

OUTBOARD ENGINE WARRANTY CLAIMS COMPLAINT CODES

| PRIMARY COMPLAINT CODE | SUB-COMPLAINT CODE |
|---|---|
| 0A - POOR STARTING | 0G - IMPOSSIBLE TO START 01 - HARD TO START |
| 02 - POOR IDLING | 0H - UNABLE TO IDLE 0J - UNSTABLE IDLING 0K - HUNTING IDLING 0L - LOW IDLE SPEED 0M - HIGH IDLE SPEED |
| 07 - ENGINE STALL | 0S - ENGINE STALL (POSSIBLE TO RESTART) 0T - ENGINE STALL (NOT POSSIBLE TO RESTART) |
| 0C - UNABLE TO STOP ENGINE | 11 - AFTER RUNNING RUNS-ON |
| 03 - POOR ACCELERATION | 0U - IMPOSSIBLE TO ACCELERATE 0V - SLOW/POOR ACCELERATION 0X - UNABLE TO RUN AT HIGH SPEED 0Y - ENGINE STUMBLE SAG OR HESITATION |
| 04 - INSUFFICIENT POWER | |
| 05 - ROUGH/UNSTABLE CRUISING | |
| 06 - KNOCKING | |
| 09 - OVERHEATING | 0Z - HIGH WATER TEMPERATURE 1A - COOLANT BLOWOFF |
| 12 - OVERCOOLING | |
| 08 - ABNORMAL CONSUMPTION | 1B - EXCESSIVE OIL CONSUMPTION 1C - EXCESSIVE FUEL CONSUMPTION |
| 13 - ABNORMAL EXHAUST GAS | 1D - WHITE SMOKE 1E - BLACK SMOKE 1F - NONCOMPLIANT WITH EMISSION REGULATION |
| 0D - BELT SQUEAKING | |
| 0E - BACK FIRE WITH ENGINE RUNNING | |
| 0F - AFTER FIRE WITH ENGINE OFF | |
| 22 - SLIPPING | |
| 2A - LOCK/NO MOVEMENT IN DRIVETRAIN | |
| 21 - SHIFTER SELECTION FAILURE (INC TRANSFER) | |

| PRIMARY COMPLAINT CODE | SUB-COMPLAINT CODE |
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| 2C - VEH MOVES DIFFERENT FROM SHIFT OR SELECT POSITION | |
| 2E - GEAR NOISE | |
| 26 - ABRUPT CLUTCH ENGAGEMENT | |
| 23 - UNABLE TO DISENGAGE CLUTCH | |
| 24 - SLIPS OR POPS OUT OF GEAR | |
| 2F - GEAR SLIDE NOISE (ABN NOISE WHEN GEAR CHANGES) | |
| 25 - POOR SYNCHRONIZING / GEAR CLASH | |
| 2J - SHIFT FAILURE | 2Y - NO SHIFT 2Z - UNEXPECTED SHIFT |
| 2K - EXCESSIVE SHIFT LAG TIME | |
| 3A - NO MAIN POWER ON OR NO IGNITION ON | |
| 3B - NO MAIN POWER OFF OR NO IGNITION OFF | |
| 3C - MALFUNCTION | 3Q - IMPROPER FUNCTION 3R - ERRATIC WHILE MAINTAINING FUNCTION 3S - EXCESSIVE FUNCTION OR ACTIVITY 3T - IMPROPER / UNINTENDED START 3U - IMPROPER / UNINTENDED STOP |
| 35 - SETTING / SWITCHING MALFUNCTION | 3V - UNABLE TO TURN ON 3W - UNABLE TO TURN OFF 3X - UNWANTED SWITCHING 3Y - UNABLE TO SET |
| 31 - POOR CHARGING/POOR POWER GEN / BATTERY FAILURE | 3Z - INSUFFICIENT BATTERY CHARGING / VOLTAGE OUTPUT A3 - EXCESSIVE BATTERY DISCHARGING B3 - INSUFFICIENT / LOW BATTERY STATIC VOLTAGE C3 - BATTERY CAPACITY DETERIORATION 32 - OVERCHARGING |
| 3D - ELECTRIC LEAKAGE (LEAKAGE OF ELECTRICITY) | |
| 33 - IMPROPER LIGHTING / HEAT GENERATION | D3 - INSUFFICIENT ILLUMINATION / BRIGHTNESS E3 - LIGHT WILL NOT TURN ON F3 - LIGHT WILL NOT TURN OFF G3 - UNSTABLE ILLUMINATION INTENSITY (FLICKERING) H3 - ABNORMAL LIGHT COLOR J3 - FADING / DISCOLORATION OF LENS OR LAMP COVER |

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|--|---|
| 36 - IMPROPER INDICATION ON GAUGE / METER / DISPLAY | V3 - IMPROPER INDICATION ON SPEEDOMETER W3 - IMPROPER INDICATION ON TACHOMETER AA - IMPROPER INDICATION ON FUEL GAUGE AB - IMPROPER INDICATION ON WATER TEMP GAUGE AC - INACCURATE INDICATION AD - MALFUNCTION OF WARNING BY LIGHT / SOUND / INDICATOR |
| 38 - POOR SOUND QUALITY | |
| 3F - INTERRUPTED SOUND | |
| 3G - UNEXPECTED NOISE | |
| 3H - POOR SENSITIVITY | |
| 3J - UNABLE TO INSERT KEY | |
| 3K - UNABLE TO REMOVE KEY | |
| 3L - UNABLE TO TURN KEY | |
| 3N - LIGHT-ON / BEEP-OUT OF WARNINGS | |
| 51 - POOR VEHICLE STABILITY (LEADS OR PULLS TO A SIDE) | |
| 5A - STEERING FORCE DIFFERENCE (RIGHT LEFT) | |
| 5B - STEERING LEAD OR PULL | |
| 52 - STEERING VIBRATION / OSCILLATION OR SHIMMY | |
| 5C - POOR RIDE COMFORT OR QUALITY | |
| 6N - UNINTENDED DECELERATION | |
| 6P - UNINTENDED ACCELERATION | |
| 84 - ABNORMAL NOISE | 7V - MECHANICAL TYPE NOISE 7W - FLUTTERING / SHAKING NOISES (RATTLE) 7X - SQUEAK / FRICTION NOISES 7Y - SLAPPING (KNOCKING) / INTERFERENCE NOISES 7Z - WIND / WHISTLE NOISES 8A - BOOMING NOISE 8B - ABNORMAL INTAKE / EXHAUST NOISES |
| 78 - ABNORMAL VIBRATION - 8C - JUDDER / SHIMMY / SHAKING | |
| 72 - LEAKAGE | 8D - OIL / FLUID / GREASE LEAKS 8E - FUEL LEAKAGE 8F - COOLANT LEAKAGE 8G - BATTERY FLUID LEAKAGE 8H - EXHAUST GAS LEAKAGE 8K - AIR LEAKAGE |

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|---|--|
| 7A - UNABLE TO OPERATE | |
| 7B - HARD TO OPERATE | |
| 7C - EXCESSIVE OPERATION FORCE REQUIRED | |
| 7G - ABNORMAL FEEL OR ACTION WHILE USING | |
| 7I - IMPOSSIBLE TO RUN / IMPOSSIBLE TO CRUISE | |
| 74 - UNABLE TO MOVE / STICKING | |
| 75 - UNWANTED ROTATION | |
| 7H - DEW FORMATION / FREEZING | |
| 87 - BURNT / SMOKING | 8Q - BURNT DEPOSITS 8R - BURNT-OUT 8S - SMOKING / SMOKE VISIBLE |
| 7J - MELTING | |
| 88 - ABNORMAL ODOR | 8T - FUEL ODOR 8U - EXHAUST GAS ODOR 8V - SCORCHED / BURNING ODOR 8W - CHEMICAL ODOR (IRRITATING ODOR) 8X - MOLDY / MUSTY ODOR |
| 7K - SHARP EDGE | |
| 7L - EXCESSIVE HEAT | |
| 77 - IMPROPER PLAY / CLEARANCE OR ABNORMAL BACKLASH | 8Y - EXCESSIVE CLEARANCE 8Z - INSUFFICIENT CLEARANCE 9A - ABNORMAL BACKLASH |
| 76 - LOOSENESS / DETACHMENT / FELL-OFF / PEEL-OFF | 9B - LOOSE FIT OR FEEL 9C - DETACHMENT / FELL-OFF 9D - PEEL-OFF |
| 7M - PARTIAL WEAR | |
| 7N - PREMATURE WEAR | |
| 89 - SETTING / DEFORMATION OF CUSHION | |
| 7P - BREAK / RUPTURE / CRACK | |
| 7Q - DEFORMATION | |
| 75 - RUST / CORROSION | |

| PRIMARY COMPLAINT CODE | SUB-COMPLAINT CODE |
|---------------------------|---|
| 65 - UNSIGHTLY APPEARANCE | 9E - PAINT DEFECT 61 - DISCOLORATION / STAIN (INC FADING) 62 - SCRATCH 63 - LEAK / SEAM SEPARATION 9F - INCORRECT PLACEMENT OR POSITION 9G - UNEVEN / NOT FLAT TO SURROUNDING COMP OR PANELS 9H - CROOKED IN APPEARANCE OR PLACEMENT 9J - TILTED PROFILE 9K - EXCESSIVE GAP 9L - FOULING |
| 7T - MISSING PARTS | |
| 7U - WRONG PARTS | |
| 99 - OTHERS | |