

# Part 573 Safety Recall Report

# 23V-472

**Manufacturer Name :** Yamaha Motor Corporation, USA**Submission Date :** JUL 10, 2023**NHTSA Recall No. :** 23V-472**Manufacturer Recall No. :** 990168**Manufacturer Information :**

Manufacturer Name : Yamaha Motor Corporation, USA

Address : 6555 Katella Avenue

Cypress CA 90630-5101

Company phone : 800-962-7926

**Population :**

Number of potentially involved : 211

Estimated percentage with defect : 2 %

**Vehicle Information :**

Vehicle 1 : 2022-2022 Yamaha Tenere 700

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** In affected motorcycles, the front brake calipers may have been assembled with one or more bolts that have an incorrect thread length. Incorrect bolts can cause damage to the mounting hole threads in brake caliper if repeatedly removed and reinstalled, such as during servicing. Then, in the worst case, the bolts would no longer hold the front brake caliper to its mount, so the caliper would detach, resulting in loss of braking ability, increasing the risk of loss of control and a crash with injury or death.

Production Dates : JUL 27, 2022 - AUG 29, 2022

VIN Range 1 : Begin : JYADM12Y8NA002428 End : JYADM12Y8NA002638  Not sequential**Description of Defect :**

**Description of the Defect :** the front brake calipers may have been assembled with one or more bolts that have an incorrect thread length. Incorrect bolts can cause damage to the mounting hole threads in brake caliper if repeatedly removed and reinstalled, such as during servicing. Then, in the worst case, the bolts would no longer hold the front brake caliper to its mount, so the caliper would detach, resulting in loss of braking ability

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** the bolts would no longer hold the front brake caliper to its mount, so the caliper would detach, resulting in loss of braking ability, increasing the risk of loss of control and a crash with injury or death.

**Description of the Cause :** Vendor supplied the incorrect length (threaded portion) of front brake caliper bolts

Identification of Any Warning that can Occur : Clunking sound / feel coming from front brake when brake is lightly applied. Difficulty encountered when attempting to remove or reinstall caliper bolts after servicing.

## Involved Components :

Component Name 1 : Bolt, Flang

Component Description : Front Brake Caliper Bolt

Component Part Number : 90105-10778

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

In June, 2023 Yamaha Motor corporation USA was informed by the manufacturer, Yamaha Motor Co., LTD that such a condition could exist in previously modified units. This was determined pursuant to quality control review, testing and a review of foreign models that use substantially similar part design.

## Description of Remedy :

Description of Remedy Program :	Affected units must have the length of the front brake caliper mounting bolts confirmed. If found to be incorrect, the bolt(s) must be replaced with correct specification bolt(s) and the mounting-hole threads in the calipers inspected. If the caliper mounting-hole threads(s) are damaged, the caliper must be replaced as well. If customers have already had and paid for this repair to be performed, they 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 1-866-894-1626. Owners should not operate the affected motorcycle, other than to take it to a dealer, until this inspection and, if necessary, modification is performed.
How Remedy Component Differs from Recalled Component :	Threaded portion of the flange bolt is 20mm. Nominal length is 40mm and bolt is M10x1.25 with a 20mm od.
Identify How/When Recall Condition was Corrected in Production :	after incorrect bolts were identified, stock was removed from production line and stock was purged. Vendor supplies checked and only correct dimension product has subsequently been provided. Check process has been added to vendor order fulfillment and to receiving QA inspection prior accepting into stock.

## Recall Schedule :

Description of Recall Schedule :	We anticipate commencing dealer/consumer notification shortly after the owner's notification letter is approved by NHTSA, the affected VIN range is ascertained, and the Technical Bulletin's service procedures are confirmed and finalized by Yamaha staff. assuming the Agency can review and approve the customer notification letter within 5 days of receipt (perhaps July 17th we will have the letter and technical bulletin printed. Normal turnaround time is 3 working days for such a printing. Hence the materials will be ready for mailing approximately March20th. Final copies of these notification documents will be forwarded to the Agency as soon as possible
Planned Dealer Notification Date :	JUL 20, 2023 - JUL 24, 2023
Planned Owner Notification Date :	JUL 20, 2023 - JUL 24, 2023

\* NR - Not Reported

# Technical BULLETIN

©2023 YAMAHA MOTOR CORPORATION, U.S.A.

## 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 2022-MODEL XTZ7N (TÉNÉRÉ 700) MOTORCYCLES FACTORY MODIFICATION CAMPAIGN – Incorrect Brake Caliper Bolts

### i

### INTRODUCTION

Yamaha Motor Corporation, U.S.A. has decided that a defect that relates to motor vehicle safety exists in certain 2022 model XTZ7N (Ténéré 700) motorcycles.

In affected motorcycles, the front brake calipers may have been assembled with one or more bolts that have an incorrect thread length. Incorrect bolts can cause damage to the mounting hole threads in brake caliper if repeatedly removed and reinstalled, such as during servicing. Then, in the worst case, the bolts would no longer hold the front brake caliper to its mount, so the caliper would detach, resulting in loss of braking ability, 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 have the length of the front brake caliper mounting bolts confirmed. If found to be incorrect, the bolt(s) must be replaced with correct specification bolt(s) and the mounting-hole threads in the calipers inspected. If the caliper mounting-hole threads(s) are damaged, the caliper must be replaced as well.

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 this letter along with the affected vehicle to an authorized Yamaha dealer for modification.

If your dealership was invoiced for one or more affected vehicles, 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 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 Ténéré 700 that was actually sold but 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 may also require modification. If you purchase an affected vehicle from another dealer or Yamaha, check to see if the procedures in this bulletin have already been performed before you sell the vehicle.

Unsold motorcycles that are affected should not be sold and sold vehicles should not be operated except to take the vehicle to the dealer for inspection and, if required, modification. It is a violation of Yamaha policy for your dealership to deliver any affected vehicle 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* (P/N: 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.

### Parts

**Required:** Yes, if inspection determines that one or more bolts are incorrect. See the *Parts Information* section of this bulletin for more information.

**Warranty:** Factory Modification Campaign. See the *Warranty Information* section of this bulletin. This modification applies to all affected units regardless of ownership or warranty status.

### Notify

**Customers:** Yes, you must immediately contact any customer whose Ténéré 700 shows as unregistered on the report enclosed with the mailed copy of this bulletin. Yamaha has sent letters to customers whose motorcycles were registered with Yamaha as of xx/xx/2023.



## AFFECTED RANGE

Check Unit Status on YDS to make sure the Primary ID (PID) is in the Affected Range and is eligible for this modification campaign. The affected unit range for this issue is:

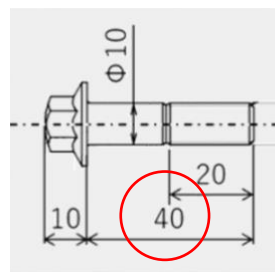
Model Year	Model	Primary ID		
		Prefix	From	To
2022	XTZ7N	DM12Y	002428	002638

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



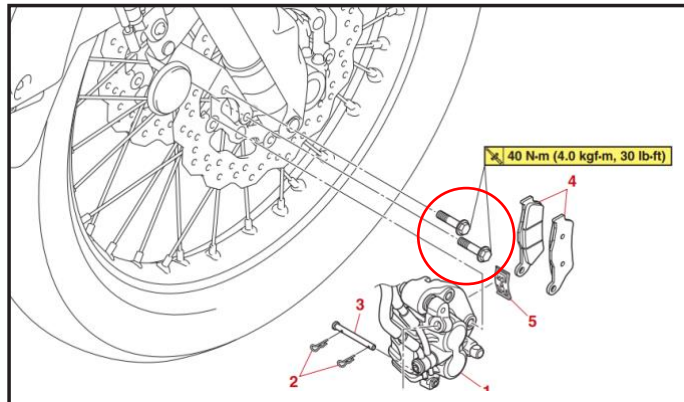
## SERVICE PROCEDURE

1. On one side and then the other, remove and measure the thread length of the front brake caliper bolts as indicated. The bolt threads should be 20 mm long on a bolt that is 40 mm long. **Any other dimensions are incorrect, and the bolt should be replaced.**

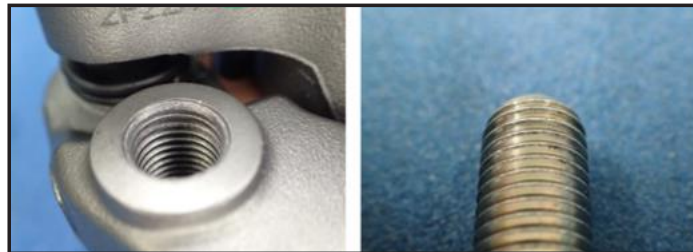


- If both bolts are correct, reinstall and tighten them to the specified torque.

Mounting Bolt: 40 Nm (4.0 kgf-m, 30 lb-ft)



- If either bolt or both bolts are incorrect, clean the mounting hole threads in the caliper. Visually inspect the threads for damage and use a clean bolt of the correct type to see if it can be threaded into the hole smoothly.



If the threads are stripped or otherwise damaged, the caliper must be replaced. Use an Online Tech Request to submit a photo of the damage before proceeding. Follow Ténéré 700 Service Manual (P/N: LIT-11616-35-55) procedures to replace the caliper and union bolt gaskets. Bleed the brake system using Yamalube DOT 4 Brake Fluid (P/N: ACC-BRAKE-FL-UD).

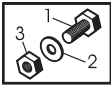
- Install the bolts, using new bolts to replace any incorrect ones. Tighten the bolts to the specified torque.

Mounting Bolt: 40 Nm (4.0 kgf-m, 30 lb-ft)



## 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 vehicle's repair history in Yamaha's database.



## PARTS INFORMATION

PART NAME	OLD PART NUMBER	NEW PART NUMBER	QTY	DLR COST
BOLT, FLG	90105-10778-00	←	1-4	\$1.79

\*Order quantity is varies depending on the number of incorrect bolts installed.

### Part identification

Part number: 90105-10778

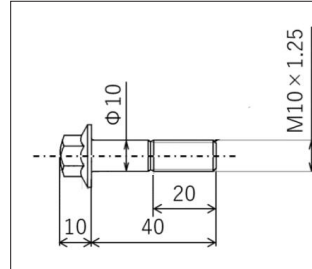
Hexagon head bolt with flange

Nominal designation of thread: M10×1.25

Nominal length: 40 mm

Thread length: 20 mm

Flange diameter: Φ20



**NOTE:** If a caliper or both calipers need to be replaced, refer to the parts list on PartsManager Pro™ for the correct part numbers (right and left side calipers are different, and you will need up to five new union bolt gaskets).



## WARRANTY INFORMATION

The owner of each registered vehicle will receive a letter announcing this campaign. The customer's letter includes the Vehicle Identification Number 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 inspection or modification or to file for reimbursement.

Submit a Recall Claim as described below using Campaign Number **990168**, choosing the appropriate modification condition from the drop down menu. The labor allowances are as follows:

- **Inspect Bolts = 0.2 hours**
- **Replace 1-2 Bolts = 0.2 hours** plus 2 bolts
- **Replace 3-4 Bolts = 0.2 hours** plus 4 bolts
- **Replace LEFT Caliper & 1-4 Bolts = 0.6 hours** plus 4 bolts, left caliper, 2 union bolt gaskets & 1 bottle brake fluid
- **Replace RIGHT Caliper & 1-4 Bolts = 0.6 hours** plus 4 bolts, right caliper, 3 union bolt gaskets & 1 bottle brake fluid
- **Replace BOTH Calipers & 1-4 Bolts = 1.2 hours** plus 4 bolts, both calipers, 5 union bolt gaskets & 1 bottle brake fluid

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*.

**Add New Claim / Authorization**

**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**

[Shipping Damage Policies and Procedures](#)

- 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**

**Add New Claim / Authorization**

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 #:

Primary ID:

(OR) VIN/HIN:

\*Finish Date:

\*Miles or Hours:

Please Select Repair Option

**STEP 2: ADD >>**

Primary ID	Finish Date	Miles or Hours	U

**STEP 1: GET REPAIR OPTIONS >>**

**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* (P/N: 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 vehicle, VIN xxxxxxxxxxxxxxxxxx Model: xxxxxx

XX XX, 2023  
990168

Dear Yamaha Owner:

Yamaha Motor Corporation, U.S.A. has decided that a defect that relates to motor vehicle safety exists in certain 2022 model XTZ7N (Ténéré 700) motorcycles. Our records indicate that you own the affected vehicle shown above.

**The reason for this recall:**

In affected motorcycles, the front brake calipers may have been assembled with one or more bolts that have an incorrect thread length. Incorrect bolts can cause damage to the mounting hole threads in brake caliper if repeatedly removed and reinstalled, such as during servicing. Then, in the worst case, the bolts would no longer hold the front brake caliper to its mount, so the caliper would detach, resulting in loss of braking ability, increasing the risk of loss of control and a crash with injury or death.

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

To correct this defect, Yamaha is initiating a Factory Modification Campaign. Affected units must have the length of the front brake caliper mounting bolts confirmed. If found to be incorrect, the bolt(s) must be replaced with correct specification bolt(s) and the mounting-hole threads in the calipers inspected. If the caliper mounting-hole threads(s) are damaged, the caliper must be replaced as well. Inspection takes a little less than 15 minutes; the procedure can take up to around an hour and fifteen minutes if both calipers should require replacement. Your dealer may need to have your motorcycle longer than this, however, depending upon their scheduling.

**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. At that same time, you can find out how long they expect to keep your vehicle for this service. Remember to take this letter with you when you take in your vehicle.

**You should not operate your motorcycle except to take it to the dealer for inspection and, if required, modification.**

If you are unable to return to the Yamaha dealer who sold you the vehicle, 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. 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 xxxxxx.

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

If you have sold your Ténéré 700 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.