

# Technical BULLETIN

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**RECALL** This modification has top priority. This bulletin must be performed immediately to ensure customer safety.

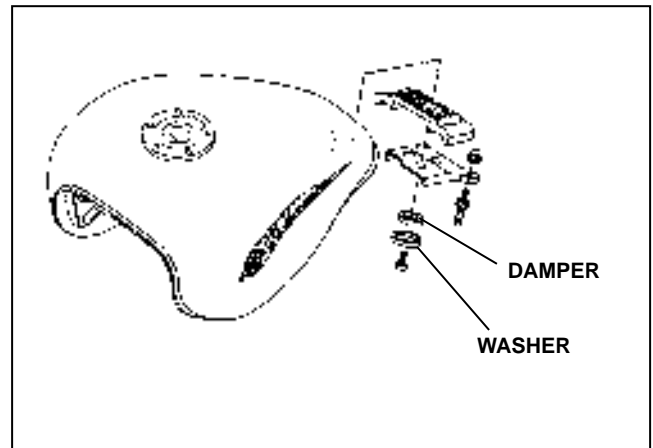
## 2002 XV1700PCP, PCPC FACTORY MODIFICATION CAMPAIGN



### INTRODUCTION

Yamaha Motor Corporation, USA has determined that a defect which relates to motor vehicle safety exists in 2002 XV1700PCP and XV1700PCPC ("Road Star Warrior") motorcycles. In affected motorcycles, the fuel tank bracket washer and damper do not adequately protect the tank from engine vibration. Over a period of time, vibration might damage the tank which could result in a fuel leak with the possibility of fire.

To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected motorcycles must have the fuel tank bracket washer and damper replaced with ones of a new type.



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 will also require modification. If you purchase a motorcycle from another dealer, 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 8 of the Warranty and Y.E.S. Handbook (LIT-11790-00-02).



## DEALER ACTION SUMMARY

**Modify:** All 2002-model XV1700PCP and PCPC motorcycles.

### Parts

**Required:** Yes. Order one Fuel Tank Damper Kit for each unit.

**Warranty:** Factory Modification Campaign. See the Warranty Information section of this bulletin.

### 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 07/08/02.



## AFFECTED RANGE

All XV1700PCP  
All XV1700PCPC

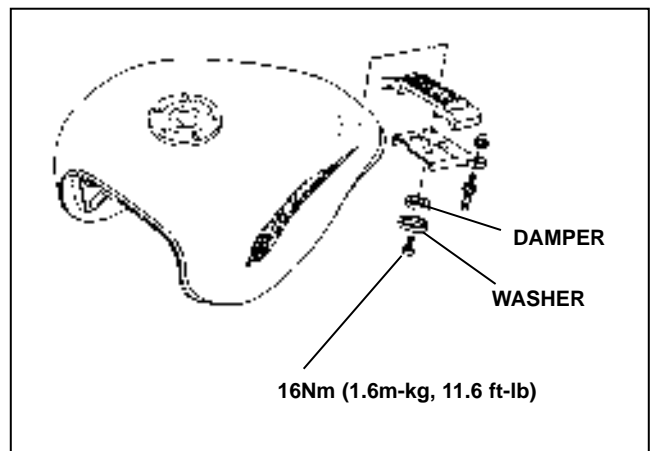
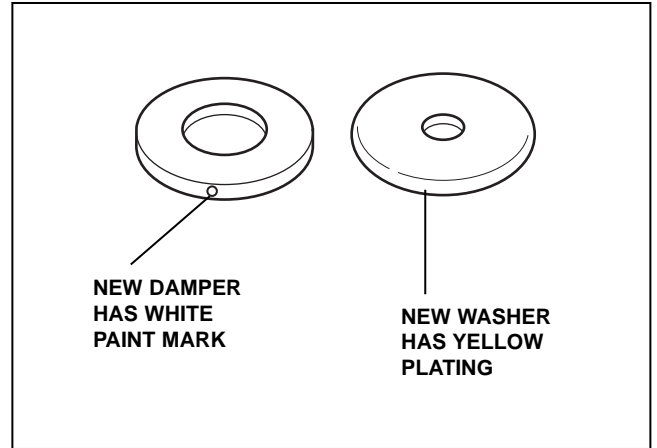


## SERVICE PROCEDURES

1. Remove the seat, air induction system cover, and fuel tank.



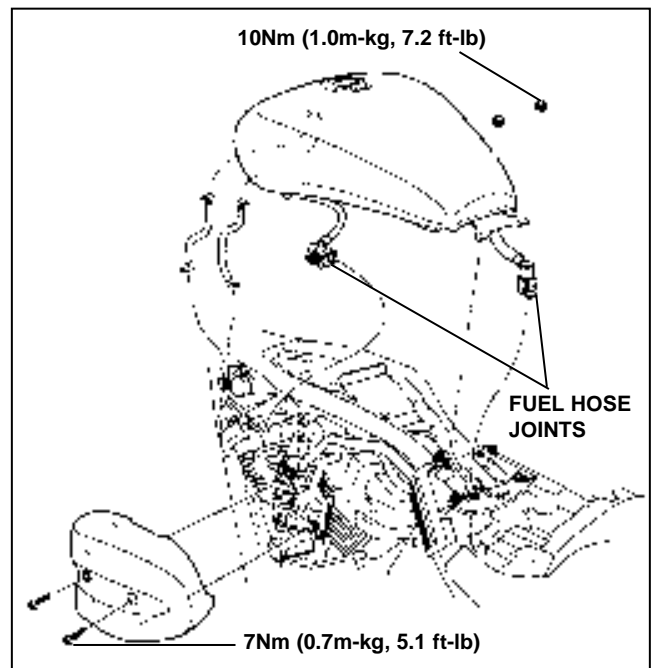
2. Replace the original fuel tank bracket washer and damper with the modified ones.

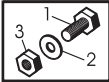


3. Reinstall the fuel tank, air induction system cover, and seat.

**⚠ WARNING**

Be sure the two fuel hose joints are connected securely.





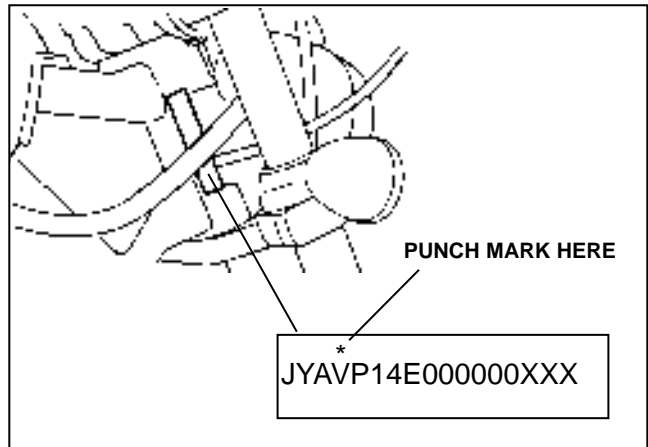
## PARTS INFORMATION

Part Number	Description	Dealer Cost
90891-20095-00	Fuel Tank Damper Kit	\$1.25



## IDENTIFICATION PROCEDURE

After modifying a unit, make a punch mark above the frame number (VIN) on the steering head pipe as shown in the adjacent illustration.



## WARRANTY INFORMATION

The owner of each warranty-registered unit will receive a letter announcing this campaign. The letter has a label that includes the Primary ID and Recall Number. Use this information when submitting for reimbursement as described below.

The modification is authorized for all 2002 XV1700 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 fuel tank bracket washer and damper replacement as described below using Recall Number 990015. Choose the status "M." You will be reimbursed a labor allowance of 0.5 hour, plus the cost of the Fuel Tank Damper Kit and your handling fee.

### YDS:

When signed on to YDS, click on the Service Tab, and then "Recall Request-Add." This function has recently been improved to allow you to enter multiple Primary IDs for the same recall. Remember that YDS now 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.

### YCS:

Select YCS On-Line, then choose Recall Request Input from the on-line menu. Follow the prompts on the screen.

**MAIL:**

Complete a recall Reimbursement Request (LIT-11790-00-97) as shown below:

Dealer Number:					Dealer Name:																							
<b>Recall Number</b>					<b>Primary I.D.</b>						<b>Date Completed</b>				<b>Status</b>													
9	9	0	0	1	5	Y	P	1	4	E	-	0	0	X	X	X	0	7	-	1	0	-	2	0	0	2	M	
											-																	M
											-																	M
											-																	M

If you have any questions about proper procedures for Factory Modification Campaigns, see Chapter 8 in your Warranty and Y.E.S. Handbook (LIT-11760-00-02).



6555 Katella Avenue, Cypress, California 90630-5101 (714) 761-7300

## SAFETY RECALL NOTICE

July 10, 2002

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, USA has decided that a defect which relates to motor vehicle safety exists in 2002 XV1700 ("Road Star Warrior") motorcycles. Our records show that you own one of these motorcycles.

**The reason for this recall:**

In affected motorcycles, the fuel tank bracket washer and damper do not adequately protect the tank from engine vibration. Over a period of time, vibration might damage the tank which could result in a fuel leak with the possibility of fire.

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

To correct this possible defect, your authorized Yamaha dealer will replace the fuel tank bracket washer and damper with ones of a new type. **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. Remember to take this letter with you when you take in your Road Star Warrior.

**You should not ride your motorcycle until this modification is 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. 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 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, USA  
Customer Relations Department  
P.O. Box 6555  
Cypress CA 90630

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 complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh St. SW, Washington, DC 20590 or call the Auto Safety Hotline at 888-327-4236.

**If you no longer own this Yamaha:**

If you have sold your motorcycle to another party, please call us toll-free at 1-800-227-5983 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,  
Customer Support Group  
Yamaha Motor Corporation, USA