

Technical BULLETIN

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

All XVS11A, XVS11AT, XVS11, XVS65A, XVS65AT, XVS65, and XV250 FACTORY MODIFICATION CAMPAIGN



INTRODUCTION

Yamaha Motor Corporation, USA, has determined that a defect which relates to motor vehicle safety exists in all XVS11A (V Star 1100 Classic), XVS11AT (V Star 1100 Silverado), XVS11 (V Star 1100 Custom), XVS65A (V Star Classic), XVS65AT (V Star Silverado), XVS65 (V Star Custom), and XV250 (Virago 250) motorcycles.

On affected motorcycles, the mounting hardware holding the passenger seat to the fender could loosen due to passenger's weight shifting on the seat. If the mounting hardware becomes loose enough to fall off, the passenger seat can fall off the rear fender. A passenger on the motorcycle could lose balance and fall, causing serious injury or death.

To correct this defect, the hardware holding the passenger seat to the fender must be replaced with components of a different type that will not allow the seat to fall off.

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 in the past 10 years 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-11790-00-04).

Yamaha must report to the federal government on a regular basis how many units have been modified during this campaign. Be sure to submit your Recall Request for Reimbursement on every unit modified to ensure accurate compliance numbers.



DEALER ACTION SUMMARY

Modify: All motorcycles in the affected range. There are different procedures for different models affected by this modification. Be sure to use the correct parts and procedures for the unit being modified

Parts

Required: Yes. There are four different kits, so be sure to order the correct kit for the unit being modified. You will also need Loctite® 648 (green type) or 271 (red type) not included in the kits for each modification.

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 3/2/05.

Warranty: Factory Modification Campaign.



AFFECTED RANGE

All 1999~2005 XVS11A	(V Star 1100 Classic)
All 1999~2005 XVS11AC	(V Star 1100 Classic)
All 2003~2005 XVS11AT	(V Star 1100 Silverado)
All 2003~2005 XVS11ATC	(V Star 1100 Silverado)
All 1999~2005 XVS11	(V Star 1100 Custom)
All 1999~2005 XVS11C	(V Star 1100 Custom)
All 1998~2005 XVS65A	(V Star Classic)
All 1998~2005 XVS65AC	(V Star Classic)
All 2003~2005 XVS65AT	(V Star Silverado)
All 2003~2005 XVS65ATC	(V Star Silverado)
All 1998~2005 XVS65	(V Star Custom)
All 1998~2005 XVS65C	(V Star Custom)
All 1988~2005 XV250	(Virago 250)
All 1988~2005 XV250C	(Virago 250)

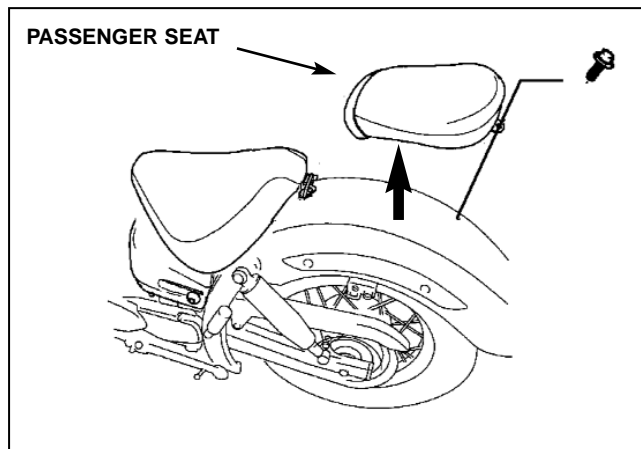


SERVICE PROCEDURES

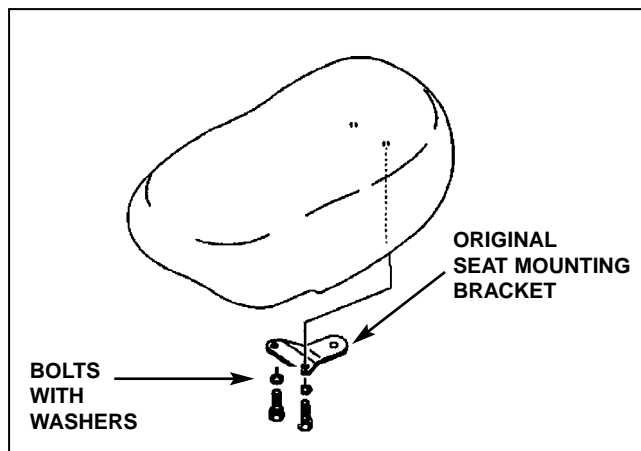
The proper modification varies by model. Be sure to follow the correct procedure for the model being modified.

INITIAL STEPS FOR ALL MODELS

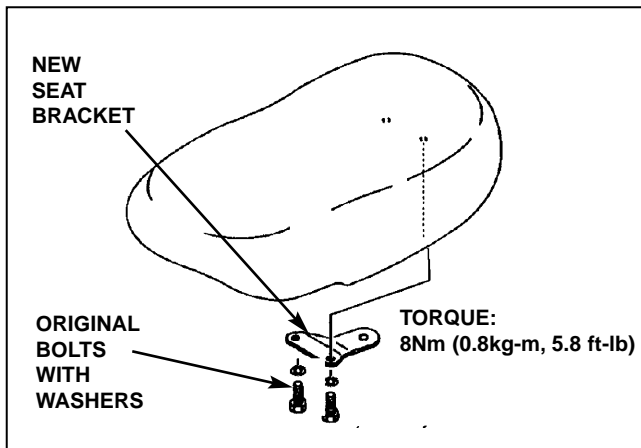
1. Remove the passenger seat mounting bolt or nut, and then remove the passenger seat.



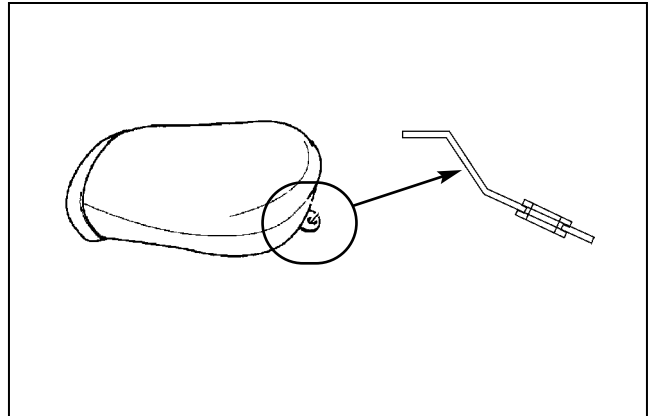
2. Unscrew the two mounting bolts for the passenger-seat bracket, and then remove the seat mounting bracket from the passenger seat. Save the two mounting bolts and washers for reuse. Hold the original bracket for 90 days with a Warranty Parts Tag.



3. Install the new seat bracket from the kit using the original bolts and washers. The new bracket has a larger hole for the grommet.



4. Install the new grommet from the kit in the bracket hole. Continue to the appropriate instructions for the model being modified.

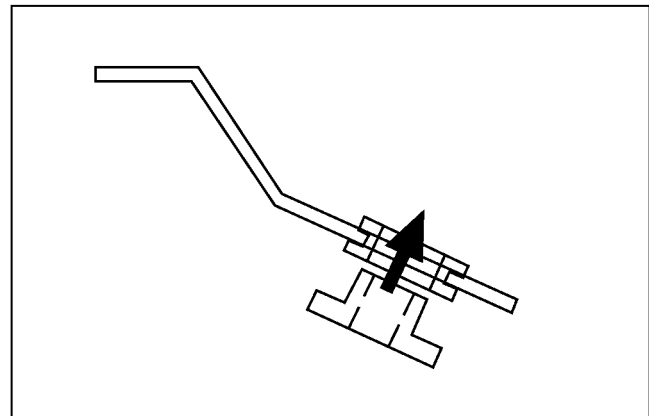


XVS11A (V STAR 1100 CLASSIC), XVS11AT (V STAR 1100 SILVERADO), XVS65A (V STAR CLASSIC), and XVS65AT (V STAR SILVERADO)

KIT PART NUMBER: 90891-20100-00

First complete the "Initial Steps For All Models" shown above to remove the passenger seat to install the new seat bracket and grommet.

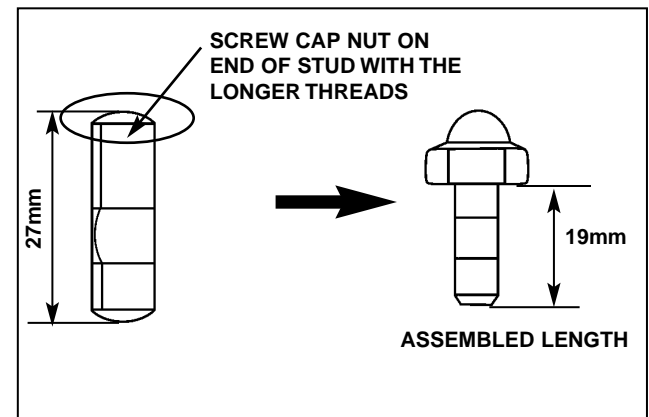
1. Insert the new collar from the kit in the grommet.



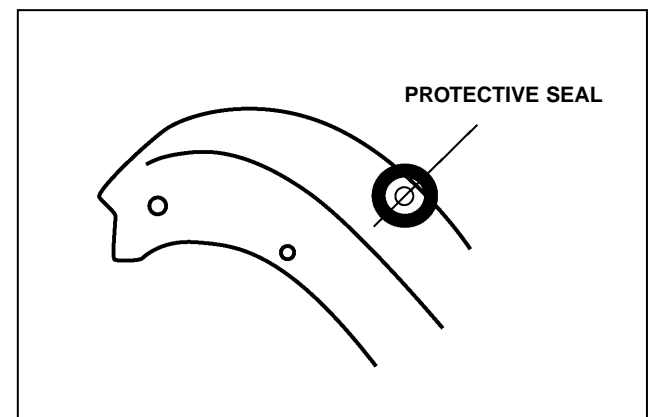
2. Hold the stud bolt from the kit at the unthreaded portion. Screw the cap nut onto the end of the stud with the longer threads until the exposed stud is 19mm long.

CAUTION:

- The cap nut is a self-locking type. The assembled stud length is important to allow the locking tab in the cap nut to be properly engaged.
- Be sure the cap nut is installed on the end of the stud with the longer threaded portion.

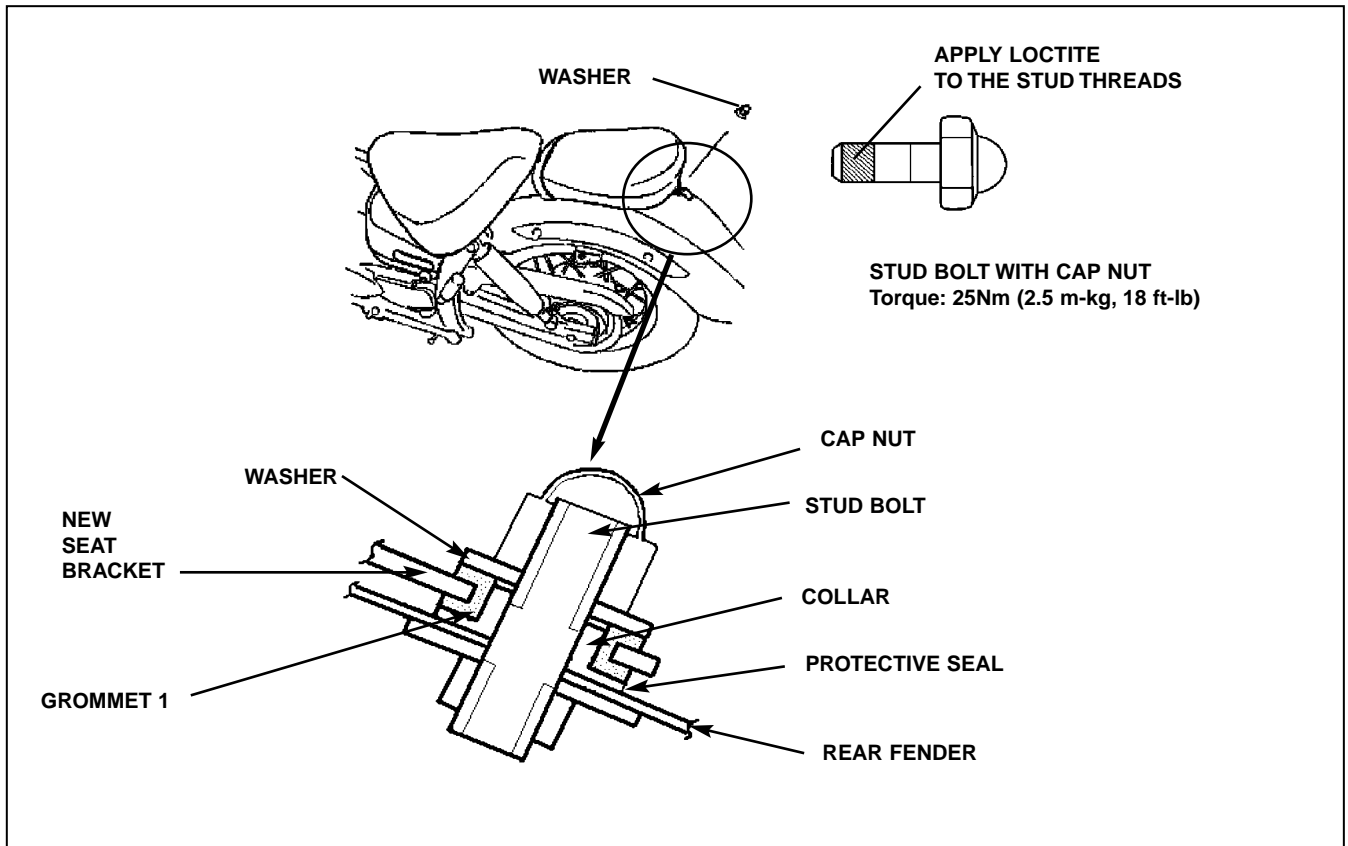


3. Be sure the painted area around the stud hole is clean, then remove the backing and apply the new protective seal from the kit to the rear fender.



4. Place the passenger seat on the rear fender, making sure the collar is in place in the grommet. Place the new washer from the kit over the grommet. Apply Loctite® 648 or 271 to the shorter threads of the stud bolt (the end opposite the cap nut). Install and tighten the stud bolt with the cap nut.

NOTE: The Loctite® is used to permanently mount the stud to the frame nut.



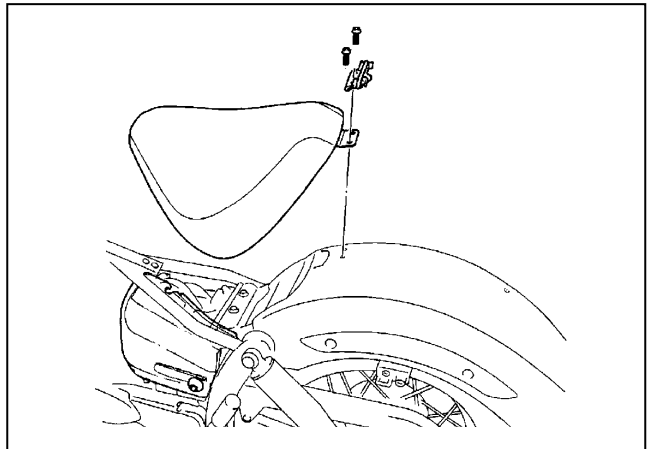
XVS11 (V STAR 1100 CUSTOM)

KIT PART NUMBER: 90891-20101-00

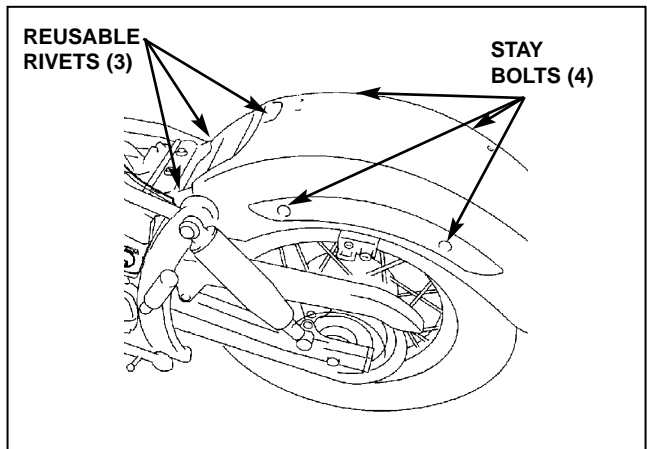
First complete the "Initial Steps For All Models" shown above to remove the passenger seat to install the new seat bracket and grommet.

NOTE: On this model, the hole in the rear fender for the passenger seat's mounting stud must be enlarged to fit the new fastener from the kit.

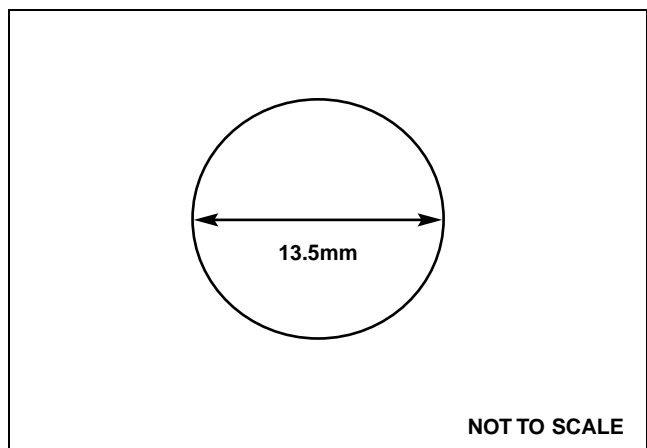
1. Remove the rider seat by removing the two bolts and the mounting bracket.



2. Remove the two stay bolts on each side of the rear fender and the three reusable rivets.

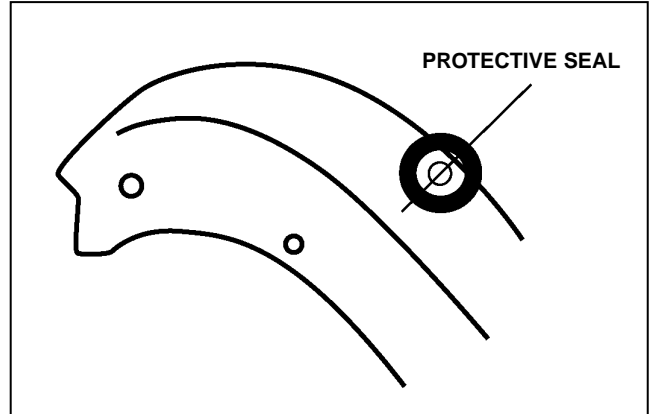


3. Lift the rear fender just enough to access the stud hole. Using a step drill or another appropriate tool, carefully enlarge hole on the rear fender for the passenger seat stud bolt to 13.5mm. Smooth the edges of the hole.

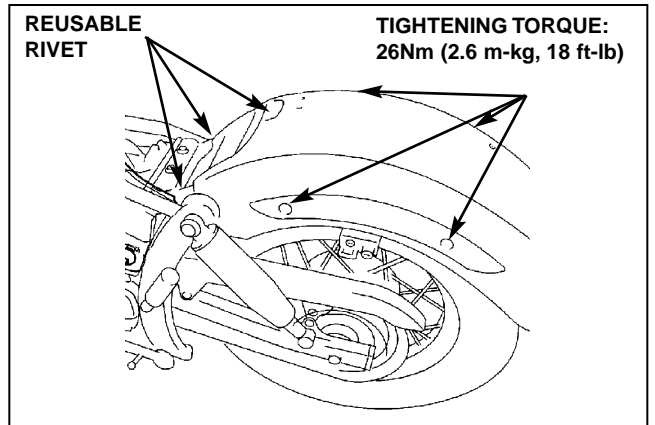


NOT TO SCALE

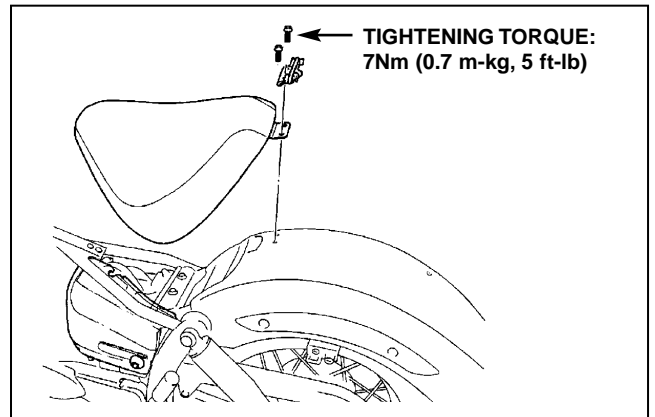
4. Be sure the painted area around the stud hole is clean, then remove the backing and apply the new protective seal from the kit to the rear fender.



5. Reinstall the rear fender with the reusable rivets and the bolts. Tighten to specification.

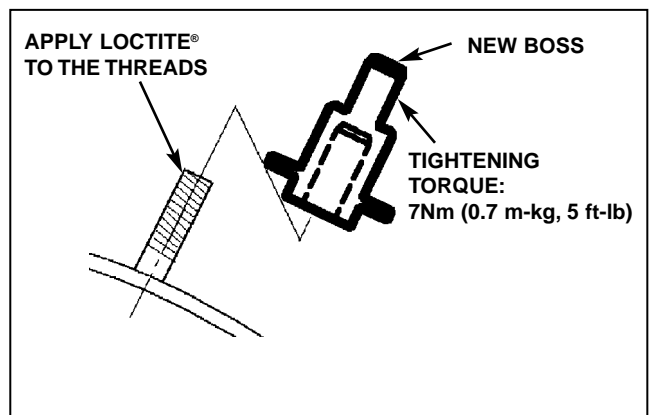


6. Reinstall the rider seat with the original bracket and bolts. Tighten to specification.

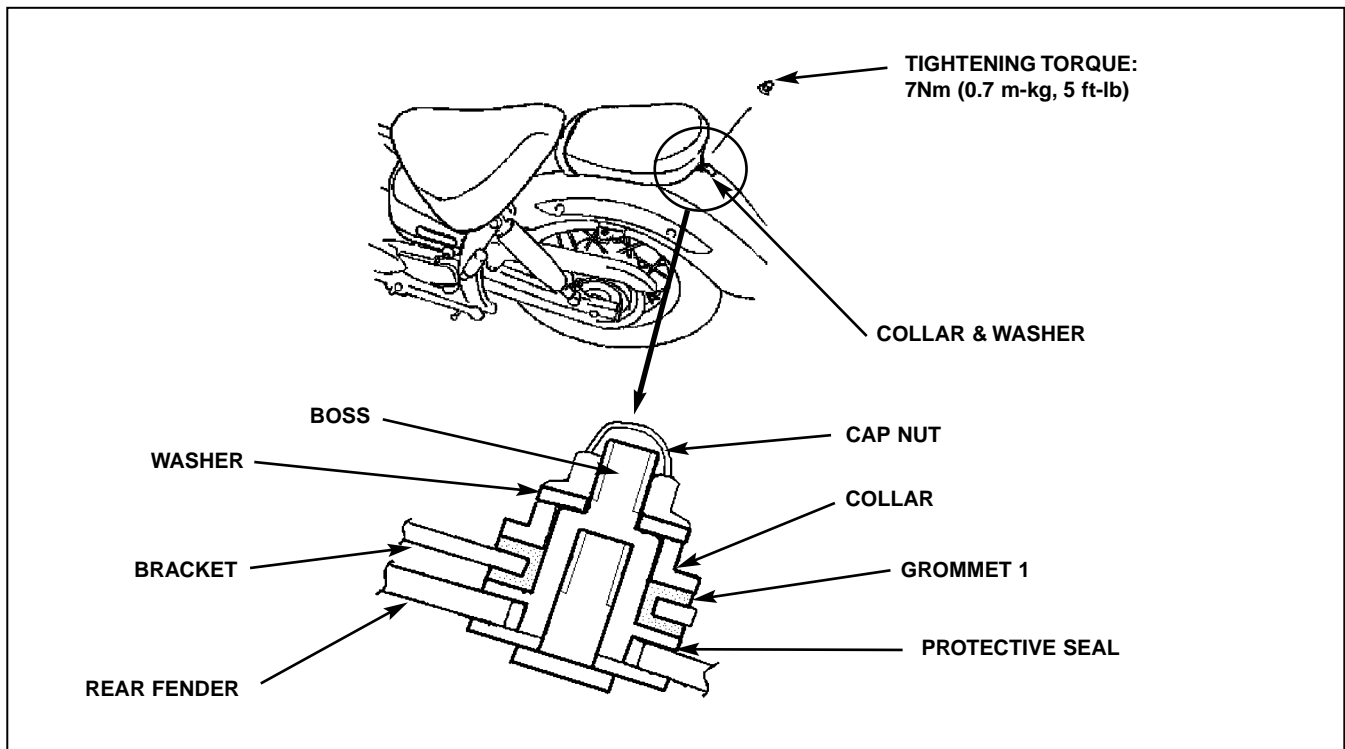


7. Apply Loctite® 648 or 271 (red type) to the mounting stud for the passenger seat. Install the new boss from the kit on the original stud. Tighten the boss to specification.

NOTE: The Loctite® is used to permanently mount the boss to the stud.



8. Place the passenger seat on the rear fender.
Place the collar and washer on the grommet
and tighten the cap nut to specification.

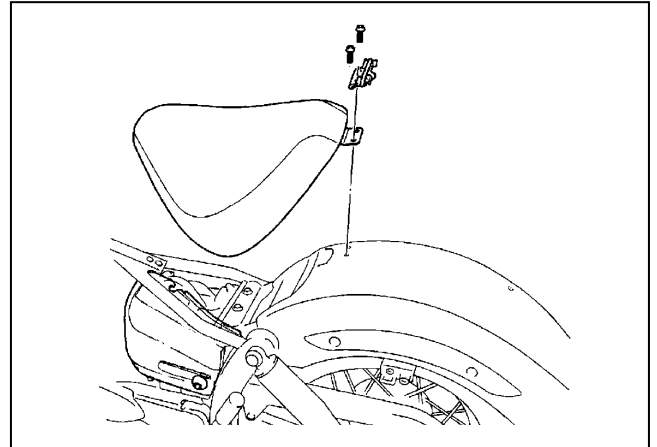


XVS65 (V STAR CUSTOM)

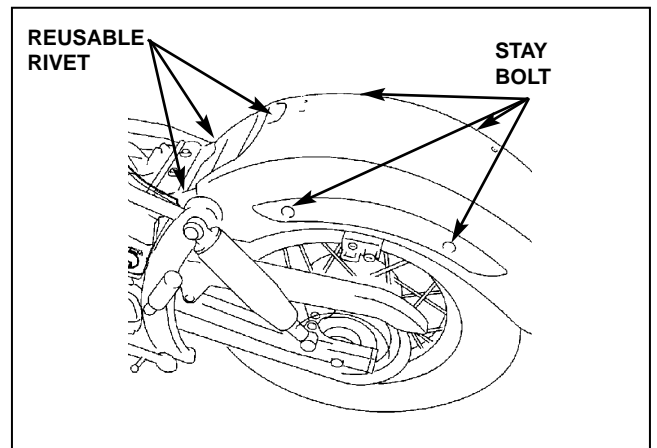
KIT PART NUMBER: 90891-20102-00

First complete the "Initial Steps For All Models" shown above to remove the passenger seat to install the new seat bracket and grommet.

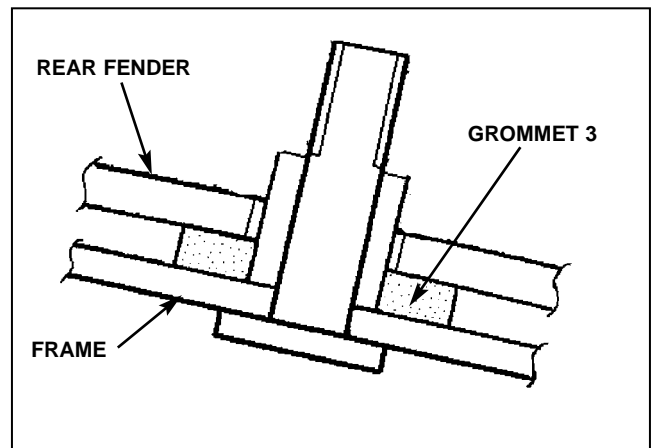
1. Remove the rider seat by removing the two bolts and the mounting bracket.



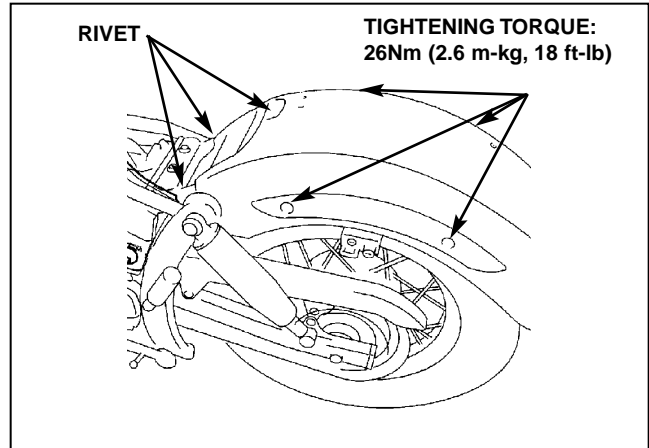
2. Remove the two stay bolts on each side of the rear fender and the three reusable rivets so you can lift the fender in the next step.



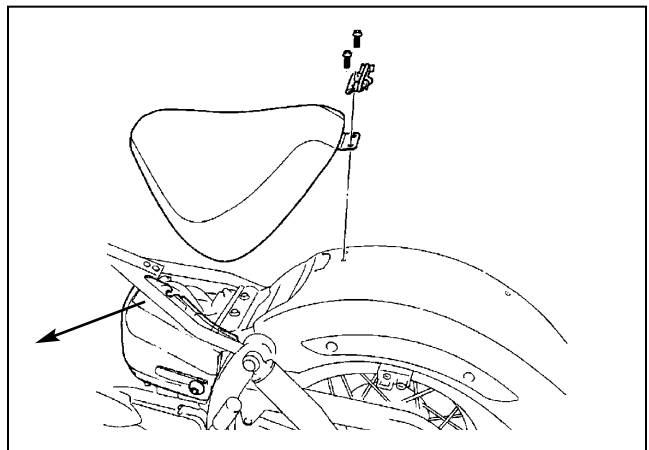
3. Lift the rear fender just enough to have enough space to remove original grommet. Install the new grommet 3 (rubber washer without groove) between rear fender and rear frame through the stud hole.



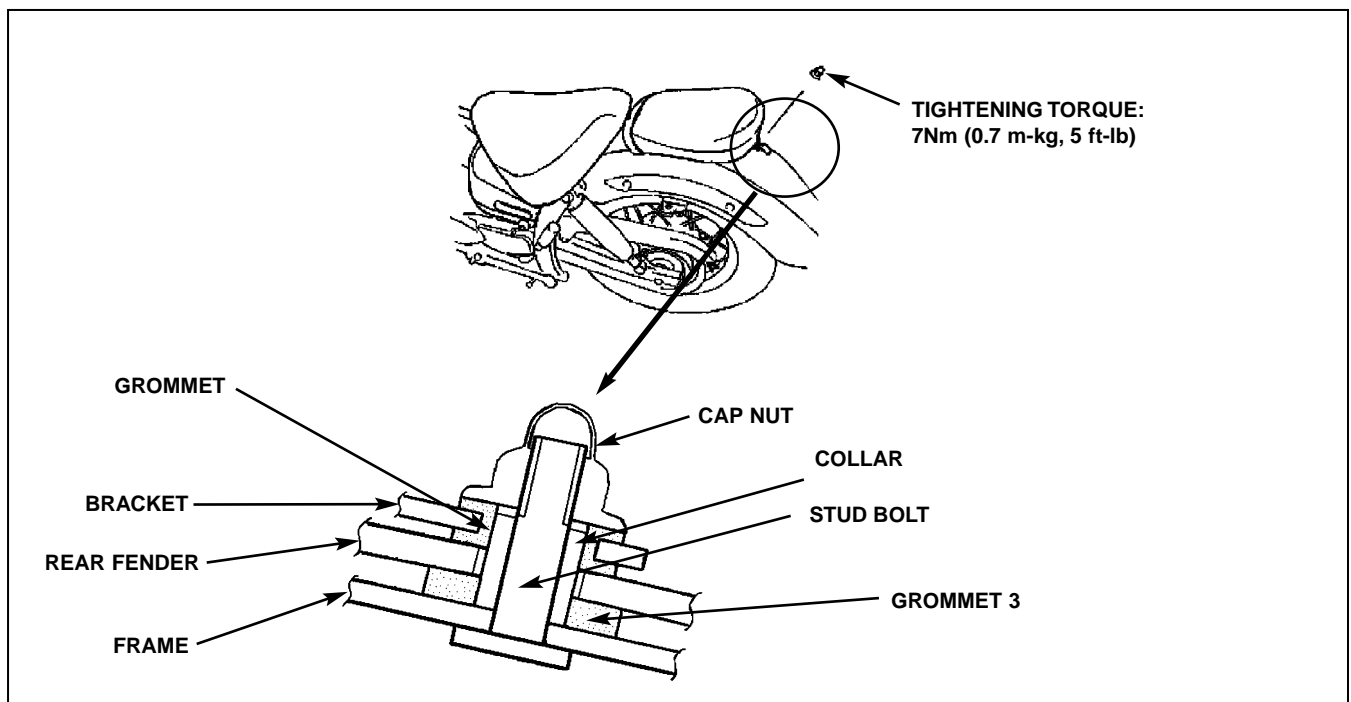
4. Secure the rear fender by reinstalling the reusable rivet and the stay bolts. Tighten to specification.



5. Reinstall the rider seat with the original bracket and bolts. Tighten to specification.



6. Place the new collar from the kit over the stud bolt. Place the seat on the rear fender. Tighten the new nut cap from the kit to specification.

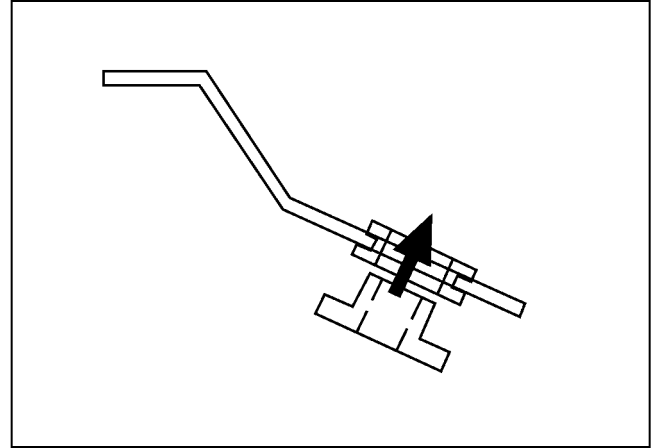


XV250

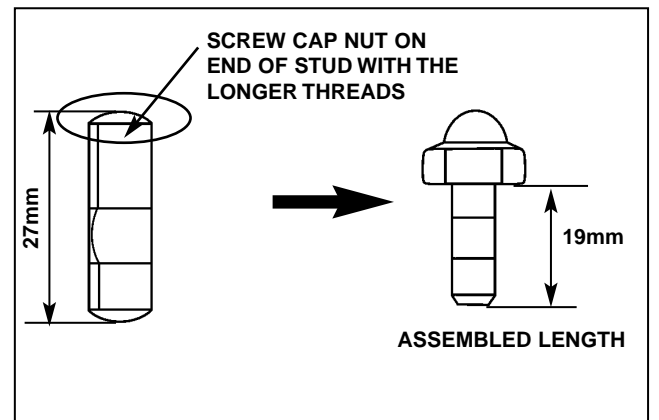
KIT PART NUMBER: 90891-20103-00

First complete the "Initial Steps For All Models" shown above to remove the passenger seat to install the new seat bracket and grommet.

1. Insert the collar in the grommet.

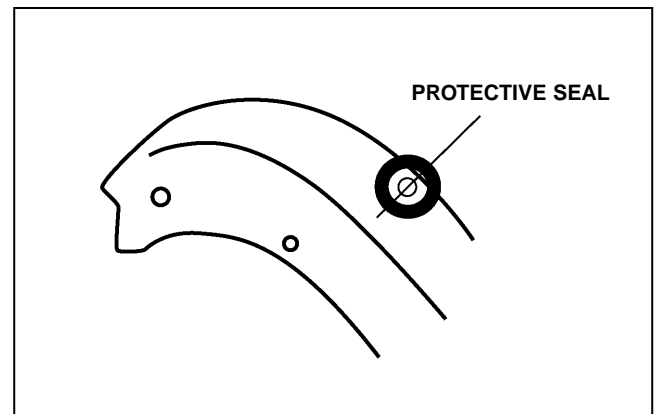


2. Use the shorter bolt from the kit (the 51mm stud is for other markets where a rear seat stay is installed as standard equipment). Hold the stud bolt (stud bolt 1) from the kit at the unthreaded portion. Screw the cap nut onto the end of the stud with the longer threads until the exposed stud is 19mm long.



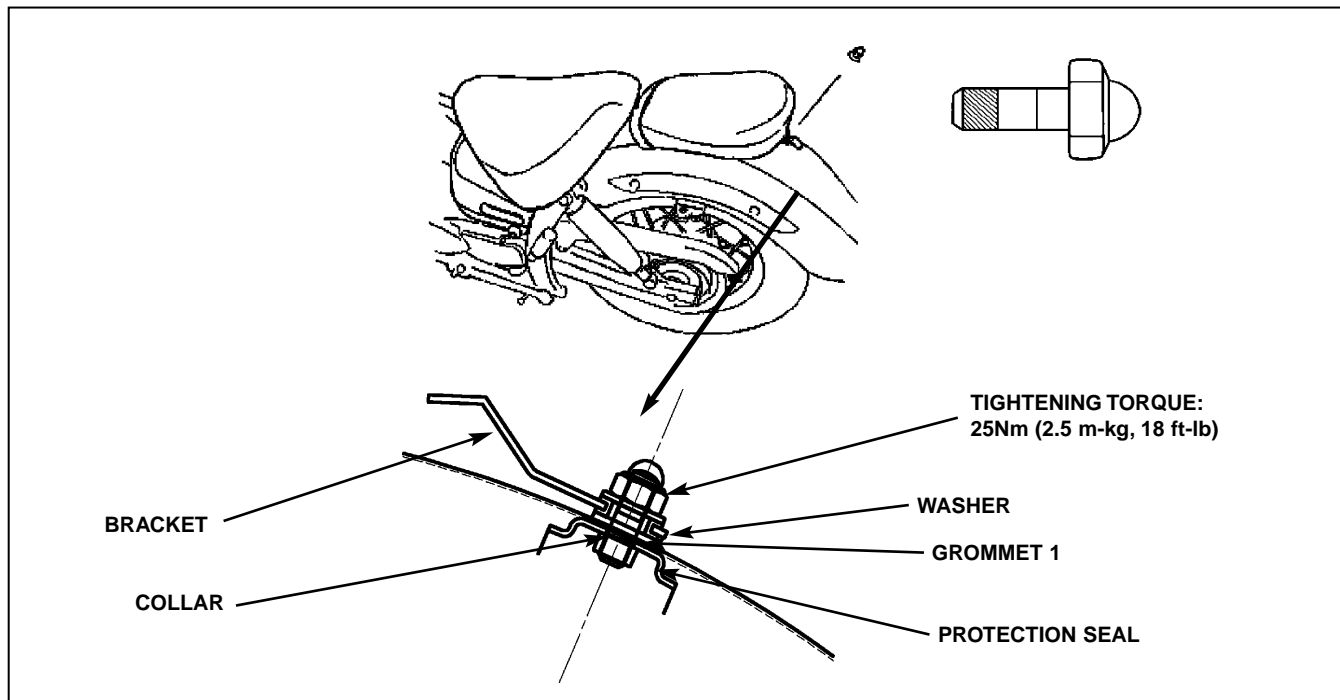
CAUTION:

- The cap nut is a self-locking type. The assembled stud length is important to allow the locking tab in the cap nut to be properly engaged.
 - Be sure the cap nut is installed on the end of the stud with the longer threaded portion.
3. Be sure the painted area around the stud hole is clean, then remove the backing and apply the new protective seal from the kit to the rear fender.



4. Place the passenger seat on the rear fender, making sure the collar is in place in the grommet. Place the new washer from the kit over the grommet. Apply Loctite® 648 or 271 to the shorter threads of the stud bolt (the end opposite the cap nut). Install the stud bolt with the cap nut and tighten to specification.

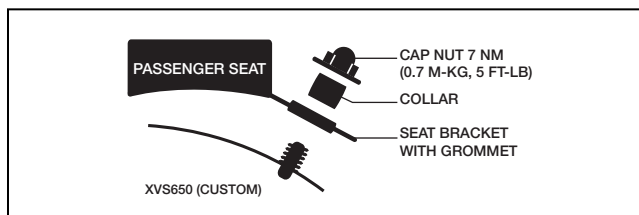
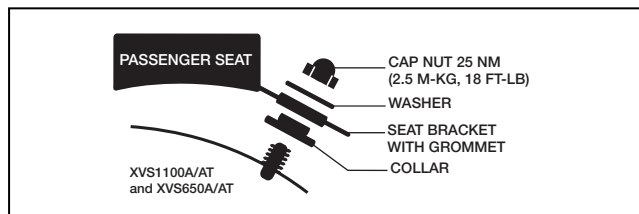
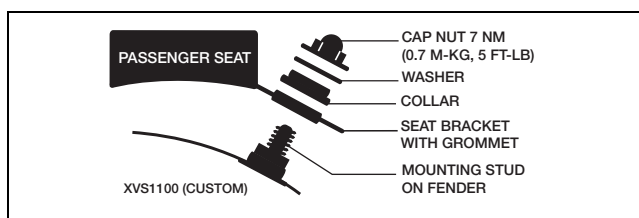
NOTE: The Loctite® is used to permanently mount the stud to the frame.

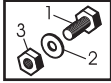


OWNER'S MANUAL MODIFICATION (UNSOLD UNITS)

The Owner's Manuals for all V Star models (but not the Virago 250) describe removal and reinstallation of the passenger seat. If you are modifying an unregistered unit, put a sticker for the appropriate model on the page covering the Passenger Seat (check the index in the back if you have trouble locating the right page). Some stickers are enclosed with this bulletin. Contact your RTA if you need more.

The letter to registered customers includes a sticker. You do not need to modify the Owner's Manual on customer-owned units unless the customer did not receive a sticker.





PARTS INFORMATION

Part Number	Description	Models	Contents	Qty	Dealer Cost
90891-20100-00	Bracket Kit, Passenger Seat	XVS11A (V Star 1100 Classic) XVS11AT (V Star 1100 Silverado) XVS65A (V Star Classic) XVS65AT (V Star Silverado)	Bracket 2 Collar Washer Grommet 1 Stud Bolt Cap Nut Protective Seal	1	\$3.21
90891-20101-00	Bracket Kit, Passenger Seat	XVS11 (V Star Custom)	Bracket 2 Collar Cap Nut Grommet 1 Boss Protective Seal Plain Washer	1	\$5.50
90891-20102-00	Bracket Kit, Passenger Seat	XVS65 (V Star Custom)	Bracket 2 Collar Cap Nut Grommet 2 Grommet 3	1	\$2.63
90891-20103-00	Bracket Kit, Passenger Seat	XV250 (Virago 250)	Bracket 2 Collar Washer Grommet 1 Stud Bolt 1 Stud Bolt 2* Cap Nut Protective Seal	1	\$2.73

* The longer 51mm stud bolt is not used for U.S. specification models.

On all models except the XVS65 (V Star Custom), you will need a small amount of green Loctite® 648, part number ACC-21443-00-00, or red Loctite® 271, part number ACC-27121-TL-00 (also available from local suppliers).



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 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 Request for the passenger seat mounting modification as described below using Recall Number **990029**. Choose the status **"M."** You will be reimbursed for the appropriate kit, plus the following amount of labor:

XVS11A/AT, XVS65A/AT, XV250:	0.2 hour (which includes reimbursement for the small amount of Loctite® used)
XV65:	0.2 hour
XVS11:	0.4 hour (which includes reimbursement for the small amount of Loctite® used)

YDS:

When signed on to YDS, click on the Service Tab, and then "Recall Request-Add." This function allows you to enter multiple Primary IDs for the same recall. 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.

MAIL:

Complete a recall Reimbursement Request (LIT-11790-00-03) as shown below. Remember, the Yamaha computer now requires a 7-digit serial number, so use a "0" as the first digit.

Dealer Number:	<table border="1" style="width: 100%; height: 20px;"> <tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr> </table>							Dealer Name:	
Recall Number	Primary I.D.	Date Completed	Status						
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	-		M I						
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Be sure to tag and hold the original passenger seat mounting bracket for 90 days from the date you submit your request for recall reimbursement using a Warranty Parts Tag (LIT-11790-02-00). If you have any questions about proper procedures for Factory Modification Campaigns, see Chapter 8 in your Warranty and Y.E.S. Handbook (LIT-11760-00-04).



YAMAHA

CUSTOMER SUPPORT GROUP

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

SAFETY RECALL NOTICE

March 3, 2005

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 determined that a defect which relates to motor vehicle safety exists in all XVS11A (V Star 1100 Classic), XVS11AT (V Star 1100 Silverado), XVS11 (V Star 1100 Custom), XVS65A (V Star Classic), XVS65AT (V Star Silverado), XVS65 (V Star Custom), and XV250 (Virago 250) motorcycles.

The reason for this recall:

On affected motorcycles, the mounting hardware holding the passenger seat to the fender could loosen due to passenger's weight shifting on the seat. If the mounting hardware becomes loose enough to fall off, the passenger seat can fall off the rear fender. A passenger on the motorcycle could lose balance and fall, causing serious injury or death.

You should not ride your motorcycle with a passenger until a modification is performed.

What Yamaha and your dealer will do:

To correct this defect, the hardware holding the passenger seat to the fender must be replaced with components of a different type that will not allow the seat to fall off. **There will be no charge to you for this procedure.** Your dealer will probably need to keep your motorcycle less than one hour to accomplish the required modification.

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 he expects he will need to keep your motorcycle for this service. Remember to take this letter with you when you take in your motorcycle.

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.

If you own one of the V Star models (but not the Virago 250), your Owner's Manual describes removal and reinstallation of your passenger seat. Because the mounting method will be different after modification, a sticker is included with this letter for you to update your manual. After your dealer modifies your motorcycle, simply find the page covering the Passenger Seat (check the index in the back if you have trouble locating the right page) and put the enclosed sticker on the page to provide information necessary if you should ever remove and reinstall the seat.

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 written 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 1-800-227-5963 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