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# Technical BULLETIN



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## XV19 STRATOLINER DELUXE AND V STAR 1300 DELUXE Garmin® GPS Component Warranty and Support

### **i** INTRODUCTION

Garmin components (Garmin zūmo® GPS device and GPS antenna) equipped on as standard equipment on Stratoliner Deluxe and V Star 1300 Deluxe models are standalone products covered by Garmin's 1-year limited warranty. Although customers can work directly with Garmin on any issue, Yamaha dealers are encouraged to use the information in this bulletin to assist the customer with the process.

This bulletin provides contact information and procedures for handling the customer's Garmin issue as a dealer.

Use this chart to choose the right procedure for the affected component.

Components	Procedure
<b>Garmin Components:</b> – Garmin Device – GPS Antenna	1-Year Garmin® Limited Warranty* – Contact Garmin® Support for Technical Assistance and Return Authorization.  * See "Garmin Warranty Coverage" on next page.
<b>Yamaha Components:</b> – Speakers – Handlebar Remote Control – Wiring – System Mounting Hardware	1-Year Yamaha Factory Limited Warranty: – Normal Yamaha warranty procedures apply.

### Garmin Product Support

#### IMPORTANT:

Before contacting Garmin:

- Make sure that there are no battery issues by connecting the GPS unit to a computer with the USB cable to confirm it is charging.
- Garmin recommends updating all the software and maps to make sure the issue is not a software glitch.
- Have the device model number, serial number (located under the battery), and the customer's name, address, and phone number (if the customer has registered the Garmin unit).

#### Support Hours (Central Time)

Mon~Thurs: 8 a.m.~ 6 p.m.

Fri: 8 a.m.~5 p.m.

(Closed Saturday, Sunday, and Holidays)

#### Phone

Dealers: 1-855-607-2536 \*\*\* Dealer calls only\*\*\*\*

(OEM Group – works with Garmin products sold by Yamaha and other OEMs)

Customers: 1-800-800-1020

(Customers can get support under warranty without going through the dealer)

#### Internet

<https://support.garmin.com/support/searchSupport/search.htm>

Click on the "E-Mail Product Support" button to get started.

## Garmin Warranty Coverage

Garmin covers the GPS for 1 year from the date of purchase. Refer to the warranty terms at:  
<http://www8.garmin.com/support/warranty.html#non-avn>.

### TIP:

Garmin will start the warranty period even if it is not registered the first time the GPS acquires a satellite signal. If the GPS was turned on before the customer purchased the motorcycle, Garmin will change the start of the warranty period to the customer's purchase date. The customer or dealer just needs to provide a bill of sale

### Warranty Processing Information

1. Garmin in most cases swaps the failed GPS with a refurbished GPS.
2. Standard warranty replacement time is 2-3 weeks (based on the distance the GPS unit has to ship it may be shorter).

### Obtaining Warranty Service in Two Easy Steps

1. Get an RMA Number  
Call or e-mail Product Support to request an **RMA number** using the support contact numbers above. You will need the device serial number (if applicable), a return shipping address, and a daytime phone number.
2. Send Garmin the Device  
Product Support will give you a **dock number** to include in the shipping address as well as the RMA number. Ship the device (insured) to the following address. It is very important to include your RMA number and the assigned dock number.  
Garmin International  
1200 E. 151st St.  
RMA Number: (insert your RMA number here)  
Dock Door: (insert the dock number here)  
Olathe, KS 66062

**IMPORTANT: Return the failed GPS ONLY!** Remove the battery before sending it to Garmin. Garmin also doesn't need any cables or mounts.

### YAMAHA WARRANTY INFORMATION

Handle warranty claims for Yamaha components (see page 1) according to normal warranty procedures. If you are assisting the customer with a Garmin issue and the Garmin device is found to be defective, Yamaha will accept a warranty claim for a reasonable amount of troubleshooting time to be submitted as extra labor. Be sure to put the Yamaha part number for the Garmin component in the "Labor Only Part Information" field of the warranty claim.