

Technical BULLETIN

©2018 YAMAHA MOTOR CORPORATION, U.S.A.

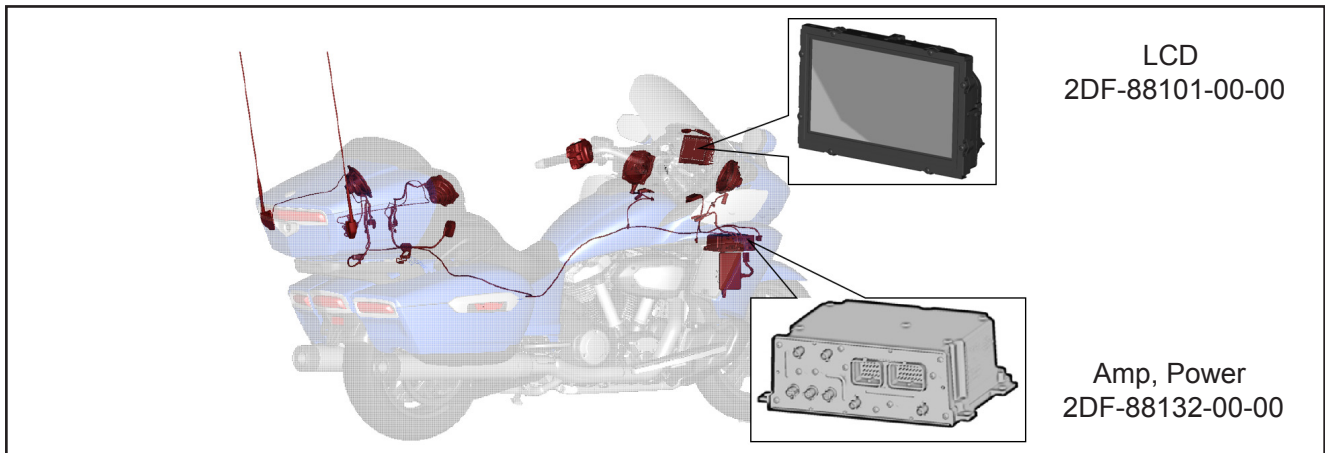
XV19F (“STAR VENTURE”) AND XV19FB (“STAR ELUDER”) MODELS

New Process for Ordering Certain Audio Components

i

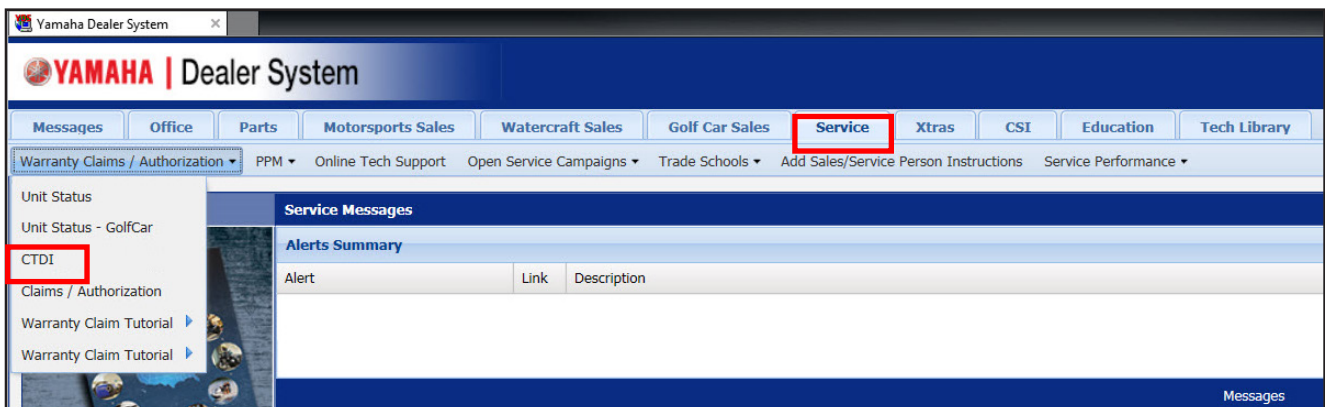
INTRODUCTION

In order to ensure timely delivery and service for certain audio system components equipped on the Star Venture and Star Eluder models, the Amp, Power (2DF-88132-00-00), which is referred to as the “Head Unit” in the Service Manual, and the LCD screen (2DF-88101-00-00) are only available to order from a third party vendor who specializes in remanufacturing this type of equipment, CTDI.



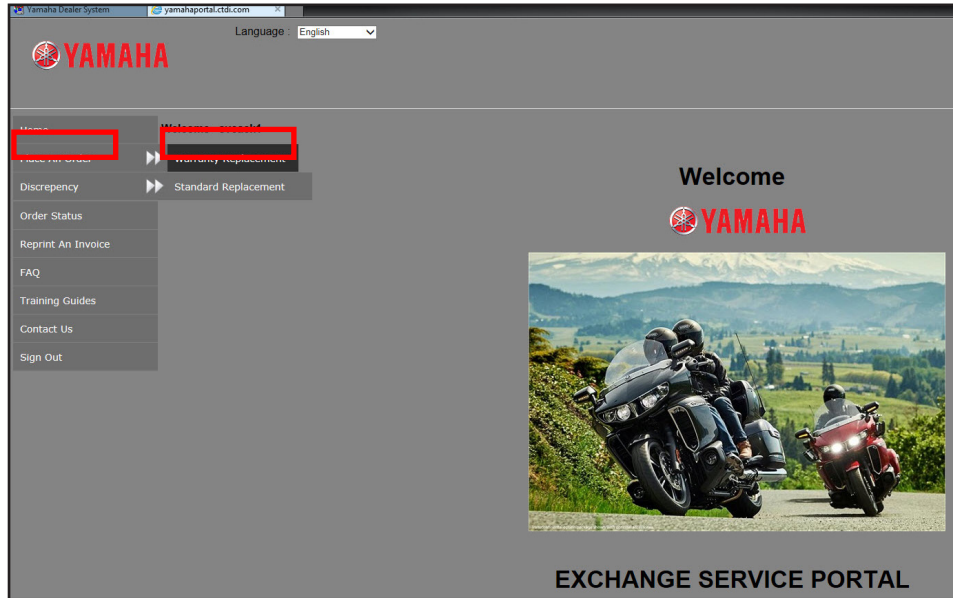
How to Place a Warranty Replacement Order from CTDI

1. Submit a Warranty Authorization request on *YDS>Service>Warranty Claims / Authorization>New*. Select “Warranty/Y.E.S. Authorization - If request is \$750 or over.” Remember to list the part as the Causal Part. When your authorization is approved, you will be given an “Auth Code” to use in your order to CTDI.
2. Once you have your Auth Code and are ready to place an order for one of these components, navigate to *YDS>Service>Warranty Claims / Authorization>CTDI* and select “CTDI” from the menu.

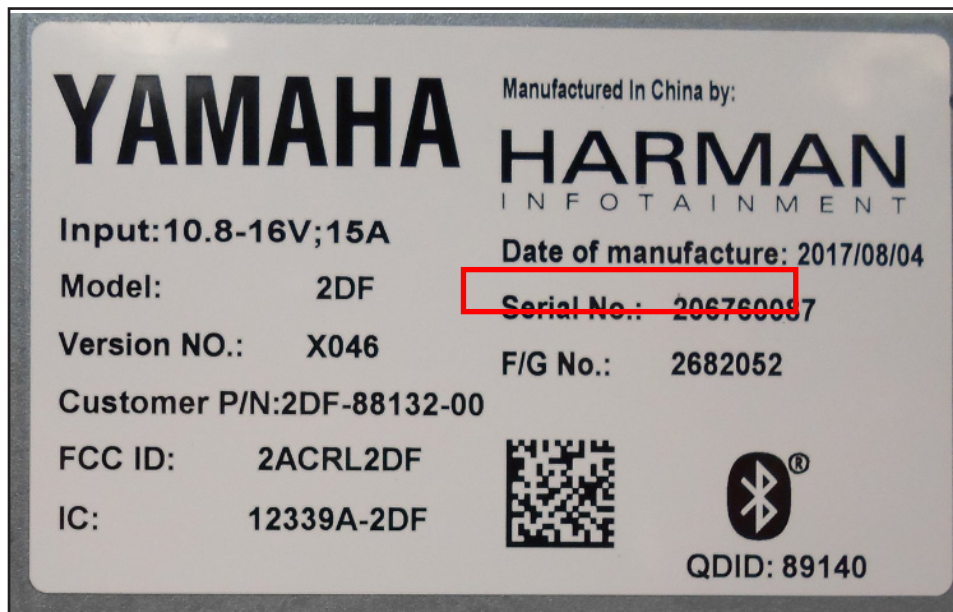


TIP: FAQs, and the Training Guides (User's Guide) are found on the main page menu. We recommend reading the User's Guide prior to placing the first order.


3. Select "Place An Order" from the left side menu, then select "Warranty Replacement". Warranty replacement orders will be shipped completely free of charge.



4. Complete the order form beginning with selecting the Make, Model, Year, and Part desired from the left side menu. Include the Radio / Accessory Serial Number of the part you are replacing in the field below. A label is located on each of these components containing the Serial Number.



5. On the right side of the order form, complete the fields with the required vehicle information, Auth Code (obtained from the warranty authorization request), and details of the components failure. It is not necessary to enter any DTC Codes. Once complete, select Verify at the bottom of the page to process the order.

Make	YAMAHA	VIN	
Model	SELECT	Miles	
Year	SELECT	Vehicle Purchase Date	
Part #	SELECT	<input type="checkbox"/> This is a new/unsold bike	
Radio/Accessory Serial Number		Auth Code	
		Symptom	SELECT
** Please confirm that this is your part		Liquid or Water Damage	<input type="radio"/> Yes <input type="radio"/> No
		Physical Damage	<input type="radio"/> Yes <input type="radio"/> No
		DTC Codes	
		Diagnosis Verification Steps (Required)	
		Please be as detailed as possible	
		Verify	Cancel

- Once the order has been verified and accepted, a confirmation will appear on the screen containing details of the order. This should be printed for your records. You can check Order Status from the main menu on the CDTI screen.

IMPORTANT: Warranty replacement parts ordered will arrive with a return shipping label inside the packaging. Please carefully pack the failed component inside the original packaging which the replacement parts arrived in and return these parts to CTDI using the supplied shipping label. If the part is not returned within 30 days, your dealer will be charged the full cost of the component.

YAMAHA		Radio Exchange Order Confirmation		CTDI	
ORDER CONFIRMATION NUMBER: YH0000031108		Date: March 12, 2018	JYAVP38YXJA000001		
Vehicle Make	YAMAHA	VIN	JYAVP38YXJA000001		
Vehicle Model	VENTURE	Vehicle Year	2018		
Radio Part Number	2DF-88132-00-00	Mileage	200		
Part Description	YAMAHA 2DF MOTOR CYCLE HEAD UNIT X046	Vehicle Warranty Start Date	29-Jan-2018		
SERVICE REPORT					
Radio Part Number	2DF-88132-00-00	Trouble Code	Navigation No Function		
Radio Serial #	ABCD1234	DTC Codes			
Warranty Replacement:					
CUSTOMER: John Doe 1234 Star Venture Street Everywhere, USA		Dealer ID Number:	123456		
		Order Placed By:	Yamaha Dealer		
		Account Number:			
Shipping information: in-warranty replacement					
Warranty Replacement: There is no charge for the exchange.					
Please return your defective core within 30 days (domestic) or 45 days (international) to avoid additional charges.					
Send Core to:					
CTDI					
610 Bridgestone Parkway					
Lebanon, TN 37080					
Dock H					
Print A Copy		A copy of the Return Authorization Form will be included with the replacement unit. Please include this form in the box with defective core. To avoid additional charges, please return Defective Cores to CTDI within the timeframe above.			
<div style="border: 2px solid yellow; padding: 5px; display: inline-block;"> <p>***** Caution *****</p> <p>Core must be returned within 30 days Domestic, 45 days International</p> <p>Note: Failure to return the core will result in a charge equal to the replacement cost of the unit radio.</p> </div>					

For additional information or for assistance in troubleshooting the Infotainment System on a Star Venture or Star Eluder, please submit an Online Tech Support request via YDS or call your RTA at (800) 879-0078.

How to Place a Standard Replacement Order from CTDI

In the case of damage or failure that is not warrantable, such as damage caused by theft, external damage, or replacement outside the warranty period, select Standard Replacement from the main menu of the CTDI portal.

1. The process is exactly the same as the Warranty Replacement order process except an Authorization Code is not required to complete the order. Core charges apply for the component being replaced and the damaged part will need to be returned within 30 days to avoid additional charges. Enter the part requested and vehicle's information, then select Verify at the bottom of the screen.

The screenshot shows a form for placing a Standard Replacement Order. The form includes the following fields and options:

- Make: YAMAHA (dropdown)
- Model: VENTURE (dropdown)
- Year: 2018 (dropdown)
- Part #: 2DF-88101-00-00 (dropdown)
- Radio/Accessory Serial Number: [input field with a question mark icon]
- CONT. LCD (text label)
- Images: A motorcycle and a LCD screen.
- Red text: **** Please confirm that this is your part**
- VIN: [input field]
- Miles: [input field]
- Vehicle Purchase Date: [input field]
- This is a new/unsold bike
- Symptom: SELECT (dropdown)
- Liquid or Water Damage: Yes No
- Physical Damage: Yes No
- DTC Codes: [input field]
- Diagnosis Verification Steps (Required): [input field]
- Text: **Please be as detailed as possible**
- [input field with a scroll bar]
- Buttons: Verify, Cancel

2. Once Verify has been selected, a window will appear requiring a method of payment to be selected. Choose your payment method then click Next at the bottom to complete your order. A confirmation page will appear. You can check Order Status in the Order Status tab from the main menu of the CTDI site.

The screenshot shows the payment selection screen for an Out of Warranty Exchange Order. The screen includes the following elements:

- YAMAHA logo (top left)
- Powered by CTDI logo (top right)
- Order Title: **Out of Warranty Exchange Order**
- Total Charge table:

Total Charge	
Out of Warranty Exchange Price	600.00
Standard Shipping Charge	0.00
Total Amount Due	600.00
- Select Payment Method section:

Choose Payment Method.

Pay on-line now with a credit card [input field]

Receive an invoice through the mail and pay by check [input field]
- Next button
- ETOS logo (bottom left)

For additional information or for assistance in troubleshooting the Infotainment System on a Star Venture or Star Eluder, please submit an Online Tech Support request via YDS or call your RTA at (800) 879-0078.



WARRANTY INFORMATION

For warranty claims, convert the approved warranty authorization into a claim once the repair is complete. Be sure the part provided by CTDI is listed as the Causal Part only because it was provided free of charge.