

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.

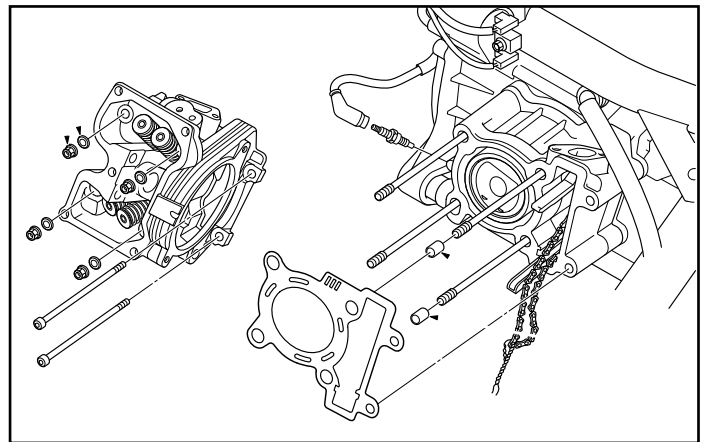
CERTAIN 2015~2018-MODEL XC155 (SMAX) SCOOTERS FACTORY MODIFICATION CAMPAIGN – Coolant Enters the Combustion Chamber

i

INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect that relates to motor vehicle safety exists in certain 2015~2018-model XC155 scooters. In affected units, the cylinder head nuts may not have been tightened properly and could loosen, causing the cylinder head gasket to fail. If this happens, coolant might enter the combustion chamber and foul the spark plug, which could prevent the engine from starting, or the engine could stall at idle, which could result in a crash with injury or death.

To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected units must have the cylinder head gasket replaced and cylinder head nuts tightened properly per the Service Manual.



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

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

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

Scooters 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 scooter to customers until the procedures in this bulletin are performed.

When the modification on each scooter 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 Unit Status in YDS to check to be sure that the unit is within the affected range and that it has not already been modified. If the unit is within the affected range and has not been modified, replace the cylinder head gasket with a new one, following the procedures in the Service Manual.

Parts: Yes, replace the affected cylinder head gasket using the new cylinder head gasket kit. See the Parts Information section.

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

Notify

Customers: Yes, you must immediately contact any customer if a scooter shows as unregistered on the enclosed report. Yamaha has sent letters to customers whose scooters were registered with Yamaha as of 5/28/2020.



AFFECTED RANGE

Model	Model Year	Prefix	Primary ID	
			From	To
XC155	2015	SG30Y	0001001	0003052
XC155	2016~2018	SG36Y	0001001	0001673

IMPORTANT: Affected Primary IDs are not consecutive. **Always** check YDS Unit Status before starting any repair.



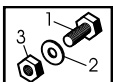
SERVICE PROCEDURES

Refer to the Service Manual (LIT-11616-28-47) as needed for replacing the cylinder head gasket.



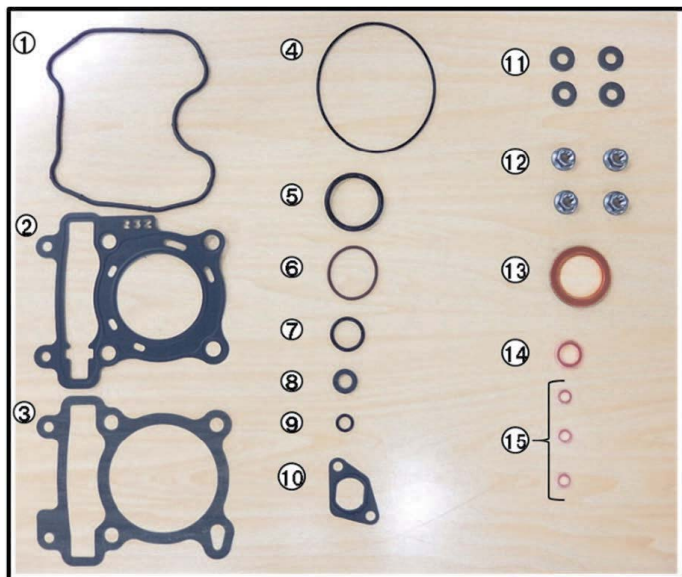
IDENTIFICATION PROCEDURE

After completing the procedure, make sure to properly record and submit the warranty claim for this campaign to ensure correct reimbursement and to update the unit's repair history in Yamaha's database.



PARTS INFORMATION

PART NUMBER	DESCRIPTION	QTY	DEALER COST
90891-10293-00	Cylinder Head Gasket Kit	1	\$3.92



Kit Contents:

REF.	DESCRIPTION	PART NUMBER
1	Cylinder Head Gasket Kit	52S-E1193-01-00
2	Gasket, Cylinder Head 1	52S-E1181-00-00
3	Gasket, Cylinder	52S-E1351-01-00
4	O-Ring	52S-E2439-00-00
5	O-Ring	93210-32807-00
6	O-Ring	52S-E2439-00-00
7	O-Ring	93210-347A1-00
8	O-Ring	1DK-E2843-00-00
9	O-Ring	4CW-E2223-00-00
10	Gasket, Tensioner Case	4DH-E2213-01-00
11	Washer, Plate	90201-08859-00
12	Nut	90179-08518-00
13	Gasket, Exhaust Pipe	5YP-E4613-00-00
14	Washer, Plate	90201-12172-00
15	Gasket	90430-06014-00

IMPORTANT:

Use the correct procedure for ordering warranty campaign parts (see Technical Bulletin MSA2017-001A).



WARRANTY INFORMATION

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

The modification is authorized for all affected scooters, 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 **990137**. The labor allowance is **2.6 hours**, which includes reimbursement for coolant and other supplies.

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 Nbr:

Primary ID	Finish Date	Miles Or Hrs
<input type="text"/>	<input type="text"/>	<input type="text"/>

* Primary ID:

* Finish Date:

* Miles or Hours:

STEP 1 : Get Repair Options >>

Enter Campaign Code 990137 Here

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:

May 29, 2020
990137

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 2015-2018 XC155 (SMAX) scooters. Our records indicate that you own the affected scooter shown above.

The reason for this recall:

In affected scooters, the cylinder head nuts may not have been tightened properly and could loosen, causing the cylinder head gasket to fail. If this happens, coolant might enter the combustion chamber and foul the spark plug, which could prevent the engine from starting, or the engine could stall at idle, which could result in a crash with injury or death.

What Yamaha and your dealer will do:

To correct this defect, your authorized Yamaha dealer will replace the cylinder head gasket and tighten the cylinder head nuts properly per the Service Manual. This procedure takes a little over 2½ hours to perform, but be aware that your Yamaha dealer may need to keep your scooter longer. **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 the procedure(s) performed. At that same time, you can find out how long they expect to keep your scooter to complete this service. Remember to take this letter with you when you take in your scooter.

Only ride your scooter to the dealership to be modified. You should avoid riding your affected scooter 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 scooter, this service will be performed by any authorized Yamaha scooter dealer. To find a dealer near you, call 1-800-88-YAMAHA or visit the Yamaha website at 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 NHTSA recall number **20V227**.

If you no longer own this Yamaha:

If you have sold your scooter 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.