

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 2019-MODEL XV250K1/K1C (V STAR 250) FACTORY MODIFICATION CAMPAIGN – Improperly Machined Crankcase Cover Oil Passages

i

INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect that relates to motor vehicle safety exists in certain 2019-model XV250K1/K1C (V Star 250) motorcycles. In affected units, an oil passageway in the engine side cover may not be properly machined. As a result, this could cause lack of proper lubrication resulting in severe engine damage that can cause the engine to stall and not restart again, resulting in the possibility of a crash with injury or death.

To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected units must have the engine crankcase cover 2 inspected for missing oil passageway holes in the oil filter mounting area. The crankcase cover 2 should be replaced if the holes are missing.

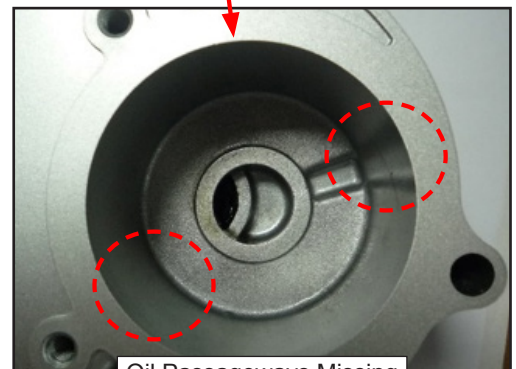
Yamaha is notifying all registered owners of affected motorcycles by U.S. mail. A copy of this letter is included in this bulletin. The customer should take this letter along with the affected motorcycle to an authorized Yamaha dealer for modification.

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 inspect and, if necessary, 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 inspected and, if necessary, 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 inspection and, if necessary, 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).



Oil Passageways Missing



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 inspected. If the unit is within the affected range and has not been inspected, remove the oil filter and inspect if the oil passageway holes are present according to the *Service Procedures* in this bulletin.

IMPORTANT: Pay close attention to the affected range. Only a very limited number of units are affected.

Parts: No, unless the crankcase cover 2 is missing the oil passageway holes. If required, order a new crankcase cover 2. See the *Parts Information* section.

Warranty: Factory Modification Campaign. See the *Warranty Information* section of this bulletin. This inspection and, if necessary, 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 4/16/2020.



AFFECTED RANGE

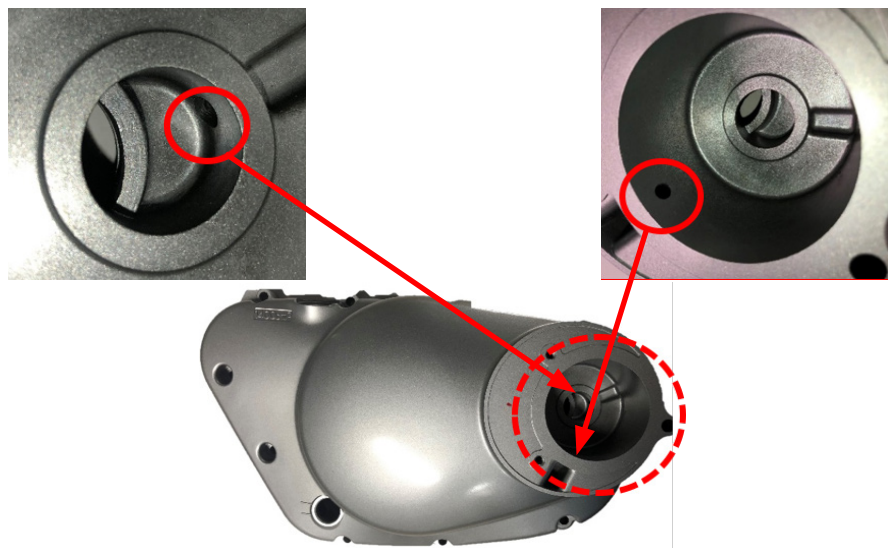
Model	Model Year	Prefix	Primary ID	
			From	To
XV250K1	2019	VG04E	0020793	0020819
XV250K1C	2019	VG04Y	0002618	0002621



SERVICE PROCEDURES

Refer to the Service Manual (LIT-11616-XV-26) as needed for these procedures.

1. With the motorcycle on the side stand, remove the oil filter according to Service Manual instructions. Set the oil filter in a clean receptacle for reuse.
2. Inspect the oil filter cavity for two oil passageway holes.



If both holes are present, go to step 4 and submit a Recall claim for inspection only.

If one or both holes are missing, go to step 3 to replace the crankcase cover.

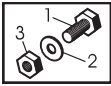


3. If one or both oil passageway holes are missing, replace the crankcase cover and cover gasket using the Service Manual procedures.
4. If the proper oil passageway holes are present, reinstall the oil filter and cover.



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

No parts are required unless the inspection shows that the necessary oil passageway holes were not present. If necessary, order a new crankcase cover 2:

PART NUMBER	DESCRIPTION	QTY	DEALER COST
2UJ-15421-00-00	Crankcase Cover 2	1	\$153.68



WARRANTY INFORMATION

The owner of each registered motorcycle 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 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 Claim as described below using Campaign Number **990136** and choose either *Inspected* or *Modified*.

Inspected (The oil passageway holes were present) – Labor allowance is **0.2** hours.

Modified (The crankcase cover 2 was replaced) – Labor allowance is **0.4** hours.

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 Hours:

STEP 1 : Get Repair Options >>

STEP 2 : Add >>

Enter Campaign Code 990136 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:

April 17, 2020
990136

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 2019 XV250K1/K1C (V Star 250) motorcycles. Our records indicate that you own the affected motorcycle shown above.

The reason for this recall: In affected units, an oil passageway in the engine side cover may not be properly machined. As a result, this could cause lack of proper lubrication resulting in severe engine damage that can cause the engine to stall and not restart again, resulting in the possibility of a crash with injury or death.

What Yamaha and your dealer will do: To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected units must have the engine crankcase cover inspected by removing the oil filter. The procedure takes about xx minutes to do. Be aware that your Yamaha dealer may need to keep your motorcycle longer.

If the cover was improperly machined, the cover must be replaced. This will take approximately xx minutes to perform.

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 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 inspected. You should avoid riding your affected motorcycle shown above whenever possible until you can get it to the dealer to have this inspection and, if necessary, 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.

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 **20V-112**.

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.