



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

December 06, 2011

Via Federal Express and E-mail (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-532**

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 11/17/11, so your assumption is correct as to the timing of our quarterly reports.

The determination date for this campaign was October 21, 2011. The starting production period for the affected vehicles was April, 2011, ending August, 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 1,070 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".

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.

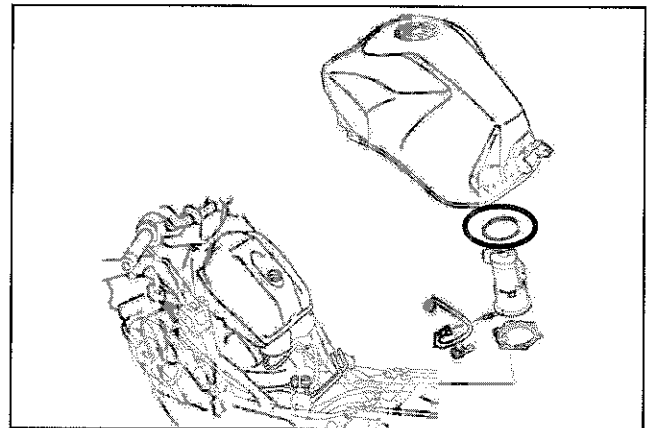
### 2012 XTZ12B/BC MODELS

### FACTORY MODIFICATION CAMPAIGN – Fuel Pump O-Ring Leakage

#### i

#### INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect which relates to motor vehicle safety exists in certain 2012 XTZ12B/BC ("Super Ténéré") motorcycles. During the assembly process on affected motorcycles, the fuel pump O-ring may have been installed incorrectly in its groove. If the tabs located around the inner circumference of the O-ring were not seated into the groove properly during pump installation, the O-ring sealing lip could be pinched and damaged, preventing proper sealing. This could allow fuel to leak from around the fuel pump mounted under the fuel tank. Leaking fuel could result in a fire hazard.



To correct this problem, Yamaha is initiating a Factory Modification Campaign. Affected units must have a new fuel pump O-ring 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 fuel pump O-ring on all affected units during setup before adding fuel to the fuel tank.

### **Sold**

**Units:** Install a new fuel pump O-ring on all affected units whether or not there is leaking fuel. Check first to be sure the modification has not already been performed (see the *Identification Procedure* section in this bulletin).

**Parts:** Yes, order a new fuel pump O-ring for each affected unit.

**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 11/14/11.



## AFFECTED RANGE

XTZ12B

DP03E-0000002~0000971

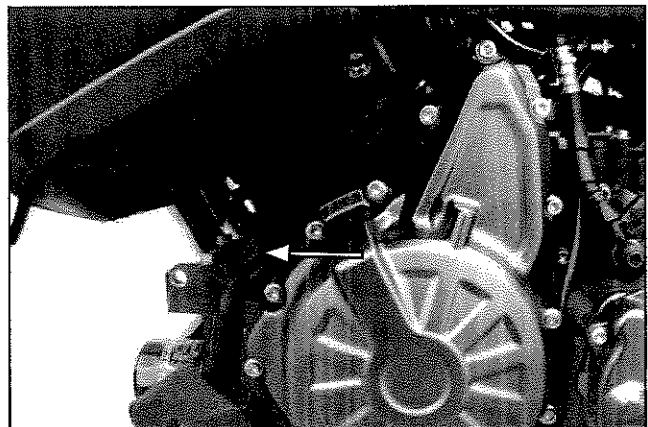
XTZ12BC

DP03Y-0000007~0000106



## SERVICE PROCEDURES

1. If the motorcycle has fuel in the fuel tank, extract it into a clean container through the fuel tank filler cap with a suitable pump.
2. Remove the rider seat, right and left side cowlings, and both front fuel tank mounting (Allen) bolts.
3. 49 STATE MODEL:  
Remove the fuel tank overflow hose and fuel tank vent hose from the routing brackets at front left side of engine. (Removal of the skid plate is not necessary).

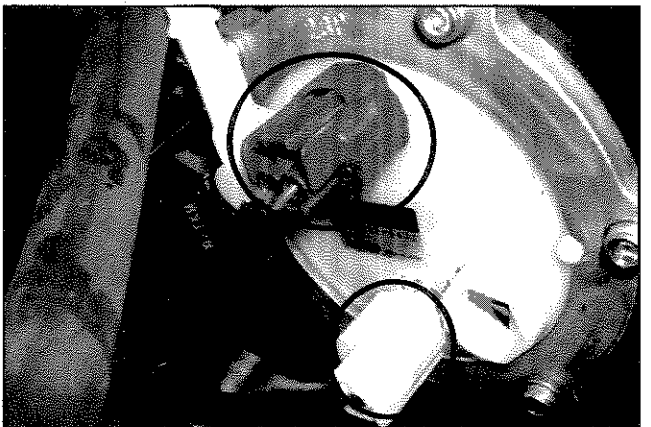
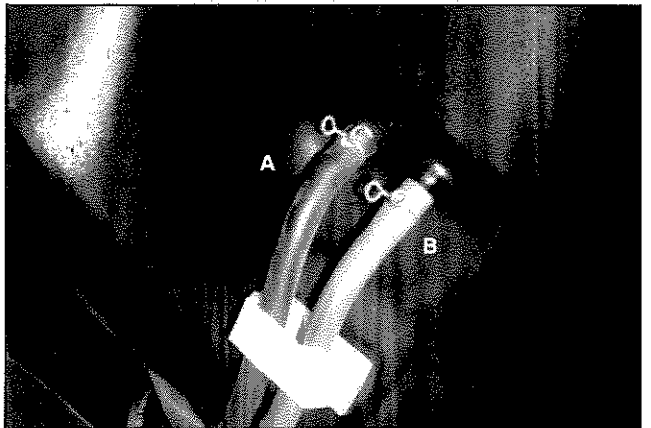
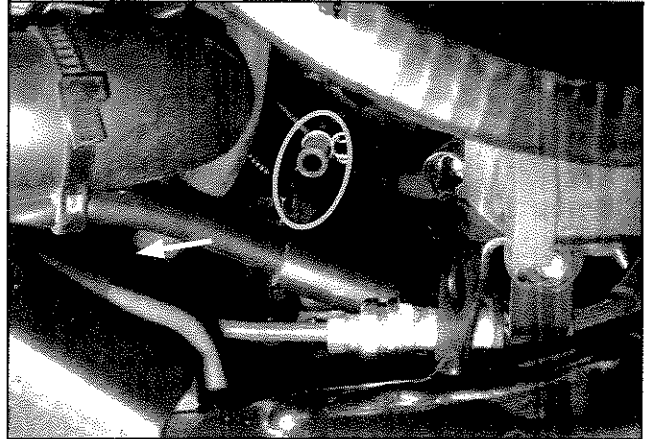
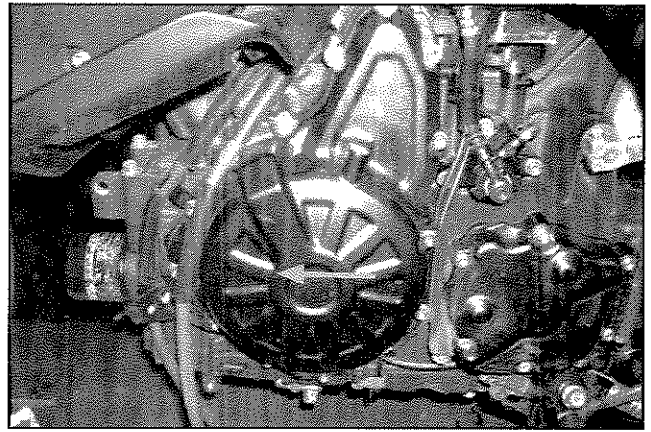


**CALIFORNIA MODEL:**

- a. Remove the fuel tank overflow hose from the routing brackets at the front left side of engine. (Removal of the skid plate is not necessary).
- b. Remove the fuel tank vent hose from the top of rollover valve.
4. Loosen the rear fuel tank mounting bolt but do not remove it at this time. Securely prop up the fuel tank.
5. Remove the fuel tank overflow hose and fuel tank vent hose from the fuel tank.

**NOTE:** The fuel tank overflow hose "A" connects to left side hose fitting on fuel tank and fuel tank vent hose "B" to the right fitting.

6. Disconnect the fuel pump coupler and fuel sender coupler.



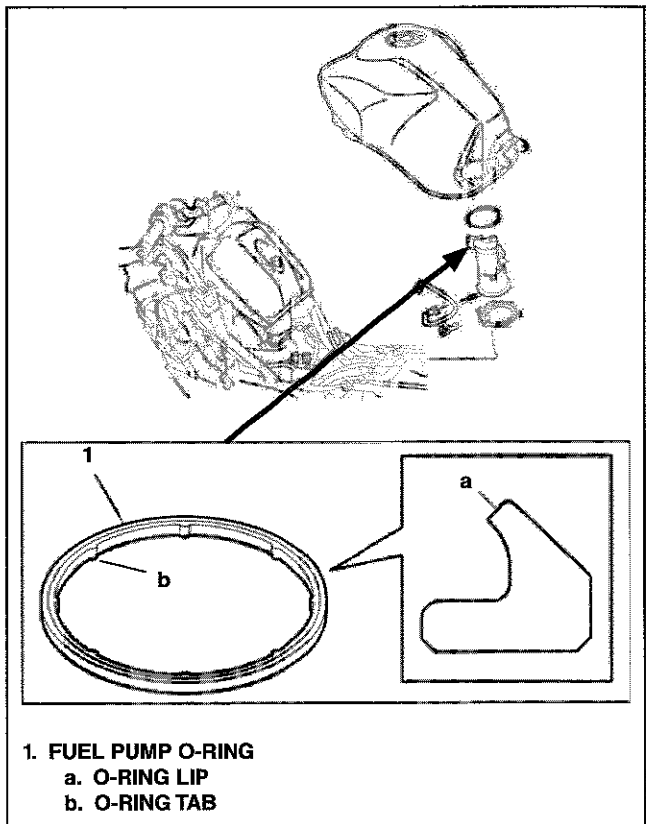
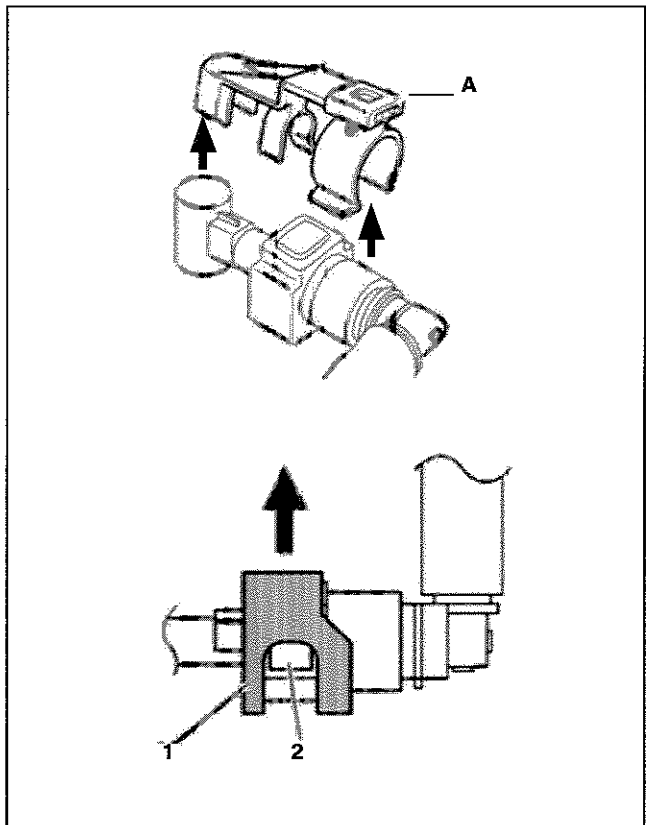
7. Place a few rags under where the fuel hose connects to the tank to catch any spilled fuel. Remove fuel hose holder "A" from the fuel pump and fuel hose joint by pulling straight off as indicated by the arrows. Then, press the two blue buttons (one on each side of the connector) while removing the hose. Remove the fuel hose manually without the use of any tools.

**⚠ WARNING**

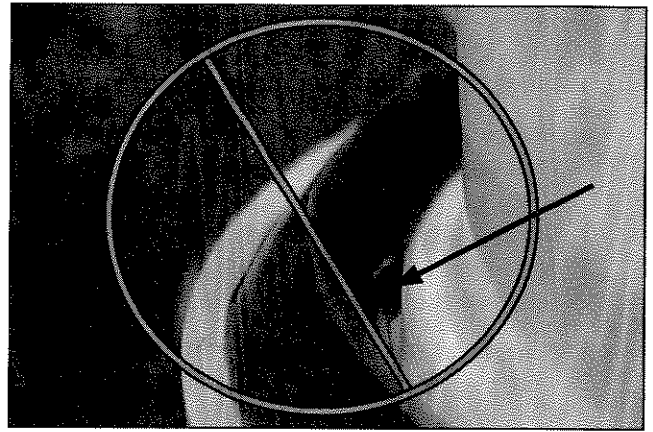
Cover fuel hose connections with a cloth when disconnecting them. Residual pressure in the fuel lines could cause fuel to spurt out when removing the hose. **NOTICE:** Although the fuel has been removed from the tank, be careful when removing the fuel hose, since there may be fuel remaining in it.

8. Put clean, soft pads or towels on a secure work surface large enough to hold the fuel tank on its side and protect the paint finish from scratches.
9. Remove the rear fuel tank mounting bolt and then remove the fuel tank. Set the fuel tank down on the padded work surface propped on its side. **NOTICE:** Do not set the fuel tank down in a manner that will put pressure on the fuel pump.
10. Remove the fuel pump assembly by first removing the 6 hexagon socket head (Allen) bolts. Then remove the fuel pump assembly from the fuel tank. If necessary, very carefully flex the fuel level sensor's float arm to provide clearance as you remove the fuel pump assembly. **NOTICE:** Do not drop the fuel pump or hit it against anything. Do not touch the base section of the sender.
11. Remove the old fuel pump O-ring from the fuel pump assembly. Tag and hold the O-ring for 90 days from the date you submit your Recall Reimbursement Request.

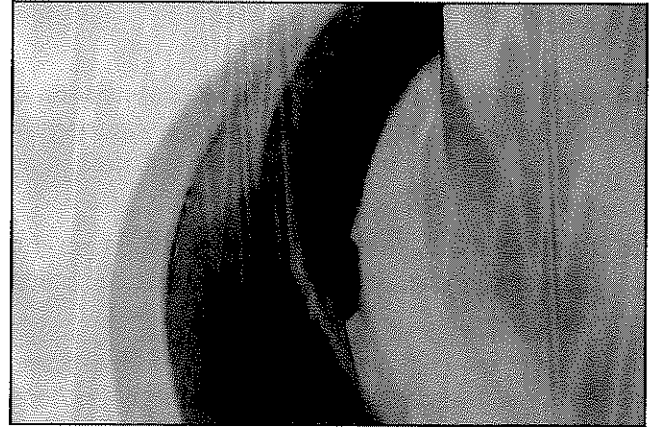
12. Carefully install the new fuel pump O-ring onto the original fuel pump assembly as follows:
  - a. Slide the fuel pump O-ring over the fuel pump assembly body so that the flat side of the fuel pump O-ring is facing towards the fuel pump and the O-ring lip "a" is facing towards the fuel tank. **NOTICE:** Be sure the O-ring is clean and dry. Do not apply any grease or oil to the fuel pump O-ring.
  - b. Insert the 8 tabs "b" of the fuel pump O-ring into the groove of the fuel pump assembly using your finger.



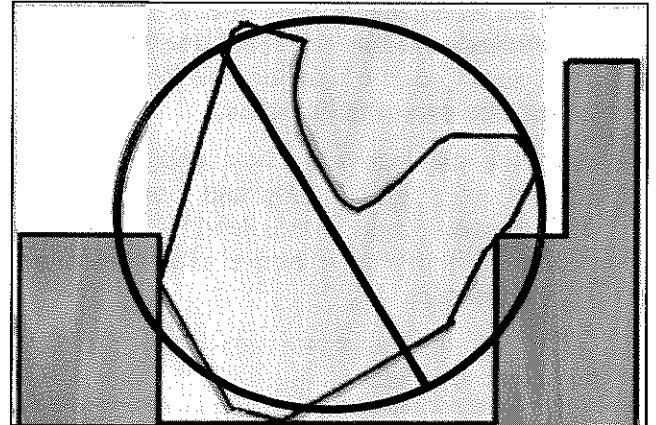
Incorrect – The O-ring tab is not fully seated into the fuel pump O-ring groove.



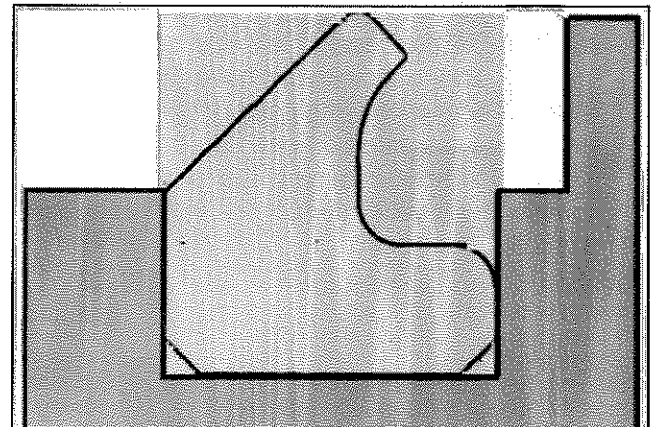
Correct – The O-ring tab is fully seated into the fuel pump O-ring groove.



Incorrect – The fuel pump O-ring is not fully seated into the fuel pump O-ring groove.

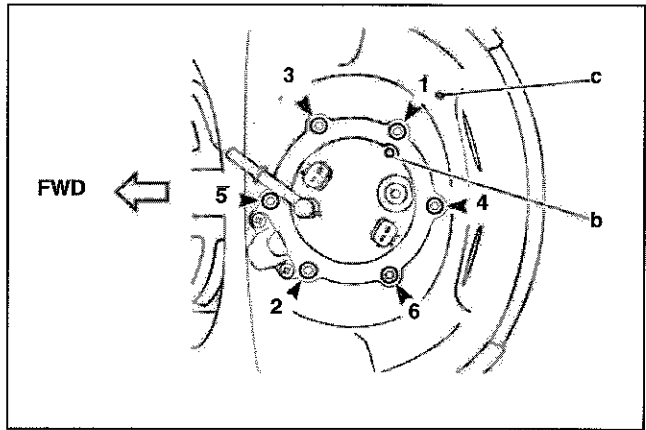


Correct – The fuel pump O-ring is fully seated into the fuel pump O-ring groove.



13. Install the fuel pump assembly (with fuel pump O-ring) into the fuel tank. **NOTICE: Take care not to damage the fuel tank mating surface.**

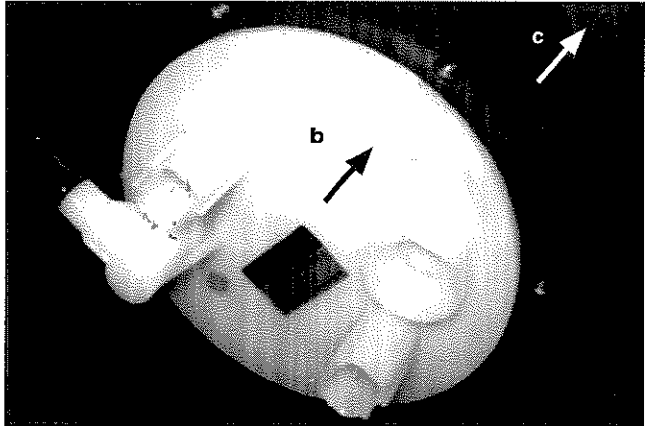
- a. Align the projection “b” on the fuel pump with the punch mark “c” on the fuel tank. **NOTICE: Pay close attention to the fuel pump O-ring as it is crucial that it remains properly seated in the fuel pump O-ring groove during the installation process.**
- b. Align the slot in the fuel pump bracket with the projection “b” on the fuel pump.
- c. Tighten the 6 hexagon socket head bolts to secure the fuel pump assembly to the fuel tank in the sequence shown below.



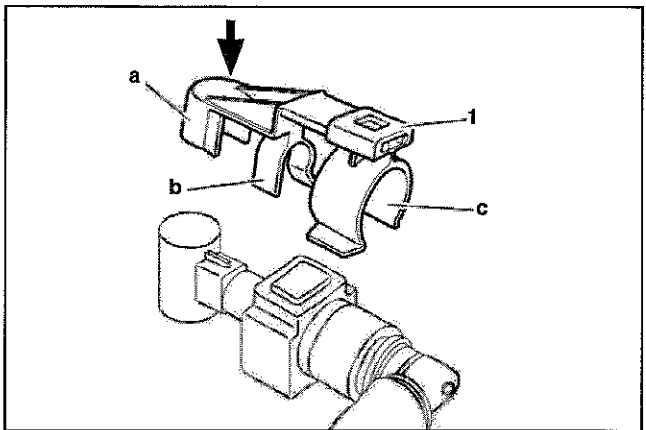
14. Carefully clean all traces of fuel that may have spilled on the tank or other surfaces during O-ring replacement so you can confirm there is no leakage when the tank is installed.

15. Position the fuel tank back in position on the motorcycle and loosely install the rear mounting bolt.

16. Install the fuel hose securely onto the fuel pump until you hear a “click.” Make sure that the hose does not come loose. **NOTICE: When installing the fuel hose, make sure that it is securely connected, and that the fuel hose holder is in the correct position, otherwise the fuel hose will not be properly installed.**

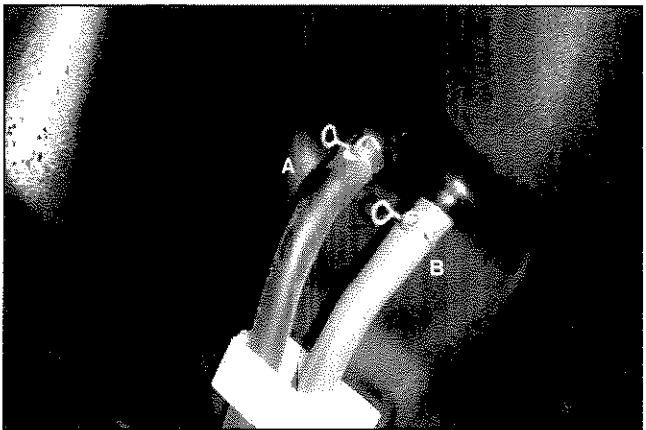


17. Install the fuel hose holder by pushing the holder straight over the fuel pump and fuel hose joint. After installing fuel hose holder “1,” make sure that the sections “a,” “b,” and “c” of the holder are installed securely.



18. Install both the fuel sender unit coupler and the fuel pump coupler.

19. Install the fuel tank overflow hose and fuel tank vent hose onto the fuel tank. The fuel tank overflow hose “A” connects to left side hose fitting on fuel tank and fuel tank vent hose “B” to the right fitting. The hoses have a paint dot that must face forward so the formed hose can be routed correctly. Both hose retaining clip ends must face forward to prevent interference with other components.



20. 49-STATE MODEL:

Route the fuel tank overflow hose and fuel tank vent hose back through the routing brackets at front left side of engine.

**TIP:** Both the fuel tank overflow hose and fuel tank vent hose route behind the cooling hose at the rear of the engine.

CALIFORNIA MODEL:

- a. Install the fuel tank vent hose onto the roll-over valve.
- b. Route the fuel tank overflow hose back through the routing brackets at front left side of the engine

**TIP:** The fuel tank overflow hose routes behind the cooling hose at rear of engine and the vent hose routes around the FI fuel hose and to the rollover valve.

21. Finish fuel tank installation by installing the front mounting bolts and rear mounting bolt.

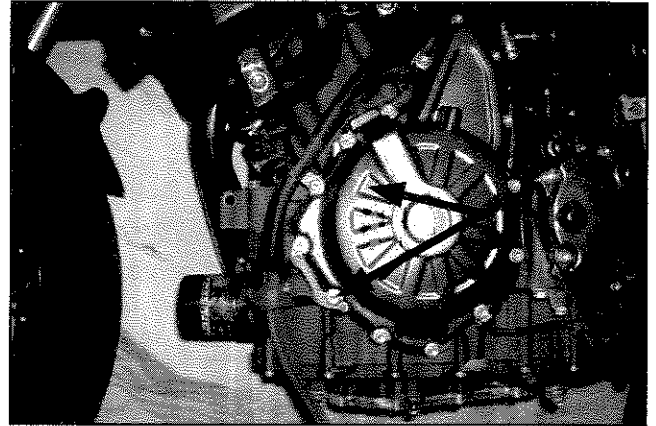
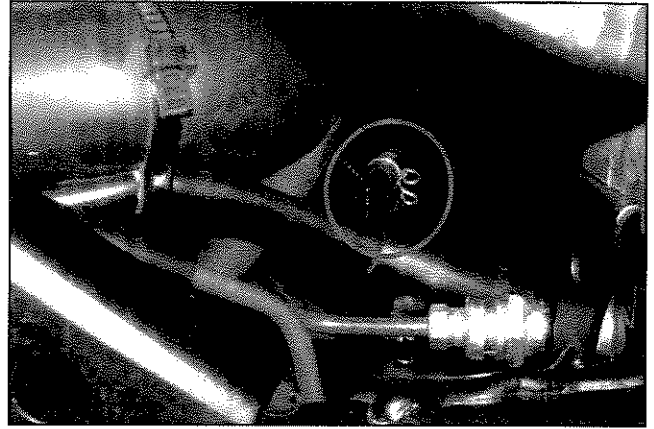
Front fuel tank mounting bolts (Allen bolt): 10 Nm (1.0 m-kgf, 7.2 ft-lbf)

Rear fuel tank mounting bolt: 16 Nm (1.6 m-kgf, 12 ft-lbf)

22. Install the right and left side cowlings and the rider seat.

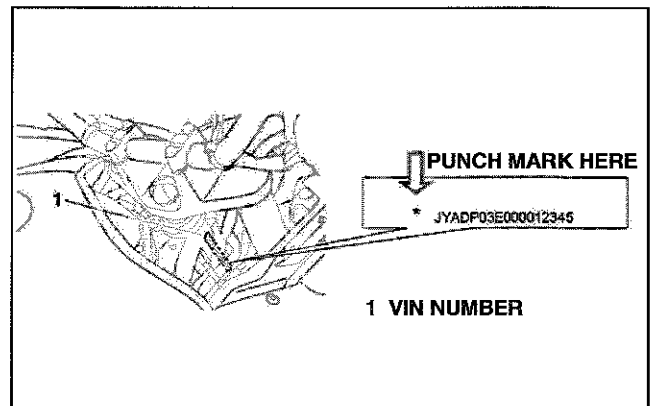
23. Add fuel to the fuel tank and check with a bright flashlight to be sure no fuel is leaking. Start the engine, turn it off, and then recheck for any fuel leaks.

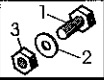
21. When the modification is complete, put a punch mark next to the VIN on the frame as instructed in *Identification Procedure* below.



**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
19B-24486-00-00	O-Ring	1	\$8.84



### 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 XTZ12B as described below using Recall Number **990066**. The labor allowance is **0.7 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																										
Recal Number						Primary I.D.						Date Completed						Status												
9	9	0	0	6	6	D	P	0	3	E	-	0	0	0	0	X	X	X	1	1	-	1	7	-	2	0	1	1	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

November 15, 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 2012 XTZ12B/BC ("Super Ténéré") motorcycles. Our records show that you own the affected motorcycle shown above.

**The reason for this recall:**

During the assembly process on affected motorcycles, the fuel pump O-ring may have been installed incorrectly in its groove. If the tabs located around the inner circumference of the O-ring were not seated into the groove properly during pump installation, the O-ring sealing lip could be pinched and damaged, preventing proper sealing. This could allow fuel to leak from around the fuel pump mounted under the fuel tank. Leaking fuel could result in a fire hazard.

**What Yamaha and your dealer will do:**

To correct this defect, your authorized Yamaha dealer will replace the fuel pump O-ring. **There will be no charge to you for this procedure.** Installing the new O-ring takes about 45 minutes, 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. Additionally, you should not park your motorcycle near sparks, open flames, or other sources of ignition until it is modified.**

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.

ROUTE TO:  SERVICE  PARTS  WARRANTY  SALES