



6555 Katella Avenue • Cypress • California • 90630-5101 • (714) 761-7300 • Fax (714) 761-7303

October 24, 2011

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

**Regarding: 11V-483**

Dear Sir/Madam:

First, we thank the Agency for their review and approval of our proposed owner's notification. Enclosed please find hard copies of the Technical Bulletin issued to our dealers as well as the approved owner's letter. All Yamaha motorcycle and scooter dealers will receive a copy of this Technical Bulletin. To facilitate repairs, dealer's invoiced affected products under this recall receive an additional bulletin with a print-out of the affected VIN's for the units they have received. The mailing of both the dealer bulletin and owner's notification letter was completed approximately 10/21/11, so your assumption is correct as to the timing of our quarterly reports.

The determination date for this campaign was September 17, 2011. The starting production period for the affected vehicles was September, 2008, ending April, 2011. As this campaign is international in scope we could only provide in our initial report an estimate of affected vehicles in the U.S. We are now obviously in a position to provide the accurate range. The Technical Bulletin provides the final VIN ranges by model with a total of 2,234 vehicles in the U.S. For TREAD purposes obviously it goes without saying similar campaigns are being conducted in other jurisdictions.

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

Sincerely,

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

Brad Franklin  
Manager, Government Relations

BRF/lf

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

# Technical BULLETIN

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## SAFETY RECALL

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

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

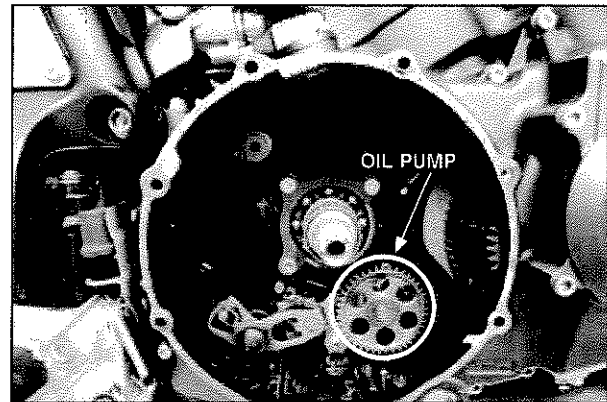
## ALL 2009 ~ 2011 VMX17YB, YCB, ZR, ZCR, AG, ACG MODELS FACTORY MODIFICATION CAMPAIGN – Oil Pump Failure

### I

#### INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect which relates to motor vehicle safety exists in certain 2009~2011 VMX17 motorcycles. On affected motorcycles, abnormally high oil pressure can build up inside the oil pump causing it to malfunction. If this happens, oil will stop pumping through the engine, resulting in severe engine damage that can cause the engine to stall and not restart again, resulting in the possibility of a crash with injury or death.

To correct this problem, Yamaha is initiating a Factory Modification Campaign. Affected units must have a new oil pump installed.



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

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

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

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

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



## DEALER ACTION SUMMARY

### **Unsold**

**Units:** Install a new oil pump on all affected units during PDI service.

### **Sold**

**Units:** Install a new oil pump on all affected units. Check first to be sure the modification has not already been performed (see Identification Procedure section in this bulletin).

**Parts:** Yes, order a new oil pump kit for each affected unit. See the Parts Information section for details, including how to identify original and new oil pumps.

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

### **Notify**

**Customers:** Yes. You must immediately contact any customer whose motorcycle shows as unregistered on the enclosed report. Yamaha has sent letters to customers whose motorcycles were registered for warranty as of 10/18/11.



## AFFECTED RANGE

2009~2011  
VMX17  
VP29E-0000013~0002047

2009~2011  
VMX17C  
VP29Y-0000033~0000307



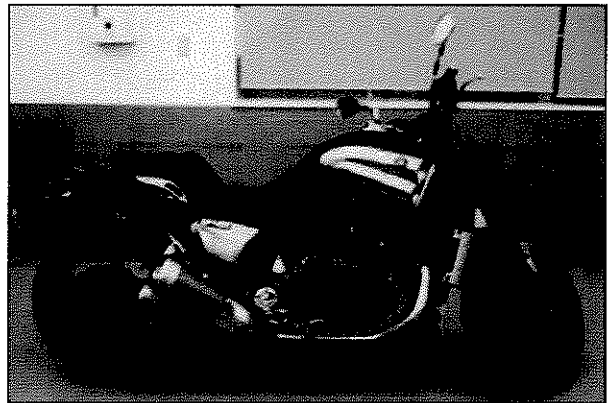
## SERVICE PROCEDURES

### **NOTE:**

- The oil pump replacement procedure does not require draining the engine oil.
- Special tool, Clutch Holder Tool YM-91042, is required to hold the clutch boss during clutch boss nut removal and installation.

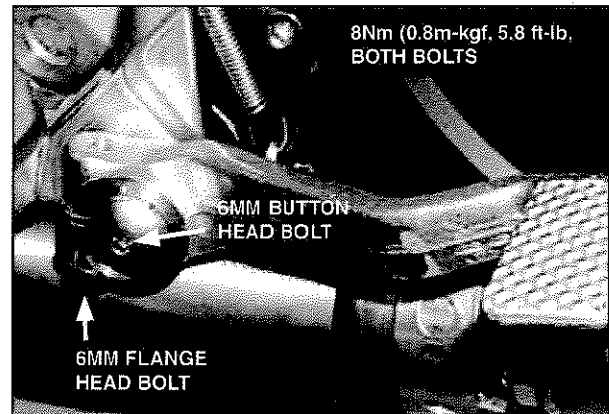
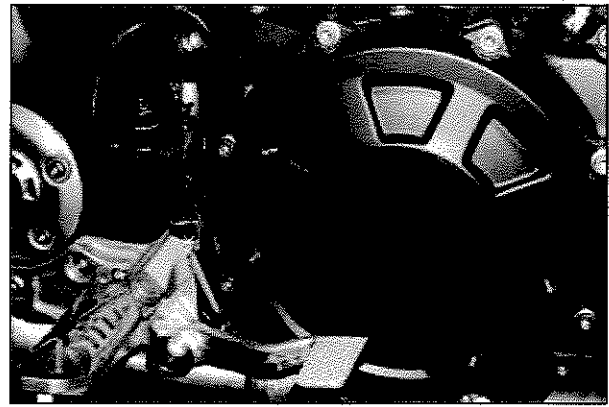
### **1. Preparation for disassembly:**

- a. Clean any road debris from the right side engine cover (clutch cover) area of the engine.
- b. Set the engine stop switch to the "X" position.
- c. Stand the vehicle on its side stand on a level surface.



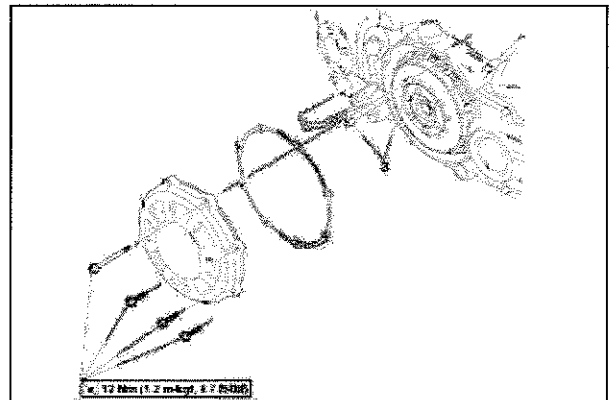
**2. Rear brake pedal removal:**

- a. Remove 6mm button head bolt.
- b. Remove 6mm flange bolt.
- c. Remove brake pedal.



**3. Clutch cover removal:**

- a. Remove the 6mm flange head allen bolts (qty. 8) from the clutch cover (right side crankcase cover).
- b. Remove the clutch cover.
- c. Remove clutch cover alignment dowel pins (qty. 2).
- d. Remove clutch cover gasket. Clean all traces of the gasket from the crankcase and cover.



**4. Clutch assembly removal:**

- a. Remove clutch spring bolts (qty. 6).
- b. Remove clutch spring plate retainer.
- c. Remove clutch spring plate.
- d. Remove clutch spring plate seat.
- e. Remove pressure plate.

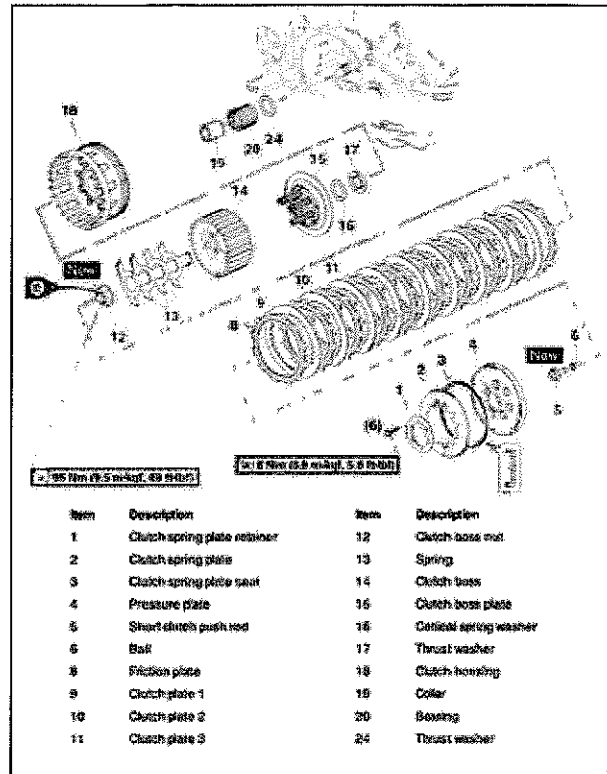
**NOTICE:** Temporarily pack clean shop towels underneath the clutch basket before continuing. The ball (step g) might come out with the short push rod (step f) and fall into the engine if not blocked by the towels.

- f. Remove short clutch push rod.
- g. Remove ball.
- h. Remove all clutch plates:
  - Friction plate (qty. 10)
  - Clutch plate 1 (qty. 1)
  - Clutch plate 2 (qty. 1)
  - Clutch plate 3 (qty. 7)

**TIP:** Keep clutch plates in their same order during removal to ease reassembly. Clutch plate 1 is thicker than all other steel plates and has no dimples. Clutch plate 2 may be different thickness than the other 7 clutch plates. It is used to adjust clutch pack width and must be installed in the same position.

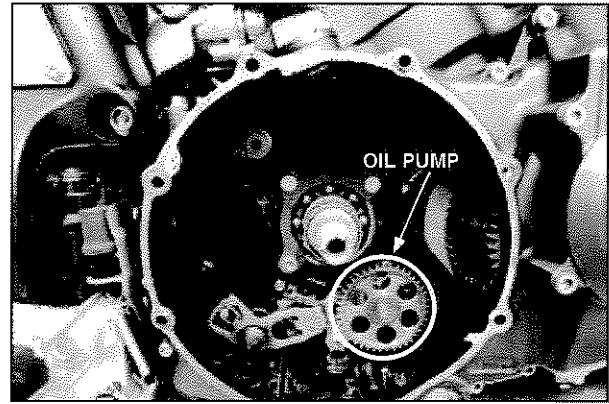
- i. Un-stake the folded collar of the clutch boss nut. Do this by inserting a tapered chisel between the folded collar and the main axle.
 

**NOTICE:** Take great care during this process to prevent damage to the main axle.
- j. Remove clutch boss nut using Clutch Holder Tool YM-91042.
- k. Remove spring (qty. 4).
- l. Remove clutch boss.
- m. Remove clutch boss plate.
- n. Remove conical spring washer. Make note of the orientation of conical spring washer. It must be reinstalled in the same direction as it was removed.
- o. Remove thrust washer (with grooves on both sides).
- p. Remove clutch housing.
- q. Remove bearing.
- r. Remove collar.
- s. Remove thrust washer (smooth finish).

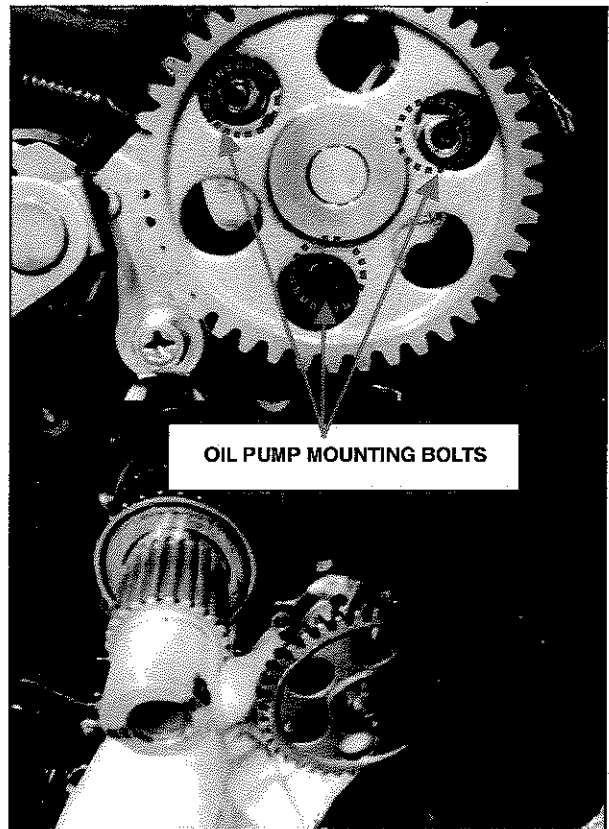


**5. Oil pump assembly removal:**

- a. Remove the three mounting bolts of the oil pump assembly.

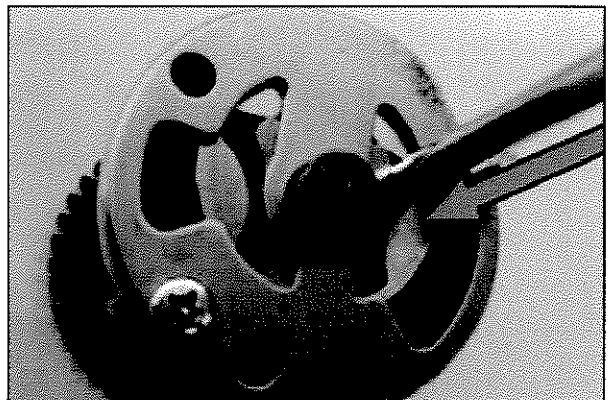


- b. Remove the oil pump assembly.

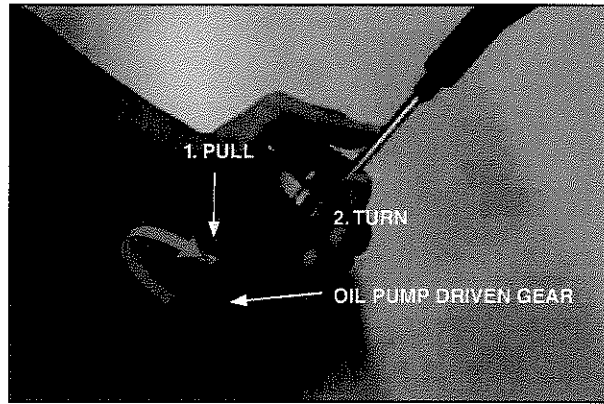


**6. Checking original oil pump condition:**

- a. After removing the original oil pump, insert a Phillips screwdriver or 6mm bolt between the inner and outer rotors of the original oil pump to lock the inner rotor in place and prevent it from spinning.



- b. With the rotors locked in place, pull the oil pump driven gear outward as indicated in the photo and attempt to rotate the oil pump driven gear.
- Oil pump driven gear can be rotated – oil pump has failed. Before continuing any further, please contact your RTA.
  - Oil pump driven gear does not rotate – continue with step 7.

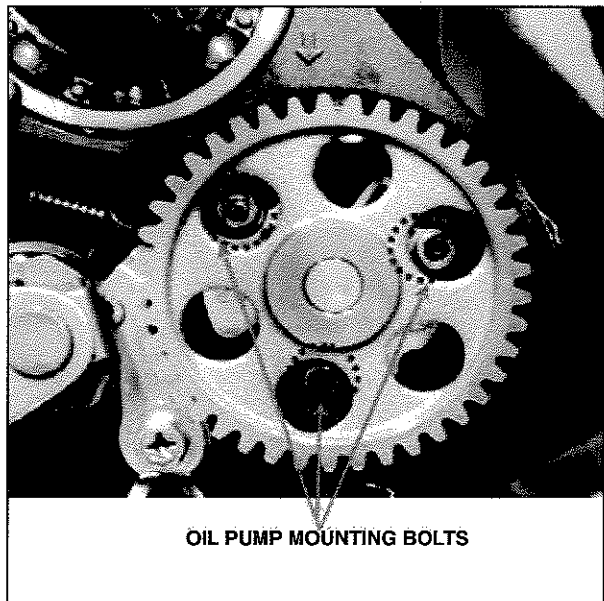
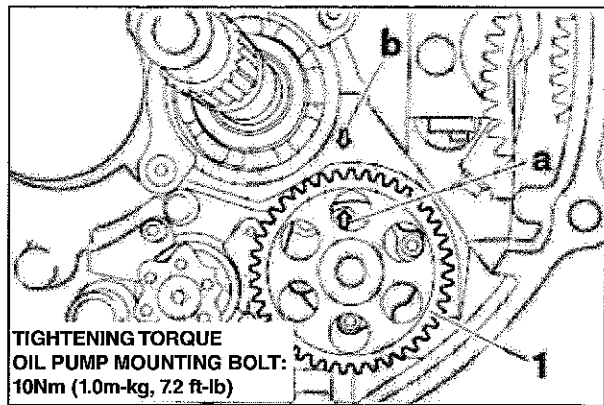


## 7. Oil pump replacement:

- a. Insert the new new oil pump assembly supplied in the oil pump kit into the crankcase, aligning arrow mark "a" on the oil pump with arrow mark "b" on the crankcase.

**NOTE:** See the photos in Parts Identification section if you are unsure which is the new pump.

- b. Install the bolts (qty. 3) previously removed in step 5 and torque to 10Nm (1.0m•kgf, 7.2 ft•lbf).



## 8. Clutch reassembly and installation:

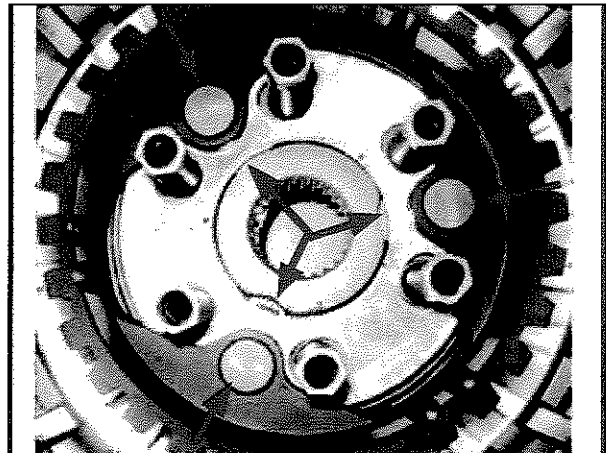
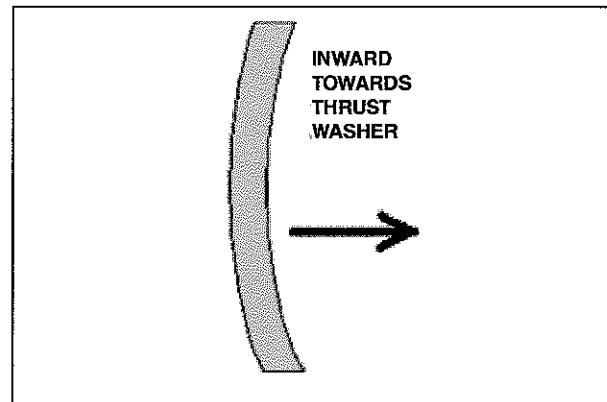
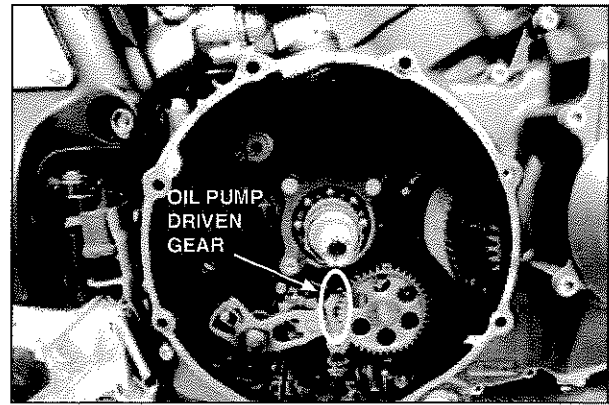
**NOTE:** Refer to the exploded parts diagram on page 4.

- a. Assemble the clutch housing and related parts in reverse order as disassembled.
- b. Install thrust washer (smooth finish).
- c. Install collar.
- d. Install bearing.
- e. Install clutch housing.

**NOTICE:** There is a drive gear for the oil pump assembly behind the primary driven gear on the clutch housing. Make sure the teeth for these gears mesh together correctly with the drive gear on the clutch housing during installation.

- f. Install thrust washer (with grooves on both sides).
- g. Install conical spring washer with its orientation in the same direction as when it was removed.

- h. Install clutch boss plate.
- i. Install clutch boss. Make sure the 3 rivet heads on clutch boss plate are aligned with the 3 recesses on the clutch boss plate. This aligns the ramps for the torque limiter ramps of the boss and boss plate.



h. Install spring (qty. 4).

**NOTE:** Make sure the 3 springs tabs are not aligned with the rivets in the clutch boss.

j. Lubricate the threads and shoulder of the new clutch boss nut (supplied in the oil pump kit) with engine oil. Make sure shoulder of clutch boss nut is aligned with center hole of 4 springs. While holding the clutch boss with Clutch Holder Tool YM-91042, install the and torque to 95Nm (9.5m•kgf, 68 ft•lbf).

k. Stake the collar of the lock nut. Tap the folded collar into the groove in the main axle with a punch and hammer.

l. Confirm that the clutch boss rotates freely, and then reinstall all clutch plates:

- Friction plate (qty. 10).
- Clutch plate 3 (qty. 7).
- Clutch plate 2 (qty. 1).
- Clutch plate 1 (qty. 1).

**NOTE:** Keep clutch plates in same order as removed during removal.

- Clutch plate 1 is thicker than all other steel plates and has no dimples.
- Clutch plate 2 may be different thickness than the other 7 clutch plates. It is used to adjust clutch pack width and must be installed in the same position it was removed.
- Install the last friction plate "1" offset from the other friction plates "2", making sure to align a projection on the friction plate with punch mark "a" on the clutch housing.

m. Install ball.

n. Remove original O-ring from short push rod and replace it with the new O-ring supplied in the oil pump kit. Lubricate the new O-ring and short push rod with a light coating of lithium soap base grease.

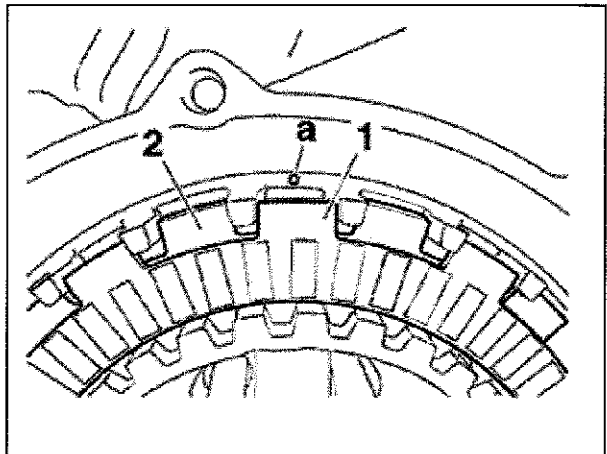
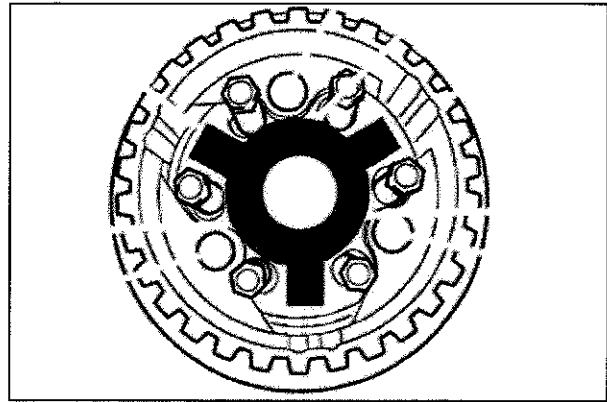
o. Install clutch spring plate seat. Make sure spring plate seat is installed with lip facing out as shown in the diagram on page 4.

p. Install short clutch push rod.

q. Install clutch spring plate.

r. Install clutch spring plate retainer.

s. Install clutch spring bolts (qty. 6) and torque to 8 Nm (0.8m•kgf, 5.8 ft•lbf).

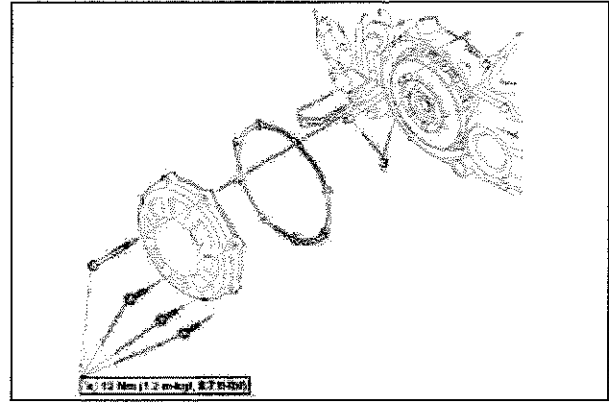


### 9. Clutch cover installation:

- Install clutch cover alignment dowel pins (qty. 2).
- Install clutch cover gasket supplied in the oil pump kit.

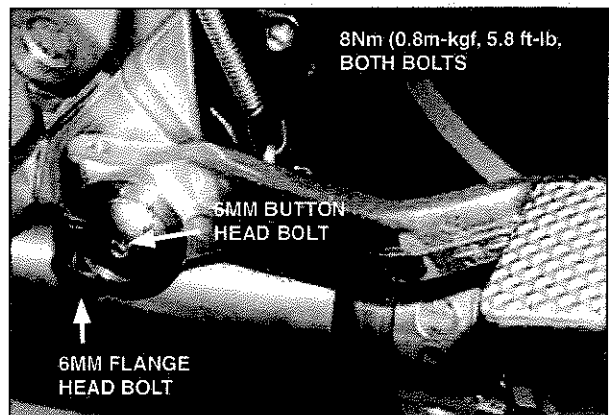
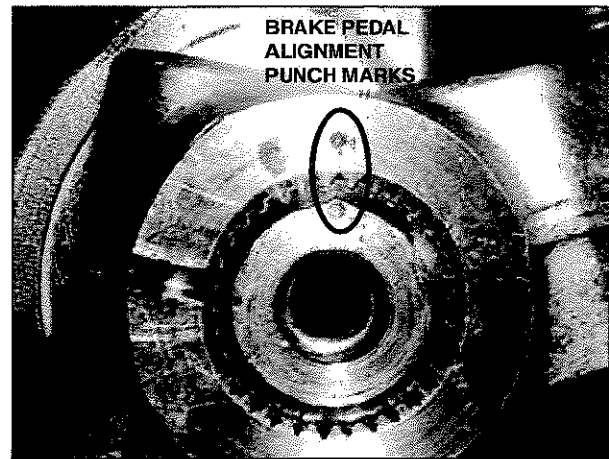
**NOTE:** Be sure all traces of gasket material were from the crankcase and cover.

- Install clutch cover with the 6mm flange head ALLEN bolts (qty. 8) and torque in a crisscross pattern to 12 Nm (1.2 m•kgf, 8.7 ft•lbf).



### 10. Rear brake pedal installation:

- Install brake pedal. **NOTICE:** The brake pedal and brake pedal pivot shaft have alignment punch marks that must be aligned during reassembly.
- Install 6mm button head bolt and lightly tighten.
- Install 6mm flange bolt and torque to 8 Nm (0.8 m•kgf, 5.8 ft•lbf.)
- Torque 6mm button head bolt to 8 Nm (0.8 m•kgf, 5.8 ft•lbf.)



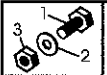
### 11. Confirm operation:

- Check engine oil level and add oil if necessary.
- Start engine and confirm no abnormal engine noise.
- Confirm clutch operation.
- Test ride and confirm rear brake and clutch operation.
- Confirm there are no oil leaks.



## IDENTIFICATION PROCEDURE

After modifying a unit, make a punch mark above the vehicle identification number (VIN) as shown in the illustration. Check for this punch mark if you encounter an unfamiliar unit. You can also check unit status on YDS or by contacting your Regional Technical Advisor.



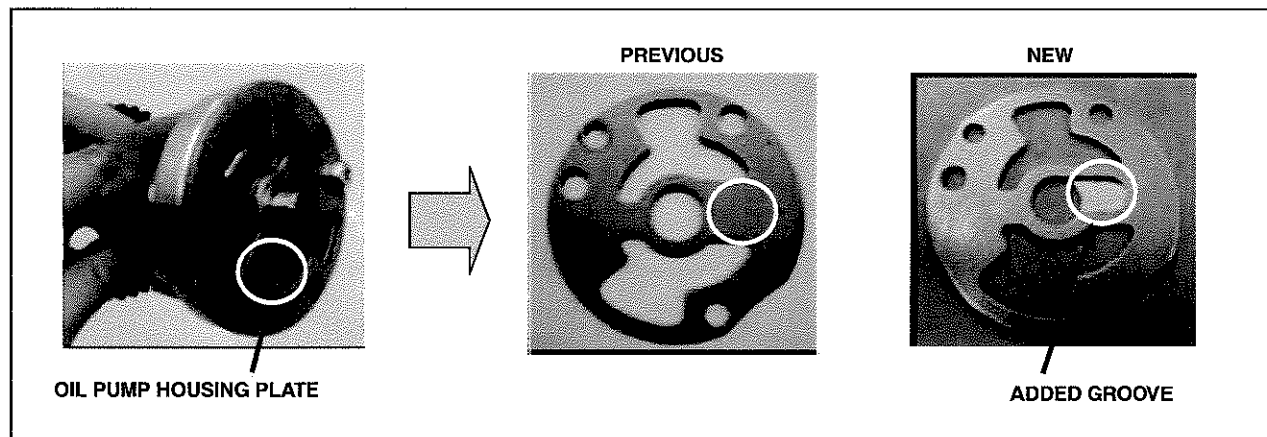
## PARTS INFORMATION

Part Number	Description	Qty.	Dealer Cost
90891-10220-00	VMAX1700 Oil Pump Kit Contents: Oil Pump Assy (Qty. 1) 2S3-13300-01-00 Nut, Lock (Qty. 1) 2S3-16377-00-00 Gasket (Qty. 1)* 214-11198-01-00 O-Ring (Qty. 1) 93210-06632-00 Gasket (Qty. 1) 2S3-15453-00-00	1	\$84.50

\* This gasket is an oil drain bolt sealing washer. Oil does not need to be drained for this procedure, so the gasket is unnecessary. However, it can be used if the customer wishes to purchase an oil change at the same time the modification is being performed.

### Part Identification

A groove has been added to the new oil pump housing plate. Please check the groove for part identification (see photos below).



**NOTE:** Replacement parts in inventory are all of the corrected type.



## WARRANTY INFORMATION

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

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

Submit a Recall Request for the parts and labor for VMX17 oil pump exchange as described below using Recall Number **990064**. The labor allowance is **1.0 hour**.

### YDS:

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

### MAIL:

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

Dealer Number		Dealer Name									
<table border="1"> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table>								_____			
Recal Number		Primary I.D.		Date Completed		Status					
990064		VP29E-0000XXX		10-21-2011		<table border="1"> <tr><td>M</td><td>I</td></tr> <tr><td>M</td><td>I</td></tr> </table>		M	I	M	I
M	I										
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If you have any questions about proper procedures for Factory Modification Campaigns, see Chapter 7 in your **Warranty and Y.E.S. Handbook** (LIT-11760-00-08).



**YAMAHA MOTOR CORPORATION, U.S.A.**  
 6555 KATELLA AVENUE, CYPRESS, CALIFORNIA 90630-5101 800-962-7926

**IMPORTANT SAFETY RECALL NOTICE**

October 19, 2011

Dear Yamaha Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Yamaha Motor Corporation, U.S.A., has decided that a defect which relates to motor vehicle safety exists in certain 2009, 2010, and 2011 VMX17 motorcycles. Our records show that you own the affected motorcycle shown above.

**The reason for this recall:** On affected motorcycles, high oil pressure can build up inside the oil pump causing it to malfunction. If this happens, oil will stop pumping through the engine, resulting in severe engine damage that can cause the engine to stall and not restart again, resulting in the possibility of a crash with injury or death.

**What Yamaha and your dealer will do:** To correct this defect, your authorized Yamaha dealer will replace the oil pump. **There will be no charge to you for this procedure.** Installing the new oil pump takes about 1 hour, although your dealer may need to keep your motorcycle longer depending upon their schedule.

**What you should do now:** Please call your Yamaha dealer to make a service appointment to have this procedure performed. At that same time, you can find out how long they expect to keep your motorcycle for this service. Remember to take this letter with you when you take in your motorcycle. You should not ride your motorcycle until this modification is performed. If you are unable to return to the Yamaha dealer who sold you the motorcycle, this service will be performed by any authorized Yamaha Motorcycle dealer. For the name of a dealer near you, call 1-800-88-YAMAHA or visit the Yamaha web site at: [www.yamaha-motor.com](http://www.yamaha-motor.com).

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

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

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

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

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

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

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

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