under Warranty where the item involved is already included in the standard pre-delivery inspection. However, where topping-up of fluids is required a Warranty claim may be made for the fluids used.

Prior Authority

Prior authority must be obtained from YAMAHA before undertaking certain repairs. Failure to obtain prior authority will lead to rejection of the Warranty claim.

All *Authorized Dealers* require prior authority for the following:

- Where specified in technical documentation (bulletins and journals).
- Replacement of major units:
 - Engines
 - Tube (inflatable boats)
- Goodwill / post Warranty claims beyond outside self-authority parameters.
- Consequential expenses and damages claims.
- Use of *Parts* removed from a donor Product.
- Use of *Parts* not purchased from and or supplied by YAMAHA for a *Warranty repair*.
- Shortages and incorrect specification.
- Replacement of assemblies where *Parts* are not available to complete a cost-effective repair (see Repair or Replace Assemblies in this section.)

There are occasions where prior authority is required for repairs not mentioned above. These occasions will be notified in advance via separate communication.

Recovery/Towing Charges

Recovery and towing charges are not included within the Warranty terms and conditions. In exceptional circumstances locally advised YAMAHA procedures should be followed or, if necessary, YAMAHA should be contacted. When in doubt, please contact YAMAHA.

Repair or Replace Assemblies?

It is important that *Warranty Repairs* are undertaken in the most cost-effective manner. Unless specifically advised otherwise replacing assemblies, rather than repairing them, is only claimable if *Parts* needed for a repair are not available from *YAMAHA* or from other local Authorized Dealers.

Note: prior authority may be required.

Repeat Repairs

Repeat repairs by the same *Authorized Dealer* caused by faulty workmanship, poor diagnosis or incorrect repair techniques are the repairer's responsibility and cannot be claimed under Warranty.

Testing

Testing product in the water cannot be claimed under Warranty, unless specifically authorised in advanced by *YAMAHA*.

Service Items

Parts that will be replaced as part of the normal service schedule are only covered for manufacturing defects. The periods of Warranty cover will apply up to the *Part's* first scheduled service exchange point and not exceed the time of the Product Warranty.

Paint Damage

Damage to paintwork caused by the impact of an object is regarded as wear and tear. Rectification of this damage is not claimable under any of the Product Warranty.

Sub-Contracted Repairs

It is in the interests of the *Authorized Dealer* to retain all repair work and only sub-contract to a specialist where absolutely is necessary. However, it is recognised that the use of specialist sub-contractors may occasionally be required to complete certain repairs effectively. Where sub-contracted repairs are necessary, the following must be noted:

- The sub-contractor must fulfil the Warranty Repair following the appropriate *YAMAHA* repair instructions.
- The sub-contractor repair costs claimed may not exceed the amount that would have been incurred had the Authorized Dealer conducted the repair in its own workshop.
- Claims for sub-contract repairs may not exceed the repairer's net invoice value.
- Genuine *YAMAHA Parts* must be supplied where available.
- All claims must be supported by copies of invoices, relevant documents, which must be attached to the repair order and upload in the submission of the warranty claim via *YAMAHA* warranty claim system.

Workshop material

Claims are only acceptable for manufacturing or material defects and not for workshop small material items such as cleaning materials etc. These kinds of materials cannot be a Warranty such items are a workshop overhead.

B2.0 Products purchased in or transferred to other markets

B2.1 Products purchased within European territory

Owners of Products purchased in the *Markets* are entitled to the Warranty cover originally provided with the product which must be supported by any *Authorized Dealer* in European the territory.

Assistance must be provided following usual Warranty procedures and under normal circumstances no charge should be made to the customer for Warranty work undertaken. If necessary, prior authority should be requested from *YAMAHA*. When in doubt, please contact *YAMAHA*.

No responsibility will be accepted by *YAMAHA* for the following:

- If the Products, as manufactured, do not meet the operational specification of a *Market* for which it was not specified, including any legal requirements or penalties imposed by Government or other authority.
- The effects of any modifications on the Products undertaken to comply with legal requirements of a *Market* for which it was not specified, unless authorized in advance by *YAMAHA*.

Note: Where applicable, *Authorized Dealers* may, at the customer's expense, carry out authorized modifications to meet legal or operational requirements of a *Market*.

B2.2 Products transferred within European territory

On such occasions where an *Authorized Dealer* sells a new or used Product to an *Authorized Dealer* or a customer in another *Market*, it is the responsibility of the selling *Authorized Dealer* to inform *YAMAHA* of the full name and address of the *Authorized Dealer* or the customer in order to transfer the responsibility of the Product over to another *Market* / *Authorized Dealer*.

Note: *YAMAHA YMPULSE* system is covering most of the European territories.
YAMAHA European territory can be found in www.yamaha-motor.eu

C: General authorized Dealer responsibilities

C1.0 General Dealer responsibilities

C1.1 Obligations of all dealers

Dealers are required to provide a prompt, efficient and cost-effective service for *Warranty Repairs* and to ensure the integrity of all claims submitted to *YAMAHA*. In fulfilling these requirements, *Authorized dealers* must comply with the following:

Units set up and Pre-delivery inspection

Unit set up with proper procedure is required. (Following *YAMAHA* instruction) Pre-Delivery Inspection is carried out prior to delivery of a new unit. Each *PDI* must be confirmed as performed by *YAMAHA* system or signed by inspector, he thereby declares to actually have carried out.

Delivery and Hand over of new unit

With the unit documentation, also must be provided to the customer the UDD (Unit Delivery Document), where it is applicable, which contains Unit, Warranty, Customer, Dealer and Delivery Information.

The Product functions, warranty conditions and maintenance scheme must be explained. It is also important to pay attention to the possible extended warranty. If the customer chooses this extended warranty it is in his or her opinion an extra reassurance and it is advisable to emphasize it. The same goes for any other additional benefits you can offer.

Factory Warranty Conditions and GDPR compliancy

This information is available in Yamaha website www.yamaha-motor.eu

Undertaking of Warranty repairs

Carry out repairs under the terms of the Product Warranty and the *Parts and Accessories Warranty* without cost to the customer, regardless of where the Product or genuine branded *Part* was purchased.

Quality of Personnel

Employ suitably trained and motivated personnel who are capable of correctly carrying out all technical, supervisory and administrative aspects of warranty work.

Where technician competence levels are prescribed, *Warranty Repairs* must be performed by technicians who have the appropriate competence according to the level stated.

Quality of Service

Apply customer handling and *YAMAHA* repair procedures that ensure service to a consistently high standard.

Quality of Repair

- Maintain an inventory of Special tools and equipment as specified or recommended by YAMAHA for the completion of a quality repair. YDIS diagnostics tool is mandatory to carry out *Warranty Repairs*.
- Ensure only Genuine Yamaha *Parts* are used in *Warranty Repairs*.
- *Authorized Dealer* is responsible for the quality of their workmanship.
- *Authorized Dealer* must follow the YAMAHA Repair Process, including approved time clocking.

Workshop Procedures

Comply with the procedures detailed throughout the Yamaha Warranty Operation Manual.

Claim Submission

The submission of a warranty claim must carry out the warranty repair. It is important to distinguish the nature of the problem before submitting a claim depending of the status of the unit (unsold or sold).

If there is more than one repair, then each repair must be submitted separately. Multiple repairs in one claim will be rejected.

Also in case of *Authorized Dealer* use own parts stock for warranty repairs, claim submission is required within 14days after finished warranty repair and accurately in line with current procedures.

Claims must be accurate and supported by dealer records, with the correct problem code, job code and customer complaint.

Liability

Authorized Dealer commits himself that when submitting a claim, he thereby declares to actually have carried out the *Warranty Repair* as claimed and that warranty parts after the retention period will be disposed of so that they cannot be used or returned in the *Market*. The *Authorized Dealer* is responsible (liable) for any problem that might result from unjustified claims or parts handling.

Authorized Dealer commits himself that by submitting a Factory Modification Claim (recall) he thereby declares to actually have carried out the modification as instructed and that replaced parts will be disposed of so that they cannot be used or returned in the *Market*.

C1.2 Warranty and technical training

Regular training must be undertaken and recorded to maintain the required standards of technical and administrative competence.

Regular training courses and support are available. Required training level will be announced from time to time. For further information, contact should be made with YAMAHA.

C1.3 Warranty related publications

Ensure all relevant staffs have access to and fully understand the following YAMAHA current publications:

1. Warranty Policy and Operation Manuals, with amendments as issued.
2. Published scheduled repair times.
3. Published technical literature.
4. Field actions as described in Dealer service bulletins.
5. Any other warranty related communications.

C1.4 The 7 STEPS of a Warranty repair

Authorized Dealers are encouraged to follow the 7 Steps of Warranty Repair.

The 7 Steps of a Warranty Repair reflect the core dealer repair process, how to handle in case of a warranty repair. The 7 Steps describe the process in a logical way to register the customer complaint, how to apply warranty, repair the unit, and finally provide explanation of the repair to the customer. Following the process, the Authorized Dealer will ensure an efficient warranty repair and meet the objective to satisfy the Customer.

The 7 Steps of a Warranty Repair



C2.0 Warranty consultation process

The Warranty Consultation Process (*WCP*) is a systematic approach to support the *Authorized Dealer* regarding warranty performance and addressing deficiencies where appropriate. This process is designed to develop efficient and properly controlled action plans by focusing on the cause(s) of individual dealer warranty performance deficiencies and implementing the necessary process improvements by means of consultation to the dealer.

Dealers will enter progress and exit from the Warranty Consultation Process according to analysis of their warranty performance. Unless exceptional circumstances are identified, an extrapolated warranty audit will not be performed until a dealer has been through the preceding steps of the Warranty Consultation Process. However, *YAMAHA* may, in certain circumstances, elect to conduct an extrapolated audit without progressing through the preceding stage(s) of the process. Examples of this include allegations of false or fraudulent practices by a dealer.

Markets will be advised separately of any Warranty Consultation Process applicable to their *Market*.

C2.1 Warranty audit

Even though *YAMAHA* works following the Warranty Consultation Process, all warranty claims are subject to audit. The basis of reimbursement is to cover costs justifiably incurred in rectifying manufacturing defects in accordance with the *YAMAHA* Warranty Policy Manual and the *YAMAHA* Warranty Operation Manual. In order to maintain proper and consistent controls, *YAMAHA* operates a policy of delegating to dealers the appropriate level of self-authority whilst monitoring performance and reserving the option to conduct audits.

YAMAHA uses the right to audit only as a last resort. Where audits are conducted they will normally be based on a sample of claims paid during the previous 12 months. Details of the audit procedure will be provided at the commencement of the audit.

The main purpose of an audit is to ensure dealers fully understand the Warranty Policy and Procedures and will usually include checks to establish that:

- The work claimed has actually been carried out. This may involve customer contacts and/or Product examinations.
- Claims have been made in accordance with *YAMAHA* *Warranty Policies* and Procedures.
- Labour claimed, including non-schedule time, is properly supported in accordance with requirements.
- *Parts* claimed are appropriate for the *Warranty Repairs* carried out.
- Where applicable, inspection of displaced warranty parts that have been retained and support claims submitted. *Parts* will not be returned to *the Authorized Dealer* where material is debited for an administrative reason.
- Sublet claims are substantiated and properly supported by relevant documentation.

Where necessary, Action Plans will be developed with the *Authorized Dealer* on completion of an audit in order that an agreed course of action will be taken by the *Authorized Dealer* to address any areas of concern. *YAMAHA* reserves the right to conduct an extrapolation audit at any time. If an audit establishes the need for charge-backs due to incorrect or overpaid claim then this will be extrapolated over the period audited.

C2.1.1 AUDITABLE WARRANTY DOCUMENTATION

Dealers must retain all records that substantiate warranty claims. In order to support warranty audit requirements, records must be retained for at least five (5) years after payment of the claim.

Required records include: -

1. Pre-delivery, scheduled service and check sheets.
2. Repair orders relating to warranty claims together with any customer written notes and diagnostic forms/printouts.
3. Retail and internal repair orders relating to subsequent *Warranty Repairs*.
4. Detailed accounting records of paid claims.
5. 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.
6. Records of *Parts* issued to the workshop.
7. Invoices and purchase orders for sub-contracted repairs or services, including hire Products, together with records of payments and details of discounts obtained.
8. Retail repair and parts sales invoices supporting all Warranty claims.
9. Evidence of any claim approval given by a YAMAHA representative.
10. Unit delivery documentation (UDD).
11. Evidence of the Product warranty start-date such customer purchased invoice.
12. Service appointment register.
13. Documentation relating to any extended warranties sold.

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. Such amendments can only be made by supervisory staff under password control. Printouts must be available on request.

C2.2 DEALER SELF-AUDIT

It is in the best interests of all dealers 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.

An important element of monitoring and controlling the standard of warranty administration is the regular and disciplined use of self-auditing. It is a proven management tool and provides an internal performance monitor.

D: Warranty administration

D1.0 Warranty request policies

D1.1 Initial warranty checks

The following checks should be completed prior to claim submission by the *Authorized Dealer*:

- The *Authorized Dealer* is responsible for the accuracy of information entered into a request.
- The *Authorized Dealers* must ensure that all items are covered by the relevant YAMAHA Warranty terms and conditions and are within any time usage limitations.

D2.0 Claim submission

All claims must be submitted to YAMAHA within 14 days upon problem found. Refer to your systems specific user guide for details of claim submissions.

D3.0 Claim discrepancies

Queries or appeals on claim decisions must be received by YAMAHA within 30 days of notification from YAMAHA to the *Authorized Dealer*. If query or appeal is submitted afterwards, YAMAHA is under no obligation to respond to a question or appeal and the initial decision of YAMAHA will return effect.

D4.0 Accounting

Authorized Dealers will receive a credit note or pro-forma invoice periodically which should then be reconciled with their own records.

It is recommended that *Authorized Dealers* maintain a Warranty debtor account for unpaid claims. The value of all claims is debited and the value of the credit notes is credited to this account. Any differences should, if not queried, be written off and may not be shown as outstanding. Rejections that YAMAHA will not accept as resubmissions must be written off. The balance carried forward at any month end will therefore represent original claims submitted, but not yet paid, together with any rejections which have been, or will be, re-submitted.

E: Replaced parts policies

E1.0 INTRODUCTION

In order to achieve quality and commercial objectives YAMAHA requires selected *Parts* to be returned promptly. The selection of *Parts* required is regularly reviewed and *Authorized Dealers* will be notified which *Parts* are to be returned.

E1.1 Replaced parts storage

- In *Markets* where a returns process is operational, *Parts* must be retained for 90 days from the date of claim acceptance unless YAMAHA gives earlier scrapping approval.
- In *Markets* where no returns process is operational, the *Authorized Dealer* must retain the *Parts* for 90 days from the date of claim acceptance for control purposes, after which period the *Parts* must be made unusable and disposed of.
- The replaced *Part* should be returned in the packaging from which the replacement was removed.

Note: Storage, return or scrapping of *Parts*, and disposal of fluids must be carried out in accordance with local environmental regulations.

E1.2 Normal parts returns

YAMAHA may require certain replaced *Parts* to be returned. In such circumstances an *Authorized Dealer* will receive a *Parts* return request by e-mail or YMPULSE system detailing the *Part(s)* required for quick return. *Authorized Dealers* should follow the stated procedure within 30days.

It is important that *Authorized Dealers* return *Parts* in accordance with returns procedures at the earliest opportunity. Unless otherwise specified, the claim will be rejected / debited for *Parts* not received within 30 days of notification. *Parts* received after rejection / debit action has been taken will not be reinstated and will not be returned to the *Authorized Dealer*.

E1.3 Priority parts returns

Occasionally YAMAHA may require certain replaced *Parts* to be returned more quickly than the normal parts return procedure specifies. In such circumstances, an *Authorized Dealer* will receive a *Parts* return request by e-mail or YMPULSE detailing the *Part(s)* required for quick return. *Authorized Dealers* should follow the stated procedure within 1 week.

E1.4 Parts returned to Dealer / Distributor

Returned *Parts* will be inspected by YAMAHA. Where repair and return procedures have not been met, the claim will be debited and *Parts* may be returned to the *Authorized Dealer / Distributor*.

If an *Authorized Dealer / Distributor* consider a debit to be unjustified, a request for reinstatement may be made. The *Part* and documents must be sent to YAMAHA within 30 days of the date of the debit note in accordance with normal return requirements.

***Parts* rejected and returned to the claiming *Authorized Dealer* may not be re-charged to the customer or used for any repairs.**

F: Factory modification campaign

F1.0 FACTORY MODIFICATION CAMPAIGN

Factory modification campaign notices are conducted by *YAMAHA* to ensure the systematic rectification of design or construction defects. *Authorized 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 as illegal.

Depending on the nature and scope of the defect, a factory modification campaign, including a recall action may be commenced.

F1.1 Dealers responsibilities

All customer and *Authorized Dealer* owned or possessed Products, regardless of the country of origin, must be checked at the point of booking in to identify any outstanding factory modification campaigns. *Authorized Dealers* should endeavor to complete identified factory modification campaigns before the Product leaves the dealership. This work must be completed free of charge to the customer and Warranty claims submitted in accordance with the Warranty claim instructions.

All unsold new and used Products in stock must be checked and any applicable factory modification campaign completed prior to handover.

Where Products have been transferred to another *Distributor* or *Authorized Dealer*, it is the responsibility of the original recipient to advise the subsequent recipient that a factory modification campaign is required on the subject Product prior to sale.

Claim Procedures

All claims in relation to a factory modification campaign must be submitted in accordance with the appropriate factory modification campaign instructions. This will enable *YAMAHA* to monitor progress and meet obligations to report the status of the factory modification campaign to the appropriate authority.

F1.2 Factory modification campaign parts

Parts that have been specifically supplied for use on a modification campaign may not be used for any other type of repair.

F2.0 RECALL ACTIONS

F2.1 Legislation or code of practice on product safety defects

YAMAHA will fully support codes of practice formulated by any government legislation or recognised national manufacturers' associations covering Product recalls. Where such legislation or codes of practice does not exist, appropriate steps must be taken to ensure that all Products affected by a safety related fault are promptly rectified regardless of the age of the Product.

F2.2 Notification to dealers

Authorized Dealers will receive formal notification of a recall action which will give full details of Products involved, the work required, and warranty claim procedures.

F2.3 Owner notification

YAMAHA will send notification to the last known address of the owner explaining the concern and urging them to make an appointment as soon as possible with an *Authorized Dealer*. This will ensure the necessary checks or rectifications are within 1week undertaken.

F2.4 Completion of customer literature

Upon completion of the Recall, the *Authorized Dealer* must enter relevant details of the Recall Action in the space provided in the customer literature.

F3.0 SERVICE CAMPAIGN

Service campaigns (Conditional actions) are introduced to address known Product issues where action must be taken in the interests of customer satisfaction. It is quite acceptable to undertake the necessary repair or modification when the product next visits an Authorized Dealer for service. The owner may or may not be notified. Authorized Dealers will receive formal notification of a service campaign which will give full details of Products involved, the work required and Warranty claim procedures.