

# 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 2020 AND 2021 MODEL XVS95C (BOLT) MOTORCYCLES FACTORY MODIFICATION CAMPAIGN – Oil Leak from Engine Cases

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#### INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect that relates to motor vehicle safety exists in certain 2020 and 2021 model XVS95C (Bolt) motorcycles.

Due to irregularities in casting temperatures caused by the improper application of a mold-release agent during manufacturing of affected units, there is a possibility that the engine cases may be porous near the oil filter at the bottom of the engine. If there is porosity, oil could leak out onto the rear tire, increasing the risk of loss of control and a crash with injury or death.



To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected units must be inspected for oil leakage at the bottom of the engine according to instructions in this bulletin. If an oil leak is confirmed, contact your Motorsports Technical Advisor (MTA) using an Online Tech Request or a Live Chat on the Yamaha Dealer System (YDS) to obtain a replacement engine.

Yamaha is notifying all registered owners of affected motorcycles by mail. A copy of our 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 included with a mailed copy of this bulletin. Use the list to help ensure all motorcycles inspected and, if necessary, 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 listed as "unsold" in the report. 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. Any affected motorcycle that you purchase from Yamaha in the future may also require modification. 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/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-11760-00-21).



## DEALER ACTION SUMMARY

### **Unsold &**

**Sold Units:** Use YDS Unit Status to check to be sure the unit is affected and that it is not already modified. If the unit is affected, check for oil leakage from the area identified in this bulletin and, if confirmed, request a replacement engine and install it per the Service Manual.

**Parts:** No, unless the cases are porous, in which case you must contact your MTA to obtain a new engine.

**Warranty:** Factory Modification Campaign. See the *Warranty Information* section of this bulletin to submit your Recall Claim for oil-leak inspection. This modification applies to all affected units regardless of ownership or warranty status. If the engine requires replacement, follow instructions from your MTA to submit a second warranty claim for engine removal and replacement.

### **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 with Yamaha as of 10/28/2021.



## AFFECTED RANGE

Check Unit Status on the Yamaha Dealer System (YDS) to make sure the Primary ID (PID) is in the Affected Range and is eligible for this repair. The affected vehicle ranges for this issue are:

Year	Model	Model Code	Primary ID		
			Prefix	From	To
2020	XVS95CL	BP6K	VN05E	0015489	0015550
	XVS95CLC	BP6L	VN05Y	0004231	0004235
2021	XVS95CM	BS5U	VN05E	0015469	0015621
	XVS95CMC	BS5V	VN05Y	0004227	0004318

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



## SERVICE PROCEDURES

### **⚠ WARNING**

**Be careful when working around the hot engine and exhaust while checking for leaks to avoid burns.**

#### **Sold Units**

Check the area near the oil filter under the engine shown. An oil leak should be readily identifiable on a motorcycle that has been in operation.



**TIP:** If uncertain, degrease suspect area of crankcase prior to inspection for oil leak. After degreasing, clean around bolt with shop rags. It may be helpful to use an oil leak detection powder or an aerosol powdered deodorant to make any oil leak more visible. Run the engine as instructed for Unsold Units below.

**Oil leak:** Contact your MTA using an Online Tech Request or a Live Chat with photos of the oil leak. See *Parts Information* on page 4.

**No oil leak:** Submit a Recall Claim for the inspection procedure (see *Warranty Information* on page 5).

#### **Unsold Units**

Check the area under the engine around the bolt as shown above, using the following procedure:

1. Prepare the motorcycle for operation. As needed, add fuel to the fuel tank, install a fully charged battery, and check engine oil level.
2. Move the motorcycle to an area with adequate ventilation. Put a clean piece of cardboard under the engine. Set the cardboard just under the side stand to avoid sliding.



3. Set up a fan in front of the motorcycle.

### **NOTICE:**

**Unless a fan is used, the engine could overheat.**

4. Use a tachometer or connect YDT to the unit to measure rpm.

5. Start the engine and hold the throttle open to run it at 5000 rpm for 3 minutes.
6. After running the engine for 3 minutes, turn off using the emergency stop switch and then turn the key off.
7. Inspect for oil leakage at the suspect area of the crankcase.

**Oil leak:** Contact your MTA using an Online Tech Request or Live Chat with photos of the oil leak. See *Parts Information* below.

**No oil leak:** Submit a Recall Claim for the inspection procedure (see *Warranty Information* on page 5).



8. If a new motorcycle does not have an oil leak and is going to be stored rather than prepared for the showroom or delivery, remove the fuel tank cap and drain the fuel from the fuel tank. Replace the fuel tank cap.
9. Turn on the key and check if the engine warning lamp turns on and then off. If the lamp stays on, then an error has occurred. Use YDT to determine and repair the error.

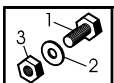


10. For a motorcycle that will be stored, turn the key off and remove the battery (wait for more than five seconds after turning off the key). Disconnect the battery carefully to avoid a short circuit.



## IDENTIFICATION PROCEDURE

After inspecting a vehicle, make sure to properly record and submit the warranty claim for this safety recall to ensure not only correct reimbursement but also to update the vehicle's repair history in Yamaha's database.



## PARTS INFORMATION

If the engine is leaking due to porosity in the crankcase, contact your MTA on YDS using an Online Tech Request or Live Chat with photos of the oil leak. When the oil leak due to porosity is confirmed, Yamaha will arrange to send you a new engine at no charge. Install the new engine when it is received according to the Service Manual.



## WARRANTY INFORMATION

The owner of each registered motorcycle will receive a letter announcing this campaign. The customer's letter includes the Vehicle Identification Number and Recall Number.

The inspection and, if necessary, 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 inspection/modification or to file for reimbursement.

### INSPECTION ONLY

Submit a Recall Claim as described below using Campaign Number **990149** and choose "Inspected." The labor allowance for inspection is **0.4 hours**.

### INSPECTION and ENGINE REPLACEMENT

Follow instructions from your MTA to submit a claim for engine replacement labor. Be sure to enter the new engine number in the Repair Description on the claim. The engine will be sent at no charge.

To submit your Recall Claim on YDS, go to *Service > Warranty Claims / Authorization > Claims / Authorization > New*. Then, from the menu, select *Recall / Service per Bulletin*.

This screenshot shows the 'Add New Claim / Authorization' form. The 'Recall / Service per Bulletin' option is selected and highlighted with a red box. Other options include 'Warranty Claim', 'Warranty / Y.E.S. Claim - If request is under \$1500', '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', and 'Shipping Damage Policies and Procedures'.

This screenshot shows the 'Add New Claim / Authorization' form, specifically the 'Unit Recall/Service Campaign' section. A red arrow points to the 'Campaign #' field, which is labeled 'ENTER CAMPAIGN CODE (990149) HERE'. The form includes fields for 'Primary ID', '(OR) VIN/MIN', 'Finish Date', and 'Miles or Hours'. There are also buttons for 'STEP 1: GET REPAIR OPTIONS >>>', 'STEP 2: ADD >>', and 'STEP 3: SUBMIT'.

If you have any questions about proper procedures for Factory Modification Campaigns, see Chapter 7 in your *Warranty and Y.E.S. Handbook* (LIT-11760-00-21).



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 motorcycle, VIN xxxxxxxxxxxxxxxx Model:

October 29, 2021  
990149

Dear Yamaha Owner:

Yamaha Motor Corporation, U.S.A. has decided that a defect that relates to motor vehicle safety exists in certain 2020 and 2021 model XVS95C (Bolt) motorcycles. Our records indicate that you own the affected vehicle shown above.

**The reason for this recall:** In affected motorcycles, due to irregularities in casting temperatures caused by the improper application of a mold-release agent during manufacturing of affected units, there is a possibility that the engine cases may be porous near the oil filter at the bottom of the engine. If there is porosity, oil could leak out onto the rear tire, increasing the risk of loss of control and a crash with injury or death.

**What Yamaha and your dealer will do:** Your authorized Yamaha dealer will inspect your motorcycle for an oil leak caused by crankcase porosity. The inspection takes a little less than 30 minutes to perform. If oil is confirmed to be leaking as described, your dealer will replace the engine. If this is the case, your motorcycle will be out of service for several days while the new engine is shipped to your dealer and installed. **There will be no charge to you for either procedure.**

**What you should do now:** Please call your Yamaha dealer to make a service appointment to have this procedure performed. At that same time, you can find out how long they expect to keep your motorcycle for this service. Remember to take this letter with you when you take in your motorcycle.

**You should not operate your affected motorcycle, shown above, other than to take it to a dealer, until this inspection and, if necessary, modification is performed.** If your motorcycle is noticeably leaking oil, as evidenced by oil stains on the ground under your motorcycle where you park and/or the presence of oil on the underside of the engine, contact your dealer or Yamaha if you need assistance in having it towed or otherwise transported to your service appointment.

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 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, or you need assistance with towing, 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 21V-806.

**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 Vehicle Identification Number (VIN) shown above your name on this letter.

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,  
Motorsports Service Support  
Yamaha Motor Corporation, U.S.A.