

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
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

PRIMARY COMPLAINT CODE	SUB-COMPLAINT CODE
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 - MALF 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

PRIMARY COMPLAINT CODE	SUB-COMPLAINT CODE
7A - UNABLE TO OPERATE	
7B - HARD TO OPERATE	
7C - EXCESSIVE OPERATION FORCE REQUIRED	
7G - ABNORMAL FEEL OR ACTION WHILE USING	
71 - 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	