



YAMAHA GOLF-CAR COMPANY

PARTS & ACCESSORIES

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Parts & Accessories

GOLF CAR PARTS & ACCESSORIES CONTACT INFORMATION

Golf Car Parts and Accessories Helpline: 800-688-6078 (Opt. 0)

Hours of operation: Monday through Friday, 8:30 am to 5:00 pm (Closed from 1:00 pm to 2:00 pm for lunch) Eastern time. Call this number to order parts and accessories, inquire about sales programs, order status, returns, order tracking, request a copy of parts invoices, quality assurance claims or request general parts and accessories information.

Golf Car Parts and Accessories Fax Line: 770-420-6121

Use this number to fax your orders or general questions regarding parts and accessories

**Golf Car Customer Relations- Customers Only: 800-962-7926 or,
Dealers Calling on Customer's Behalf: 800-635-0736**

Use this number for customers to contact Yamaha for answers to general questions.

Golf Car Service- Regional Technical Advisor: 800-879-0078 (Dealers Only)

Use this number for service related inquires or technical information.

**Golf Car Parts and Accessories Warranty / Quality Assurance Issues:
800-688-6078 (Opt. 3)**

Hours of operation: Monday through Friday, 8:30 am to 5:00 pm Eastern time. Call this number if you have questions and need assistance with unit registration, Trojan battery claims, or filing a Warranty / Quality Assurance Claim on a genuine Yamaha Part or Accessory

Golf Car Parts and Accessories Financial Services: 877-900-0850

Hours of operation: Monday through Friday, 8:30 am to 5:00 pm Pacific time. Call this number if you have any questions about your monthly statements or parts invoices.

Yamaha Factory Financing Card (Through Capital One): 800-255-6756

Dealer support hours of operation: Monday through Saturday, 5:30 am to 8:00 pm and Sunday, 9:00 am to 5:00 pm Pacific time. Call this number for assistance on the Capital One Yamaha Card with application status, authorization, new credit application, credit line increase.

Golf Car Parts and Accessories YDS Support: 800-854-4876 (Opt. 1)

Hours of operation: Monday through Friday, 7:00 am to 4:30 pm Pacific time. Call this number with questions, technical issues or to obtain log-in information on the Yamaha Dealer System (YDS).



YAMAHA GOLF-CAR COMPANY

**Golf Car Parts and Accessories Parts Manager Pro Application Support:
800-709-7773 or via E-mail: sbstech@snapon.com**

Hours of operation: Monday through Friday, 9:00 am to 8:00 pm Eastern time. Call this number with any application issues regarding installation of Yamaha's Parts Manager Pro program or PC requirements. (Any questions concerning Yamaha parts information should still be directed to Yamaha at: 800-688-6078).

Yamaha Warehouse Locations

#34 - Kennesaw, Georgia
Yamaha Motor Corp, USA
1270 Chastain Road
Kennesaw, Georgia 30144
770-420-5700
Hours: 8:30 - 5:00 (Eastern)

#33 - Pleasant Prairie, Wisconsin
Yamaha Motor Corp, USA
10801 88th Avenue
Pleasant Prairie, Wisconsin 53158
262-947-6100
Hours: 8:30 - 5:00 (Central)

#31 - Cypress, California
Yamaha Motor Corp, USA
6555 Katella Avenue
Cypress, California 90630
714-761-7300
Hours: 8:30 - 5:00 (Pacific)

Parts & Accessories

GOLF CAR PARTS & ACCESSORIES GENERAL INFORMATION

This information is a summary only. For more information, please refer to your Parts System Handbook.

YDS Ordering

If you place an order on YDS, remember to check the order status again later. This way, you will know if there was an error or a backordered item. If a credit issue is noted, please call our Financial Services Department at: 714-761-7549.

Yamaha strongly encourages ALL distributors and dealers to use YDS. It is the best communication tool available to you. With YDS, you will be able to communicate with Yamaha very quickly and much easier than ever before! A YDS dealer has up-to-date information available at their fingertips. This information includes:

- Program sales, obsolescence parts return, policy updates
- Price updates for Parts Manager Pro
- Monthly statements, part invoices, credit/debit memos.
- Parts ordering, parts master inquiries, part pricing and availability, access to Parts Manager Pro Online, outstanding orders, order acknowledgements, sales programs, claim processing, simply everything you need to manage your Parts Department and assist your Service Department.
- Sales support in the form of warranty registrations, unit status inquiries, sales orders in process, future order delivery status, model availability and sales programs.
- Service support in the form of warranty requests, recall information, and the Yamaha technical library which includes all service related information on our units.
- Feedback Form which allows you to tell us what you think! All of these benefits are available to you, along with a dedicated team on our YDS Helpline to assist you in any way possible.

Same Day Shipping

Orders must be received and assigned a Yamaha sales order number by the cutoff time in order to ship the same day. (Cutoff time is 1:00 pm at the shipping warehouse.) The same day shipping policy only includes shipments to the continental U.S. Export orders and Yamalube orders from our off-site facility and faxed orders are excluded.

Emergency Orders

Yamaha will try to assist you in an emergency situation which may arise after our 1:00 pm cutoff time. If this situation occurs, please contact the Golf Car Parts and Accessories Order Hotline at: 800-688-6078 (Opt. 0) prior to 3:00 pm EST. Emergency orders may not apply to ground orders. Emergency orders are requests to ship after normal cutoff and not guaranteed.

Parts & Accessories

Shipping Options

Yamaha offers Next Day Air, 2nd Day Air, 3-Day Select and Saturday Delivery if available in your area. Shipping fees will apply to each package shipped, including backorders and alternate shipping warehouses.

Returns and Types of Claims

Returns are accepted up to 120 days from date of invoice. Returns within 60 days will incur a 0% restocking fee. Returns between 61-90 days will incur a 10% restocking fee. Returns between 91-120 days will incur a 15% restocking fee. If the return is due to a Yamaha error, then the restocking fee will be waived. Parts must be new, unused in original packages and returns must be shipped prepaid from the Distributor / Dealer. If parts are not received in resaleable condition including but not limited to: crushed, holes, torn, missing labels, faded, dealer labels; a 20% repackaging fee will apply. This is in addition to the standard restocking fee.

Dealer Discrepancy/Standard Return

A standard return is used when returning parts due to ordering errors, incorrect items received and shortages. A claim must be submitted within 120 days of invoice of parts and accessories or within 30 days for apparel. Parts not qualified for return or that are shipped collect will be returned to the dealer at the dealer's expense.

Quality Assurance Claim

A quality assurance claim needs to be filed if a genuine Yamaha part or accessory has failed from a manufacturing defect within one year of the date of retail purchase. You may submit the quality assurance claim easily on YDS. You will need to re-order the replacement part prior to completing the quality assurance claim. To ensure quick processing please include both the original and replacement Yamaha order number. Please be sure to hold the parts 90 days after the claim has been paid. Failure to return parts will result in refusal of claim in the event Yamaha requests their return for evaluation. If you have any questions about Quality Assurance Claims, please call: 800-688-6078, or refer to Genuine Parts & Accessories Limited Warranty Statement on page 8-39.

Damaged Claims

Parts damaged in transit must be noted as such at the time of delivery with the driver. A YDS claim must be submitted within 15 days of receipt of the product. If you do not have access to YDS, please call the Parts and Accessories Hotline for assistance. Parts damaged by other parts in the carton must also be submitted on YDS within 15 days of receipt of the product. Orders delivered by carrier that are noticeably damaged at the time of delivery must be noted on the delivery receipt as damaged. If parts are discovered after delivery as being damaged (considered concealed damage), you must report it to the truck lines within 15 days of receipt. If a shipment is received with boxes re-taped or holes in the cartons and parts are missing, you should report this to the carrier within 15 days of receipt of product. Please save the carton for inspection. These types of claims will need to have a claim filed with the delivering carrier, not with Yamaha. You must note any shortages or damaged on the delivery receipt

Parts & Accessories

Obsolescence Return Program

The Yamaha Parts and Accessories Division's obsolescence return policy is the accrued return allowance for your dealership allowing semi-annual returns of Yamaha parts and accessories. Your dealership will be notified prior to the commencement of Yamaha's obsolescence return program via YDS. Please note that obsolescence allowance does not roll over from previous periods and cannot be combined. Obsolescence is only available for domestic dealers. Participation on required sales programs must be met to be eligible for Obsolescence program. Hard parts earn 2% towards OBS, Accessories, Yamalube and Apparel all earn 1% towards OBS.

Oil and Chemical Freight Policy

A special freight policy applies to oils and chemicals. Orders of \$1000 or more will ship prepaid ground freight. Parts & Accessories orders do not count toward the \$1000 minimum for oil & chemicals. Please refer to the Yamalube Year-Round Program information that follows for details. This information is detailed on Page 8-9.

Hard Parts Freight Policy

Orders of \$250 or more domestic and \$500 or more export will ship prepaid ground freight with Yamaha's choice of carrier. If faster delivery is required, shipping fees will be applied to each package shipped. Please refer to page 8-6 for more information on the Yamaha Parts & Accessories freight policy.

YGC Parts Freight Policy

Regardless of order amount, orders are shipped prepaid and freight cost is added to invoice.

Backordered Parts

Please check your sales order confirmation after placing orders to be sure all items are available and to check for errors. All backorders will ship the same method as the original order when the parts become available. Backordered parts shipped via ground will be prepaid as long as the original order qualified for prepaid freight. Backordered items from orders under \$250 for domestic and \$500 for export dealers will be shipped collect. If original order was expedited freight, backorder shipment(s) will ship via the same method and will be charged collect.

Alternate Warehouse Shipping

Your dealership is assigned a facing warehouse. The system will ship all available items from your facing warehouse and then will check alternate warehouses for available stock to fill your order. Parts shipped from alternate warehouses will be shipped prepaid if the original order was ground. Expedited orders from alternate warehouses will be shipped collect.

Credit Status

Questions about your account or credit status should be directed to our Financial Services Division at: 714-761-7549.

Parts and Accessories Freight Responsibility Chart

	Type of Service	Who Pays Freight
Orders of \$250+ (Export Orders of \$500+)	Ground	Yamaha
Orders less than \$250 (Export Orders less than \$500)	Ground	Dealer, including backordered items Note: Some freight carriers require freight charges to be paid at time of delivery
An order with upgraded service	Next Day, 2nd Day, 3rd Day etc...	Dealer
Items coming from alternate warehouse	Whatever method chosen on original order	Yamaha, if Ground Dealer, if expedited*
Backordered items	Whatever method chosen on original order	Yamaha, if Ground and original order is over \$250 for domestic or \$500 for export dealers Dealer, if ground and original order did not qualify for prepaid freight or for any expedited order*

*Regardless of order amount

All parts and accessories orders in the amount of \$250 for domestic and \$500 for export dealers or more will receive prepaid freight for standard ground service. **Oil, chemical and care product (Yamalube) orders of \$1,000 or more will receive prepaid freight for standard ground service.** Yamalube orders are treated separately than parts and accessories for freight qualifications if placed on the same order. For example (1 order= \$500 in parts and accessories + \$700 in Yamalube = part and accessories will be prepaid, Yamalube will be collect). Prepaid freight policy does **not** cover accessorial charges such as but not limited to: Customs, import/export broker fees, refused, returned or undeliverable shipments or lift gate service.

Orders can be upgraded to expedited shipments using Next Day Air, 2nd Day Air, or 3-Day Select. When this type of service is selected, the freight charge(s) is/are the **dealer's responsibility** and will be billed on the corresponding part invoice(s), billed directly from carrier or billed to dealer's shipping account (if applicable).

Parts shipped from alternate warehouses are shipped **prepaid** freight regardless of the order amount and backordered items will ship **prepaid** if the original order qualified for prepaid freight as long as the original orders were shipped **ground**. If original orders are entered as an expedited shipping method; the backorder and/or items shipped from alternate warehouse will also be shipped the same expedited shipping method and will be billed **collect**. Please be sure to check parts availability on YDS prior to placing orders, as well as confirming order allocation via YDS after order is placed. Freight charges on any shipment delayed due to situations beyond our control will not be reimbursed.

Parts orders placed via YDS will ship the same working day if the order is received by **1:00 pm at the shipping warehouse**. Orders received after 1:00 pm will ship the next business day. Alternate warehouse shipments also ship the next business day when received after 1:00 pm.

Yamaha Parts and Accessories Division has a **no drop shipment policy**. Orders must be shipped directly to your dealership's address as shown on your dealer agreement.

Orders placed with Yamaha Golf Cars or YGC Parts are shipped **prepaid with freight cost added to invoice**.

Warehouse Locations:		
34 – Kennesaw, GA / Eastern Time	33 – Pleasant Prairie, WI / Central Time	31 – Cypress, CA / Pacific Time

If you have any questions, please contact your inside sale representative.

Direct: 800-688-6078 ext. 0

Fax: 770-420-6121

Email: lisa_brownlee@yamaha-motor.com

Parts & Accessories Daily Sales Program



2017 Golf Car Parts and Accessories Daily Sales Program

<p>Program Details: Program Code: GCDLYPRGM Order Period: Jan. 1, 2016 – Dec. 31, 2017 Delivery period: Jan. 1, 2016 – April 28, 2017 Prepaid Freight 120 Day Return Period 120 Day Future Shipping Available Every Day, All Year Adjustments Allowed Additional Details: Please see Program Details on the following page</p>	<p>Eligible Golf Car Product:</p> <ul style="list-style-type: none"> • Golf Car Parts and Accessories • Corporate Apparel and Gift Items • Yamalube Tune Up Kits, Golf Car Engine Oil and select Chemical and Maintenance Products • Ineligible items can be ordered but will not receive discounts nor drive benefits <p>Program Features:</p> <ul style="list-style-type: none"> • Up to 7% volume discount! • Up to 30/60/90/120 payment terms! • Free Freight on qualified orders • Future shipments not invoiced until shipped • Extended payment terms applied to each shipment • Higher priority on backorders • Eligible Parts, Accessories and Yamalube accrue OBS Allowance
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<u>Volume Amount</u>	<u>Volume Discount</u>	<u>Terms</u>	<u>Prepaid Freight</u>
\$2,500 - \$4,999.99	3%	Standard Payment Terms	Yes
\$5,000 - \$9,999.99	4%	30/60	Yes
\$10,000 - \$11,999.99	5%	30/60/90	Yes
\$12,000 - \$14,999.99	6%	30/60/90	Yes
\$15,000 or more	7%	30/60/90/120	Yes

Orders must be submitted on YDS using program code "GCDLYPRGM". For questions or for additional information please contact the parts and accessories hotline at 800-688-6078 ext. 0.

Parts & Accessories Year Round Yamalube Program



Introducing the 2017 Yamalube Sales Program!

Now is the best time to partner with Yamaha and plan out your oil and chemical sales for 2017!

- ✓ *Orders placed before March 31st will now receive a locked in discount on all re-orders!*
 - *See program details below.*
- ✓ *Schedule out your shipments through December 2017!*
 - *Lock in your oil pricing for the entire year!*
- ✓ *Take advantage of our aggressive oil discounts and maximize your gross profit!*
 - *AP Oil as low as \$457 per drum or \$2.08 per quart!*
- ✓ *Increase your Service Department business by promoting the Yamalube Advantage!*
 - *20 years/5,000 hours/100,000 miles limited engine lubrication warranty!*
 - *WWW.YAMALUBEADVANTAGE.COM*
- ✓ *Meet your Obsolescence Program requirements!*
- ✓ *Contact your sales representative today!*
 - *@ 866-488-2350*



Parts & Accessories Year Round Yamalube Program



2017 Yamalube Program

Eligible Items: All Yamalube Oils, Chemicals, Lubricants and Care Products.

Order Period: January 1, 2017 – December 15, 2017

Program Code: **YAMALUBE14**

Program Levels:

Purchase Level (@ dealer cost)	Volume Discount	Payment Terms	Cash Discount	Prepaid Freight	Obs. Qualification	Re-Order Discount
\$1,000 - \$1,999	N/A	30/60	N/A	Yes	NO	NO
\$2,000 - \$3,999	4%	30/60	1%	Yes	YES	NO
\$4,000 - \$7,999	6%	30/60	1%	Yes	YES	YES
\$8,000 - \$11,999	8%	30/60/90	2%	Yes	YES	YES
\$12,000 +	10%	30/60/90	2%	Yes	YES	YES

Drum/Tote Bonus:

- > Purchase (2-3) 55 gallon drums and receive an additional \$50 off each drum!
- > Purchase (4+) 55 gallon drums and receive an additional \$75 off each drum!
- > Purchase (1+) 55 gallon drum of Semi-Synthetic or Full Synthetic and receive an additional \$100 off each drum!
- > Purchase (1+) 330 gallon tote and receive an additional \$200 off each tote!

Case Bonus:

- > Buy 5 cases of Yamalube Semi-Synthetic quarts, get 1 case free!
- > Buy 5 cases of Full-Synthetic oil quarts, get 1 case free!

Yamalube In a Box:

- > Buy (3) Y.I.B. and (1) drum of oil and receive a free one shelf display.*
- > Buy (9) Y.I.B. and receive a free two shelf display*

Chemical Reorders:

- > Prepaid freight on chemical and care product reorders above \$250 after \$2,000 order level is met in 2017.

Parts & Accessories Year Round Yamalube Program

2017 Yamalube Program Details

Eligible Dealers: Motorsports, Snowmobile, Watercraft, and Golf Car.

Order and Delivery Period: January 1st, 2017 – December 15th, 2017

Order Scheduling & Adjustments: Orders can be scheduled throughout the year. Each oil shipment must be a minimum of \$1,000 to receive prepaid freight. Changes to requested delivery dates or product mix may be changed after order submission by contacting your Inside Sales Representative @ 888-488-2350.

Eligible Items: All Yamalube oils, lubricants, chemicals and care products.

Max Discounts: Max discounts are "stacked". Please use examples below to determine your true discount.

Examples:

- o 6% + 1% = 6.94% stacked discount as opposed to a true 7%
- o 10% + 2% = 11.8% stacked discount as opposed to a true 12%

Reorder Discount: Dealers who book an order amount equal to or greater than their 2016 purchases by March 31st, 2017 will automatically be locked into a reorder discount equal to qualify volume level. New dealer's set-up after Jan. 1st, 2017 must place a minimum order of \$4,000 to qualify. Reorders must be placed with your Yamaha Sales Rep.

Prepaid Freight: Orders will ship prepaid ground freight with Yamaha's choice of carrier. Each shipment must be a minimum of \$1,000 to receive prepaid freight. Standard freight policy applies to Alaska and Hawaiian dealers. Qualifying dealers must contact their sales rep. in order to receive prepaid freight on \$250 chemical reorders.

Delayed Billing: If payment terms are selected, billing will begin on the 10th of the month following the first shipment. For example, if 30/60 payment terms are selected, two equal payments would be due beginning the 10th of the month following shipment, i.e. if the oil ships in July, half the payment will be due on August 10th and other half will be due on September 10th.

Order Adjustments: Order adjustments will be allowed, but the order value cannot decrease. Delivery dates and product mix may be changed after order submission by contacting your accessory sales representative. Order cancellations void all benefits. Previously issued discounts on the order will be debited from your parts account.

Free Y.I.B Display: One free Yamalube in a Box display per dealership.

Cancellations: Items cancelled by dealer or Yamaha due to credit limitations may affect dealer's achievement level for benefits. Yamaha will charge dealer's parts account for cost of incentives received by dealer if dealer drops below benefits level.

Returns: Yamalube engine oil, lubricants, chemicals and care products are ineligible for return.

About Program Rules and Interpretation: Yamaha Motor Corporation, U.S.A. will make all decisions relating to the interpretation and application of any program rule and all decisions shall be final and binding. Yamaha reserves the right to cancel, amend or revoke the program in any way and at any time. While every effort is made to provide dealers with an accurate monthly status, Yamaha is not responsible for errors that are discovered and corrected. All provisions of this program will be enforced except where prohibited by applicable law.

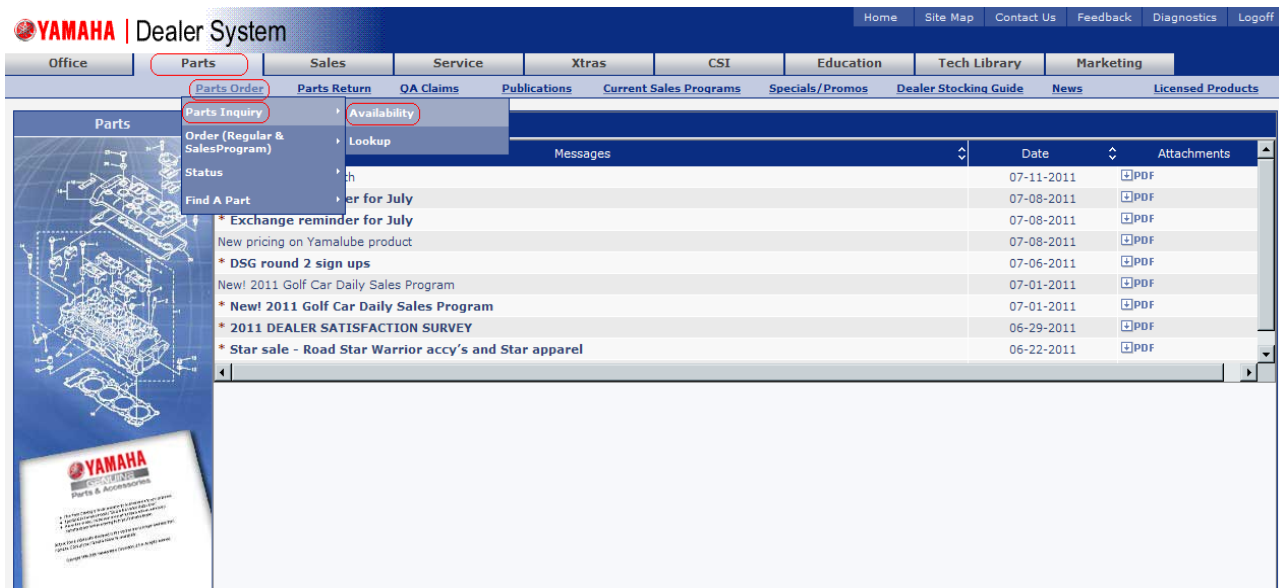
Parts & Accessories

How to View Availability, Check Pricing & Place Orders on YDS

While being a Yamaha dealer, you have access to our internal inventory and ordering system. If you have not yet signed up for Yamaha Dealer System (YDS) please contact YDS Support at: 800-854-4876. The following article will give you a brief introduction on checking part numbers for current pricing and availability. We will also show you how to place an order once you check the parts availability and prices.

To view Availability and Pricing:

- 1) From the YDS Main Page- Click on the Parts tab
- 2) Click Parts Inquiry
- 3) Click on Availability



Once you click on Availability
You will see the screen shown below called Parts Master Detail

- 5) Enter the Yamaha part number (all 12 digits with no hyphens)
- 6) Click on List Parts
- 7) Check the Show Dealer Cost box
YDS will then display retail price, dealer cost and availability in all 3 warehouses.

Warehouses

31= Cypress, California

33= Pleasant Prairie, Wisconsin

34= Kennesaw, Georgia

Quantity

“Invalid Part Number”= part number entered wrong or not Yamaha part number

“Inactive Part Number”= part is no longer available (as seen in example #1)

“Discontinued” and 0 as quantity= no longer available (as seen in example #2)

“Discontinued” and 1+ as quantity= not available if no stock (limited to quantity on hand, as seen in example #3)

“0”= not in stock, on backorder

“1-5”= 1-5 pcs in stock= YDS will display actual current inventory level

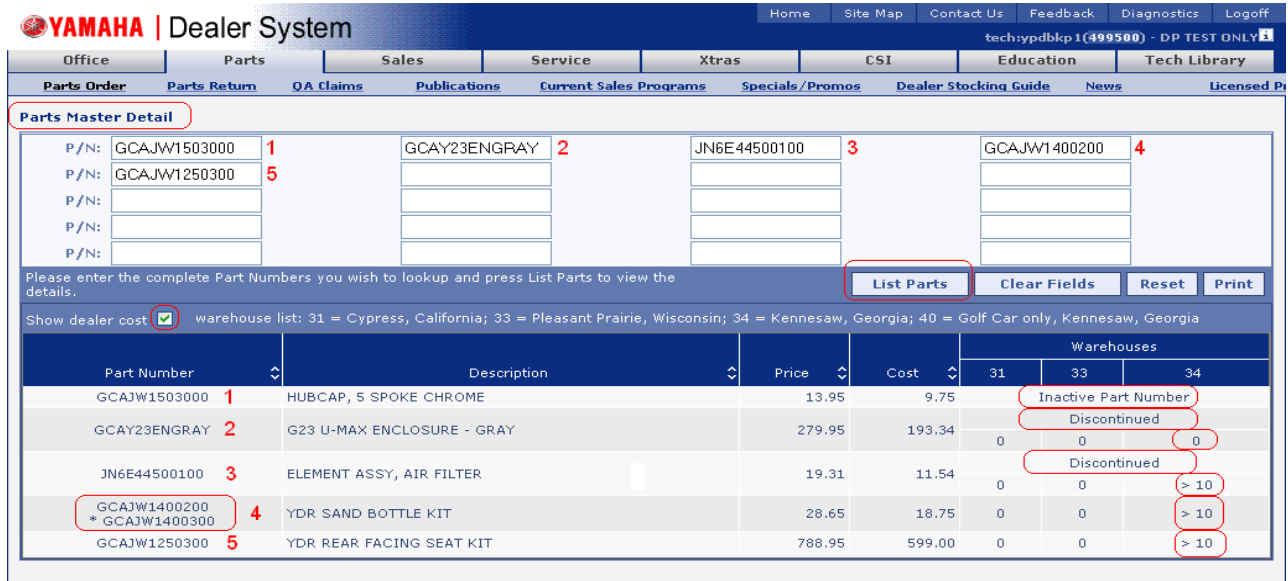
“>5”= 6-10 pcs in stock

“>10”= 11 or more in stock= available, in stock (as seen in example #5)

Parts & Accessories

How to View Availability, Check Pricing & Place Orders on YDS

You might also see a “*” under the part number you entered, this means that there is a superseding part that replaces the previous part number (as seen in example #4). Order the new part number for current part. Verify price of new part number. If there is stock of the previous part number, you will receive the previous part. If there is no stock of the previous part number, YDS will automatically supersede to current part number and ship current part.

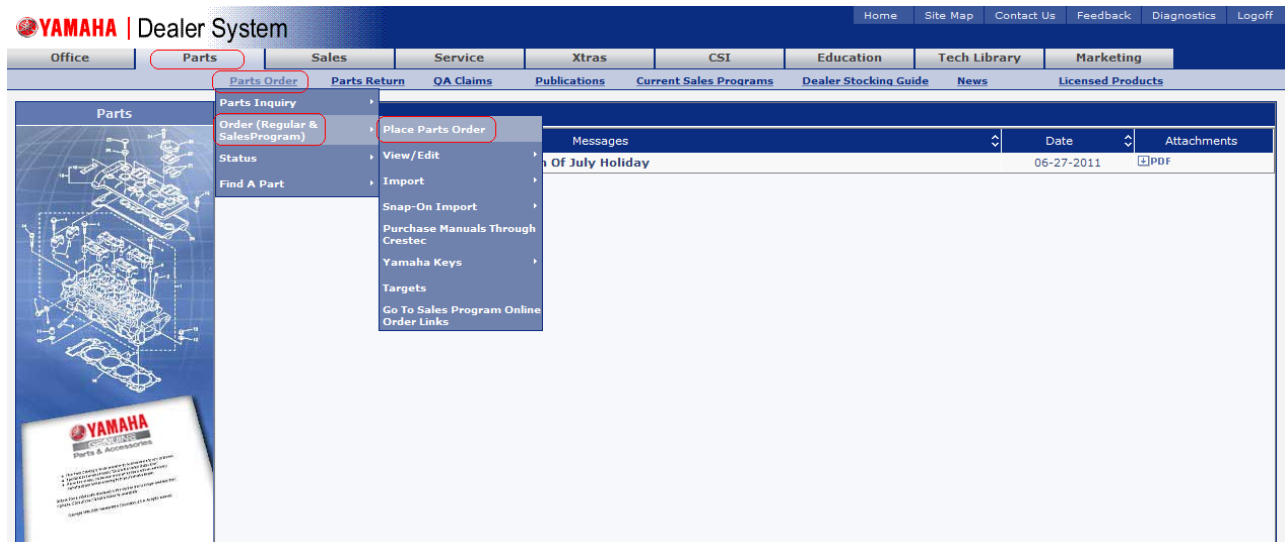


Parts Master Detail

Part Number	Description	Price	Cost	31	33	34
GCAJW1503000 1	HUBCAP, 5 SPOKE CHROME	13.95	9.75		Inactive Part Number	
GCAJW1250300 5	YDR REAR FACING SEAT KIT	788.95	599.00	0	0	0
GCAJW1400200 4	YDR SAND BOTTLE KIT	28.65	18.75	0	0	> 10
* GCAJW1400300						> 10
GCAJW1250300 5	YDR REAR FACING SEAT KIT	788.95	599.00	0	0	> 10

Placing a Standard Order:

- 1) From the YDS Main Page- Click on the Parts tab
- 2) Click Parts Order
- 3) Click on Order (Regular & Sales Program)
- 4) Click on Place Parts Order



Parts

- Parts Inquiry
- Order (Regular & Sales Program)
 - Place Parts Order
 - View/Edit
 - Import
 - Snap-On Import
 - Purchase Manuals Through Crestec
 - Yamaha Keys
 - Targets
 - Go To Sales Program Online Order Links
- Status
- Find A Part

Parts & Accessories

How to View Availability, Check Pricing & Place Orders on YDS

- 5) Find the Standard Order listed in the Sales Program List
- 6) Click on the Order button

Standard Order ←
Use this to order any part used for Bulletin repairs
***NOTE: Orders under \$250 freight will be paid by the dealer.**

	Program#	Description	Effective Date	
			Start	End
Order	EXCHANGE	Sales Program Exchange Reorder	04-05-2008	12-31-2999
Order	GCDLYPRGM	Golf Car Parts & Accy Daily Sales Prg	07-01-2011	12-31-2011
Order	YAMALUBE	Yamalube Year-Round Program	09-14-2007	12-31-2999

Adjusted sales include shipped orders and unshipped orders minus credits.
YDS entered orders and credits as well as orders and credits entered for you by a Yamaha Sales Representative are included.

*programs shown above are examples and may not be available

Once you click on the Order button
You will see the screen shown below called Edit Parts Order

- 7) Enter your Purchase Order number under Dealer Ref, if none leave blank
- 8) To change shipping options, click on the down arrow next to the Freight tab.

Orders shipped default ground for part and accessory orders over \$250.00 (\$500.00 for export) dealer cost are shipped prepaid; Orders under \$250.00 (\$500.00 for export) are shipped collect and will be the dealer's responsibility. Be sure you are referring to the dealer cost for prepaid freight qualifications, not retail price.

Parts and accessories shipped from alternate warehouses are shipped prepaid regardless of the order amount as long as the original order shipped ground.

Backorders are shipped prepaid if the original order shipped ground **and** the original order was over \$250.00 (\$500.00 for export). Backorders from orders under prepaid freight qualifications will ship collect.

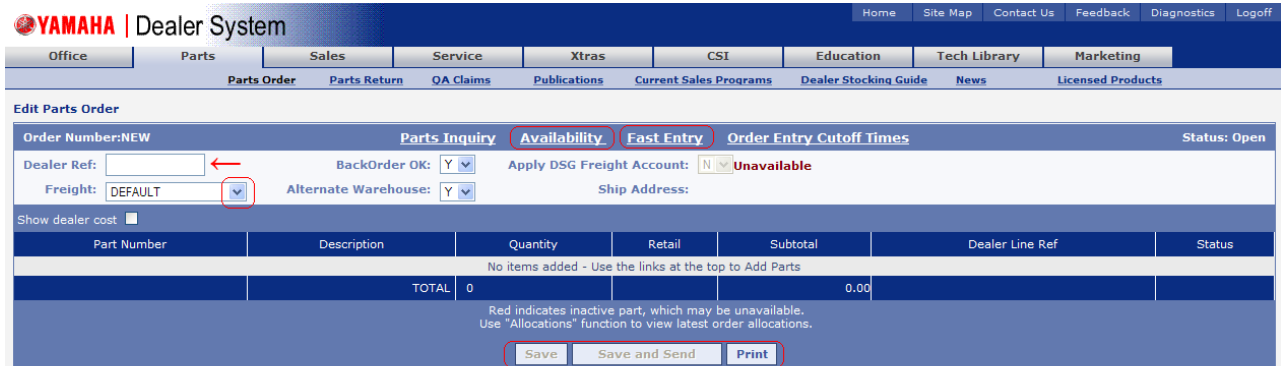
Backorders from an order under \$250.00 (\$500.00 for export) are shipped collect. Orders can be upgraded to expedited shipments using Next Day Air, 2nd Day Air, or 3-Day Select. The freight charge(s) is/are the dealer's responsibility and will be billed on the corresponding part invoice(s), billed directly from carrier or billed to dealer's shipping account (if applicable).

If original orders are entered as an expedited shipping method; the backorder and/or items shipped from alternate warehouse will also be shipped the same expedited shipping method and will be billed collect.

Parts & Accessories

How to View Availability, Check Pricing & Place Orders on YDS

9) Enter the part numbers using either Availability (recommended) or Fast Entry.



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Parts Order | Parts Return | QA Claims | Publications | Current Sales Programs | Dealer Stocking Guide | News | Licensed Products

Edit Parts Order

Order Number: NEW | **Parts Inquiry** | **Availability** | Fast Entry | Order Entry Cutoff Times | Status: Open

Dealer Ref: ← BackOrder OK: Apply DSG Freight Account: Unavailable

Freight: Alternate Warehouse: Ship Address:

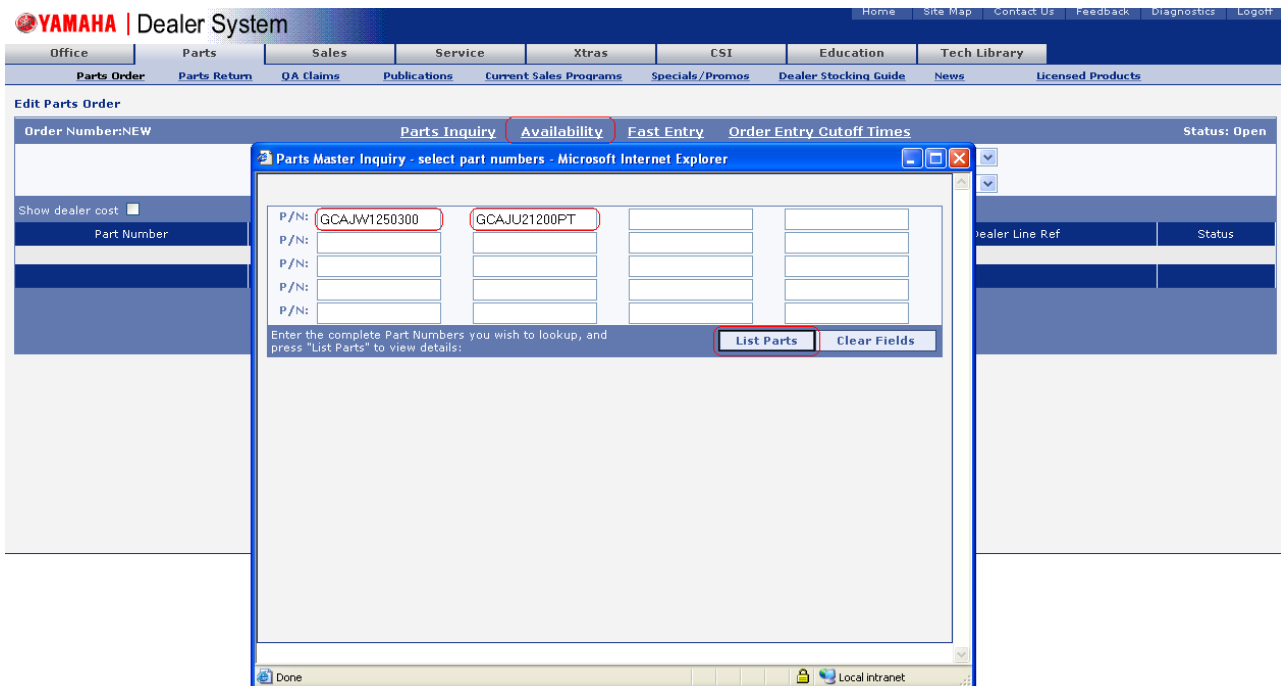
Show dealer cost

Part Number	Description	Quantity	Retail	Subtotal	Dealer Line Ref	Status
No items added - Use the links at the top to Add Parts						
TOTAL		0		0.00		

Red indicates inactive part, which may be unavailable. Use "Allocations" function to view latest order allocations.

Once you click the Availability button
You will see the screen shown below called Parts Master Inquiry

- 10) Enter all 12 digits with no hyphens
- 11) Click List Parts



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Edit Parts Order

Order Number: NEW | **Parts Inquiry** | **Availability** | Fast Entry | Order Entry Cutoff Times | Status: Open

Show dealer cost

Part Number

Parts Master Inquiry - select part numbers - Microsoft Internet Explorer

P/N:	<input type="text" value="GCAJW1250300"/>	<input type="text" value="GCAJU21200PT"/>	<input type="text"/>	<input type="text"/>
P/N:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
P/N:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
P/N:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
P/N:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Enter the complete Part Numbers you wish to lookup, and press "List Parts" to view details:

Dealer Line Ref | Status

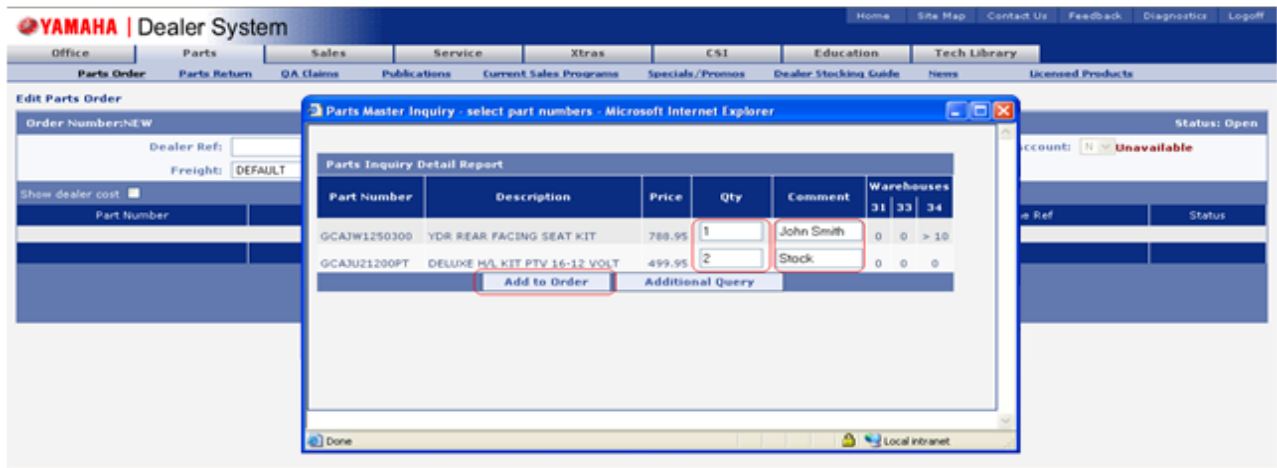
Done | Local intranet

Once you click on the List Parts button
You will see the screen shown below called Parts Inquiry Detail Report

Parts & Accessories

How to View Availability, Check Pricing & Place Orders on YDS

- 12) Enter quantity you want to order to under Qty box
- 13) Enter comment i.e. customer name to Comment box. This is not required, but if a comment is entered it will show on packlist
- 14) Click Add to Order



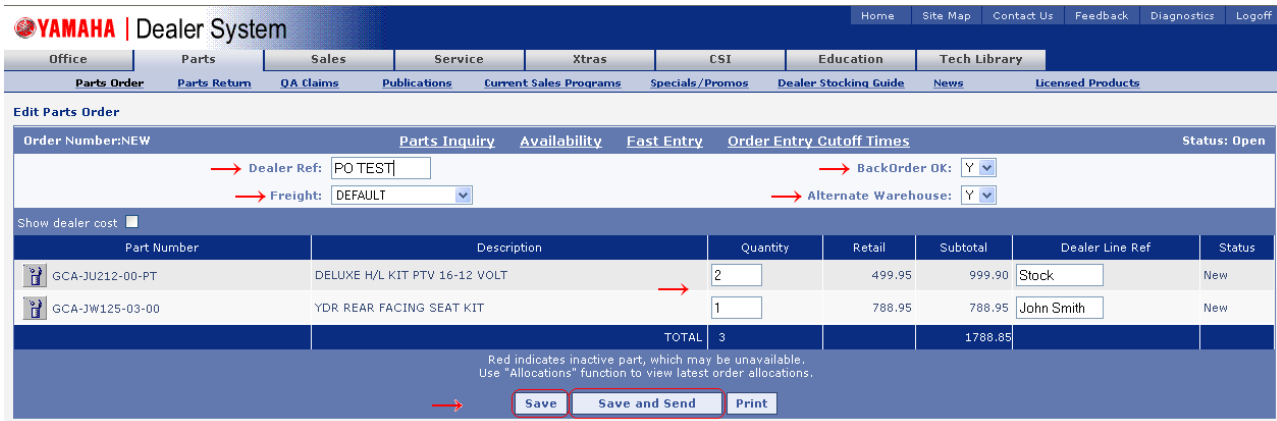
Completing the order:

After clicking on Add to Order from the Parts Inquiry Detail Report screen, you will return to main ordering screen with recent part(s) added to the order

- 15) Verify Dealer Ref., and Freight shipping method (See Freight Policy below). There are 2 methods to save:
 - 1) “Save”= use to save order, edit and submit at later time
 - 2) “Save and Send”= use to submit order to Yamaha for processing

Be sure to review the order for accuracy and completeness. Orders cannot be modified once Submitted. Once finished be sure to print a copy for your records and click on Save and Send. Always view order after submitting by click on Parts-> Parts Order-> Order (Regular & Sales Program)-> View/Edit-> then click Standard Order. On the Parts Order List screen click on the down arrow on the Function column, then select Allocations. The View Parts Allocations screen will open in a new window.

If you have any questions, please contact your inside sales representative at 1-800-688-6078.

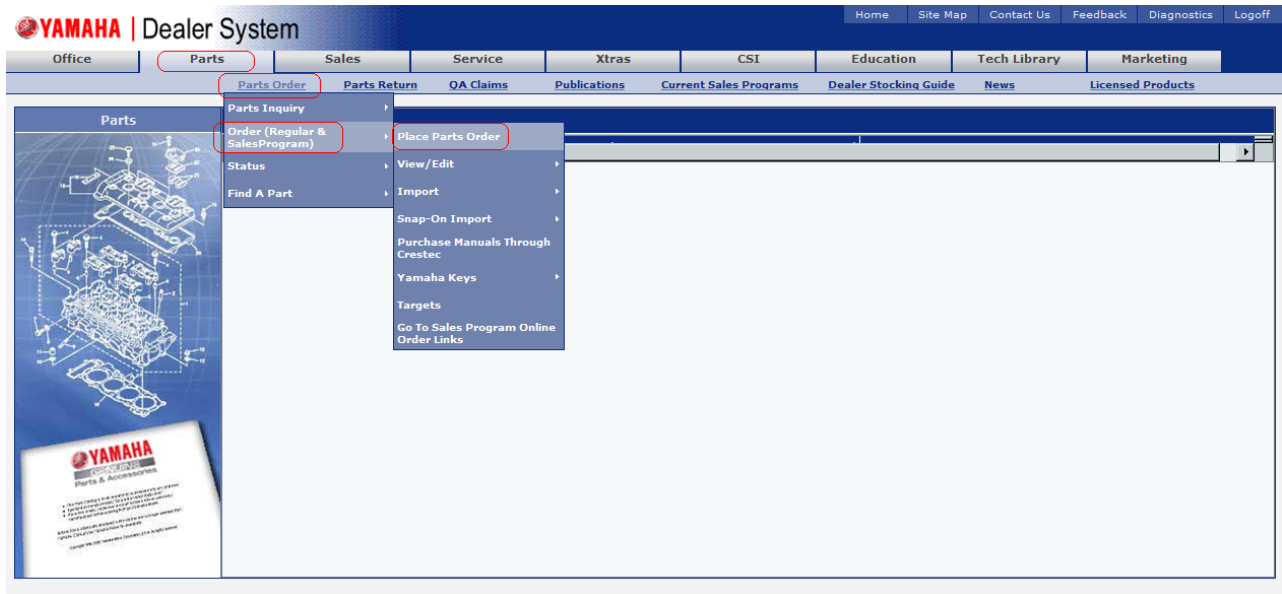


Parts & Accessories

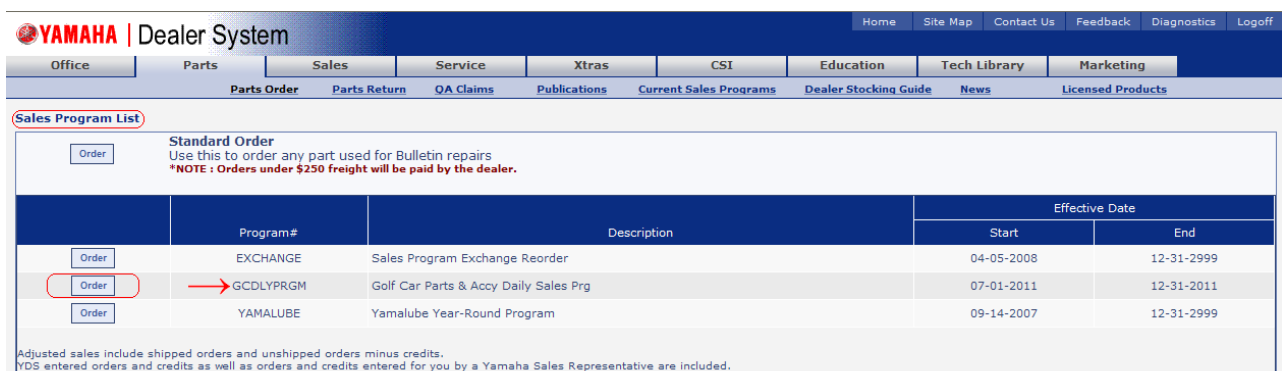
How to Place Golf Car Daily Sales Program Orders on YDS

Follow these steps to enter a Golf Car Daily Sales program order:

- 1) From the YDS Main Page- Click on the Parts tab
- 2) Click Parts Order
- 3) Click on Order (Regular & Sales Program)
- 4) Click on Place Parts Order



- 5) Find the GCDLYPRGM program code listed in the Sales Program List
- 6) Click on the Order button to the left of the program code



*programs shown above are examples and may not be available

Parts & Accessories

How to Place Golf Car Daily Sales Program Orders on YDS

- 7) Make sure to read the details of the program, including eligible part numbers, order period dates and shipping period dates. If you have any questions regarding any program listed; please contact your inside sales representative.
- 8) Click on the Order button on the bottom right of the screen



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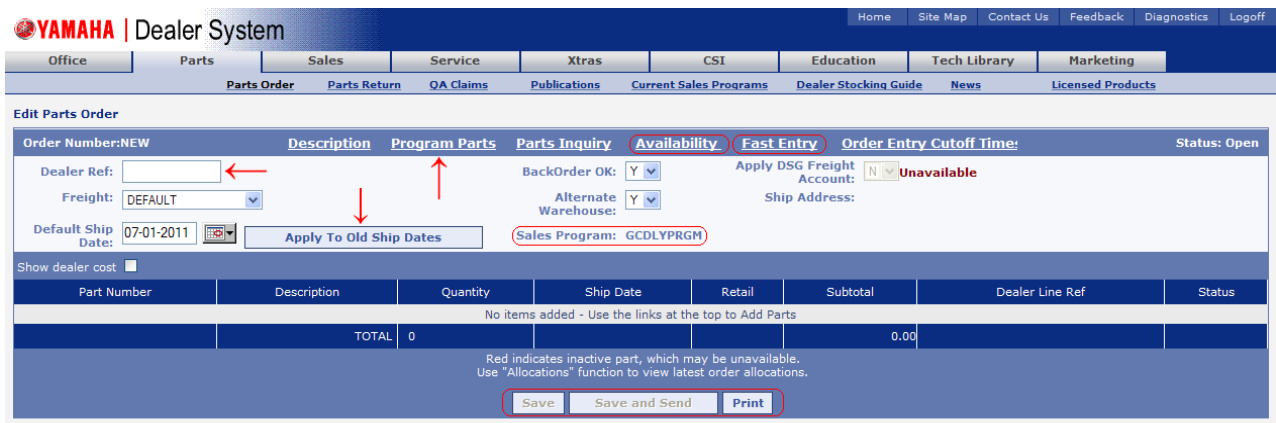
Sales Program List

→ **Sales Program:GCDLYPRGM**
Golf Car Parts & Accy Daily Sales Prg
 Includes Parts, Accessories, Apparel, & Select Yamalube Products
 Available for immediate ship
 \$2,500 - \$4,999 = 3%
 \$5,000 - \$9,999 = 4%
 \$10,000 - \$11,999 = 5%
 \$12,000 - \$14,999 = 6%
 \$15,000 + = 7%
 Program Details along with a list of all ineligible items can be found under Parts Tab > Current Sales Programs
 Effective Period: 07-01-2011 until 12-31-2011
 Ship Period: 07-01-2011 until 01-01-2012
 Return Privileges: Standard Return Policy
 Exchange Privileges: N/A

Instructions
 If you already know the part number(s) you need for the sales order, click on the **Order** button below & select fast entry to enter the part number(s) with no dashes, and also include the ship date.
 The prices on the sales orders will not reflect the correct sales price until the order has been processed and allocated.
 The correct sale prices can be viewed and printed by going to **View/Edit Saved Orders** & select **View** in the **Function** column on the left.

→ **Order**

- 9) Verify you are entering a program order by noting the program code in the middle of the page
- 10) Enter your PO# under the Dealer Ref:
- 11) If you need more details regarding the program click on Description or for the eligible list of part numbers click on Program Parts
- 12) Enter the part numbers just like a regular parts order using either Availability (recommended) or Fast Entry.
- 13) Changing the ship dates: if using Fast Entry- ship dates are changed when part numbers are being entered. If using Availability- ship dates are able to be changed after being added to the order. Be sure to review the order for accuracy and completeness. Once finished be sure to print a copy for your records and click on Save and Send. Orders cannot be modified once Submitted. Always view order after submitting by click on Parts-> Parts Order-> Order (Regular & Sales Program)-> View/Edit-> then click Sales Program Order. On the Parts Order List screen click on the down arrow on the Function column, then select Allocations. The View Parts Allocations screen will open in a new window.



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Edit Parts Order

Order Number:NEW Description Program Parts Parts Inquiry Availability Fast Entry Order Entry Cutoff Time: Status: Open

Dealer Ref: ←

Freight: ↓

Default Ship Date: 07-01-2011 ↓

Apply To Old Ship Dates

BackOrder OK: ↓

Alternate Warehouse: ↓

Sales Program: GCDLYPRGM

Apply DSG Freight Account: Unavailable

Ship Address:

Show dealer cost:

Part Number	Description	Quantity	Ship Date	Retail	Subtotal	Dealer Line Ref	Status
No items added - Use the links at the top to Add Parts							
TOTAL		0			0.00		

Red indicates inactive part, which may be unavailable. Use "Allocations" function to view latest order allocations.

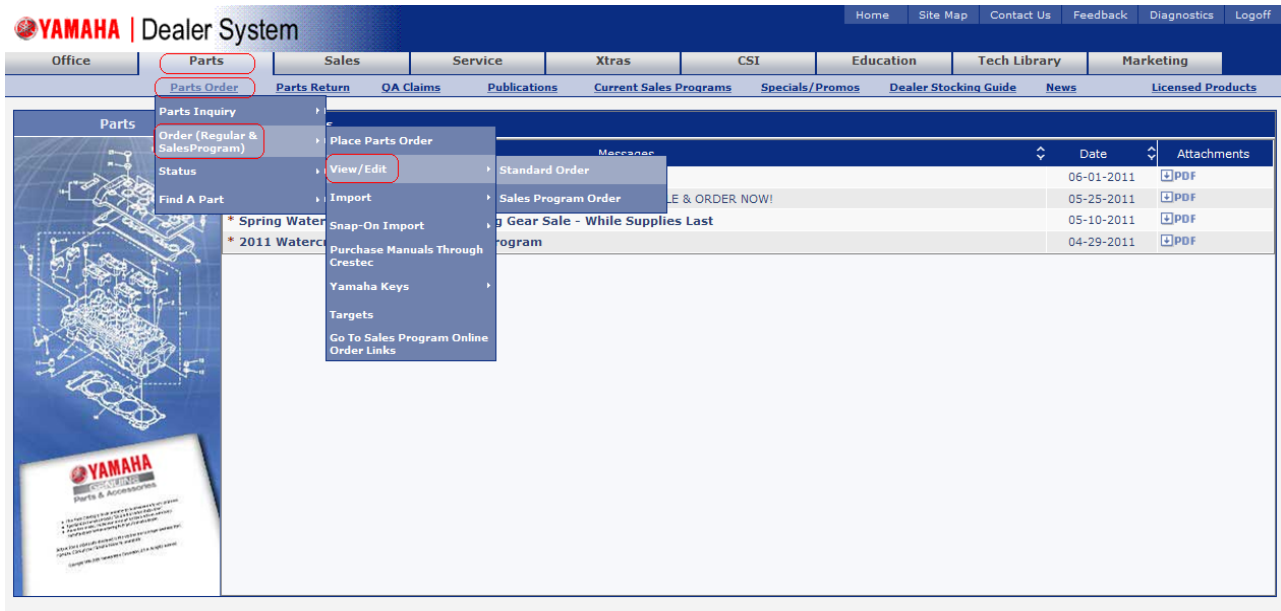
Save Save and Send Print

Parts & Accessories

How to View Allocations of Orders on YDS

Follow these steps to check the status of orders:

- 1) From the YDS Main Page- Click on the “Parts” tab
- 2) Click “Parts Order”
- 3) Click “Order (Regular & Sales Program)”
- 4) Select “View/Edit”



The screenshot shows the Yamaha Dealer System interface. The 'Parts' tab is selected, and the 'Parts Order' sub-tab is active. A dropdown menu is open under 'Order (Regular & Sales Program)', with 'View/Edit' highlighted. The main content area displays a table of orders with columns for Date and Attachments.

Date	Attachments
06-01-2011	PDF
05-25-2011	PDF
05-10-2011	PDF
04-29-2011	PDF

- 5) Select whether the order is “Standard” or “Sales Program Order”
- 6) Find the Order in question and on the left column named “Function” and click on the down arrow
- 7) If the Order# shows as “NEW”, the order has not yet been submitted. You must click on “Send” from the “Function” column prior to checking order allocations.
- 8) Click on “Allocations”



The screenshot shows the 'Parts Order List' table in the Yamaha Dealer System. The 'Function' column has a dropdown menu open, and 'Allocations' is selected. The table lists various orders with their respective details.

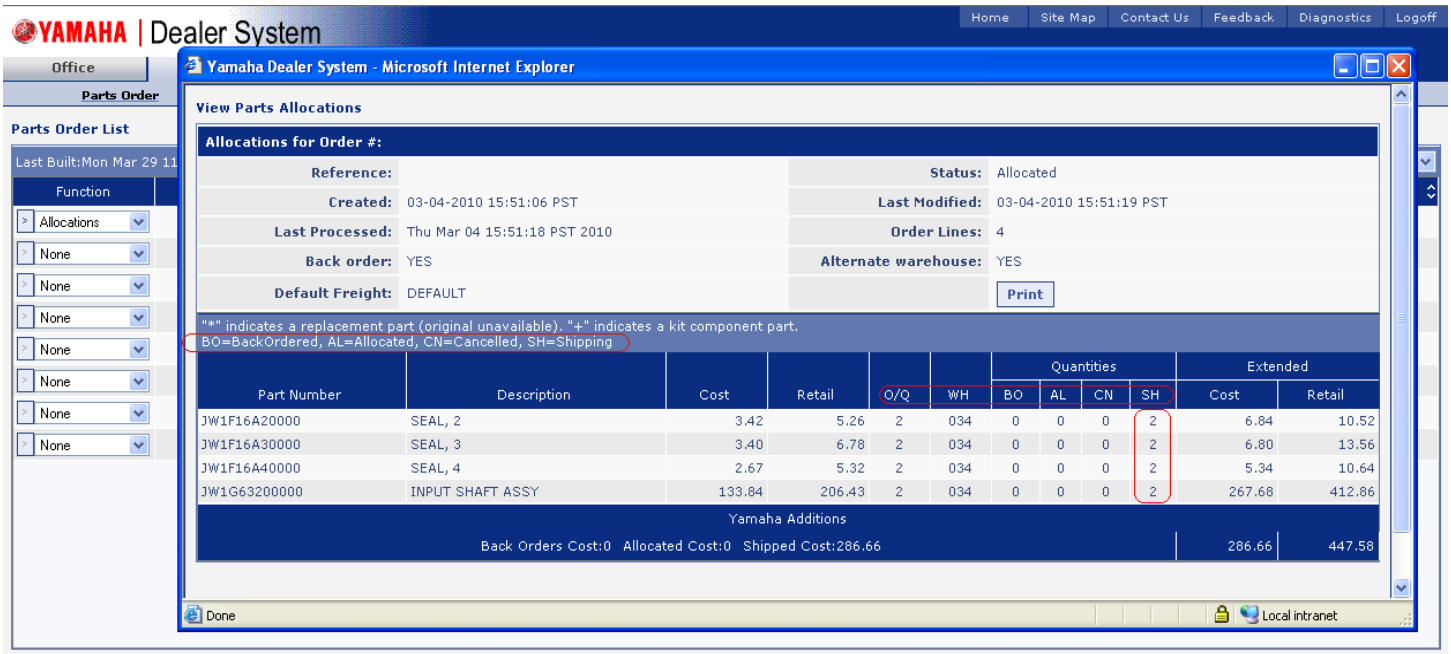
Function	Order#	Dealer Reference	Lines	Status	Date	ID
None	NEW	CCR	16	Open	03/16/2010	3496335
None	NEW	aa		Open	02/16/2010	3468372
View	NEW	2006-10 FJR1300	8	Imported	02/12/2010	3466652
Send	NEW	Yamaha Dealer Marketing Order	1	Error	01/21/2010	3447073
Clone	NEW	Yamaha Dealer Marketing Order	1	Error	01/21/2010	3447067
Purge	NEW		3	Error	01/14/2010	3440919
None	NEW	DSGTest	6	Error	01/14/2010	3439929
None	NEW	2004-06 YZFR1	8	Imported	01/03/2010	3430441
None	NEW	2002-03 YZFR1	7	Imported	01/03/2010	3430431
None	NEW		1	Error	12/29/2009	3428729
None	NEW	ESTIMATE	4	Open	12/07/2009	3411035
None	NEW	ESTIMATE	4	Error	12/07/2009	3411015

Parts & Accessories

How to View Allocations of Orders on

YDS

- 9) From here a new window will open and you can view what has been ordered, allocated, shipped, cancelled and backordered. If an item has been cancelled, you can view the reason at the bottom of the allocation window.



YAMAHA | Dealer System

Office | **Parts Order**

Yamaha Dealer System - Microsoft Internet Explorer

View Parts Allocations

Allocations for Order #:

Reference:	Status: Allocated
Created: 03-04-2010 15:51:06 PST	Last Modified: 03-04-2010 15:51:19 PST
Last Processed: Thu Mar 04 15:51:18 PST 2010	Order Lines: 4
Back order: YES	Alternate warehouse: YES
Default Freight: DEFAULT	<input type="button" value="Print"/>

*** indicates a replacement part (original unavailable). "+" indicates a kit component part.
 BO=BackOrdered, AL=Allocated, CN=Cancelled, SH=Shipping

Part Number	Description	Cost	Retail	O/Q	WH	Quantities				Extended	
						BO	AL	CN	SH	Cost	Retail
JW1F16A20000	SEAL, 2	3.42	5.26	2	034	0	0	0	2	6.84	10.52
JW1F16A30000	SEAL, 3	3.40	6.78	2	034	0	0	0	2	6.80	13.56
JW1F16A40000	SEAL, 4	2.67	5.32	2	034	0	0	0	2	5.34	10.64
JW1G63200000	INPUT SHAFT ASSY	133.84	206.43	2	034	0	0	0	2	267.68	412.86
Yamaha Additions											
Back Orders Cost:0 Allocated Cost:0 Shipped Cost:286.66										286.66	447.58

Done | Local intranet

Parts & Accessories

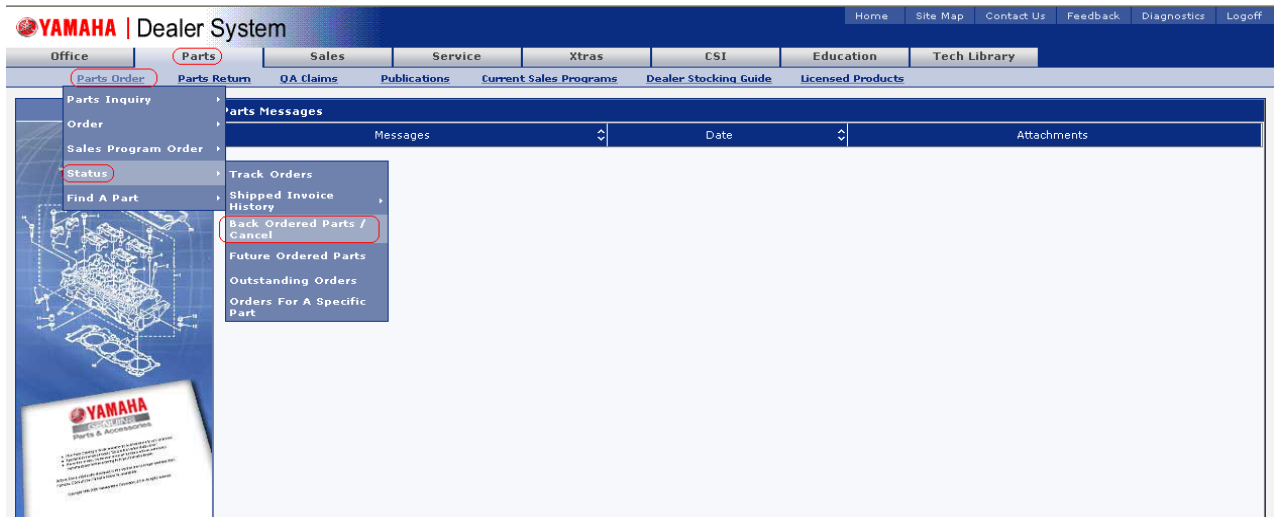
How to View / Cancel Backorders on YDS

Follow these steps to view parts on backorder:

When to use? Searching for an ETA on backordered parts or to cancel a specific part on backorder

- 1) From the YDS Main Page- Click on the Parts tab
- 2) Click Parts Order
- 3) Click Status
- 4) Select Back Ordered Parts/Cancel
- 5) The Back Ordered Parts screen will be displayed

- This will list all your current backorders. The Estimated Ship Date is located on the far right column. To cancel a backorder- check the Cancel box, then click on Submit



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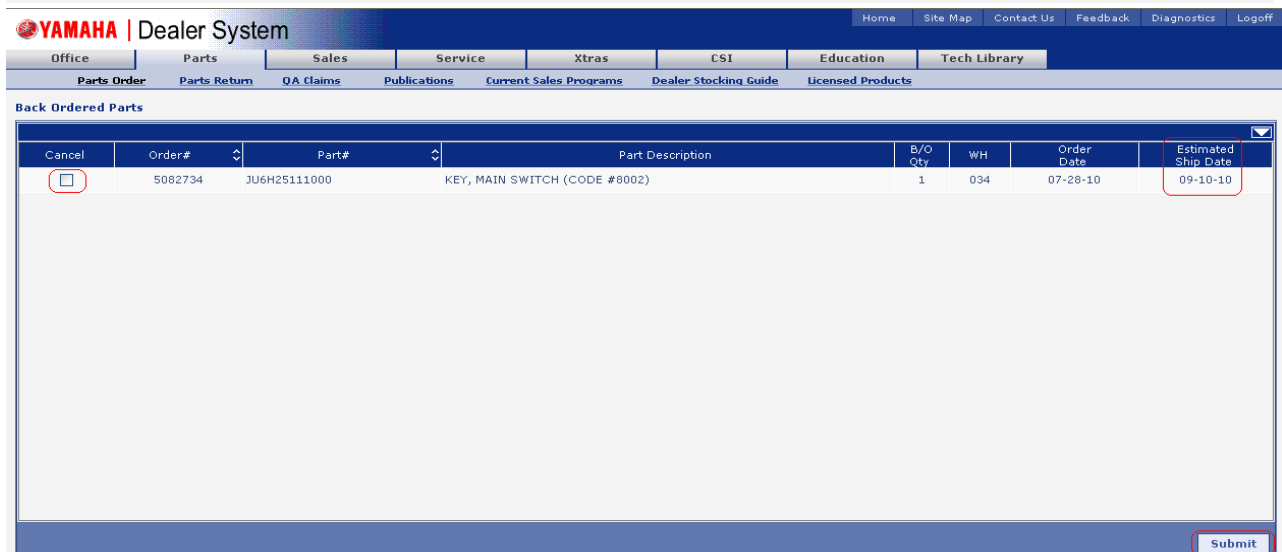
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Parts Inquiry
 Order
 Sales Program Order
Status
 Find A Part

Parts Messages

Messages Date Attachments

Track Orders
 Shipped Invoice History
Back Ordered Parts / Cancel
 Future Ordered Parts
 Outstanding Orders
 Orders For A Specific Part



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Back Ordered Parts

Cancel	Order#	Part#	Part Description	E/O Qty	WH	Order Date	Estimated Ship Date
<input type="checkbox"/>	5082734	J06H25111000	KEY, MAIN SWITCH (CODE #8002)	1	034	07-28-10	09-10-10

Submit

Please keep in mind when cancelling parts. If the order drops below the \$250.00 (\$500.00 for export) minimum freight level; the order will no longer have qualified for prepaid freight and the original freight charges will be debited from your parts account. Also, if cancelling parts on a program order, if volume drops to lower discount level any discounts previously received will be debited from your parts account.

Parts & Accessories

How to Track Orders on

YDS

Follow these steps to track orders that have been shipped:

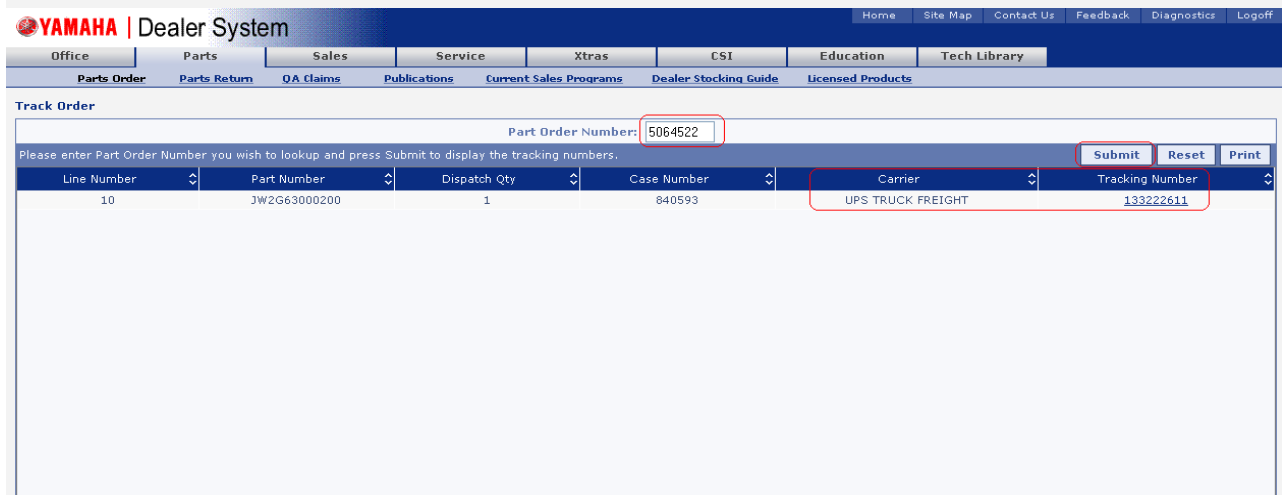
When to use? To view tracking numbers on a specific order; if you need to determine the order number- please see the How-To on Orders For A Specific Part

- 1) From the YDS Main Page- Click on the Parts tab
- 2) Click Parts Order
- 3) Click Status
- 4) Select Track Orders
- 5) Enter the 7 digit Yamaha Sales Order Number
- 6) Click on Submit
- 7) The Track Order screen will be displayed

- This will show you the Part Number, Quantity, Case Number (UPS/FedEx= each case number represents Multiple packages, if shipping truck freight this is referring to skids), Carrier and Tracking Number. You can visit the carrier's website to check the status of the shipment



The screenshot shows the Yamaha Dealer System navigation menu. The 'Parts' tab is selected, and the 'Parts Order' sub-tab is active. A dropdown menu is open under 'Parts Order', with 'Status' selected. Within the 'Status' dropdown, 'Track Orders' is highlighted. The main content area displays a table of messages, including 'Alpinestars Sales Promotion', 'Campaign: Safety Recall on 2009 YMAX Motorcycles - APS/TPS Wiring', and 'Safety Recall on 2010 SXT1800 Model Boats - Dashboard Reinforcement'.



The screenshot shows the 'Track Order' screen in the Yamaha Dealer System. The 'Part Order Number' field is populated with '5064522'. Below the input field, there are 'Submit', 'Reset', and 'Print' buttons. The main table displays tracking information for a single line item:

Line Number	Part Number	Dispatch Qty	Case Number	Carrier	Tracking Number
10	JW2G63000200	1	840593	UPS TRUCK FREIGHT	133222611

Parts & Accessories

How to View Shipped Invoice History

on YDS

Follow these steps to view invoices for orders that have already shipped:

When to use? To view invoice, part and freight costs

- 1) From the YDS Main Page- Click on the Parts tab
- 2) Click Parts Order
- 3) Click Status
- 4) Select Shipped Invoice History
- 5) Then Select 7, 14, 30 or 60 days or Specific Invoice



The screenshot shows the Yamaha Dealer System interface. The 'Parts' tab is selected, and the 'Status' dropdown menu is open. The 'Shipped Invoice History' option is highlighted, with a sub-menu showing time filters: 7 Days, 14 Days, 30 Days, 60 Days, and Specific Invoice. The '60 Days' option is selected.

- 6) Your Status- Shipped Invoice History screen will be displayed

- This will show the Invoice#, Packing List#, Date of Shipment, Total Invoice Amount, Freight whether Prepaid or Billed, Freight Cost if Billed, and Shipment Method



The screenshot shows the 'Status - Shipped Invoice History - 14 Days' screen. The table displays the following data:

Detail	Invoice#	Packing List#	Date	Total	Freight	Freight Cost	COD Cost	Terms	Carrier
	4217102	4217102	07/29	178.13	BILLED	7.13	0.00	W10	UPS GROUND
	4209164	4209164	07/27	14.90	BILLED	6.08	0.00	W10	UPS GROUND
	4209221	4209221	07/27	59.59	BILLED	5.86	0.00	W10	UPS GROUND
	4189898	4189898	07/20	21.49	BILLED	5.31	0.00	W10	UPS GROUND
	4182343	4182343	07/16	22.82	BILLED	5.42	0.00	W10	UPS GROUND
	4177506	4177506	07/15	104.94	BILLED	6.72	0.00	W10	UPS GROUND

Parts & Accessories

How to View Shipped Invoice History

on YDS

7) By clicking on the Detail Icon for that Invoice- the Invoice Detail page will be displayed

- This will show the individual line items with Part Number, Description, Yamaha Order#, Customer Reference#, Order Date, Part Cost, Freight Cost and Invoice Total



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Invoice Detail

*Invoice Number: 4217102

Please enter selection criteria and hit Submit Submit

Invoice Number:4217102

Part		Order			Cost	Qty	WH
Number	Description	Number	Reference	Date			
JF2H19500000	RELAY ASSY	5059069	100300	07/12/2010	171.00	3	34
Total Freight					7.13		
Total Invoice					178.13	3	

Parts & Accessories

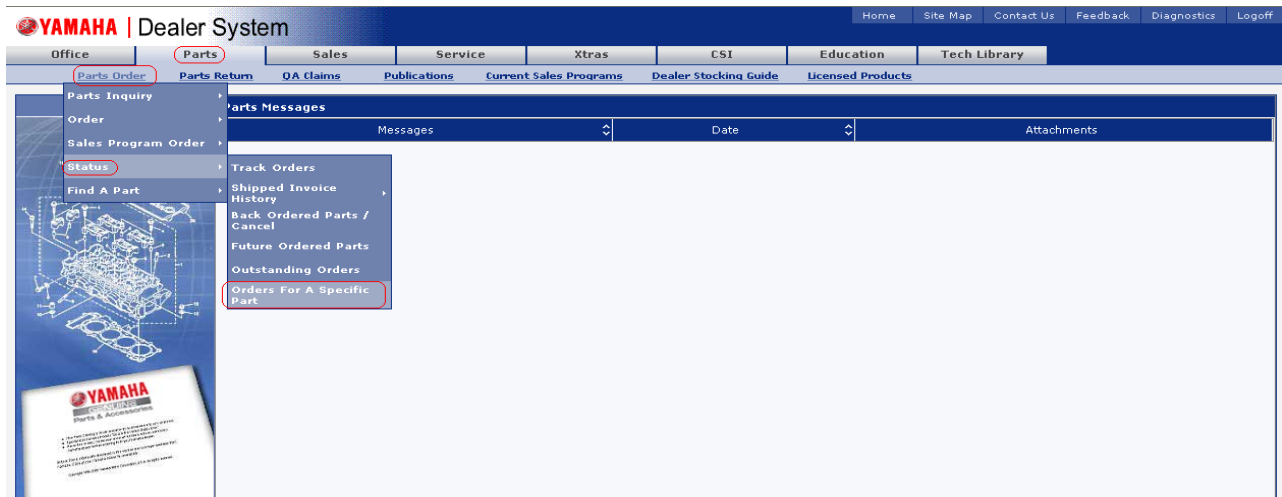
How to View Orders for a Specific Part on

YDS

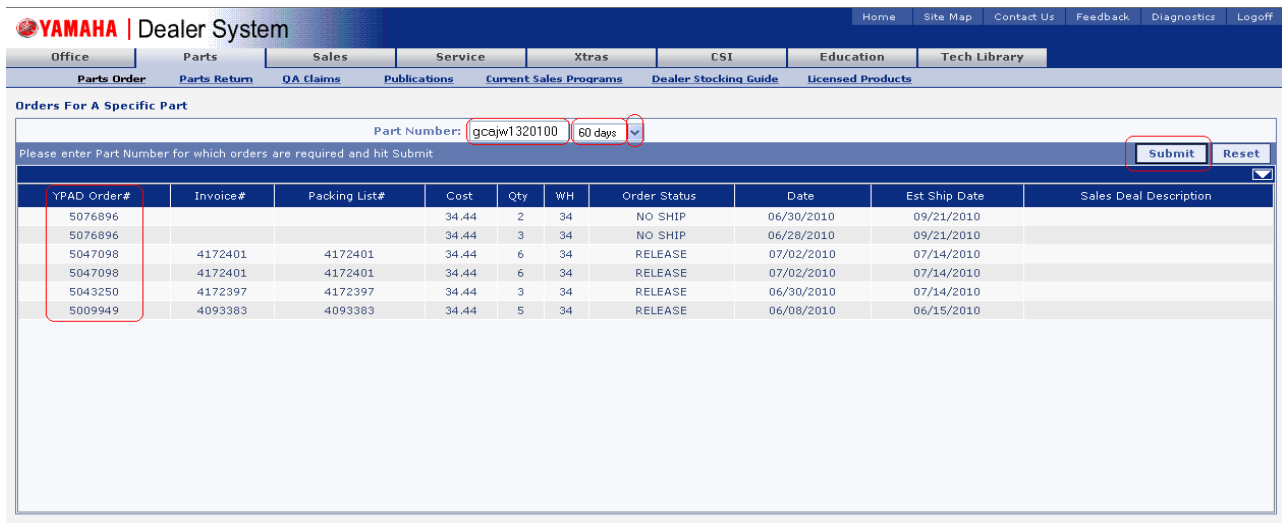
Follow these steps to view orders for a specific part:

When to use? Checking Status, Tracking, Processing Return, QA or Warranty claim

- 1) From the YDS Main Page- Click on the Parts tab
- 2) Click Parts Order
- 3) Click Status
- 4) Select Orders For A Specific Part
- 5) In the Part Number box- enter the Yamaha part number (12 digits with no hyphens)
- 6) Select the date range from the drop down box by clicking on the down arrow (7 days to 548 days)
- 7) Click on Submit
- 8) The Orders For A Specific Part screen displays showing the YPAD Order#, Invoice# and the Order Status:
 - If Order Status shows Released= part is shipping or has already shipped (to track orders- see How To Track Orders)
 - If Order Status shows No Ship= part is on backorder (to view or cancel backorders- see How To Check Backorders/Cancel)



The screenshot shows the 'YAMAHA | Dealer System' navigation interface. The 'Parts' tab is selected, and a sub-menu is open under 'Parts Order'. The 'Status' option is highlighted, and the 'Orders For A Specific Part' option is selected and highlighted with a red box. Other options in the sub-menu include Parts Inquiry, Order, Sales Program Order, Find A Part, Parts Messages, Track Orders, Shipped Invoice History, Back Ordered Parts / Cancel, Future Ordered Parts, and Outstanding Orders.



The screenshot shows the 'Orders For A Specific Part' screen. The 'Part Number' field contains 'gcajw1320100' and the date range is set to '60 days'. The 'Submit' button is highlighted with a red box. Below the form is a table with the following data:

YPAD Order#	Invoice#	Packing List#	Cost	Qty	WH	Order Status	Date	Est Ship Date	Sales Deal Description
5076896			34.44	2	34	NO SHIP	06/30/2010	09/21/2010	
5076896			34.44	3	34	NO SHIP	06/28/2010	09/21/2010	
5047098	4172401	4172401	34.44	6	34	RELEASE	07/02/2010	07/14/2010	
5047098	4172401	4172401	34.44	6	34	RELEASE	07/02/2010	07/14/2010	
5043250	4172397	4172397	34.44	3	34	RELEASE	06/30/2010	07/14/2010	
5009949	4093383	4093383	34.44	5	34	RELEASE	06/08/2010	06/15/2010	

Parts & Accessories

How-to Process a Return without Freight Claim on YDS

Follow these steps to file a "Without Freight Claim" return claim:

When to use?

- A Part or Accessory that is new, unused in the original packaging and original Yamaha part label.
 - For example: Ordered by mistake or no longer needed, customer changed their mind.
 - Used/Installed parts cannot be returned. If the part is defective, please file a Quality Assurance (QA) claim on YDS.

To process a return, login onto YDS;

- 1) From the YDS Main Page- click on the Parts tab
- 2) click on Parts Return
- 3) select Without Freight Claim
- 4) fill in the necessary fields
 - a. Customer Reference= for your information so when credit posted, you will be able to reference on your monthly statement
 - b. Customer comments= "do not need, ordered in error" etc....
 - c. Part ID= enter all 12 digits with no hyphens.
 - d. Qty= quantity being returned
 - e. Yamaha Sales Order #= 7-digit Yamaha order number (not packing list or invoice number)
 - f. Reason= select "Not Needed"
- 5) Click on "Enter" then click "Validate/Import" at the bottom of the page
- 6) You should received message at the top of the claim form "credit request has been verified no errors have been found"
- 7) Click on "Save&Submit" at the bottom of the page
- 8) You're done. Claim takes 2-4 days to approve, once claim status says "Waiting Part Return" you can print confirmation and ship part back to address listed on confirmation page. **Only return parts once claim has been approved, not before.** There may be additional instruction you need to complete prior to shipment. To check status and print confirmation-go to Parts, Parts Return then View/Edit. **Make sure you prepay the return freight. We do not accept collect shipments. Collect shipments will be refused and returned at dealer's expense.** Yamaha is not responsible for lost or damaged returned shipments, for this reason you may want to consider purchasing insurance (at dealer's expense). If you have any questions, please contact your inside sales representative.

Restock fees may apply:

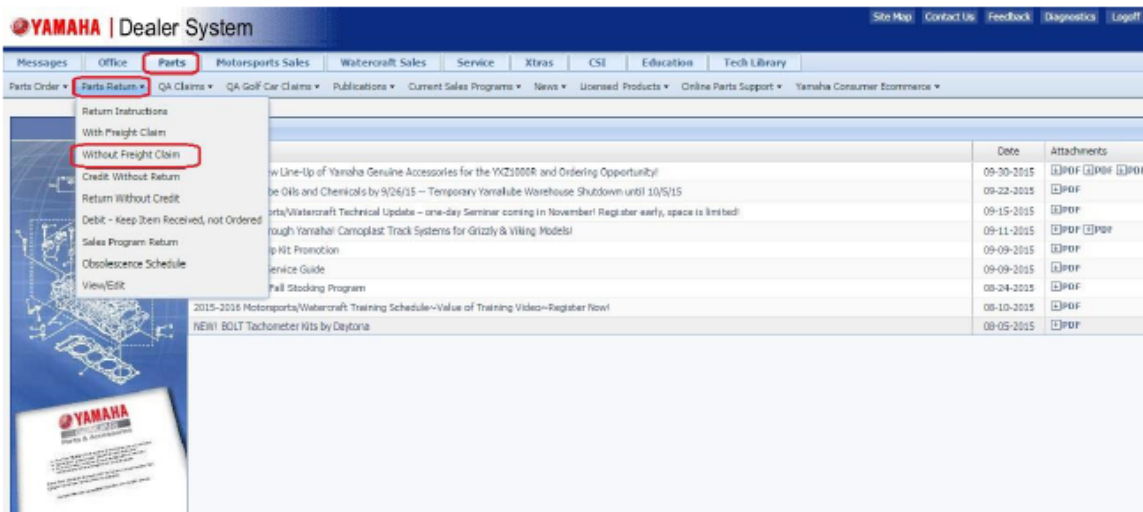
0-60 days= 0%

61-90 days= 10%

91-120 days= 15%

No returns accepted after 120 days

+ Up to an additional 20% repackaging fee. This is on top of the standard restock fee. This includes but not limited to repackaging required due to crushed, faded, torn, wet, dealer tags, old shipping labels, etc...



The screenshot shows the Yamaha Dealer System (YDS) interface. The top navigation bar includes 'Messages', 'Office', 'Parts', 'Motorsports Sales', 'Watercraft Sales', 'Service', 'Xtras', 'CSI', 'Education', and 'Tech Library'. The 'Parts' menu is expanded, showing options like 'Return Instructions', 'With Freight Claim', 'Without Freight Claim', 'Credit Without Return', 'Return Without Credit', 'Debit - Keep Item Received, not Ordered', 'Sales Program Return', 'Obsolescence Schedule', and 'View/Edit'. The 'Without Freight Claim' option is highlighted with a red box. Below the menu, there is a table with columns for 'Date' and 'Attachments'. The table contains several rows of data, including dates from 09-30-2015 to 08-05-2015 and various attachment names like 'Line-Up of Yamaha Genuine Accessories for the YZ300R' and '2015-2016 Motorsports/Watercraft Training Schedule-Value of Training Video-Register Now!'. A 'NEW! BOLT Tachometer Kits by Daytona' is also mentioned at the bottom.

Parts & Accessories

How-to Process a Return with Freight Claim on YDS

Follow these steps to file a "With Freight Claim" return claim:

When to use?

- A Part or Accessory that is new, unused in the original packaging and original Yamaha part label.
 - For example: parts were mislabeled, parts were shipped incorrectly, returns due to a Yamaha error.
 - Used/Installed parts cannot be returned. If the part is defective, please file a Quality Assurance (QA) claim on YDS.

To process a return, login onto YDS;

- 1) From the YDS Main Page- click on the Parts tab
- 2) click on Parts Return
- 3) select With Freight Claim
- 4) fill in the necessary fields
 - a. Return Freight (dollars and cents)= the cost for you to return the part(s) back to Yamaha, prepaid.
 - b. Customer Reference= for your information so when credit posted, you will be able to reference on your monthly statement
 - c. Customer comments= "part was mislabeled; ordered x, received y. Did not order, wrong part was shipped. Yamaha shipped too many; ordered #, received #." etc....
 - d. Part ID= enter all 12 digits with no hyphens.
 - e. Qty= quantity being returned
 - f. Yamaha Sales Order #= 7-digit Yamaha order number (not packing list or invoice number)
 - g. Reason= select "Not Ordered or Overage"
- 5) Click on "Enter" then click "Validate/Import" at the bottom of the page
- 6) You should received message at the top of the claim form "credit request has been verified no errors have been found"
- 7) Click on "Save&Submit" at the bottom of the page
- 8) You're done. Claim takes 2-4 days to approve, once claim status says "Waiting Part Return" you can print confirmation and ship part back to address listed on confirmation page. **Only return parts once claim has been approved, not before.** There may be additional instruction you need to complete prior to shipment. To check status and print confirmation- go to Parts, Parts Return then View/Edit. **Make sure you prepay the return freight. We do not accept collect shipments. Collect shipments will be refused and returned at dealer's expense.** For returns that are due to Yamaha error, you must ship to Yamaha prepaid freight, you will be reimbursed the freight cost once the claim has been processed. The return freight cost will be added to the credit for the part(s). Yamaha is not responsible for lost or damaged returned shipments, for this reason you may want to consider purchasing insurance (at dealer's expense). If you have any questions, please contact your inside sales representative.

Restock fees may apply:

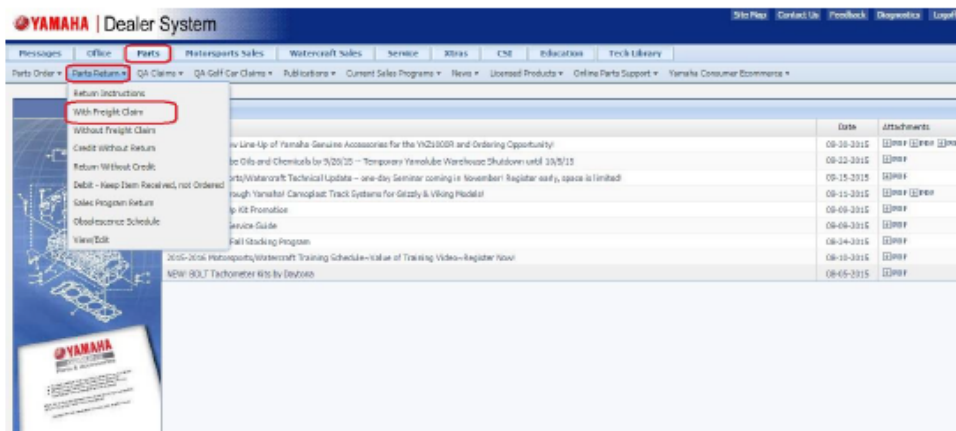
0-60 days= 0%

61-90 days= 10%

91-120 days= 15%

No returns accepted after 120 days

+ Up to an additional 20% repackaging fee. This is on top of the standard restock fee. This includes but not limited to repackaging required due to crushed, faded, torn, wet, dealer tags, old shipping labels, etc...



The screenshot shows the Yamaha Dealer System (YDS) interface. The top navigation bar includes 'YAMAHA | Dealer System' and 'Site Map Contact Us Feedback Downloads Logout'. Below this is a menu with 'Parts' highlighted. A dropdown menu is open under 'Parts', showing options like 'Return Instructions', 'With-Freight Claim', 'Without-Freight Claim', 'Credit Without Return', 'Return Without Credit', 'Debit - Keep Item Received, not Ordered', 'Sales Program Returns', 'Obsolescence Schedule', and 'View/Edit'. The 'With-Freight Claim' option is selected and highlighted. Below the dropdown, there is a table with columns for 'Date' and 'Attachments'. The table contains several rows of data, including dates from 08-10-2015 to 08-05-2015 and various attachment names like 'New Line-Up of Yamaha Genuine Accessories for the YN2100R1 and Ordering Opportunity!', 'Oil and Chemicals by 9/20/15 - Temporary Yamaha Warehouse Shutdown until 10/5/15', 'Yamaha Technical Update - one-day Seminar coming in November! Register early, space is limited!', 'Yamaha! Connect! Track Systems for Grizzly & Viking Models!', 'Y-RZ Promotion', 'Service Guide', 'Fall Stacking Program', and '2015-2016 Motorsports/Watercraft Training Schedule-View all of Training Video-Register Now!'. The bottom row of the table shows 'NEW! BOLT Technician Kits by Dealers' with a date of 08-05-2015 and an attachment icon.



Parts & Accessories

How-to Process A Shortage Claim on YDS

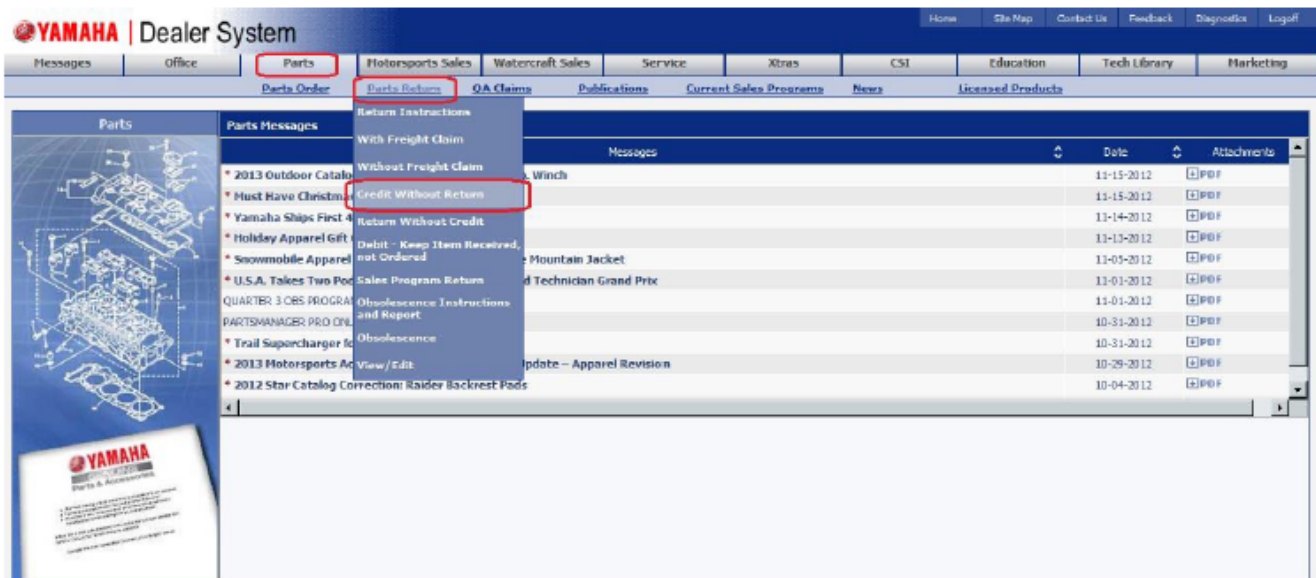
Follow these steps to file a "Credit without Return" claim:

When to use?

- For a shortage when the packaging box is intact with Yamaha packaging tape and the box is not torn or has been open.
 If box was torn or re-taped; you will need to file a claim with the freight carrier as a "fallout" claim. Yamaha is not responsible for parts lost during transit.

To process a return, login onto YDS;

- 1) From the YDS Main Page- click on the Parts tab
- 2) click on Parts Return
- 3) select Credit Without Return
- 4) fill in the necessary fields
 - a. Customer Reference= for your information so when the credit posts, you will be able to reference on your monthly statement
 - b. Customer comments= "ordered x5 XYZ, received x4, 1 pc short" or "ordered ABC but received XYZ" etc....
 - c. Part ID= enter all 12 digits with no hyphens.
 - d. Qty= quantity shorted
 - e. Yamaha Sales Order #- 7-digit Yamaha order number (not packing list or invoice number)
 - f. Reason= select "Shortage"
- 5) Click on "Enter" then click "Validate/Import" at the bottom of the page
- 6) You should receive a message at the top of claim form "credit request has been verified and no errors have been found"
- 7) Click on Save&Submit at the bottom of the page
- 8) You're done. Claim takes 2-4 days to approve, once claim status says "Credit Issued" you can print confirmation and save for your monthly statement. To check status and print confirmation- go to Parts, Parts Return then View/Edit.



The screenshot shows the Yamaha Dealer System (YDS) interface. The top navigation bar includes 'Home', 'Site Map', 'Contact Us', 'Feedback', 'Diagnosis', and 'Logout'. Below this is a main menu with categories like 'Messages', 'Office', 'Parts', 'Motorsports Sales', 'Watercraft Sales', 'Service', 'Extras', 'CSI', 'Education', 'Tech Library', and 'Marketing'. The 'Parts' category is expanded, showing sub-options: 'Parts Order', 'Parts Return', 'QA Claims', 'Publications', 'Current Sales Programs', 'News', and 'Licensed Products'. The 'Parts Return' sub-menu is open, listing options: 'Return Instructions', 'With Freight Claim', 'Without Freight Claim', 'Credit Without Return' (highlighted with a red box), 'Return Without Credit', 'Debit - Keep Item Received, not Ordered', 'Sales Program Return', 'Obsolescence Instructions and Report', 'Obsolescence', and 'View / Edit'. Below the menu is a table of messages with columns for 'Messages', 'Date', and 'Attachments'. The table contains several rows of messages, including '2013 Outdoor Catalog', 'Must Have Christmas', 'Yamaha Ships First', 'Holiday Apparel Gift', 'Snowmobile Apparel', 'U.S.A. Takes Two Parts', 'QUARTER 3 CBS PROGRAM', 'PARTSMANAGER PRO ONLINE', 'Trail Supercrusher', '2013 Motorsports Apparel', and '2012 Star Catalog Correction: Raider Backrest Pads'.

Parts & Accessories

How-to Process A Damage Claim on YDS

Follow these steps to file a "Credit without Return" claim:

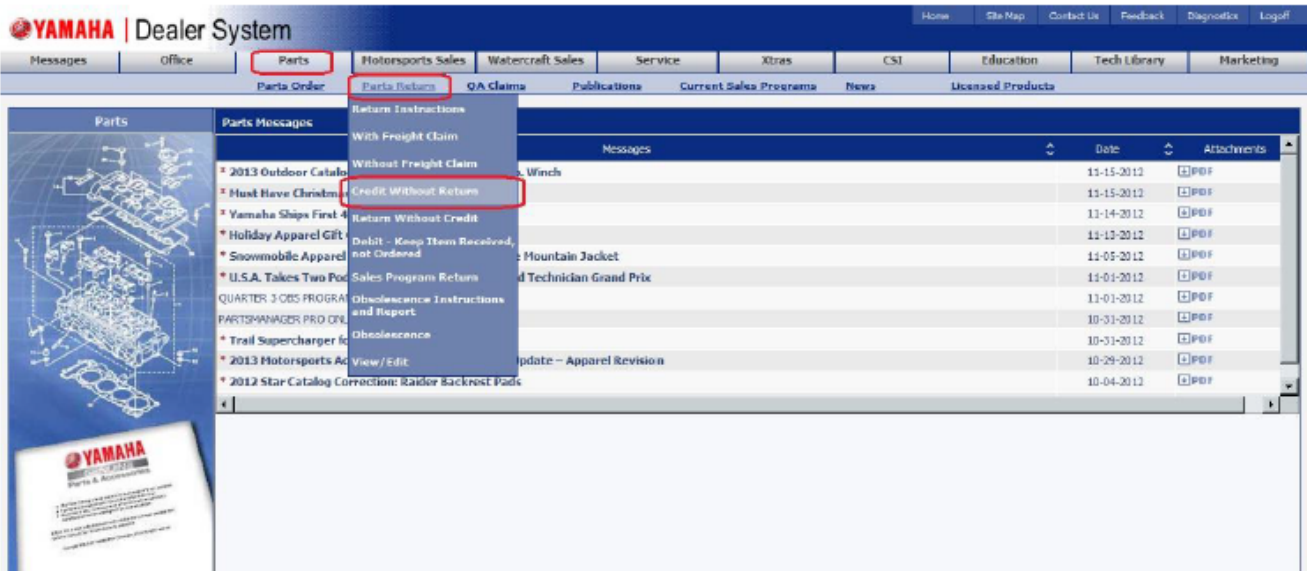
When to use?

- For a part that has been damaged due to another part inside the box or for insufficient packaging.

If part was damaged from the box being crushed or being fork holed; you will need to file a claim with the freight carrier as a damaged claim. Yamaha is not responsible for parts damaged in transit by the freight carrier.

To process a return, login onto YDS;

- 1) From the YDS Main Page- click on the Parts tab
- 2) click on Parts Return
- 3) select Credit Without Return
- 4) fill in the necessary fields
 - a. Customer Reference= for your information so when the credit posts, you will be able to reference on your monthly statement
 - b. Customer comments= "box intact, opened box and noticed ABC tab broken, concealed damage" or "clutch assembly packaged with switch, weight of clutch cracked switch" etc....
 - c. Part ID= enter all 12 digits with no hyphens.
 - d. Qty= quantity damaged
 - e. Yamaha Sales Order #- 7-digit Yamaha order number (not packing list or invoice number)
 - f. Reason= select "Damaged"
- 5) Click on "Enter" then click "Validate/Import" at the bottom of the page
- 6) You should receive a message at the top of claim form "credit request has been verified and no errors have been found"
- 7) Click on Save&Submit at the bottom of the page
- 8) You're done. Claim takes 2-4 days to approve, once claim status says "Credit Issued" you can print confirmation and save for your monthly statement. To check status and print confirmation- go to Parts, Parts Return then View/Edit. If claim status says "Rejected" click on the reference number to view the message from the warehouse. The warehouse might request part back and will issue credit upon inspection. If this is the case, further instruction will be provided by the returns department. Be sure to hold onto the damaged parts until 1) credit is issued or 2) the warehouse requests to have the parts returned for inspection. Failure to return parts will result in a rejected claim and no credit. Be sure to inspect all shipments and if anything appears damaged; inspect while the driver is there BEFORE signing the delivery receipt. Note any discrepancies on the delivery receipt; i.e. "shrink wrap not intact, skid broken down, banding cut, skid double-stacked, # of crushed boxes, # or fork holes" etc... If delivery receipt is signed clean and clear, the dealership accepts the shipment and relieves the freight carrier from any obligations. CHECK BEFORE YOU SIGN.



The screenshot shows the Yamaha Dealer System (YDS) interface. The top navigation bar includes 'Home', 'Site Map', 'Contact Us', 'Feedback', 'Diagnostics', and 'Logout'. The main menu has 'Messages', 'Office', 'Parts', 'Motorsports Sales', 'Watercraft Sales', 'Service', 'Xtras', 'CSI', 'Education', 'Tech Library', and 'Marketing'. The 'Parts' menu is expanded, showing 'Parts Order', 'Parts Returns', 'QA Claims', 'Publications', 'Current Sales Programs', 'News', and 'Licensed Products'. The 'Parts Returns' sub-menu is open, listing options: 'Return Instructions', 'With Freight Claim', 'Without Freight Claim', 'Credit Without Return', 'Return Without Credit', 'Debit - Keep Item Received, not Ordered', 'Sales Programs Returns', 'Obsolescence Instructions and Report', 'Obsolescence', and 'View / Edit'. The 'Credit Without Return' option is highlighted with a red box. Below the menu is a table of messages:

Messages	Date	Attachments
Winch	11-15-2012	[PDF]
	11-15-2012	[PDF]
	11-14-2012	[PDF]
	11-10-2012	[PDF]
Mountain Jacket	11-05-2012	[PDF]
Technician Grand Prix	11-01-2012	[PDF]
	11-01-2012	[PDF]
	10-31-2012	[PDF]
	10-31-2012	[PDF]
Update - Apparel Revision	10-29-2012	[PDF]
Correction: Rider Backrest Pad	10-04-2012	[PDF]

Parts & Accessories

How to File a QA Claim on

YDS

Follow these steps to file a QA (Quality Assurance) claim:

When to use?

- Parts or accessories that are purchased and installed AFTER delivery of unit
- Parts or accessories that have failed within 1 year of retail purchase AFTER being installed on car (see Parts System Handbook for Yamaha Parts and Accessories 1-Year Limited Warranty Statement)
- Parts or accessories originally ordered from Yamaha Parts and Accessories.

*For parts ordered from Parts and Accessories as replacement parts for warranty- File a warranty claim-

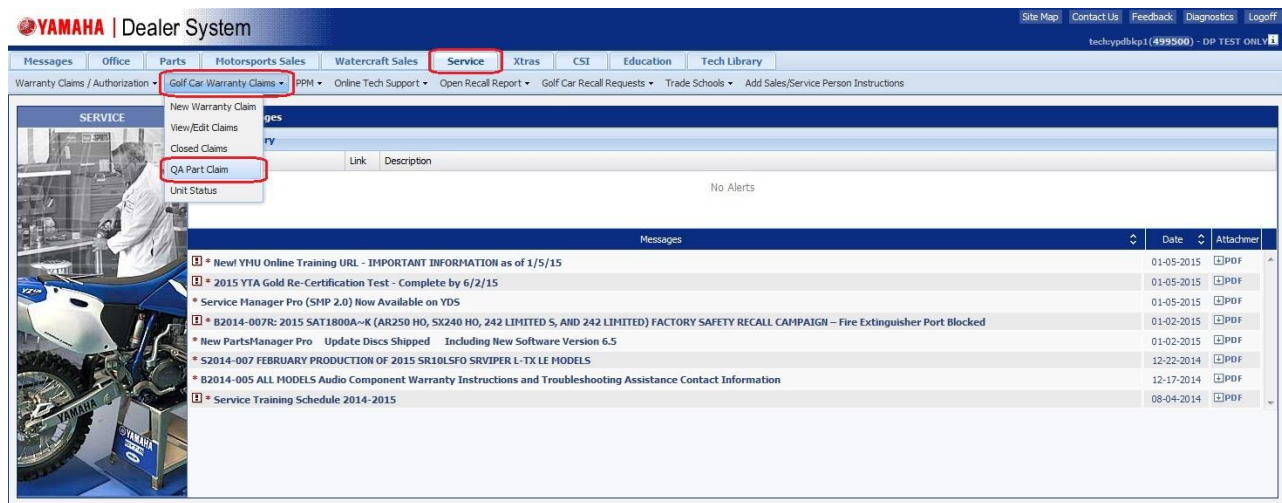
These parts will be warranted for the balance of the unit's warranty period

*For parts ordered incorrectly or received damaged- File a standard return claim, not a QA claim.

*Replacement parts or accessories must be ordered prior to filing claim

*Any questions regarding QA Part Claims, please contact your Yamaha Inside Sales Representative at 1-800-688-6078 x0.

- 1) From the YDS Main Page- Click on the Service tab
- 2) Click Golf Car Warranty Claims
- 3) Click QA Part Claim



- 4) The QA Request screen will be displayed

File out form with required information:

1. Contact Name: Enter Dealer Name and your Name
 2. Contact Phone: Enter Phone Number (Best Way to Contact)
 3. Failure Date: Date customer brought car in, or problem was discovered
 4. Repair Completion Date: Date replacement part was ordered or date the replacement part was installed
- Problem Description:
You must include the original Yamaha order# the failed part was placed on. If the part was already sold to a retail customer, please include the date of the retail sale. List brief explanation of what the unit was doing. What caused the customer to bring the unit in? What was the concern? Include specific description of problem occurring.
 - Defect Description:



YAMAHA GOLF-CAR COMPANY

List what caused the problem. Enter your best description of what failed and why you think it failed. Please be as detailed as possible.

Parts & Accessories

How to File a QA Claim on

YDS

- Repair Description:

You MUST first re-order the replacement parts before continuing with filing a QA claim. You MUST include the NEW Yamaha order# that the replacement part was ordered on.

5. Enter part number in required field (all 12 digits, no hyphens)
6. Click on Validate (if part is valid, description, cost and unit of measure will automatically fill in)
7. Enter the quantity of parts
8. Add any additional comments
9. Click on Add to Summary
10. When finished with the claim request, click on Print then Save&Submit.

* If additional parts are to be filed on the same QA claim, go back to Step 5 and repeat until all parts are added to the Summary.

* Recommend to print 2 copies (1 to place with part, 1 for your records).

**Parts used in warranty repairs will be warranted for the remainder of the component's original warranty period.

**Yamaha requires all parts be held for 90 days, however we recommend holding parts until the claim has been paid in case a call-tag is issued, Failure to return part will result in a refused claim.

**All Parts filed under warranty become property of Yamaha.

Request Number: 3327243
Golf Car: QA113-099999 (QA-QA)
Status: New Request
Last Modified: 01-05-2015 01:38:54 PM PST

* Contact Name: List contact name and phone number in case Yamaha needs to contact you for further information
* Contact Phone:
* Problem Code: 96P-QA-PART
* Failure Date: Failure Date: Date failure occurred
* Repair Completion Date: Repair Completion Date: Date unit was repaired or replacement part was ordered
Pre-Authorization Amount:

* Problem Description: (150 characters max)
 Problem Description: List brief explanation of what the unit was doing. What caused the customer to bring the unit in? What was the concern? List original YPAD order number.

* Defect Description: (150 characters max)
 Defect Description: List what caused the problem. Enter your best description of what failed and why you think it failed. Please be as detailed as possible.

* Repair Description: (150 characters max)
 Repair Description: Enter your best description of the repair you made and the outcome. If part was ordered, need to list the YPAD order number that replacement part was ordered on.

Work Detail

* Work Type: P - Part
* Job Code: 9999-QA NO LABOR ALLOWANCE
* Part Number: Validate Enter part number: All 12 digits with no hyphens. If only 10 digits; add -00 to the end.
* Description: Click on "Validate". At top of claim, should read "Part is Valid. Please Continue"
* Quantity:
* Cost: Description, Cost and Unit of Measure will fill in automatically. Enter the Quantity. Add additional notes if necessary and then click "Add to Summary"
* Unit of Measure:
Comments/Notes:

Add to Summary

Work Detail Summary

L/P/S	Job Code	Part Number	Description	Qty	UCM	Unit Cost	Total	Delete?
Total amount of request: \$							0.00	

Save Save&Submit Print Cancel PreAuth Exit

Yamaha Motor Corp., U.S.A. will make all decisions relating to the interpretation and application of any rule and all decisions shall be final and binding. Yamaha reserves the right to amend the limited warranty statement in any way



YAMAHA GOLF-CAR COMPANY

and at any time. Please refer to the Yamaha Parts and Accessories Limited Warranty Statement which can be found

YAMAHA MOTOR CORPORATION, U.S.A. GENUINE PARTS AND ACCESSORIES LIMITED WARRANTY

Yamaha Motor Corporation, U.S.A. hereby warrants to the first retail purchaser that each new genuine Yamaha replacement part or accessory purchased from an authorized Yamaha dealer in the continental United States will be free from defects in material or workmanship for the period of time stated herein, subject to certain stated limitations.

THE PERIOD OF WARRANTY shall be one year from the date of purchase; except for YZ/WR motorcycle parts, YZF 450/Raptor 700 ATV parts, Speedstar performance accessories, and covers, for which the period of warranty shall be thirty (30) days from the date of purchase. Apparel will be ninety (90) days from the date of purchase.

DURING THE PERIOD OF WARRANTY any authorized Yamaha dealer for the product line on which the part or accessory is intended to be used will, free of charge, repair or replace, at Yamaha's option, any part adjudged defective by Yamaha due to faulty workmanship or material from the manufacturer. Repaired or replaced parts will be warranted for the balance of the original warranty period. All parts replaced under warranty become the property of Yamaha Motor Corporation, U.S.A.

GENERAL EXCLUSIONS from this warranty shall include any failures caused by:

- a. Improper installation, or use in an application other than that for which the part or accessory was designed.
- b. Rental operation use; competition or racing use (except YZ/WR motorcycle parts).
- c. Abnormal strain, neglect, or abuse.
- d. Lack of proper maintenance or storage.
- e. Accident or collision damage.
- f. Modification to original parts.
- g. Items installed with notable defects.

SPECIFIC EXCLUSIONS from this warranty shall include:

- 1. Cost of labor for replacement of a defective part or accessory.
- 2. Replacement of parts for routine maintenance or normal wear and tear.
- 3. Parts or accessories covered by other manufacturer's warranty provisions, such as tires, or parts replaced as part of a Yamaha Warranty or Y.E.S. repair.
- 4. Parts or accessories designed to increase performance, or parts or accessories designated for competition use only.

- 5. Chrome exclusions
 - a. Rust caused by scratches or nicks.
 - b. Rust caused by elements, specifically rain or salt-water
- 6. Leather exclusions
 - a. Damage caused by leather getting wet or rained on.
 - b. Bubbling or leather warping due to improper use of protectants.
 - c. Damage caused by impact or scratching.
- 7. Anodizing and powder coating exclusions
 - a. Discoloration
 - b. Fading

THE CUSTOMER'S RESPONSIBILITY under this warranty shall be to:

- 1. Use and maintain the part as specified in the appropriate Owner's Manual for the original equipment part, or as specified with any instructions that came with the accessory.
- 2. Give notice to an authorized Yamaha dealer of any and all apparent defects within ten (10) days after discovery, and present the part or accessory with the original sales receipt at that time for inspection and repairs at such dealer's place of business.
- 3. Pay labor charges, if any, if the dealer must remove and replace the part.

YAMAHA MOTOR CORPORATION, U.S.A. MAKES NO OTHER WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED. ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATIONS AND TIME LIMITS STATED IN THIS WARRANTY ARE HEREBY DISCLAIMED BY YAMAHA MOTOR CORPORATION, U.S.A. AND EXCLUDED FROM THIS WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ALSO EXCLUDED FROM THIS WARRANTY ARE ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.



LIT-18791-PA-08
1/08

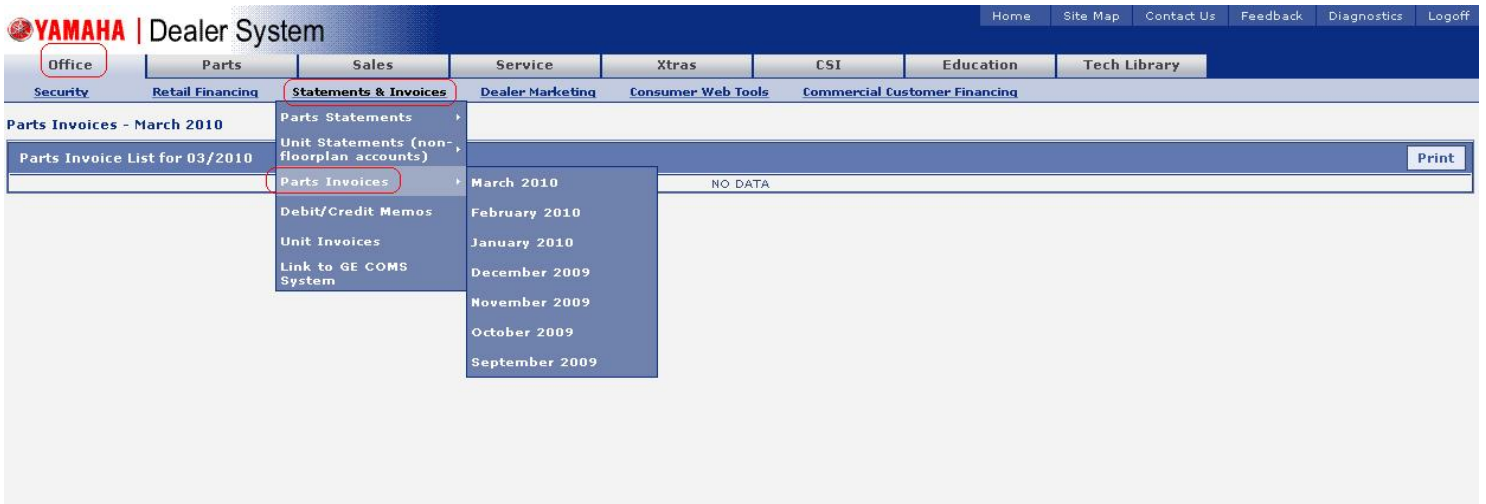
YAMAHA MOTOR CORPORATION, U.S.A.
Post Office Box 6555
Cypress, California 90630

Parts & Accessories

How to View Part Invoices & Monthly Statements on YDS

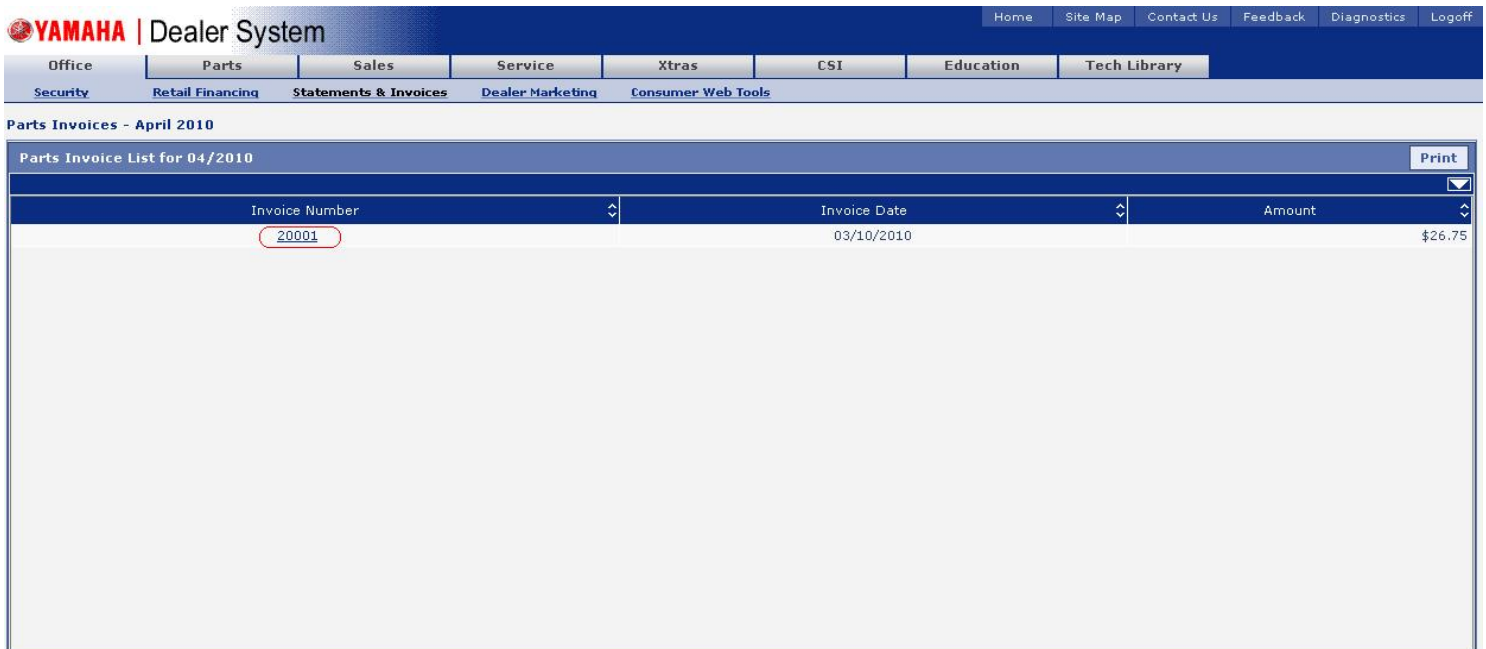
Follow these steps to view invoices and statements:

- 1) From the YDS Main Page- Click on the “Office” tab
- 2) Click “Statements & Invoices”
- 3) Select “Parts Invoices” to view individual parts invoices or select “Parts Statements” to view end of month part statements
- 4) Click on the month in which you would like to view



The screenshot shows the Yamaha Dealer System interface. The 'Office' tab is selected. Under 'Statements & Invoices', 'Parts Invoices' is chosen, and a dropdown menu shows 'March 2010' selected. The main content area displays 'Parts Invoice List for 03/2010' with a 'Print' button and a table containing 'NO DATA'.

- 5) If you select “Part Invoices”, a new window will open where you can select individual invoice numbers for viewing
- 6) If you select “Parts Statements”, a new window will open with the current month’s statement displayed



The screenshot shows the Yamaha Dealer System interface with 'Parts Invoices - April 2010' selected. The 'Parts Invoice List for 04/2010' table is displayed with the following data:

Invoice Number	Invoice Date	Amount
20001	03/10/2010	\$26.75

Parts & Accessories

PartsManager Pro

Please see the accompanying information on the PartsManager Pro™ system from Snap-on Business Solutions®. This electronic parts catalog system is designed for increased efficiency and easier use.

The accompanying pages detail some of the useful features of the PartsManager Pro system as well as provide some basic reference information. Informational PDF files on the PartsManager Pro system are located on the Yamaha Dealer System (YDS). Live Technical Support is also available by calling 1-800-709-7773.

Some of the features of the PartsManager Pro system include:

- Faster operation.
- Quick loading of updated data discs.
- A friendly search window to find needed information quickly.
- Frequently (monthly) updates pricing on YDS which is available for dealers to download for uploading into PartsManager Pro.
- Dealer cost on pick list.
- Web based application; PartsManager Pro Online is available on any computer with access to YDS
- Ability to add notes to part numbers or images.
- Easily personalized preferences (user settings, favorites).
- Ability to import orders into YDS for easy order placement.
- PartsManager Pro communicates with the majority of dealer business management systems.
- Part packaging dimensions available under “More Information” to help estimate shipping costs.

Parts & Accessories

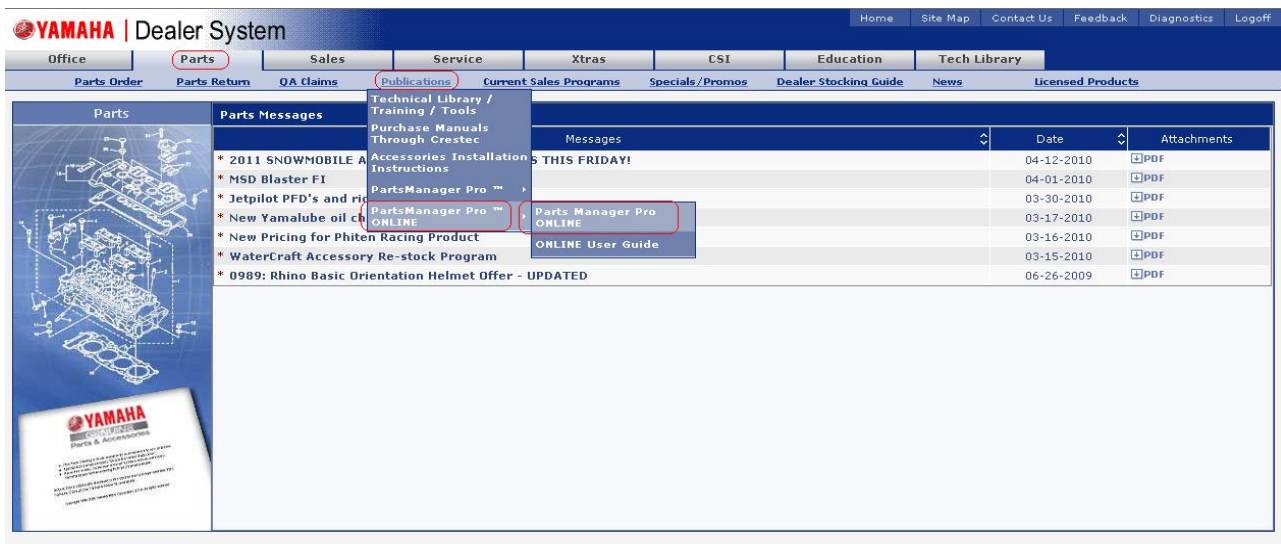
How To Access PartsManager Pro Online Thru

YDS

Follow these steps to access PartsManager Pro online:

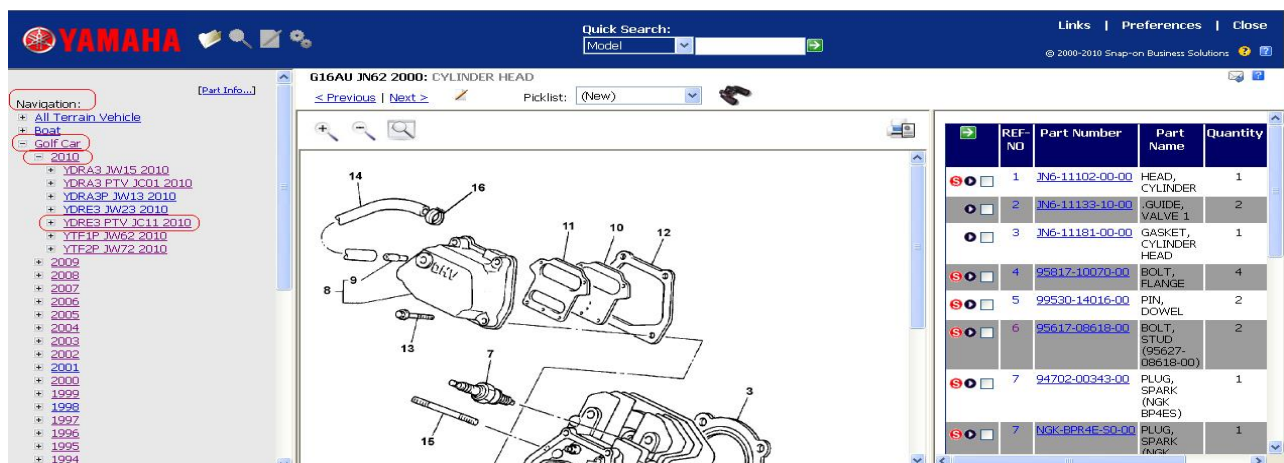
- 1) From the YDS Main Page- Click on the “Parts” tab
- 2) Click “Publications”
- 3) Click on “PartsManager Pro Online”
- 4) Select “PartsManager Pro Online”, a new window will open and you should see a blue background with a red Yamaha logo in the upper left corner. If a new window doesn’t open, check your web browsers pop-up blocker to be sure it allows pop-ups from www.yamaha-dealers.com.

NOTE: If you still experience problems opening the new window, you may want to disable your pop-up blocker, check to verify that your internet security settings are not set too high or verify that your firewall is not blocking the application from loading.



- 5) Click on “Golf Car” under the navigation bar on the left side of the screen
- 6) Select the year, model, and section of the vehicle your inquiring on
- 7) The parts diagram is displayed in the middle of the page with the part numbers displayed on the far right side.

NOTE: If you’re not subscribed to PartsManager Pro, contact your Inside Sales Representative at: 800-688-6078.



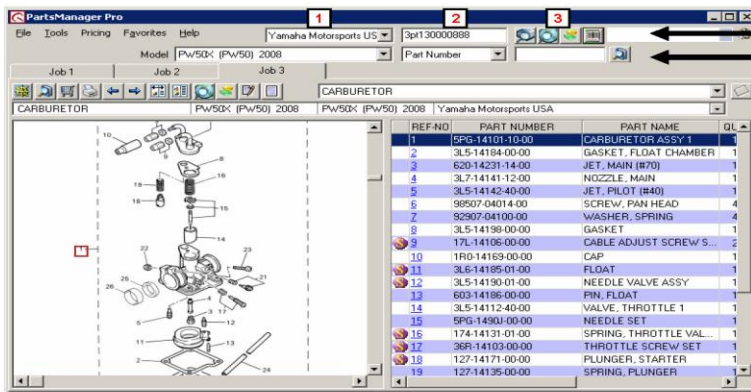
Parts & Accessories

Parts Look-Up (Search Function in PartsManager Pro)



Getting Started with PartsManager Pro™

Make a Quick Search: **1** Select a dataset. **2** Type search criteria. **3** Click a button.



Section A: Search in a Dataset
Section B: Search in a Model

Select **Yamaha Motorsports USA** to search in the product lines ATV, Boat, Lawn Tractor, Motorcycle, Outdoor Power Equipment, Race Kart, Scooter, Side x Side, Snowmobile, and WaveRunner.

Select **Yamaha Marine USA** to search in the product lines Outboard, Outdoor Power Equipment, and Stern Drive.

Note: When only one catalog matches your search criteria, the first parts page is displayed immediately.

Section A: Search in a Dataset

Quick Keyword Search



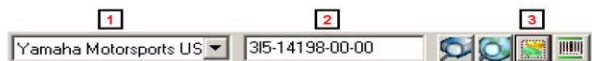
1 Select a dataset. **2** Type a complete or partial keyword. Examples: a model name, a year, Grizzly, Big Bear, VMAX **3** Click the Keyword Search button. Double-click an entry in the search results to view the parts page.

Quick "Where-Used Search



1 Select a dataset. **2** Type a complete or partial part number. **3** Click the Where-Used Search button. Double-click an entry in the search results to view the parts page.

Quick Price Search



1 Select a dataset. **2** Type a part number. **3** Click the Price Search button. View the price.

Quick Primary ID (PID) Search



1 Select a dataset. **2** Type a complete primary ID, the 7-digit serial number, or the last 3 or 4 digits of the serial number. **3** Click the Unit ID Search button. Double-click an entry in the search results to view the parts page.

Section B: Search in a Model

Quick Search in a Model




1 Select a model. **2** Select Part Number, Description, or Remarks. **3** Type a complete or partial part number, description, or remark. **4** Click the Search button. Double-click an entry in the search results to view the parts page.

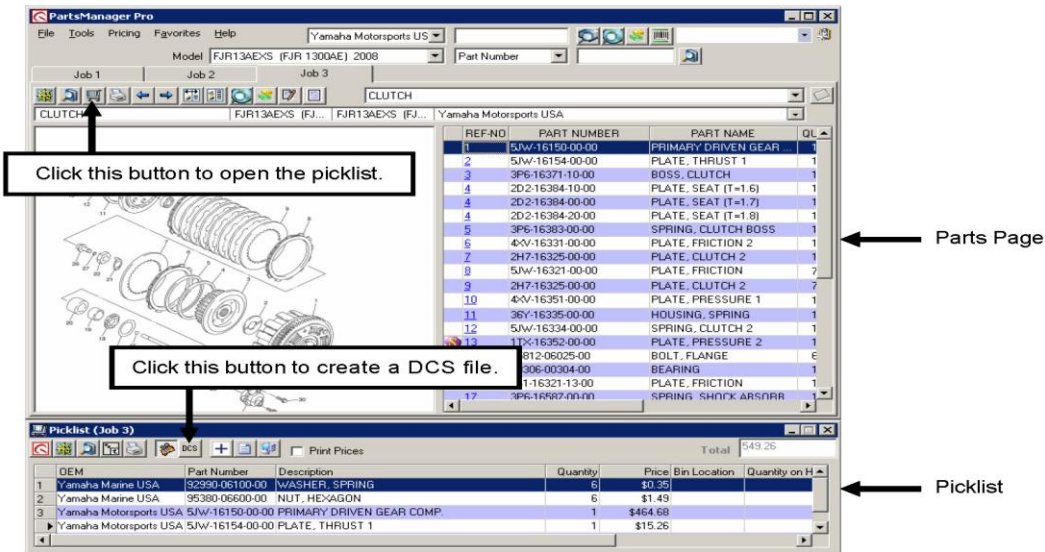
Parts & Accessories

Importing Orders From PartsManager Pro to YDS

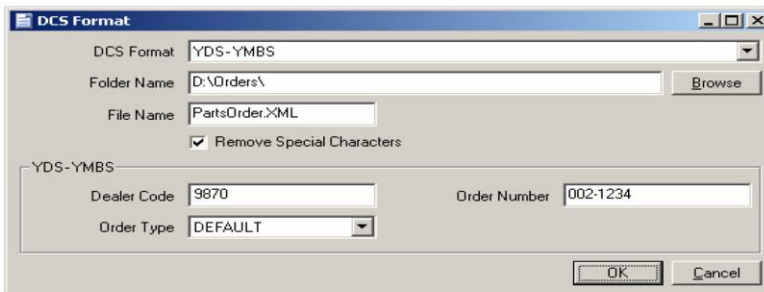
Create a DCS File from a PartsManager Pro Picklist

Use this procedure to format orders to submit to Yamaha, either YDS or YMBS. If you have a business system, you do not need to use the DCS Format feature.

1. In PartsManager Pro, select parts for a picklist by double-clicking parts from a parts page.
2. From the toolbar, click the Picklist button  to open the picklist, either free-standing or docked to the parts page (as shown here).



3. Click the **DCS** button. The DCS dialog box opens.



4. Select the DCS format.
5. Click the **Browse** button and navigate to the folder to which you want to write the file.
6. Type a name for the file in the File Name box.
7. Type your Yamaha dealer number (in the Dealer Code box), select the order type, and type the order number.
8. Click **OK** to generate the file.
9. From the YDS or YMBS site, select **Parts**, **Parts Order**, **Order**, and **Snap-on Import**. Then upload the generated DCS file.

For detailed information on all application features, please refer to the *PartsManager Pro User's Guide*, available by clicking "User Guide" on the PartsManager Pro "Help" menu.



Parts & Accessories PartsManager Pro



YAMAHA MOTOR CORPORATION, U.S.A.
1270 CHASTAIN ROAD, KENNESAW, GEORGIA 30144 770-420-5700 FAX 770-420-6121

December 1, 2012

Dear Yamaha Dealer,

At Yamaha, we are determined to be the best partner to our dealers by helping you maximize profits. These days that includes maximizing the advantages offered by the Internet and the growing trend for consumers to shop there first.

Yamaha's electronic parts catalog partner, Snap-On® Business Solutions, is now offering authorized Yamaha dealers an exciting new opportunity, **PartsManager Pro™ Consumer**. This new, subscription-based service gives you the ability to offer your customers access, through your own dealer website, to the same parts information your Parts and Service Departments use. Customers can build a list of parts to bring in, or, if your website has a shopping cart, the list can be turned directly into a sale.

This subscription features simple month-to-month billing from Snap-On®. There is no commitment to a long-term contract. To learn more about this exciting new service, see the attached flyer which includes a link to a web page that is complete with additional details on the new **PartsManager Pro™ Consumer** subscription. It's simple and easy to sign up online for your subscription.

If you have any questions about PartsManager Pro™ Consumer, call 1-877-417-4245 or email ssateam@snapon.com for more information.

When you are a PartsManager Pro™ Consumer subscriber, you can also take advantage of the technical support for the service by calling 1-800-709-7773.

Thank you,

Yamaha Customer Support Group

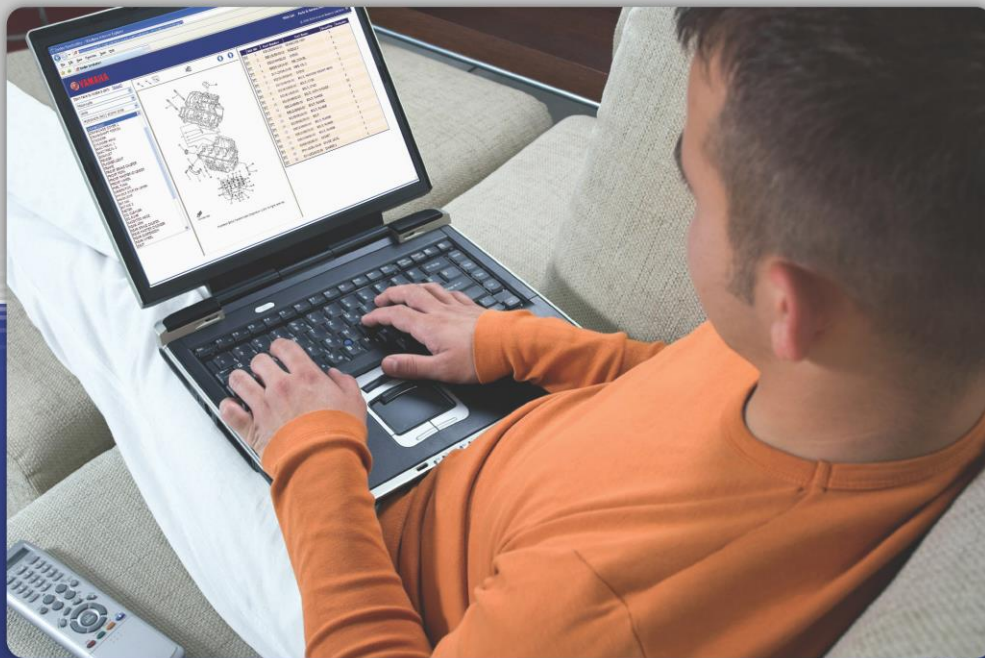
Parts & Accessories
PartsManager Pro

PartsManagerPro™
Consumer

PartsManager Pro Consumer is Now Available



Now, your customers can purchase Yamaha parts directly from your dealership's website, when you sign up for the newest web parts catalog from Snap-on Business Solutions.



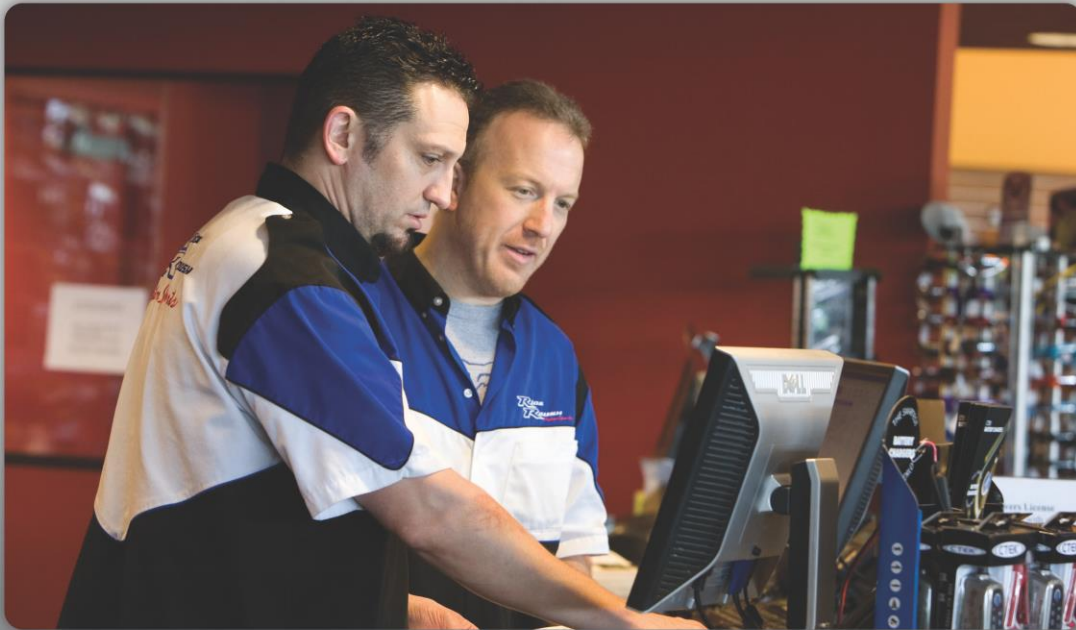
sbs.snapon.com

Parts & Accessories PartsManager Pro

PartsManagerPro™
Consumer



PartsManager Pro Consumer makes it simple for customers to view essential parts from your dealership website. From their personal computers, your customers can view full part illustrations while browsing through the same parts catalogs that your dealership's parts team uses for Yamaha's motorsports, marine, watercraft and golf car product lines. Once the selected parts are found, your customers can place orders directly from your website, guaranteeing your parts team a faster transaction.



**For a low monthly fee, your dealership can have
Yamaha PartsManager Pro Consumer set up in minutes!**

To place an order, or to find out
more information, visit
sbs.snapon.com/Yamaha/

Snap-on®

BUSINESS SOLUTIONS

877.417.4245

