Yamaha Technical Resources

In order for Technician’s to be successful and profitable, they must have the necessary mental and physical skills to perform their job. Keeping these skills updated in the face of ever-changing technology is a challenge. The ability to access and utilize proper technical information is crucial in maintaining good service department workflow. This issue of The Service Limit explains many of the resources available to technicians on the Yamaha Dealer System.

Computer access

Ensuring that technicians have the tools needed to perform their job is an important part of efficiency. Overall service department profitability is directly linked to the technician’s ability to access digital publications and other online resources quickly.

Setting up a secured wireless network is a quick, low cost method of adding Internet connectivity throughout a Service Department. New, economical laptop computers can be readily found from a variety of sources, refurbished models can offer even more savings.

When each technician has their own computer they can download and arrange information to better suit their workflow. Service manuals, technical bulletins and even diagnostic log files can be quickly referenced and used to assist with service and troubleshooting. This also makes it easier for technicians to utilize computer-based diagnostic software that is becoming more commonplace on a variety of models.

Yamaha Dealer System (YDS)

Yamaha’s primary resource for technical information is Yamaha Dealer System. Every technician needs to have easy access to YDS. Making YDS available to technicians in their work area is key to maximizing their productivity and utilization of resources. There are several sections of YDS that are specifically useful for technicians.

Dealers can limit access to YDS areas on a per user basis. At a minimum technicians should have access to: Warranty Claims > Unit Status and Tech Library > Publications. This will allow them to use the resources that are essential for their job positions.
Service > Warranty Claims > Unit Status

After entering the Primary ID or VIN/HIN number, Unit Status will display warranty information and any applicable Service Bulletins (90 Codes) or recalls. It will also indicate if the procedure has been performed. At the bottom of the list the link “Click here to view current Publications related to this unit” is available. This will list all bulletins and service information related to the unit. This feature provides a quick and simple way to locate related service information.

Service > Online Tech Support

Online Tech Support makes communicating with Yamaha Regional Technical Assistants (RTA) even easier. A technician can input the required unit information, request assistance, and even attach photos to help illustrate the issue at hand. An RTA will respond and can even provide reference material directly. Using this function allows technicians to communicate more effectively with the RTAs while not leaving their work area or tying up other service personnel.

Education

The Education tab on YDS has links for accessing Yamaha Motor University and other related education materials. All previous issues of The Service Limit and explanations of Yamaha Technical Academy courses are also found here.

Have a good idea for a Service Limit topic? Send us an e-mail at yta@yamaha-motor.com

Tech Library

A wealth of technical information is found under the Tech Library tab. Information is sorted by product line. Here is a quick reference to some of the important material available.

• Service Data - This tab links to the Yamaha Service Data system. Once a product line is set unit information can be located by searching by model name or model code (the 4 digit code found under the seats on most units) and narrowed by model year. Once a specific model is selected another window will open and specification information can be viewed. Most models have the following sections available: General Specifications, Engine, Chassis, Electrical, Periodic Maintenance, and Wiring Diagram. If a specification name is clicked, a separate window will open displaying changes to that specification across different model years. Specifications can be displayed in U.S. inch, metric units, SI, or a combination of them.

• [Product Line] > Manuals - Assembly, Owner’s, and Service manuals all provide useful information. Assembly manuals provide a quick reference for service data and torque values and, due to the small file size, are quick to download. Owner’s manuals provide a good overview of meter functions and fuse locations. Service Manuals provide step-by-step procedures for all service needs.

• [Product Line] > Reference Materials > Technical Bulletins - Recalls, Tech Bulletins, Tech Exchanges, and service manual updates are all found here. Reading and understanding this information is essential to ensure service procedures are being properly performed.

• [Product Line] > Reference Materials > Technical Orientation Guides (also known as Service Guides) - Contain specific information about new models or equipment. Model change info, body panel removal and other service tips are normally included. Specific troubleshooting information supplementing the service manual and links to related service videos are often also found in the guide. Reviewing these guides can greatly increase a technician’s knowledge about a new model.

• [Product Line] > Reference Materials > Technical Update - Technical Update Guides provide a consolidated resource for the product line on a yearly basis. New model information, parts numbers and specs for common service procedures are listed. Recalls, 90-code procedures, and tech tips can also be found here.