

# Chantey

NEWSLETTER FOR YAMAHA MARINE DEALERS

June 2017

No.164

English Version



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YAMAHA MOTOR CO., LTD., Marine Business Operations, 2500 Shingai, Iwata, Shizuoka 438-8501, Japan

Chantey Special

## The YDIS Smart App: A New Tool to Raise Service Quality



The ideal of Yamaha's marine service efforts is to quickly find the cause of any malfunction and repair it immediately so that our customers' outboards are always ready for duty. With the shift to 4-stroke and fuel-injected outboard motors we are seeing today, the Yamaha Diagnostic System (YDIS) has become essential for providing quality Yamaha service.

In this issue of *Chantey*, we introduce YDIS Smart, a smartphone version of the system that makes YDIS more familiar and readily accessible than ever.

### YDIS Smart

YDIS Smart is a free smartphone app for Yamaha outboard motor inspection and diagnosis developed by the Service Division of the Marine Business Section at YMC's Marine Business Operations. The app was launched in March 2016 and is available in both Android and iPhone versions downloadable from the Google Play Store or the Apple App Store.

All you need to operate the system is a smartphone with the YDIS Smart app installed and a special compact adapter to connect to the outboard. After connecting to the outboard's engine control unit (ECU) with Bluetooth, you can quickly and easily access information needed when inspecting an engine, like various engine data or the outboard's diagnostic record.

Available on the App Store



GET IT ON Google Play



The special adapter for connecting an outboard to the YDIS Smart app



# The YDIS Smart App: A New Tool to Raise Service Quality

## YDIS Smart Features

Whereas the PC version of YDIS is a tool specifically for repairs that covers identifying malfunctions through to follow-up test runs, the YDIS Smart app is meant to make the engine inspection process easier. If a malfunction is found with the app, it can be sent to the PC version for subsequent repair work.

### Benefits of the App

- Because it is installed on smartphones, something typically always carried around, it enables an immediate on-site response to sudden engine malfunctions
- Data obtained by the app can be quickly and easily sent to the PC version
- The functions are simple and easy to use

### App Functions

YDIS Smart provides the following nine functions essential for the first steps of inspection and repair.

- Checking diagnostic record
- Checking engine running time by rev range
- Engine monitoring
- Tachometer display
- Simple diagnostic functions
- Drive-by-wire system reset
- Simple data logging
- Saved data acquisition
- Data management

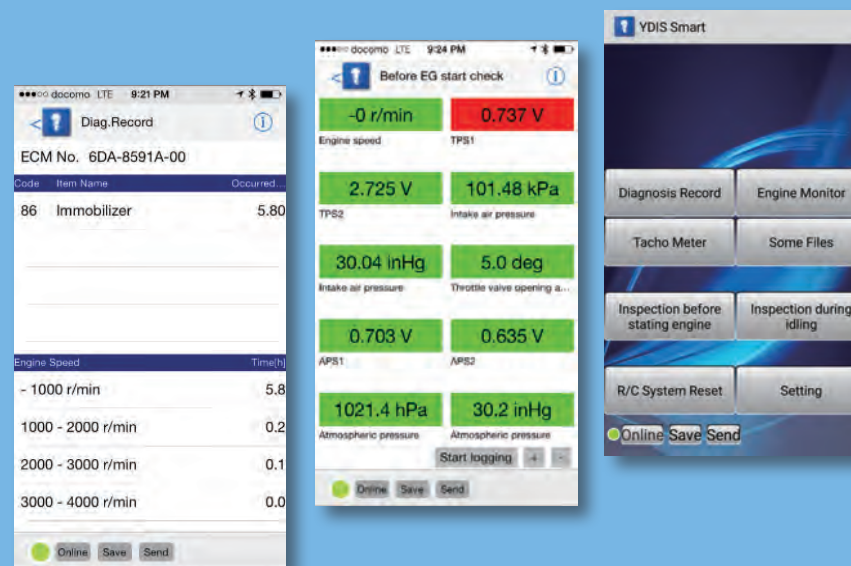
## A Quick Summary

The YDIS Smart app has an interface focused on simplifying diagnostic functions and an easy-to-read format aimed at making on-site engine inspections easier. The content displayed is easy to convey to the customer when showing it on-site, thus the app serves as a tool for promoting communication with customers.

For example, with the app's diagnostic functions, all of the data the app can acquire from the outboard is evaluated and arranged on a single screen with the various items displayed with green-yellow-red color coding to indicate the engine's condition. By just scrolling down the screen and seeing only green items, one can determine that the engine is running without any issues in a way that's also easy to understand visually.

Showing this screen to the customer while you explain helps to more clearly communicate their engine's condition to them, and showing data directly from a diagnostic tool helps to further build customer trust while also providing dealers with potential business opportunities by instructing customers of any needed maintenance and part replacements.

Furthermore, since the data read by the app can be easily transmitted, it speeds up relevant



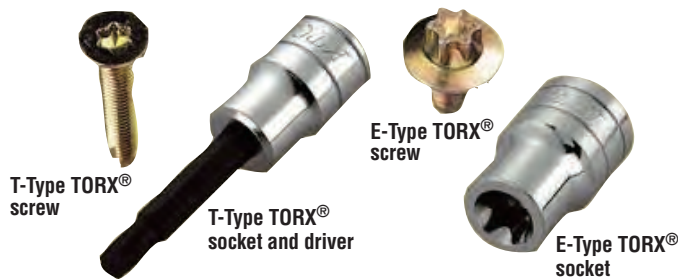
communication. In addition to expediting the dealer's own customer information management, the YDIS Smart app has the potential to enable swift advice about maintenance and repairs compared to how things have been until now, like making individual inquiries to the local Yamaha distributor, making explanations over the telephone or sending emails from the office. The increased speed of the resulting response will also help win customer trust.

As our products become increasingly more complex and advanced, Yamaha is making sure that the tools to meet the latest service needs evolve as well. By making use of the YDIS Smart app in addition to the PC version, we hope you take advantage of the new potential it offers and raise the quality of aftersales service throughout your market.

# A Summary of TORX® Screws and Bolts

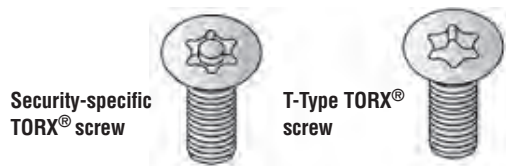
In this issue, we look at the points of how and where TORX® screws and bolts are used. Screws and bolts play a vital role in fastening the various parts of a machine together, and in maintenance, they enable the machine to be taken apart and reassembled. Since there is no need to talk here about their basic functions, let's examine how and where TORX® fasteners are used, especially on outboard motors.

## TORX® Screws and Tools



Invented in the United States in 1967, TORX® screws became widely known and used in Japan as security screws. However, the design of TORX® screws and their corresponding tools brings good engagement and more efficient torque transfer, so more than their tamper-resistant qualities, these benefits made them more common than cruciform (cross) type screws, particularly in Europe. If desired, these T-Type screws can also be turned with a common flat-blade screwdriver.

Among the TORX® screws are types designed specifically for security, and they can't be turned without the designated tool.



The screw on the left is a security-specific TORX® screw. Unlike the regular T-Type screw on the right, it has a protrusion in the center that prevents it from being forcibly turned with a regular flat-blade screwdriver. However, in Japan it is easy to get the appropriate screwdriver for this type, so it may no longer have much effectiveness as a security screw.

## Security Screws Used on Outboards

Do you know what kind of security screws are used in what places on an outboard motor?

### TPS (Throttle Position Sensor)

A TORX® security screw (has a protrusion in the center) is used to fasten the throttle position sensor (TPS) on Yamaha outboard motors. To ensure the TPS is not tampered with and that it functions correctly, a security screw is used so that it cannot be disassembled.



When you see this kind of screw, it basically means that you should not take the component apart without special permission or instruction.

### 6Y9 Gauge

Shown in the photo above are TORX® screws used to fasten the back piece of a 6Y9 gauge. These are regular TORX® screws without the protrusion in the middle found on security screws, so one could assume that they are just common screws.



However, the 6Y9 gauge is a component not currently designated for disassembly during maintenance, so even if you see this kind of screw, you must not take apart the component without special permission or instruction.

### Cylinder Head Bolts

Another place on an outboard where TORX® fasteners are used is the cylinder head. Since they fasten the cylinder head to the block, this is a case where they are used strictly because of their superior torque transfer characteristics, helping to preventing wear and stripping.

To summarize, TORX® screws and bolts are used on outboard motors and peripheral equipment, but the ways in which they are used are not necessarily the same. Therefore, customers should be made aware that these kinds of screws and bolts should serve as a signal that the relevant parts or components are not meant to be disassembled without caution or proper instruction. Technicians at dealerships and servicing shops should also always verify whether or not the parts and components TORX® fasteners are used on can be disassembled or not during maintenance.



# Kurt Goes Fishing Down Under



Australia Entry #2

## Angling for a Dream Trophy – The Saratoga

My dream has long been to catch fish from all over the world that I've never seen before, so the list of fish I want to catch has many names on it. My target this time from my list is a fish that's been around since prehistoric times called the southern saratoga.

It was a number of years ago that I first learned about the saratoga from a fishing program on Japanese TV. Impressed by its beauty and aggressive nature, I immediately put it down on my list of fish I wanted to catch, but I simply never had the opportunity, and in time I even forgot what country it could be caught in.

Then, the other day when I happened to be at Lake Borumba in Queensland for business, I learned to my delight that the saratoga could be caught there. When I looked into it, I discovered that this was the very lake that had been on that TV program I saw years ago! Being about a two-and-a-half hour drive from my home, I quickly decided on a weekend to hitch up my trailer and boat and head out to try my luck.

The southern saratoga is a species unique to Australia and is a ferocious carnivorous fish that feeds on things like smaller fish or bugs that fall on the water surface. Using a topwater plug like a pencil-bait, making accurately-placed casts at the edge of sheltering water grasses or hiding places like standing trees, stumps or branches in the water is key to catching the saratoga.

Since this was the first attempt at a new lake for me and since I also didn't know good fishing spots or tricks, my strategy was just to trust in one of my favorite lures and keep making repeated casts. Starting from early morning, I had been fishing for about five hours when I found a perfect spot with several trees standing in the water. I cast carefully toward the roots of the trees and when I moved the lure after one cast, something broke the water with an explosive sound. It was a saratoga! I worked it in gingerly and finally netted my first saratoga, and a good sized one at 73 cm! I had finally landed the fish I had dreamed of for so long.

That was the only saratoga I caught that day. It was quite difficult angling, but when that strike finally came, it was one of the most explosive and exciting I have ever experienced of the fish I've caught. I'm sure I'll never forget that very special moment.

*Kurt Takayanagi,  
YMA*



# News Round-up

Activities from distributors around the world, and more

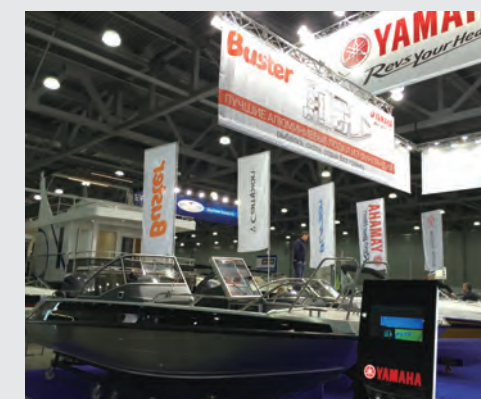
## 10<sup>th</sup> Moscow Boat Show

From March 8 to 11, 2017, the Moscow Boat Show – 10<sup>th</sup> International Exhibition of Boats and Yachts was held at the Crocus Expo International Exhibition Centre in Moscow, Russia. The show drew more than 200 companies from Russia and abroad to exhibit and recorded a visitor draw of more than 15,000.

OOO Yamaha Motor CIS (YMCIS) displayed several “complete package” boats rigged with Yamaha outboard motors as part of the Boat Builder Relationship (BBR) program run in collaboration with three Russian boat builders (Volzhanka Yava, Victory and Berkut). Amidst the growing popularity of Russian-built boats in recent years, these package boats drew much attention at the show as the first examples of a strong partnership between an outboard manufacturer and Russian boat builders. Among other YMCIS displays that drew special attention were the new GPI800 and

EX Series WaveRunner models, and the flagship model of Finnish boatbuilder brand Buster, which is part of Inha Works Ltd., a Yamaha Motor group company since 2016.

*From Tomoaki Yajikawa, Marine Business Operations, YMC*



# News Round-up

Activities from distributors around the world, and more

## 3S Campaign in Brunei

In April 2017, Yamaha Motor's distributor in Brunei, Hai Hwang Trading Company, held a 3S (Sales, Service, Spare parts) campaign in three locations around the country: Pengkalan Sibabau, Kampong Ayer and Kuala Tutong. The campaign provided free engine inspections and spark plug replacements to commercial fishermen, sport fishing boat owners, water taxi operators, and other customers.

In Brunei, 3S campaigns are held twice a year (in April and October), visiting different locations around Brunei to help impart to customers how vital regular engine inspections are and the importance of using Genuine Yamaha parts. These campaigns

are also a platform to network with long-time customers of Yamaha outboard motors. With many customers still using older Yamaha 2-stroke outboards in Brunei, Yamaha will continue to hold these 3S campaigns.

*From Chua Yeeling, Marine Business Operations, YMC*



## The 22<sup>nd</sup> China (Shanghai) International Boat Show

From April 26 to 29, 2017, the 22<sup>nd</sup> China (Shanghai) International Boat Show was held at a new venue: the Shanghai New International Expo Centre. Being a smaller venue than those of years past, the size of the display booths for exhibiting companies felt more confined than before, but the improved access to the location meant the show also felt like it had more visitors than last year.

With a prominent display of large-class outboards, the Yamaha booth emphasized the diversity of the outboard motor lineup and the company's position as the world's No. 1 marine engine manufacturer. Also, the

new CL7 color touchscreen display was exhibited to offer visitors a simulation of its use. The WaveRunner PWC area was centered around the new models, and "test rides" were offered using a popular virtual reality headset. Meanwhile, at a different venue, Yamaha held a distributor meeting and presentation about introducing a marketing approach that forgoes boat rigging, and the relevant policies and actions for it going forward. Despite the show's smaller scale, Yamaha was able to make a well-focused and effective appeal for the Yamaha brand.

*From Ayano Mabuchi, Marine Business Operations, YMC*



### Editor's Note



In this issue's Chantey Special, we covered the new YDIS Smart app. It's a service tool that can really push our advantages and strength in after-sales service in the market, so I hope you will make full use of it.

**YAMAHA OUTBOARDS WEBSITE** <https://global.yamaha-motor.com/business/outboards/index.html>

**WAVERUNNER WEBSITE** <https://global.yamaha-motor.com/business/waverunner/>

**Yamaha Outboards Channel on YouTube**

**View waterside scenes and scenes of Yamaha outboards in use around the world**

**Yamaha Outboards Channel** <https://www.youtube.com/user/Yamahaoutboardmotors>