

# Technical BULLETIN

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## SAFETY RECALL

This modification has top priority. This bulletin must be performed immediately to ensure customer federal regulation compliance

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

### CERTAIN 2015 ~ 2018 SR400 MOTORCYCLES FACTORY MODIFICATION CAMPAIGN – Oil Leak from Flare Nut on Oil Hose

#### i

#### INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect which relates to motor vehicle safety exists in certain 2015 through 2018 SR400 motorcycles. In affected motorcycles, it is possible for oil to leak from an oil hose fitting (flare nut) under the fuel tank on the right side. If this occurs, the oil could get on the rear tire, causing slipping, which could result in loss of control and a crash with injury or death.

To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected units must have the oil hose fitting inspected and tightened to specification, unless oil leakage has already occurred, in which case the oil hose must be replaced with a new one.

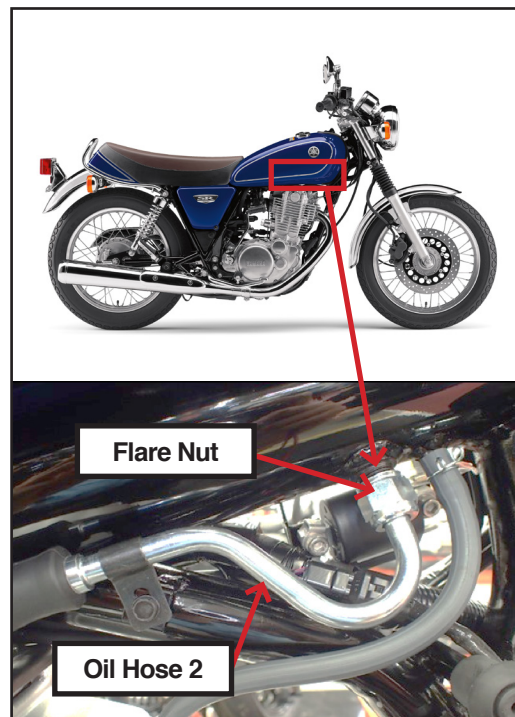
Yamaha is notifying all registered owners of affected motorcycles by mail. A copy of this letter is included in this bulletin. The customer should take this letter along with the affected motorcycle to an authorized Yamaha dealer for modification.

If your dealership was invoiced for one or more affected units, a computer report listing all affected motorcycles invoiced to your dealership is mailed with this bulletin. Use the list to help ensure all affected motorcycles are modified. All sold motorcycles that have been registered with Yamaha will show the customer's name and address.

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

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

When the modification on each motorcycle is performed, follow the Warranty Information section of this bulletin to receive reimbursement. Be sure to use the Factory Modification Campaign procedures in Chapter 7 of the Warranty and Y.E.S. Handbook (LIT-11760-00-16).





## DEALER ACTION SUMMARY

### Unsold &

**Sold Units:** Use YDS Unit Status to check to be sure the unit is affected and that has not already been inspected or inspected and modified. Then inspect the oil hose fitting as described in this bulletin. A new special tool, a 19mm flare nut wrench, is required and is being sent to all dealers free of charge.

**Parts:** Parts are required only if oil is leaking. See the *Parts Information* section if necessary.

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

### Notify

**Customers:** Yes, you must immediately contact any customer if a motorcycle shows as unregistered on the enclosed report. Yamaha has sent letters to customers whose motorcycles were registered with Yamaha as of 10/30/2018.



## AFFECTED RANGE

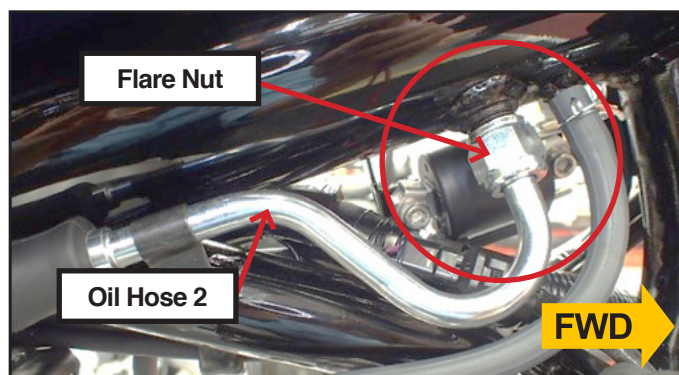
Model	Model Code	Primary ID		
		Prefix	From	To
2015~2018 SR400	2RD2, 2RD9, 2RDD, 2RDG	RH04E	000002	001462
2015~2018 SR400C	2RD3, 2RDA, 2RDE, 2RDH	RH04Y	000006	000456



## SERVICE PROCEDURES

Refer to the SR400 Service Manual (LIT-11616-28-01) as needed. A new special tool, a 19mm flare nut wrench (90890-01599-00), is required and has been shipped to all dealers with a printed copy of this bulletin.

1. Remove the side covers, seat, and fuel tank, referring to the service manual.
2. Check for oil leakage where the oil hose 2 connects to the oil tank on the frame.



**NO OIL LEAKAGE**

- If engine oil is NOT leaking, retighten the flare nut using the Flare Nut Wrench and a torque wrench as described below. If oil IS leaking, skip to the OIL LEAKAGE procedure on page 4.

**NOTICE:**

You must calculate the torque specification for the torque wrench you are using with the special flare nut wrench to avoid damage to the oil hose or risk of oil leaking.



The total tool length will depend on the type of the torque wrench used. The set torque value of the torque wrench depends on the total tool length. Calculate the set torque value using the formula below.

$$\frac{a}{(a + b)} \times 50\text{Nm (5.0m-kgf)} = \text{Set torque value}$$

**Example**

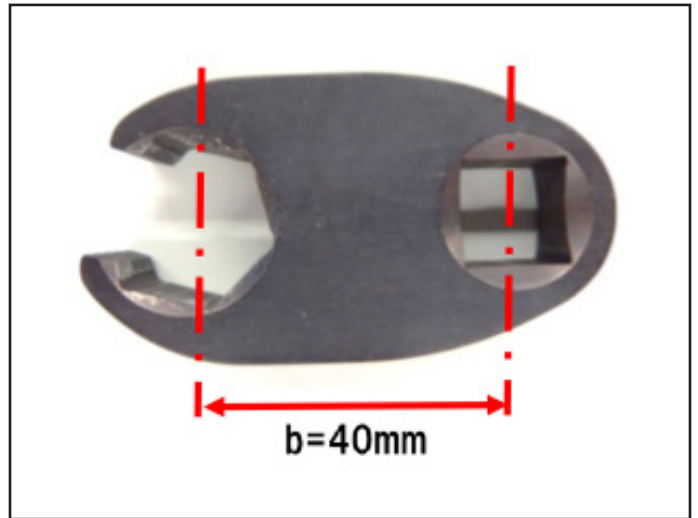


a=260mm b=40mm

$$\frac{260}{260 + 40} \times 50\text{Nm (5.0m-kgf)} = 43.3\text{Nm}$$

In this example, set the torque wrench to 43 Nm (4.3 m-kgf, 32 lb-ft)

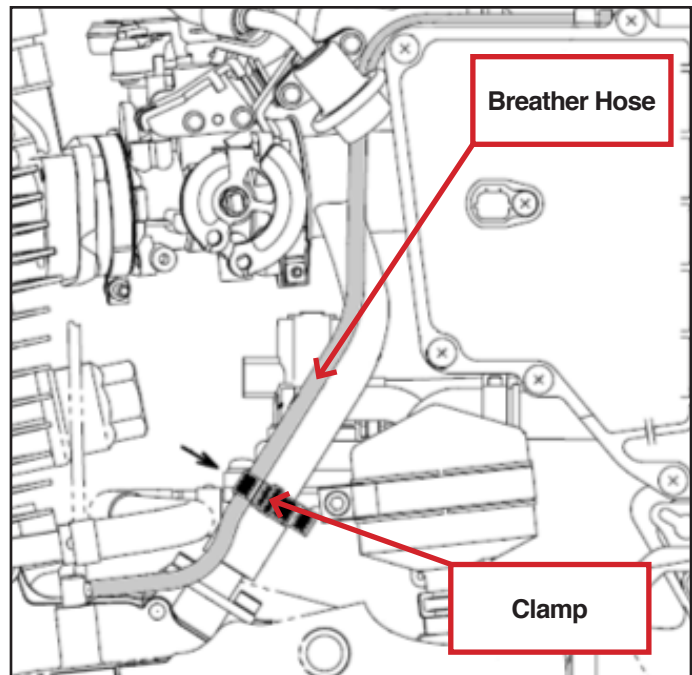
- After tightening the flare nut, reinstall the fuel tank, side covers, and seat. Run the engine and confirm that there is no oil or fuel leakage. Submit a recall claim for inspection only as described in the *Warranty Information* section.



## OIL LEAKAGE

If engine oil leakage is found, replace oil hose 2 as follows.

1. Remove the breather hose clamp.



2. Remove:

- Band "1" (discard, will not be reused)
- Clamp "2"
- Clamp bolt "3" (discard, will not be reused)

3. Loosen flare nut "4."

4. Pull the oil hose 2 "6" up in order to return the engine oil in the oil hose 2 to the engine.

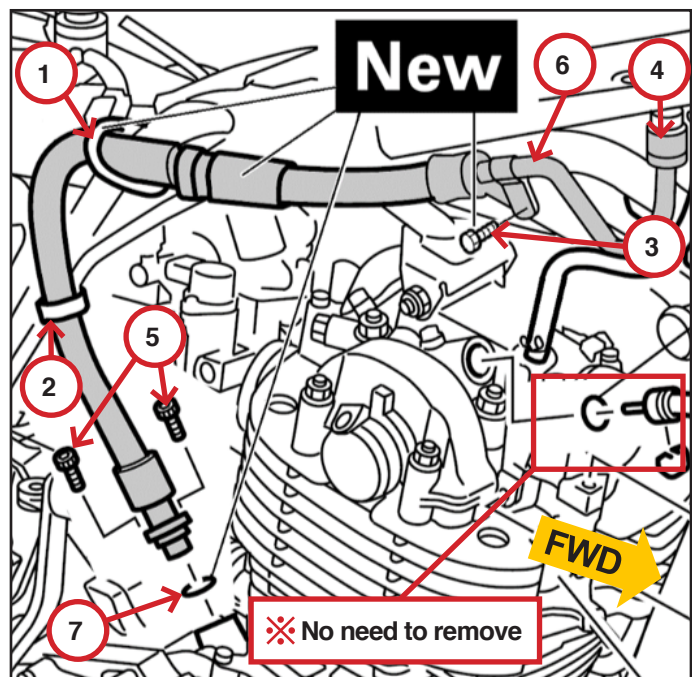
### NOTICE:

Have a shop towel ready to catch any spilled oil. Wipe up any spilled oil completely.

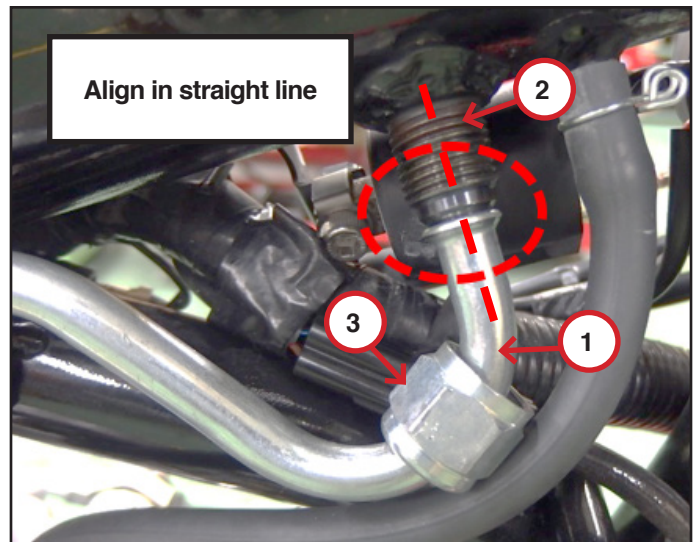
5. Remove the two bolts "5."

6. Remove oil hose 2 "6" and O-ring "7" (they will not be reused).

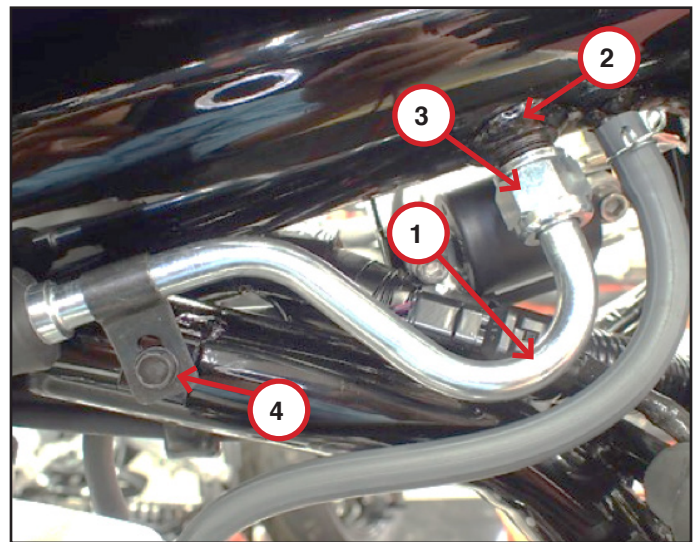
7. Lubricate the new O-ring from the kit with Yamaha Race Grease (ACC-RACEG-RE-AS) or a lithium-soap-based grease, and then insert it onto the engine end of the new oil hose. Install the new oil hose 2 to the engine. Tighten the two bolts to 10 Nm (0.1 m·kgf. 7.2 lb-ft).



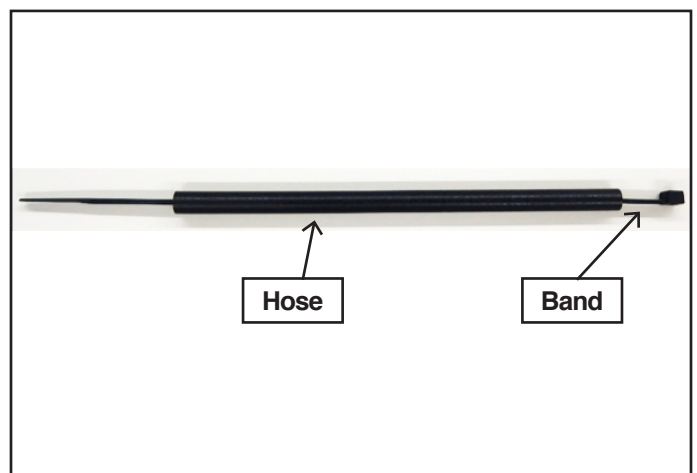
- Line up the new oil hose 2 "1" to the nipple "2" so they are aligned in a straight line, then temporary hand tighten the flare nut "3."



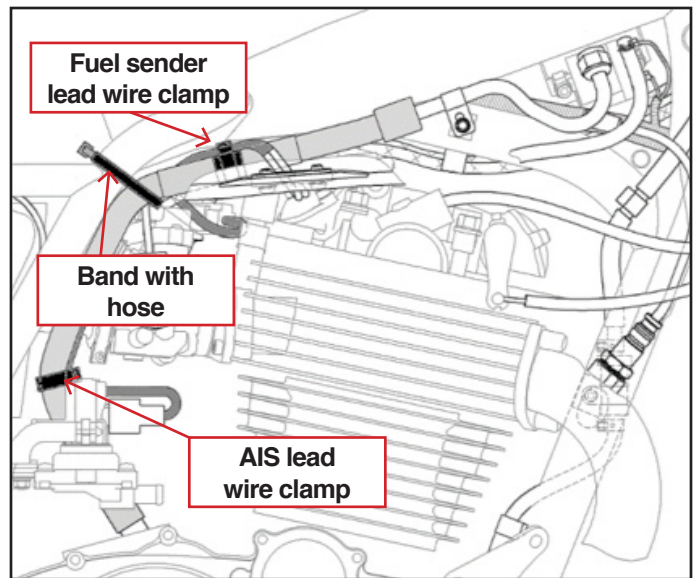
- Tighten the clamp bolt "4" to 4.5 Nm (0.45 m-kg, 3.3 lb-ft [40 lb-in]).
- Tighten flare nut "3" with the set torque value calculated in step 3 on page 3.



- Insert the new band through the new hose.



12. Secure the oil hose 2 in place using the new band with hose, then attach the fuel sender lead wire clamp and the AIS lead wire clamp.



13. Reinstall the fuel tank, side covers, and seat.
14. Check the engine oil level. Run the engine and confirm that there is no oil or fuel leakage.
15. Submit a warranty claim for modification as described in the Warranty Information section. Tag and hold the replaced oil hose 2 for 90 days from the date you submit your claim.

**YAMAHA IDENTIFICATION PROCEDURE**

After modifying a unit, make sure to properly record and submit the special warranty claim for this safety recall to ensure not only correct reimbursement but also to update the unit's repair history in Yamaha's database.

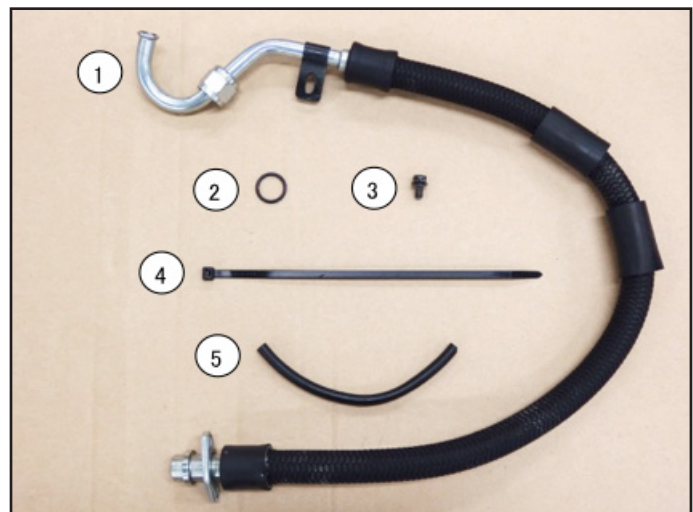
**PARTS INFORMATION**

A new oil hose 2 is required only if oil leakage was found.

Part Number	Description	Applicable Models	Qty	Dealer Cost
90891-10295-00	SR400 Oil Hose 2 Kit	2015~2018 SR400	1	\$13.67

Kit Contents:

No.	Part Name	Qty
1	Oil Hose 2	1
2	O-Ring	1
3	Bolt	1
4	Band	1
5	Hose	1





## WARRANTY INFORMATION

The owner of each registered unit will receive a letter announcing this campaign. The customer letter includes the unit's Vehicle Identification Number (VIN) and the recall number.

This inspection or inspection with modification is authorized for all affected vehicles, 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 Claim as described below using Campaign Number **990124** and choose either Inspected or Modified.  
**Inspected** (no oil leak/ flare nut tightened) – labor allowance of **0.4 hour**.  
**Modified** (oil leak/ oil hose 2 replaced) – parts reimbursement plus a labor allowance of **0.5 hour**.

### YDS:

To submit your Recall Claim in the new warranty system on YDS, go to *Service > Warranty Claims/Authorization > Claims/Authorization > New > Warranty Claim*. Then, from the menu, select *Recall/ Service-Per-Bulletin Claim*.

**Warranty Claim**

- Warranty / Y.E.S. Claim - If request is under \$1500
- Recall / Service per Bulletin
- Parts and ACC Quality Assurance Claim

**Warranty Authorization**

- Warranty / Y.E.S. Authorization - If request is \$1500 or over
- Out of Warranty Authorization
- Un-Registered / Un-Sold Unit Authorization

**Shipping Damage**

- Visible Damage Authorization - Pictures Required
- Concealed Damage Claim \$349 and under
- Concealed Damage Authorization \$350 and over - Pictures Required
- Missing Parts Claim \$349 and under
- Missing Parts Authorization \$350 and over

Continue

**Unit Recall/Service Campaign**

This screen allows you to enter Recall Request information for single or multiple Primary IDs.  
NOTE: The same recall information will be used for all of the primary IDs provided.

\*Campaign #:  ← Enter Campaign Code 990124 Here

Primary ID:

(OR) VIN/HIN:

\*Finish Date:

\*Miles or Hours:

STEP 1 : Get Repair Options >>

Primary ID	Finish Date	Miles or Hours	UOM	Repair Option
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STEP 2 : Add >>

STEP 3 : Submit

If you have any questions about proper procedures for Factory Modification Campaigns, see Chapter 7 in your Warranty and Y.E.S. Handbook (LIT-11760-00-16).



YAMAHA MOTOR CORPORATION, U.S.A. 6555 Katella Avenue, Cypress, CA 90630-5101 800-962-7926

### IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle, VIN xxxxxxxxxxxxxxxxx

Model:

October 31, 2018  
990124

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 2015 through 2018 SR400 motorcycles. Our records indicate that you own the affected motorcycle shown above.

**The reason for this recall:**

In affected motorcycles, it is possible for oil to leak from an oil hose fitting (flare nut) under the fuel tank on the right side. If this occurs, the oil could get on the rear tire, causing slipping, which could result in loss of control and a crash with injury or death.

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

To correct this defect, your authorized Yamaha dealer will inspect the oil hose fitting for oil leaks. If there is no leak, they will tighten the flare nut securing the oil hose to proper specifications. The procedure takes less than 30 minutes to do, but be aware that your Yamaha dealer may need to keep your motorcycle longer. If there is an oil leak, however, your dealer must replace the oil hose with a new one. There may be a delay while the necessary part kit is ordered and shipped to the dealership. There will be no charge to you for this procedure.

**What you should do now:**

Please call your Yamaha dealer to make a service appointment to have this procedure performed. At that same time, you can find out how long they expect to keep your motorcycle to complete this service. Remember to take this letter with you when you take in your motorcycle.

**Only ride your motorcycle to the dealership to be repaired. You should avoid riding your affected motorcycle shown above whenever possible until you can get it to the dealer to have this modification 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. To find a dealer near you, call 1-800-88-YAMAHA or visit the Yamaha website 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>. Refer to campaign 18V730.

**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 above your name on the address label 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,  
Service Support Group  
Yamaha Motor Corporation, U.S.A.

ROUTE TO:  SERVICE  PARTS  WARRANTY  SALES