

# MOTORCYCLE 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 0W - WEAK HILL-CLIMBING ABILITY 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	
2B - NO POWER TO DRIVING WHEELS	2L - UNABLE TO MOVE FORWARD OR BACKWARD 2M - UNABLE TO MOVE FORWARD ONLY 2N - UNABLE TO MOVE BACKWARD ONLY
21 - SHIFTER SELECTION FAILURE (INC TRANSFER)	

<b>PRIMARY COMPLAINT CODE</b>	<b>SUB-COMPLAINT CODE</b>
2C - VEH MOVES DIFFERENT FROM SHIFT OR SELECT POSITION	
2D - DIFFERENTIAL LOCK FAILURE	2P - UNABLE TO ENGAGE DIFFERENTIAL LOCK 2Q - UNABLE TO DISENGAGE DIFFERENTIAL LOCK
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	
2G - IMPROPER CREEP/MOVEMENT	2R - NO CREEP / MOVEMENT 2S - WEAK CREEP / MOVEMENT 2T - EXCESSIVELY STRONG CREEP / MOVEMENT
2H - EXCESSIVE/EXTRAORDINARY SHOCK	2U - EXCESSIVE ENGAGEMENT SHOCK 2V - EXCESSIVE STARTING SHOCK 2W - EXCESSIVE STOPPING SHOCK 2X - EXCESSIVE SHIFTING SHOCK
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	3P - NO NORMAL FUNCTION 3Q - IMPROPER FUNCTION 3R - ERRATIC WHILE MAINTAINING FUNCTION 3S - EXCESSIVE FUNCTION OR ACTIVITY 3T - IMPROPER / UNINTENDED START 3U - IMPROPER / UNINTENDED STOP X0 - CRUISE CONTROL MALF (MAINTAINING SET SPEED) X5 - TRACTION CONTROL MALFUNCTION
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

PRIMARY COMPLAINT CODE	SUB-COMPLAINT CODE
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
34 - IMPROPER BLINKING	L3 - NO BLINKING M3 - QUICK BLINKING N3 - SLOW BLINKING
3E - ABNORMAL LIGHT AXIS / ADJUSTMENT	P3 - MISALIGNMENT OF LIGHT AXIS OR BEAM Q3 - POOR ADJUSTABILITY OF LIGHT AXIS OR BEAM
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	
3M - MALFUNCTION ON LOCKING (DOOR STEERING)	AE - UNABLE TO UNLOCK AF - UNABLE TO LOCK
3N - LIGHT-ON / BEEP-OUT OF WARNINGS	
4A - POOR BRAKING	4E - IMPOSSIBLE TO BRAKE 4F - INSUFFICIENT OR LOW BRAKING FORCE 4G - BRAKE PEDAL OR LEVER TRAVEL IS TOO LONG 4H - HARD BRAKE PEDAL
41 - VEHICLE PULLS TO SIDE WHILE BRAKING	
42 - BRAKE DRAGGING	
43 - BRAKE STICKING	

<b>PRIMARY COMPLAINT CODE</b>	<b>SUB-COMPLAINT CODE</b>
44 - ABNORMAL TRAVEL	4J - LONG TRAVEL OF EMERGENCY BRAKE LEVER 4K - LONG / DEEP TRAVEL OF BRAKE PEDAL 4L - SHORT TRAVEL OF BRAKE LEVER 4M - SHALLOW TRAVEL OF BRAKE PEDAL 4N - SPONGY FEELING
4C - UNABLE TO APPLY PARKING BRAKE	
4D - ABS MALFUNCTION	4P - ABS FAILS TO ACTIVATE 4Q - UNEXPECTED ABS ACTIVATION
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	
55 - IMPROPER VEHICLE HEIGHT / PROFILE	5E - VEHICLE TOO HIGH 5F - VEHICLE TOO LOW 5G - TILTED PROFILE
54 - OPEN / CLOSING MALFUNCTION	5H - UNABLE TO OPEN 5J - UNABLE TO SHUT 5K - UNEXPECTED OPENING 5L - UNEXPECTED CLOSING
64 - POOR REAR VIEW MIRROR IMAGE	5P - DULL MIRROR IMAGE 5Q - WARPED MIRROR IMAGE 5R - MIRROR VIBRATION
6N - UNINTENDED DECELERATION	
6P - UNINTENDED ACCELERATION	
6Q - UNINTENDED TURNING	
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	

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72 - LEAKAGE	8D - OIL / FLUID / GREASE LEAKS 8E - FUEL LEAKAGE 8F - COOLANT LEAKAGE 8G - BATTERY FLUID LEAKAGE 8H - EXHAUST GAS LEAKAGE 8K - AIR LEAKAGE
7A - UNABLE TO OPERATE	
7B - HARD TO OPERATE	
7C - EXCESSIVE OPERATION FORCE REQUIRED	
7D - OPERATION FORCE TOO SOFT	
7E - NO RETURN	
7F - NO RESPONSE	
79 - UNABLE TO RETAIN OR LOCK	
82 - IMPROPER RESTRAINED OR LOCKED MOVEMENT	
81 - HARSH OR ROUGH MOVEMENT	
7G - ABNORMAL FEEL OR ACTION WHILE USING	
71 - IMPOSSIBLE TO RUN / IMPOSSIBLE TO CRUISE	
74 - UNABLE TO MOVE / STICKING	
75 - UNWANTED ROTATION	
86 - POOR VISIBILITY (EXCL PAINT SURFACE AND MIRROR)	8N - DULLING 8P - WARPING
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	

PRIMARY COMPLAINT CODE	SUB-COMPLAINT CODE
7N - PREMATURE WEAR	
89 - SETTING / DEFORMATION OF CUSHION	
7P - BREAK / RUPTURE / CRACK	
7Q - DEFORMATION	
7R - UNDESIRABLE CONTACT	
75 - RUST / CORROSION	
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	