

# PARTS & WARRANTY PORTAL INSTRUCTIONS

Website: <https://motors.johnsonoutdoors.com/Login.aspx>

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### Before you get started:

It is **IMPORTANT** that the user login to their account.

**DO NOT CREATE A NEW ACCOUT OR CHECK OUT AS A GUEST!**

## Section 1: Sign-on Screen

1. Enter the user ID (email address) and password that was supplied.  
[Clicking on “Remember Me” will put a checkmark in the Remember Me box. This will automatically bring in your user ID every time you go to this site if you allow “cookies” on your PC.]
  - A. There is a 90-day password expiration policy. If the user login and the site requests that the password be changed, they must do so to gain all functionality throughout the site.
    - i. Password must be 7-11 characters
    - ii. Password must have complexity (combination of uppercase, lowercase, numerals or special characters.
    - iii. Passwords cannot be one of the previous 4 passwords for your account.
2. Click on Sign In

**MINN KOTA** ONLINE PARTS ORDERING

Keywords or Part Search

Parts Diagrams Quick Order Order Status

Sign In My Account 0.00

**Welcome to Minn Kota Online Parts Ordering**

Here you can order replacement parts for Minn Kota trolling motors and shallow water anchors. We make it easy to help you keep your Minn Kota product running like new. To get started, create an account or continue as a guest.

You may log in to your account if you already have one, create an account or proceed as a guest. We recommend creating an account if you don't have one to help ensure:

- A faster checkout process
- Order status checking
- Order shipment tracking
- Account history, with previous orders for simple re-ordering
- Orders confirmed by 12 Noon Central Time, with Overnight Shipping selected, should ship the same day if the parts are in stock. All other orders should ship within the next 3 business days, depending on the shipment method chosen, and if the parts are in stock.
- **NO RETURNS – ALL SALES FINAL.** Please make certain you are ordering the correct part

**Log on to your Account**

Already have an account? Log in here:

Email Address  
webmotors@yahoo.com

Password  
.....

Remember Me

[Forgot Your Password?](#)

By using this website, you agree to Johnson Outdoors' [Privacy Policy](#) and [Terms of Use](#)

**Sign In**

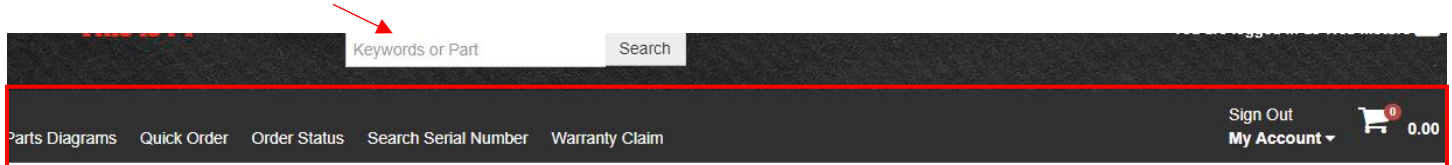
**Create an account** **Continue as guest**

**\*\*DO NOT CREATE A NEW ACCOUNT OR CONTINUE AS A GUEST  
ORDERS WILL NOT BE ASSOCIATED WITH YOUR SERVICE PROVIDER ACCOUNT\*\***

## Section 2: Home Page

### Home Page Header Options:

- **Parts Diagrams:** Here the user can find a part diagram by using the serial number search or by browsing models.
- **Quick Order:** Allows the user to simply enter quantity and part numbers if to easily add to the cart.
- **Order Status:** This screen will allow the user to see Order Status, Warranty, Invoice and Payment History. There is access to Account Balance and to Import Orders. Also, there are links to take the user to Warranty Claim entry
- **Search Serial Number:** This screen will allow the user to search a serial number to see manufacture date, warranty timeframe.
  - **Warranty Claim:** Here the user will be able to select ASP Parts or JOI Parts and proceed to enter warranty claims.
  - **My Account:** Edit profile, this screen will allow the user to see Order Status, Warranty, Invoice and Payment History. There is access to Account Balance, Import Orders and Cross Reference a part number. There are also links to take the user to Warranty Claim entry.
  - **Shopping Cart:** This will show how many items are in the cart with the dollar amount. By clicking on the shopping cart, it will open cart where the user can proceed to checkout.
  - **Search Bar:** Allows the user to search to locate a part number here.



### Body of the Home Page:

- This part of the Home Page will show all Recent Orders, Warranty Claim History, your Login Email, how to use the site information and the Technical Service phone number and email address.
- Along the bottom of the Home Page, there is quick access to Parts Diagrams, Quick Order and Order History.

The screenshot displays the main content area of the website. It is divided into several sections:

- Order Replacement Parts:** Includes contact information for "Web Motors" (Login Email: webmotors@yahoo.com, Last Login: 2/28/2020) and a link to "Edit My Profile". Below this is a paragraph about ordering parts for Minn Kota products.
- How to Use This Site:** A numbered list of six instructions for using the site, including how to search for parts and shipping information.
- Questions?:** Provides contact information for technical support: Toll-free: (800)-227-6433 (M-F, 7:00 am - 4:30 pm) Central Time, Email: service@minkotamotors.com.
- Payments accepted:** American Express, Visa, Discover, MasterCard.
- Recent Orders:** A table listing recent orders with columns for date, order ID, status, and amount. The table includes five entries from 2/14/2020 to 2/11/2020.
- Warranty Claim History:** A table listing warranty claim history with columns for date, claim ID, status, and amount. The table includes three entries from 2/27/2020 to 2/25/2020.
- Bottom Navigation:** Three large yellow buttons labeled "PARTS DIAGRAMS", "QUICK ORDER", and "ORDER HISTORY" are positioned at the bottom of the page.

## Section 3: Quick Order

Quick Order will be for when the user already knows the part number(s) they want to order.

1. Click on Quick Order on the Home Page Header.



2. The user will get a pop-up screen at which point they can enter the part numbers and quantity. Once entered it will populate a parts description to the right side of the screen.

### Quick Order ✕

You may use this simple form to order parts by item catalog number. Enter the catalog number in the left field exactly as it appears on the parts list and the quantity you would like to order in the right field. Items with an unrecognized number will not be added to the cart. When you have entered all the parts you would like to order, please click the "Add to Cart" button.

*note: If a part number contains a hyphen, it must be included in the part number field below. i.e. 123-456, 123-45-678*

Add Items Using My Part Numbers

2884023	1	ULTREX STEERING SENSOR BRD KIT CABLE STEER iPILOT SERVICE KIT
2064028	1	SWITCH,5 SPD FORWARD,3 REVERSE
2063605	1	T-BAR, PLASTIC (ENDURA) (N146)
2067201	1	LEVER-TILT (ENDURA) BLACK

Part Number	1
Part Number	1
Part Number	1
Part Number	1
Part Number	1
Part Number	1

3. Once this is completed click Add to cart.
4. The page will refresh confirming the parts have been added to your cart.

2884023	1	ULTREX STEERING SENSOR BRD KIT CABLE STEER iPILOT SERVICE KIT	Added to Cart <span>✕</span>
2064028	1	SWITCH,5 SPD FORWARD,3 REVERSE	Added to Cart <span>✕</span>
2063605	1	T-BAR, PLASTIC (ENDURA) (N146)	Added to Cart <span>✕</span>

- In the event the user fills up all the part number boxes and needs to add more parts to your cart. Click Add to Cart, once on the confirmation page is showing the parts have been added to your cart. Click on the clear button and it will clear the Quick Order entries and the user can continue to enter more parts.

**Quick Order** ✕

You may use this simple form to order parts by item catalog number. Enter the catalog number in the left field exactly as it appears on the parts list and the quantity you would like to order in the right field. Items with an unrecognized number will not be added to the cart. When you have entered all the parts you would like to order, please click the "Add to Cart" button.

*note: If a part number contains a hyphen, it must be included in the part number field below. i.e. 123-456, 123-45-678*

Add Items Using My Part Numbers

2994076	1	REMOTE ASSY, LINK TOUCHSCREEN I PILOT 3.0 REMOTE
<b>Added to Cart</b> <span style="float: right;">✕</span>		
2994000	1	CONTROL BOARD COMPASS ASY(SUB)
This item is obsolete. <a href="#" style="color: #0070c0; text-decoration: none;">Check for Replacements</a>		

Part Number	1
Part Number	1
Part Number	1
Part Number	1
Part Number	1
Part Number	1
Part Number	1
Part Number	1

Clear
Add To Cart
View Cart

NOTE: Obsolete parts are indicated by "Check for Replacements". If the part is obsolete it will show "No replacements available"

2994000	1	CONTROL BOARD COMPASS ASY(SUB)
No replacements available.		

- If the part number supersedes to a replacement part number, it will do so automatically when the user clicks "Add to Cart".

2064023	1	SWITCH-FWD/REV 5 SP (SUB)
Item is Obsolete and Replaced by: <a href="#" style="color: #0070c0; text-decoration: none;">Part # 2064028</a>		

- Once all the parts in your cart. Click "View Cart".

Clear
Add To Cart
View Cart



11. The Review Your Order screen allows the user to do to do the following:
- A. See Order Total
  - B. Enter a Purchase Order (PO) Number in the Customer PO Number field
  - C. Select Ship Complete, only to receive the order complete. This will hold the order until all the parts are available to ship together.
  - D. Choose a payment method
  - E. Choose a carrier for shipping.
  - F. Review order details.

## Place Order

Please note that parts are not returnable. If your order contains backorder parts they will be ship when they become available. You will receive a shipping notice via email. If you're uncertain about the part(s) you're ordering, please call us at (800)-227-6433 (M-F, 7:00 am – 4:30 pm) or email us at [service@minnkotamotors.com](mailto:service@minnkotamotors.com)

### Review Your Order

#### Shipping Instructions

UPS COLLECT # 9AR 750

#### Customer PO Number

PO NUMBER HERE

**B**

Ship Complete

**C**

#### How would you like to pay?

- Credit Card on file
- Other Credit Card
- Place Order on Account

**D**

#### Items

#### Bill To Information


Web Motors - 64695  
 RADIAL INC  
 935 FIRST AVE  
 KING OF PRUSSIA, PA 19406-1342  
 United States

Totals	
Shippable Parts	16.47
Backordered Parts	0.00
Subtotal of Parts	16.47
Total Freight	TBD
Total Tax	0.00
Adjustment	0.00
Currency	U.S. Dollar
<b>Order Total</b>	<b>16.47</b>

**A**

**Pay Now**

After reviewing the order, click on Pay Now.

Shipping	Items										
<b>Shipping Address</b> RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States <a href="#">Change</a>	 <b>SWITCH,5 SPD FORWARD,3 REVERSE</b> 2064028 <a href="#">Your Number 77777</a> Shipped Quantity: 1 Each Unit Price: 16.47 Total Price: 16.47										
<b>Shipping Method</b> Carrier: CUST PKUP/ROUTE <a href="#">Change</a>	<table border="0"> <tr> <td>Subtotal of Parts</td> <td>16.47</td> </tr> <tr> <td>Total Freight</td> <td>TBD</td> </tr> <tr> <td>Total Tax</td> <td>0.00</td> </tr> <tr> <td>Adjustment</td> <td>0.00</td> </tr> <tr> <td><b>Order Total</b></td> <td><b>16.47</b></td> </tr> </table>	Subtotal of Parts	16.47	Total Freight	TBD	Total Tax	0.00	Adjustment	0.00	<b>Order Total</b>	<b>16.47</b>
Subtotal of Parts	16.47										
Total Freight	TBD										
Total Tax	0.00										
Adjustment	0.00										
<b>Order Total</b>	<b>16.47</b>										
<b>Source Branch Plant Location</b> JOHNSON OUTDOORS- MSV-MANKATO SERVICE 121 POWER DR MANKATO, MN 56001-4790 United States	<p style="text-align: center;"><b>F - Review Order</b></p>										

**E**

12. The user will then be taken to an Order Confirmation Page and receive an email confirmation of your order. This page will show the user the following:

- A. Order Number
- B. Purchase Order (PO) Number that was used.
- C. Payment Information
- D. Shipping Information
- E. Items Ordered (quantity, part numbers and order Total)
- F. Print Friendly Option

## Order Confirmation

Your order has been received! An order confirmation has been sent to your email address. When your order ships, a shipping notification will be sent to your email address with a tracking number. Back ordered parts will ship when they become available and an additional shipping notification will be sent to your email address with a tracking number. Your credit card will be charged at the time back ordered parts are shipped. Thank you for your order! Please note, **PARTS ARE NOT RETURNABLE.**

Order Number: **A** SO-8426331  
 Customer PO Number: PO NUMBER HERE **B**  
 Currency: U.S. Dollar

Payments <b>C</b>			
<b>Payment Type:</b>	On Account	<b>Billing Address</b>	Shippable Parts 16.47
<b>Payment Amount:</b>	16.47	Web Motors - 64695	Backordered Parts 0.00
		RADIAL INC	Subtotal of Parts 16.47
		935 FIRST AVE	Total Freight TBD
		KING OF PRUSSIA, PA 19406-1342	Total Tax 0.00
		United States	Adjustment 0.00
			<b>Order Total 16.47</b>

Shipping <b>D</b>	Items Ordered <b>E</b>	Total
<b>Shipping Address</b> RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States	<b>SWITCH,5 SPD FORWARD,3 REVERSE</b> 2064028 <u>Your Number 77777</u> This item is replacement of: Shipped Quantity: 1 Each Unit Price: 16.47	16.47
<b>Shipping Method</b> Carrier: CUST PKUP/ROUTE		
<b>Source Branch Plant Location</b> JOHNSON OUTDOORS- MSV-MANKATO SERVICE 121 POWER DR MANKATO, MN 56001-4790 United States	Subtotal of Parts 16.47 Total Freight TBD Total Tax 0.00 Adjustment 0.00 <b>Order Total 16.47</b>	
<b>Requested Delivery Date</b> 3/4/2020		
<b>Shipping Instructions</b> UPS COLLECT # 9AR 750 Brian		

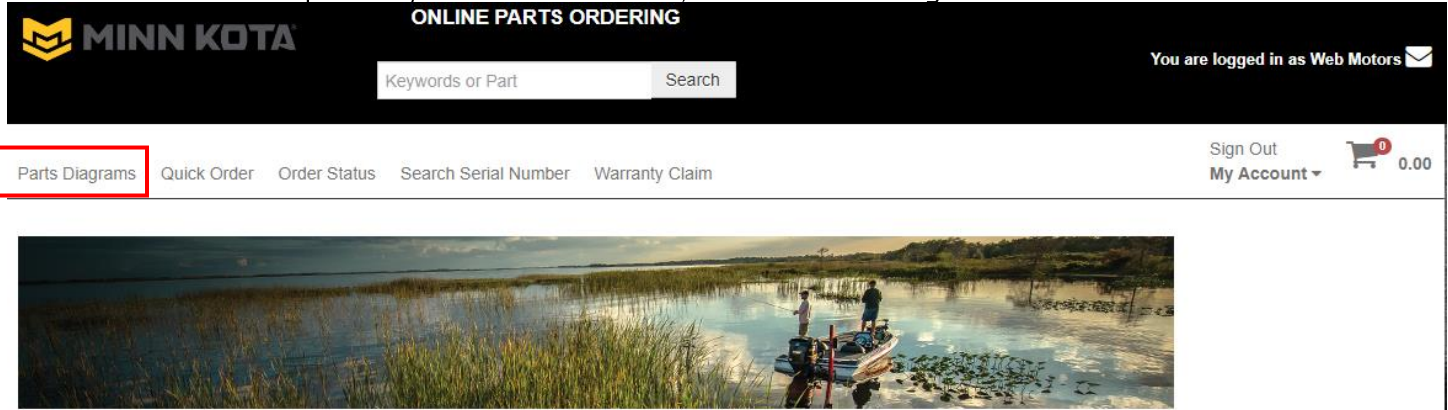
**F** [Print Friendly](#)

13. Order is complete.



## Section 4: Ordering Parts by Serial Number

1. To order parts by the serial number, select Parts Diagrams in the header bar.



2. A screen titled "[Search for Your Part Number](#)" will open. From here the user can "[Search Serial Numbers](#)" by typing the serial number of the product to locate the correct diagram. If the serial number does not validate, the user will need to "[Browse Diagrams](#)" to manually locate the parts diagram.

### Search for Your Part Number

Find the part number you need by finding the parts diagram for your product. You can search for the parts diagram by serial number, or by browsing for your product model number and year. There are diagrams for products manufactured from 1994 to present. Please click reference sheet below to determine the year your product was manufactured. Click [here](#) to know how to use this web site. Orders confirmed by 12 Noon Central Time, with Overnight Shipping selected, should ship the same day if the parts are in stock. All other orders should ship within the next 3 business days, depending on the shipment method chosen, and if the parts are in stock.

#### FIND PART NUMBER BY SERIAL NUMBER

Enter the serial number of your Minn Kota product to quickly retrieve the parts diagram for your unit, which you can use to find the part number.

NOTE: If you need assistance locating the serial number on a product, please use this [reference sheet](#). Serial number formats may include **MKAD2134567** or **J123MK12345**. If the serial number search does not find any records, please try the [browse diagrams](#) method.

#### FIND PART NUMBER BY BROWSING MODEL NUMBER/YEAR

You can also find parts diagram by browsing for your model number and model year.

#### ALREADY KNOW YOUR PART NUMBER?

Add items to your cart in a flash with the [Quick Order](#).



3. Please note the user can also access Quick Order from this screen as well.

4. Once the system validates the serial number, it will take you to the Search Parts Within this Model page.

**Search:** While looking at a parts list, clicking search takes the user to the search screen

**Product Line:** Will allow the user to browse diagrams.

**IPL:** Will take the user back to the most recent parts list the user had opened.

**Filter Panel Content:** Allows the user to search the Fast Moving Parts.

**Search for Parts Within this Model by part number or parts description**

**Model Description**

**Key Features**

**Literature:** Will provide access to Repair Manual, Service Bulletins, and parts Lists

**Notes:** OEM Notes would be entered by Minn Kota. User Notes would be entered by the Authorized Service Provider

**IPL = INTERACTIVE PARTS LIST.** Here there is access to the Parts List & Wiring Diagrams. Also, an option to print the IPLs.

**Fast Moving Parts:** This will show a list of parts that are the ordered the most often.

5. In the center of the Search Page, the user can access the parts list. Click on the model description to open the parts list or the wiring diagram to open.

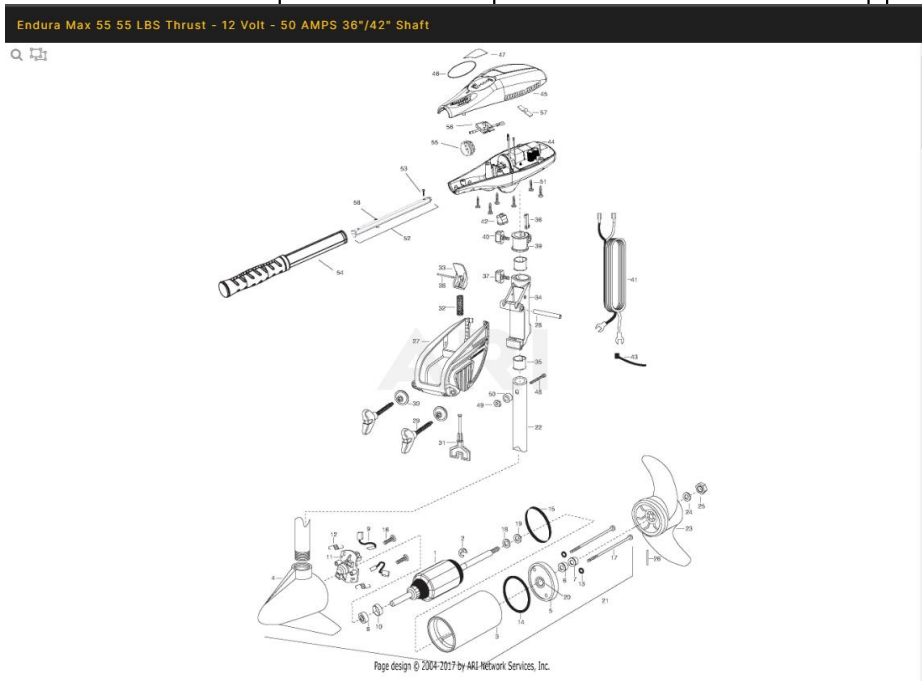
ENDURA MAX 55, 12 VOLT, 36 INCH OR 42 INCH SHAFT, 2064989 - 2017,2018

**IPLs**

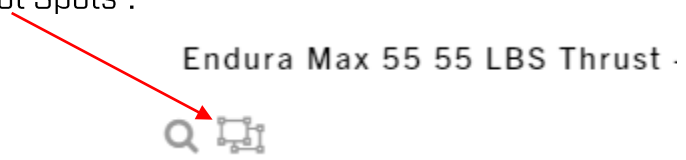
Endura Max 55 55 LBS Thrust - 12 Volt - 50 AMPS 36"/42" Shaft

Motor Wiring Diagram

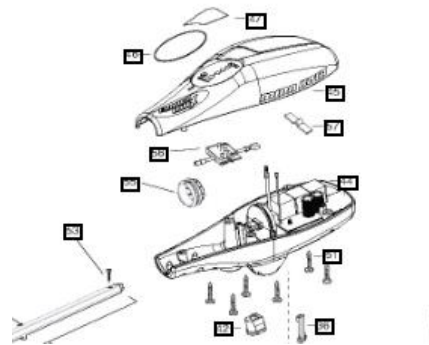
6. The user can now select parts from the parts list to add to the shopping cart.



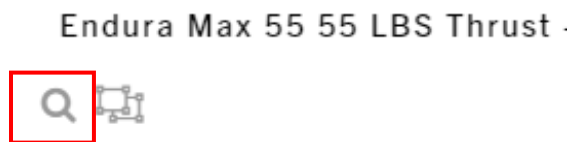
7. The images of the squares in the upper left-hand corner of the parts diagram will show the user the “Hot Spots”.



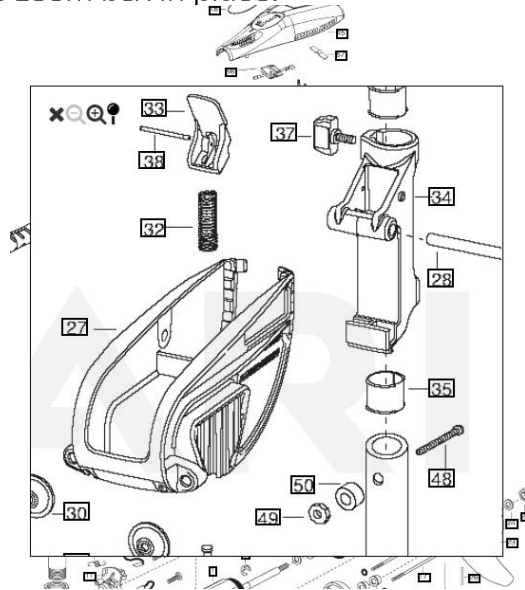
8. When the user clicks on the icon, Hot Spot Spots is selected and it will place black boxes around all the numbers on the drawing, showing the user where they can click to view the part.



9. The magnifying glass in the upper left-hand corner of the parts diagram, clicking on this will open a zoom window.



10. This allows the user to move the zoom box around the parts diagram and provide a zoomed in view of a selected area. Once the zoom box is over the section of the diagram, click and it will lock the zoom box in place.



11. The user will now have a zoomed in view of the selected area and can click on a hot spot. This will take the user to the selected part on the right side of the screen. At this point the user will see the part number, description, part image (if available), list price of the selected part and be able to select Add to Cart.

Part Number & Description

2011385  
SCREW, TENSION/NEW KNOB

Add To Cart

Qty: 1

Part Image

MSRP (It will show the ASP's cost once you have logged in and added the part to your cart)

MSRP: \$1.05 | Hide

Click Add to Cart to add part to the shopping cart

Click Hide to hide the MSRP

12. Once the user clicks add to cart, the part number list will expand. The user will see multiple lines. Most of the line items will show you a part number and state Prior. These would be old part numbers and you will not be able to add these to your cart.



⊕ 2031320 SCREW, TENSION	Prior
⊕ 201132 SCREW, SET COLLAR	Prior
⊕ 201136 SCREW, COLLAR	Prior
⊕ 2011360 SCREW, COLLAR	Prior
⊕ 203132 SCREW, TENSION	Prior
⊕ 2061310 SCREW, TENSION/KNOB	Prior
⊕ 201134 SCREW, COLLAR RND KNOB	Prior
⊕ 2011385 SCREW, TENSION/NEW KNOB	Current

13. The user will want to look for the last part number listed that states Current or Supersession.

14. Click the + sign to the left of the current part number and the part will be added to the shopping cart.



⊕ 2011385 SCREW, TENSION/NEW KNOB	Current
--------------------------------------	---------

15. Once the user has selected all the parts they want to order in their cart, they will need to scroll to the top and click on the shopping cart.

16. Once viewing the cart, the screen will display items that were added to the shopping cart.
  - A. The user may check pricing, check availability, remove items by checking the box to the left of the part image and then click on the Actions box. The user will see a drop-down menu with the option to remove an item from your cart.
  - B. The user may also adjust the quantity of the items in your cart.



17. The shopping cart view will also show if there is a part is on backorder



**My Cart**

Subtotal **188.54**  
 Currency U.S. Dollar  
 Continue Checkout

Your Shopping Cart Items

<input checked="" type="checkbox"/>		REMOTE ASY, iPILOT 1.6 : I PILOT 1.6 REMOTE 2994075 Available	1 Each 185.39	185.39
<input type="checkbox"/>		Bearing 140-010 Available	5 Each 3.15	3.15

I have read and accept the Terms and Conditions

18. Once order is complete and correct check the box to accept the Terms and Conditions.
19. Click Continue to Checkout. (The user can leave parts in your shopping cart without checking out, but inventories could change in the interim.)

20. The Review Your Order screen allows the user to do the following:

- A. See Order Total
- B. Enter a Purchase Order (PO) Number in the Customer PO Number field
- C. Select Ship Complete, only to receive the complete. This will hold the order until all the parts are available to ship together.
- D. Choose a payment method
- E. Choose a carrier for shipping.
- F. Review order details.

## Place Order

Please note that parts are not returnable. If your order contains backorder parts they will be ship when they become available. You will receive a shipping notice via email. If you're uncertain about the part(s) you're ordering, please call us at (800)-227-6433 (M-F, 7:00 am – 4:30 pm) or email us at [service@minnkotamotors.com](mailto:service@minnkotamotors.com)

### Review Your Order

#### Shipping Instructions

UPS COLLECT # 9AR 750

#### Customer PO Number

PO NUMBER HERE

**B**

Ship Complete

**C**

#### How would you like to pay?

- Credit Card on file
- Other Credit Card
- Place Order on Account

**D**

#### Items

#### Bill To Information


Web Motors - 64695  
RADIAL INC  
935 FIRST AVE  
KING OF PRUSSIA, PA 19406-1342  
United States

Totals	
Shippable Parts	16.47
Backordered Parts	0.00
Subtotal of Parts	16.47
Total Freight	TBD
Total Tax	0.00
Adjustment	0.00
Currency	U.S. Dollar
<b>Order Total</b>	<b>16.47</b>

**A**

**Pay Now**

After reviewing the order, click on Pay Now.

Shipping	Items										
<b>Shipping Address</b> RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States <a href="#">Change</a>	 <b>SWITCH,5 SPD FORWARD,3 REVERSE</b> 2064028 <a href="#">Your Number 7777</a> Shipped Quantity: 1 Each Unit Price: 16.47 Total Price: 16.47										
<b>Shipping Method</b> Carrier: CUST PKUP/ROUTE <a href="#">Change</a>											
<b>Source Branch Plant Location</b> JOHNSON OUTDOORS- MSV-MANKATO SERVICE 121 POWER DR MANKATO, MN 56001-4790 United States											
	<table border="1"><tbody><tr><td>Subtotal of Parts</td><td>16.47</td></tr><tr><td>Total Freight</td><td>TBD</td></tr><tr><td>Total Tax</td><td>0.00</td></tr><tr><td>Adjustment</td><td>0.00</td></tr><tr><td><b>Order Total</b></td><td><b>16.47</b></td></tr></tbody></table>	Subtotal of Parts	16.47	Total Freight	TBD	Total Tax	0.00	Adjustment	0.00	<b>Order Total</b>	<b>16.47</b>
Subtotal of Parts	16.47										
Total Freight	TBD										
Total Tax	0.00										
Adjustment	0.00										
<b>Order Total</b>	<b>16.47</b>										

**E**

**F - Review Order**

21. The user will then be taken to an Order Confirmation Page and receive an email confirmation of your order. This page will show the user the following:

- A. Order Number
- B. Purchase Order (PO) Number that was used.
- C. Payment Information
- D. Shipping Information
- E. Items Ordered (quantity, part numbers and order Total)
- F. Print Friendly Option

## Order Confirmation

Your order has been received! An order confirmation has been sent to your email address. When your order ships, a shipping notification will be sent to your email address with a tracking number. Back ordered parts will ship when they become available and an additional shipping notification will be sent to your email address with a tracking number. Your credit card will be charged at the time back ordered parts are shipped. Thank you for your order! Please note, **PARTS ARE NOT RETURNABLE.**

Order Number: SO-8426331 **A**  
 Customer PO Number: PO NUMBER HERE **B**  
 Currency: U.S. Dollar

Payments <b>C</b>			
<b>Payment Type:</b>	On Account	<b>Billing Address</b>	Shippable Parts 16.47
<b>Payment Amount:</b>	16.47	Web Motors - 64695	Backordered Parts 0.00
		RADIAL INC	Subtotal of Parts 16.47
		935 FIRST AVE	Total Freight TBD
		KING OF PRUSSIA, PA 19406-1342	Total Tax 0.00
		United States	Adjustment 0.00
			<b>Order Total 16.47</b>

Shipping <b>D</b>	Items Ordered <b>E</b>	Total
<b>Shipping Address</b> RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States	<b>SWITCH,5 SPD FORWARD,3 REVERSE</b> 2064028 <u>Your Number 77777</u> This item is replacement of: Shipped Quantity: 1 Each Unit Price: 16.47	16.47
<b>Shipping Method</b> Carrier: CUST PKUP/ROUTE		
<b>Source Branch Plant Location</b> JOHNSON OUTDOORS- MSV-MANKATO SERVICE 121 POWER DR MANKATO, MN 56001-4790 United States	Subtotal of Parts 16.47 Total Freight TBD Total Tax 0.00 Adjustment 0.00 <b>Order Total 16.47</b>	
<b>Requested Delivery Date</b> 3/4/2020		
<b>Shipping Instructions</b> UPS COLLECT # 9AR 750 Brian		

**F** [Print Friendly](#)

22. Order is completed.



## Section 5: Ordering Parts by Search Feature or by Parts Diagrams

These options would be required if no results were obtained by searching by the serial number

## Section 6: Ordering Parts by using the Search Feature

1. Find part number by browsing model number/year by clicking on “Browse Diagrams”

### Search for Your Part Number

Find the part number you need by finding the parts diagram for your product. You can search for the parts diagram by serial number, or by browsing for your product model number and year. There are diagrams for products manufactured from 1994 to present. Please click reference sheet below to determine the year your product was manufactured. Click [here](#) to know how to use this web site. Orders confirmed by 12 Noon Central Time, with Overnight Shipping selected, should ship the same day if the parts are in stock. All other orders should ship within the next 3 business days, depending on the shipment method chosen, and if the parts are in stock.

<h4>FIND PART NUMBER BY SERIAL NUMBER</h4> <input type="text" value="R026MK01391"/> <input type="button" value="SEARCH SERIAL NUMBER"/> <p>Enter the serial number of your Minn Kota product to quickly retrieve the parts diagram for your unit, which you can use to find the part number.</p> <p>NOTE: If you need assistance locating the serial number on a product, please use this <a href="#">reference sheet</a>. Serial number formats may include MKAD2134567 or J123MK12345. If the serial number search does not find any records, please try the <a href="#">browse diagrams</a> method.</p>	<h4>FIND PART NUMBER BY BROWSING MODEL NUMBER/YEAR</h4> <p>You can also find parts diagram by browsing for your model number and model year.</p> <input type="button" value="BROWSE DIAGRAMS"/>
--	---

### ALREADY KNOW YOUR PART NUMBER?

Add items to your cart in a flash with the [Quick Order](#)

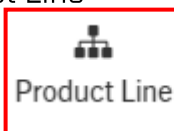


2. Please note the user can also access Quick Order from this screen as well.

3. There are two ways to browse the diagrams:

A. Type the model in the search bar

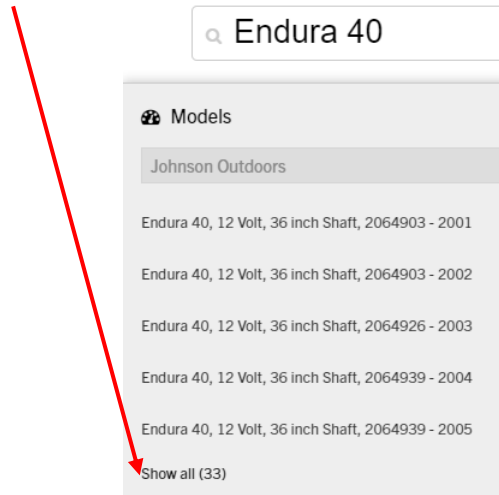
B. Click on Product Line



23. When the user “[Searches by Model](#)” in the search bar, it will offer a drop-down menu to select the model and thrust size.

- Endura 28, 12
- Endura 30
- Endura 30, 12
- Endura 34, 12
- Endura 36, 12
- Endura 38, 12
- Endura 40
- Endura 40, 12
- Endura 44, 12
- Endura 45

24. Once the model has been selected, it will take the user to a page where they can select the year model. [Click Show All if the year model that is being searched does not show up].



25. Once the user selects the model and year, it will open the Search for Parts Within this Model page

**Search for Parts Within this Model by part number or parts description**

**Search:** While looking at a parts list, clicking search takes the user to the search screen

**Product Line:** Will allow the user to browse diagrams.

**IPL:** Will take the user back to the most recent parts list the user had opened.

**Model Description**

**Filter Panel Content:** Allows the user to search the Fast Moving Parts.

**Key Features**

**Literature:** Will provide access to Repair Manual, Service Bulletins, and parts Lists

**Notes:** DEM Notes would be entered by Minn Kota. User Notes would be entered by the Authorized Service Provider

**IPL = INTERACTIVE PARTS LIST.** Here there is access to the Parts List & Wiring Diagrams. Also, an option to print the IPLs.

**Fast Moving Parts:** This will show a list of parts that are the ordered the most often.

26. In the center of the Search Page, the user can access the parts list. Click on the model description to open the parts list or the wiring diagram to open.

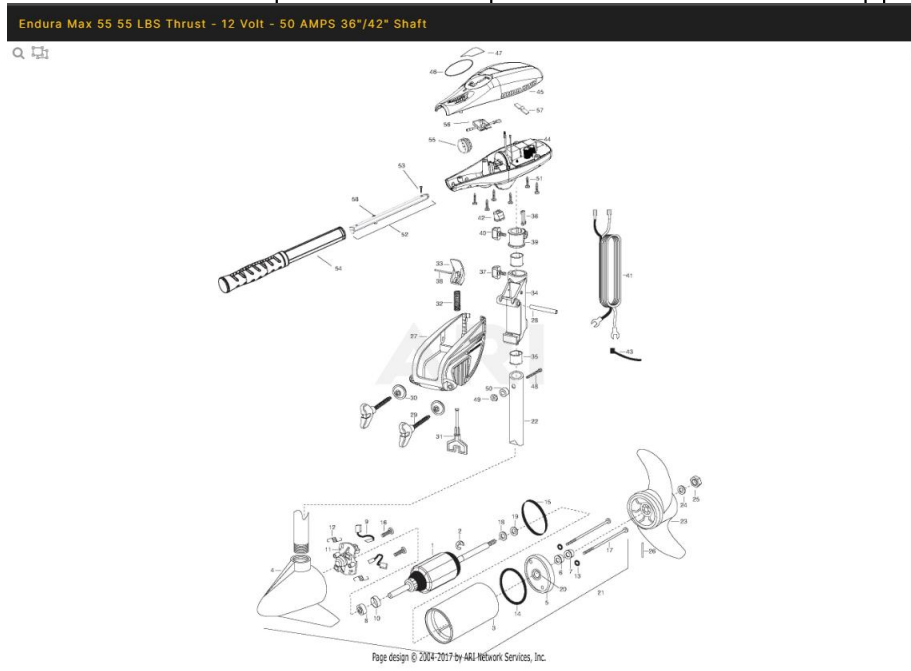
ENDURA MAX 55, 12 VOLT, 36 INCH OR 42 INCH SHAFT, 2064989 - 2017,2018

IPLs

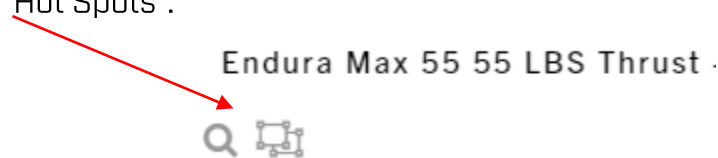
Endura Max 55 55 LBS Thrust - 12 Volt - 50 AMPS 36"/42" Shaft

Motor Wiring Diagram

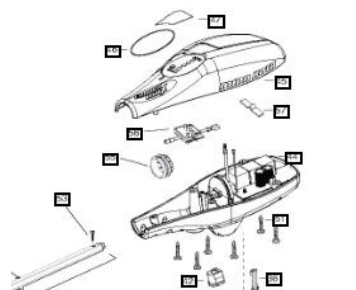
27. The user can now select parts from the parts list to add to the shopping cart.



28. The images of the squares in the upper left-hand corner of the parts diagram will show the user the "Hot Spots".



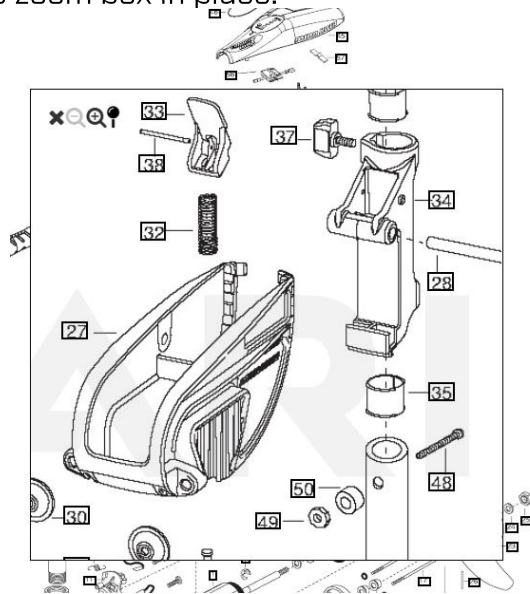
29. When the user clicks on the icon, Hot Spot Spots is selected and it will place black boxes around all the numbers on the drawing, showing the user where they can click to view the part.



30. The magnifying glass in the upper left-hand corner of the parts diagram, clicking on this will open a zoom window.



31. This allows the user to move the zoom box around the parts diagram and provide a zoomed in view of a selected area. Once the zoom box is over the section of the diagram, click and it will lock the zoom box in place.



32. The user will now have a zoomed in view of the selected area and can click on a hot spot.

33. This will take the user to the selected part on the right side of the screen. At this point the user will see the part number, description, part image (if available), list price of the selected part and be able to select "Add to Cart."

Part Number & Description

2011385  
SCREW, TENSION/NEW KNOB 37

Add to Cart

Click Add to Cart to add part to the shopping cart

Part Image (if available)

Part Image

MSRP (It will show the ASP's cost once you have logged in and added the part to your cart)

MSRP: \$1.05 | Hide

User can also select 'Hide' to hide the price of the part

34. Once the user clicks add to cart, the part number list will expand. The user will see multiple lines. Most of the line items will show you a part number and state Prior. These would be old part numbers and you will not be able to add these to your cart



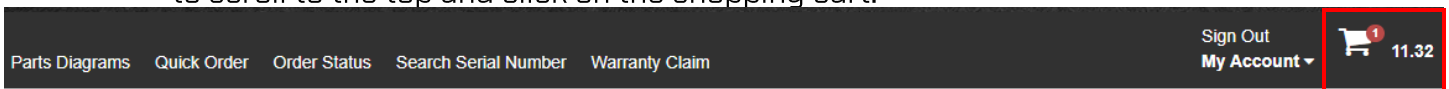
2031320 SCREW,TENSION	Prior
201132 SCREW, SET COLLAR	Prior
201136 SCREW,COLLAR	Prior
2011360 SCREW,COLLAR	Prior
203132 SCREW,TENSION	Prior
2061310 SCREW, TENSION/KNOB	Prior
201134 SCREW, COLLAR RND KNOB	Prior
2011385 SCREW,TENSION/NEW KNOB	Current

35. The user will want to look for the last part number listed that states Current or Supersession.

36. Click the + sign to the left of the current part number and the part will be added to the shopping cart.

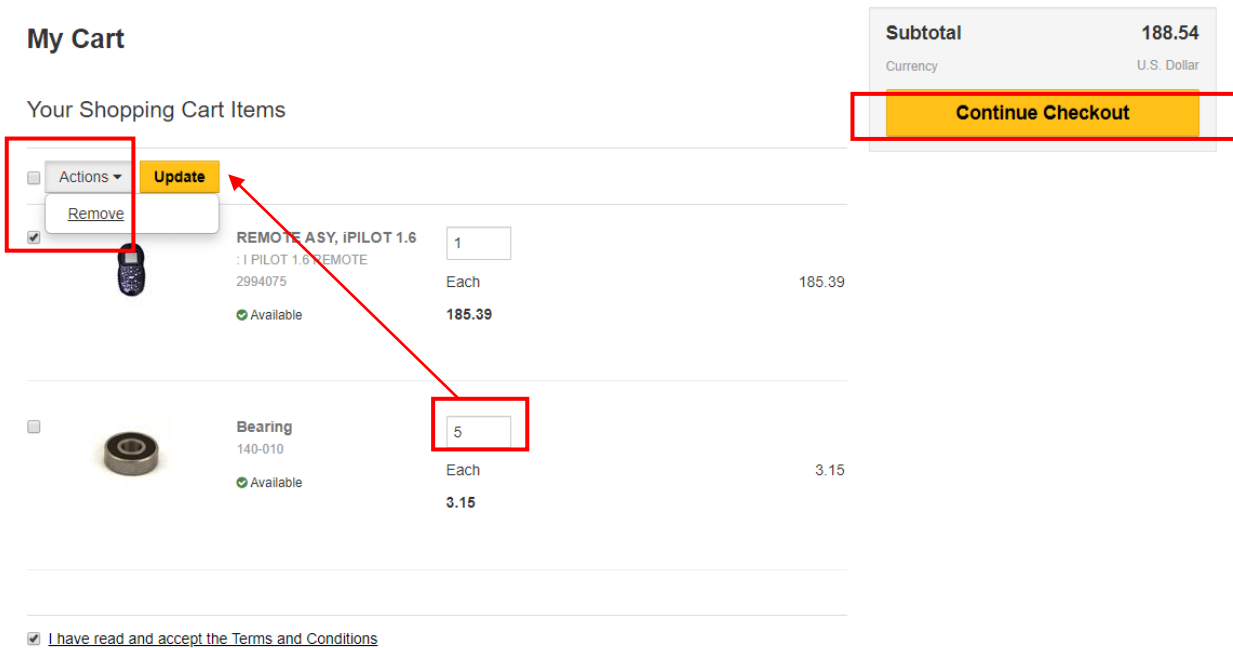


37. Once the user has selected all of the parts they want to order in their cart, they will need to scroll to the top and click on the shopping cart.



38. Once viewing the cart, the screen will display items that were added to the shopping cart.

- A. The user may check pricing, check availability, remove items by checking the box to the left of the part image and then click on the Actions box. The user will see a drop-down menu with the option to remove an item from your cart.
- B. The user may also adjust the quantity of the items in your cart.



39. The shopping cart view will also show if there is a part is on backorder



40. Once order is complete and correct check the box to accept the Terms and Conditions.

41. Click Continue to Checkout. (The user can leave parts in your shopping cart without checking out, but inventories could change in the interim.)

42. The Review Your Order screen allows the user to do the following:

- A. See Order Total
- B. Enter a Purchase Order (PO) Number in the Customer PO Number field
- C. Select Ship Complete, only to receive the complete. This will hold the order until all the parts are available to ship together.
- D. Choose a payment method
- E. Choose a carrier for shipping.
- F. Review order details.

## Place Order

Please note that parts are not returnable. If your order contains backorder parts they will be ship when they become available. You will receive a shipping notice via email. If you're uncertain about the part(s) you're ordering, please call us at (800)-227-6433 (M-F, 7:00 am – 4:30 pm) or email us at [service@minnkotamotors.com](mailto:service@minnkotamotors.com)

### Review Your Order

#### Shipping Instructions

UPS COLLECT # 9AR 750

#### Customer PO Number

PO NUMBER HERE **B**

Ship Complete **C**

How would you like to pay?

- Credit Card on file **D**
- Other Credit Card
- Place Order on Account

#### Bill To Information

Web Motors - 64695  
 RADIAL INC  
 935 FIRST AVE  
 KING OF PRUSSIA, PA 19406-1342  
 United States

Totals	
Shippable Parts	16.47
Backordered Parts	0.00
Subtotal of Parts	16.47
Total Freight	TBD
Total Tax	0.00
Adjustment	0.00
Currency	U.S. Dollar
<b>Order Total</b>	<b>16.47</b>
<b>Pay Now</b>	

### Items

Shipping	Items
<p><b>Shipping Address</b>            RADIAL INC            935 FIRST AVE            KING OF PRUSSIA, PA            19406-1342            United States  <a href="#">Change</a></p> <p><b>Shipping Method</b>            Carrier: CUST PKUP/ROUTE  <a href="#">Change</a> <b>E</b></p> <p><b>Source Branch Plant Location</b>            JOHNSON OUTDOORS-            MSV-MANKATO SERVICE            121 POWER DR            MANKATO, MN 56001-4790            United States</p>	<p><b>SWITCH,5 SPD FORWARD,3 REVERSE</b>            2064028  <a href="#">Your Number 77777</a>            Shipped Quantity: 1 Each            Unit Price: 16.47            Total Price: 16.47</p> <p>Subtotal of Parts 16.47            Total Freight TBD            Total Tax 0.00            Adjustment 0.00  <b>Order Total 16.47</b></p> <p style="text-align: center;"><b>F - Review Order</b></p>

After reviewing the order, click on Pay Now.

43. The user will then be taken to an Order Confirmation Page and receive an email confirmation of your order. This page will show the user the following:

- A. Order Number
- B. Purchase Order (PO) Number that was used.
- C. Payment Information
- D. Shipping Information
- E. Items Ordered (quantity, part numbers and order Total)
- F. Print Friendly Option

## Order Confirmation

Your order has been received! An order confirmation has been sent to your email address. When your order ships, a shipping notification will be sent to your email address with a tracking number. Back ordered parts will ship when they become available and an additional shipping notification will be sent to your email address with a tracking number. Your credit card will be charged at the time back ordered parts are shipped. Thank you for your order! Please note, **PARTS ARE NOT RETURNABLE.**

Order Number: SO-8426331 **A**  
 Customer PO Number: PO NUMBER HERE **B**  
 Currency: U.S. Dollar

Payments <b>C</b>			
<b>Payment Type:</b>	On Account	<b>Billing Address</b>	Shippable Parts 16.47
<b>Payment Amount:</b>	16.47	Web Motors - 64695	Backordered Parts 0.00
		RADIAL INC	Subtotal of Parts 16.47
		935 FIRST AVE	Total Freight TBD
		KING OF PRUSSIA, PA 19406-1342	Total Tax 0.00
		United States	Adjustment 0.00
			<b>Order Total 16.47</b>

Shipping <b>D</b>	Items Ordered	Total
<b>Shipping Address</b> RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States	<b>SWITCH,5 SPD FORWARD,3 REVERSE</b> 2064028 <u>Your Number 77777</u> This item is replacement of: Shipped Quantity: 1 Each <b>E</b> Unit Price: 16.47	16.47
<b>Shipping Method</b> Carrier: CUST PKUP/ROUTE		
<b>Source Branch Plant Location</b> JOHNSON OUTDOORS- MSV-MANKATO SERVICE 121 POWER DR MANKATO, MN 56001-4790 United States		
<b>Requested Delivery Date</b> 3/4/2020		
<b>Shipping Instructions</b> UPS COLLECT # 9AR 750 Brian		
	Subtotal of Parts 16.47 Total Freight TBD Total Tax 0.00 Adjustment 0.00 <b>Order Total 16.47</b>	

[Print Friendly](#)

44. Order is complete.

**F**

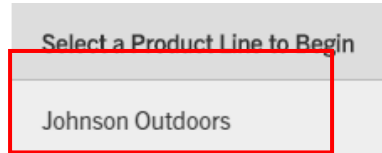


## Section 7: Ordering Parts by Product Line

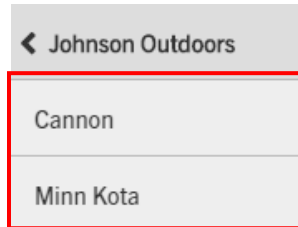
1. When the user searches by “**Product Line**”. Click on Product Line:



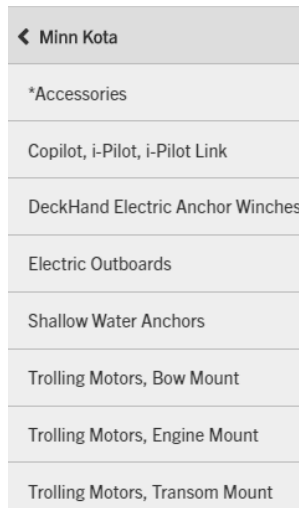
2. Click on “**Johnson Outdoors**”



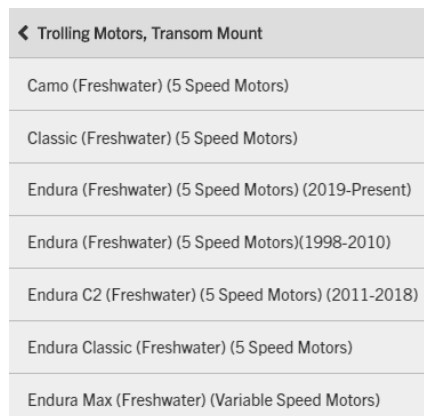
3. Select Minn Kota or Cannon



4. Select a Product



5. Select a Model




6. Select the thrust

← Endura Max (Freshwater) (Variable Speed Motors)
Endura Max 40 (12 Volt)
Endura Max 44 (12 Volt)
Endura Max 45 (12 Volt)
Endura Max 50 (12 Volt)
Endura Max 55 (12 Volt)

7. Select the year

← Endura Max 50 (12 Volt)
Endura Max 50, 12 Volt, 36 inch or 42 inch Shaft, 2064988 - 2013
Endura Max 50, 12 Volt, 36 inch or 42 inch Shaft, 2064988 - 2014
Endura Max 50, 12 Volt, 36 inch or 42 inch Shaft, 2064988 - 2015,2016
Endura Max 50, 12 Volt, 36 inch or 42 inch Shaft, 2064988 - 2017,2018
Endura Max 50, 12 Volt, 36 inch or 42 inch Shaft, 2064988 - 2019, 2020

8. Click on View Model Detail

← Endura Max 50, 12 Volt, 36 inch or 42 inch Shaft, 2064988 - 2017,2018
 View Model Detail
Endura Max 50 50 LBS Thrust - 12 Volt - 42 AMPS 36"/42" Shaft
Motor Wiring Diagram

9. Once the user selects the model and year, it will open the Search for Parts Within this Model page

**Search for Parts Within this Model by part number or parts description**

**Search:** While looking at a parts list, clicking search takes the user to the search screen

**Product Line:** Will allow the user to browse diagrams.

**IPL:** Will take the user back to the most recent parts list the user had opened.

**Model Description**

**Filter Panel Content:** Allows the user to search the Fast Moving Parts.

**Key Features**

**Literature:** Will provide access to Repair Manual, Service Bulletins, and parts Lists

**Notes:** OEM Notes would be entered by Minn Kota. User Notes would be entered by the Authorized Service Provider

**IPL = INTERACTIVE PARTS LIST.** Here there is access to the Parts List & Wiring Diagrams. Also, an option to print the IPLs.

**Fast Moving Parts:** This will show a list of parts that are the ordered the most often.

10. In the center of the Search Page, the user can access the parts list. Click on the model description to open the parts list or the wiring diagram to open.

ENDURA MAX 55, 12 VOLT, 36 INCH OR 42 INCH SHAFT, 2064989 - 2017,2018

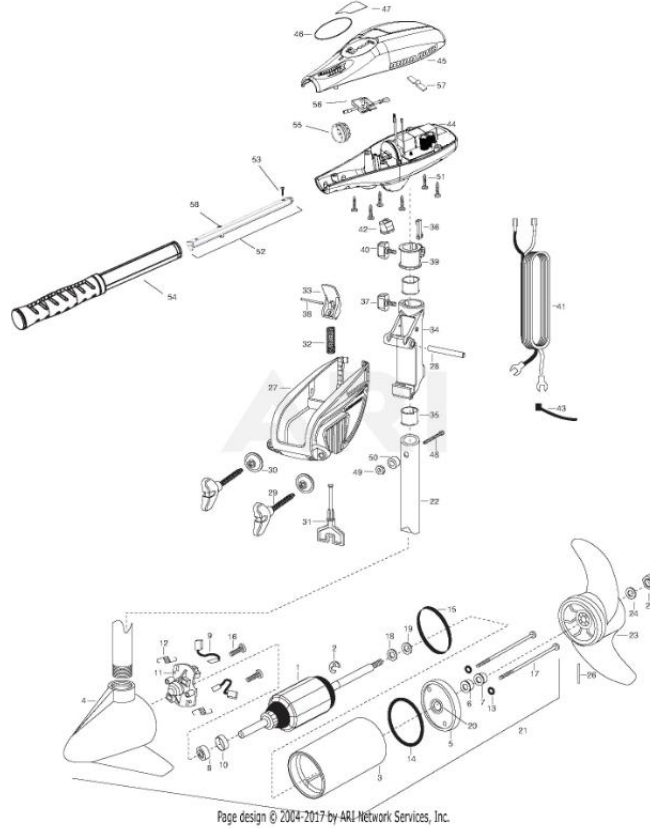
**IPLs**

Endura Max 55 55 LBS Thrust - 12 Volt - 50 AMPS 36"/42" Shaft

Motor Wiring Diagram

11. The user can now select parts from the parts list to add to the shopping cart.

Endura Max 55 55 LBS Thrust - 12 Volt - 50 AMPS 36"/42" Shaft

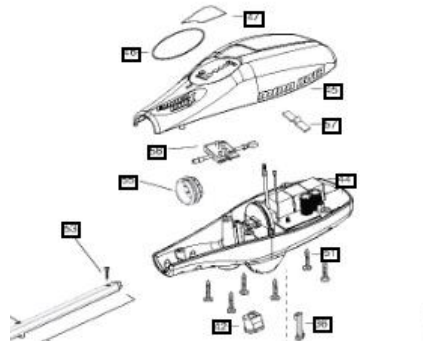


12. The images of the squares in the upper left-hand corner of the parts diagram will show the user the "Hot Spots".

Endura Max 55 55 LBS Thrust .



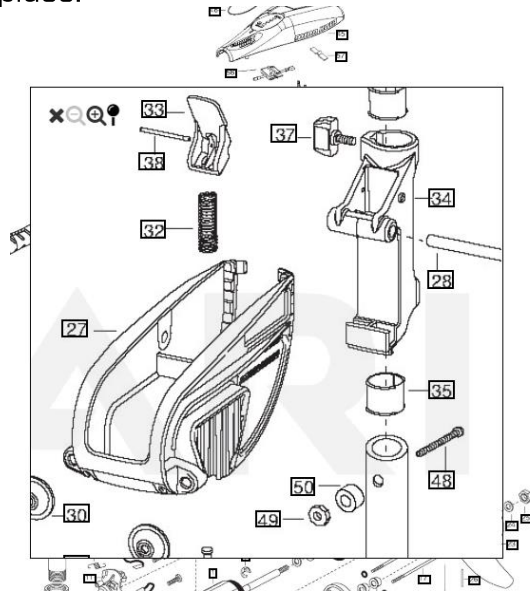
13. When the user clicks on the icon, Hot Spot Spots is selected and it will place black boxes around all the numbers on the drawing, showing the user where they can click to view the part.



14. The magnifying glass in the upper left-hand corner of the parts diagram, clicking on this will open a zoom window.



15. This allows the user to move the zoom box around the parts diagram and provide a zoomed in view of a selected area. Once the zoom box is over the section of the diagram, click and it will lock the zoom box in place.



16. The user will now have a zoomed in view of the selected area and can click on a hot spot.

17. This will take the user to the selected part on the right side of the screen. At this point the user will see the part number, description, part image (if available), list price of the selected part and be able to select Add to Cart

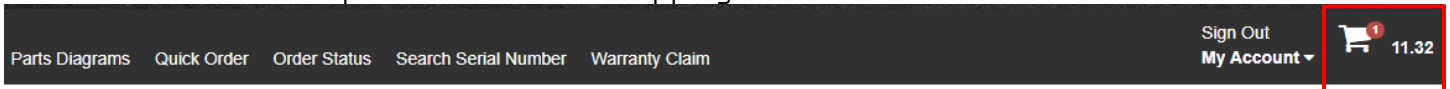
A screenshot of a product detail page for a screw. The page shows the part number "2011385", description "SCREW, TENSION/NEW KNOB", and a price of "MSRP: \$1.05". There is an "Add To Cart" button and a "Part Image" section showing a black knob with a silver screw. Callout boxes with arrows point to these elements:

- Top right: "Click Add to Cart to add part to the shopping cart" (points to the "Add To Cart" button)
- Middle left: "Part Image (if available)" (points to the "Part Image" section)
- Bottom left: "MSRP (It will show the ASP's cost once you have logged in and added the part to your cart)" (points to the "MSRP: \$1.05" text)
- Bottom right: "User can also select 'Hide' to hide the price of the part" (points to the "Hide" link)

18. Click the + sign to the left of the current part number and the part will be added to the shopping cart.



19. Once the user has selected all the parts they want to order in their cart, they will need to scroll to the top and click on the shopping cart.



20. Once viewing the cart, the screen will display items that were added to the shopping cart.



- a. The user may check pricing, check availability, remove items by checking the box to the left of the part image and then click on the Actions box. The user will see a drop-down menu with the option to remove an item from your cart.
- b. The user may also adjust the quantity of the items in your cart.

21. The shopping cart view will also show if there is a part is on backorder



## My Cart

### Your Shopping Cart Items

Item	Quantity	Unit Price	Total Price
<input checked="" type="checkbox"/> Actions <b>Update</b> <input type="checkbox"/> Remove 	1	185.39	185.39
<input type="checkbox"/>  Bearing 140-010	5	3.15	15.75

**Subtotal** 188.54  
Currency U.S. Dollar  
**Continue Checkout**

I have read and accept the Terms and Conditions

22. Once order is complete and correct check the box to accept the Terms and Conditions

23. Click Continue Checkout. (The user can leave parts in your shopping cart without checking out, but inventories could change in the interim.)

24. The Review Your Order screen allows the user to do the following:

- See Order Total
- Enter a PO Number in the Customer PO Number field
- Select Ship Complete, only to receive the complete. This will hold the order until all the parts are available to ship together.
- Choose a payment method
- Choose a carrier for shipping.
- Review order details.

## Place Order

Please note that parts are not returnable. If your order contains backorder parts they will be ship when they become available. You will receive a shipping notice via email. If you're uncertain about the part(s) you're ordering, please call us at (800)-227-6433 (M-F, 7:00 am – 4:30 pm) or email us at [service@minnkotamotors.com](mailto:service@minnkotamotors.com)

### Review Your Order

#### Shipping Instructions

UPS COLLECT # 9AR 750

#### Customer PO Number

PO NUMBER HERE

**B**

Ship Complete

**C**

How would you like to pay?

- Credit Card on file
- Other Credit Card
- Place Order on Account

**D**

#### Items

#### Bill To Information

Web Motors - 64695  
 RADIAL INC  
 935 FIRST AVE  
 KING OF PRUSSIA, PA 19406-1342  
 United States

Totals	
Shippable Parts	16.47
Backordered Parts	0.00
Subtotal of Parts	16.47
Total Freight	TBD
Total Tax	0.00
Adjustment	0.00
Currency	U.S. Dollar
<b>Order Total</b>	<b>16.47</b>
<b>Pay Now</b>	

**A**

After reviewing the order, click on Pay Now.

Shipping	Items										
<p><b>Shipping Address</b>                      RADIAL INC                      935 FIRST AVE                      KING OF PRUSSIA, PA                      19406-1342                      United States  <a href="#">Change</a></p> <p><b>Shipping Method</b>                      Carrier: CUST PKUP/ROUTE  <a href="#">Change</a></p> <p><b>Source Branch Plant Location</b>                      JOHNSON OUTDOORS-                      MSV-MANKATO SERVICE                      121 POWER DR                      MANKATO, MN 56001-4790                      United States</p>	<p><b>SWITCH,5 SPD FORWARD,3 REVERSE</b></p> <p>2064028  <a href="#">Your Number 77777</a>                      Shipped Quantity: 1 Each                      Unit Price: 16.47                      Total Price: 16.47</p> <table border="0"> <tr> <td>Subtotal of Parts</td> <td></td> </tr> <tr> <td>Total Freight</td> <td>0.00</td> </tr> <tr> <td>Total Tax</td> <td>0.00</td> </tr> <tr> <td>Adjustment</td> <td>0.00</td> </tr> <tr> <td><b>Order Total</b></td> <td><b>16.47</b></td> </tr> </table>	Subtotal of Parts		Total Freight	0.00	Total Tax	0.00	Adjustment	0.00	<b>Order Total</b>	<b>16.47</b>
Subtotal of Parts											
Total Freight	0.00										
Total Tax	0.00										
Adjustment	0.00										
<b>Order Total</b>	<b>16.47</b>										

**E**

**F - Review Order**

25. The user will then be taken to an Order Confirmation Page and receive an email confirmation of your order. This page will show the user the following:

- a. Order Number
- b. PO Number that was used.
- c. Payment Information
- d. Shipping Information
- e. Items Ordered (quantity, part numbers and order Total)
- f. Print Friendly Option

## Order Confirmation

Your order has been received! An order confirmation has been sent to your email address. When your order ships, a shipping notification will be sent to your email address with a tracking number. Back ordered parts will ship when they become available and an additional shipping notification will be sent to your email address with a tracking number. Your credit card will be charged at the time back ordered parts are shipped. Thank you for your order! Please note, **PARTS ARE NOT RETURNABLE.**

Order Number: SO-8426331 **A**  
 Customer PO Number: PO NUMBER HERE **B**  
 Currency: U.S. Dollar

Payments <b>C</b>			
<b>Payment Type:</b>	On Account	<b>Billing Address</b>	Shippable Parts 16.47
<b>Payment Amount:</b>	16.47	Web Motors - 64695	Backordered Parts 0.00
		RADIAL INC	Subtotal of Parts 16.47
		935 FIRST AVE	Total Freight TBD
		KING OF PRUSSIA, PA 19406-1342	Total Tax 0.00
		United States	Adjustment 0.00
			<b>Order Total 16.47</b>

Shipping <b>D</b>	Items Ordered <b>E</b>	Total
<b>Shipping Address</b> RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States  <b>Shipping Method</b> Carrier: CUST PKUP/ROUTE  <b>Source Branch Plant Location</b> JOHNSON OUTDOORS- MSV-MANKATO SERVICE 121 POWER DR MANKATO, MN 56001-4790 United States  <b>Requested Delivery Date</b> 3/4/2020  <b>Shipping Instructions</b> UPS COLLECT # 9AR 750 Brian	<b>SWITCH,5 SPD FORWARD,3 REVERSE</b> 2064028 <u>Your Number 77777</u> This item is replacement of: Shipped Quantity: 1 Each Unit Price: 16.47	16.47
	Subtotal of Parts 16.47 Total Freight TBD Total Tax 0.00 Adjustment 0.00 <b>Order Total 16.47</b>	

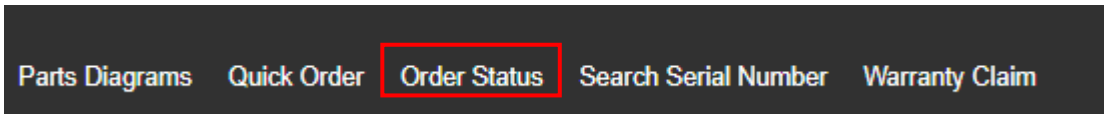
**F** [Print Friendly](#)

26. Order is complete.

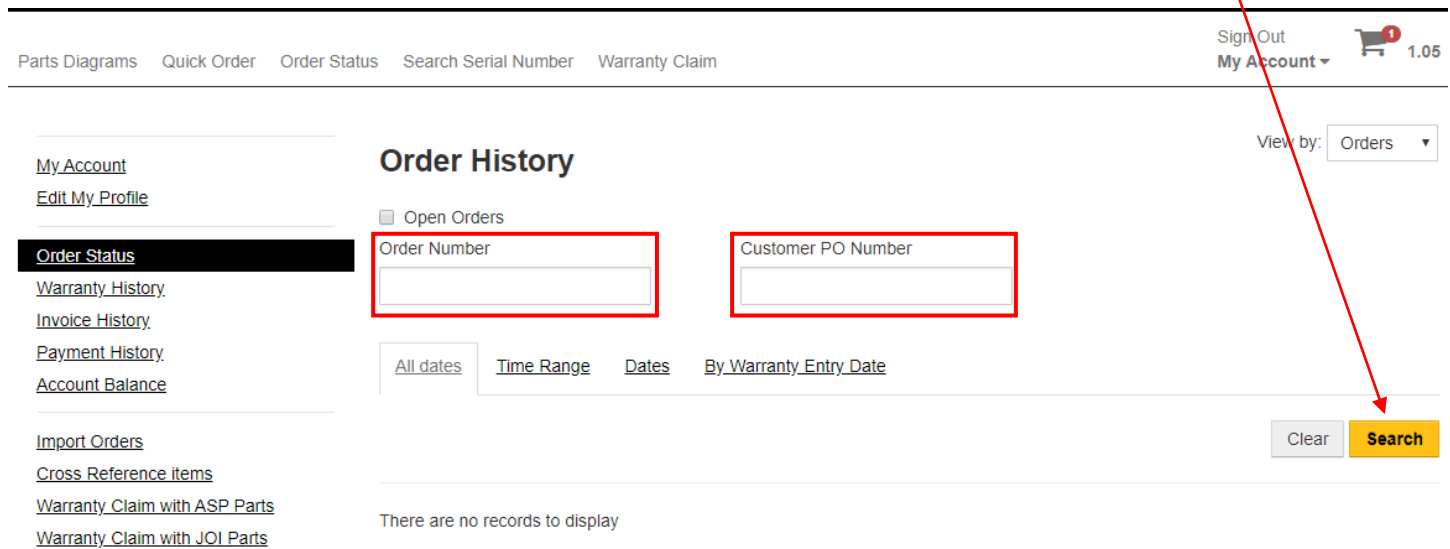


## Section 8: Order & Warranty Claim Status

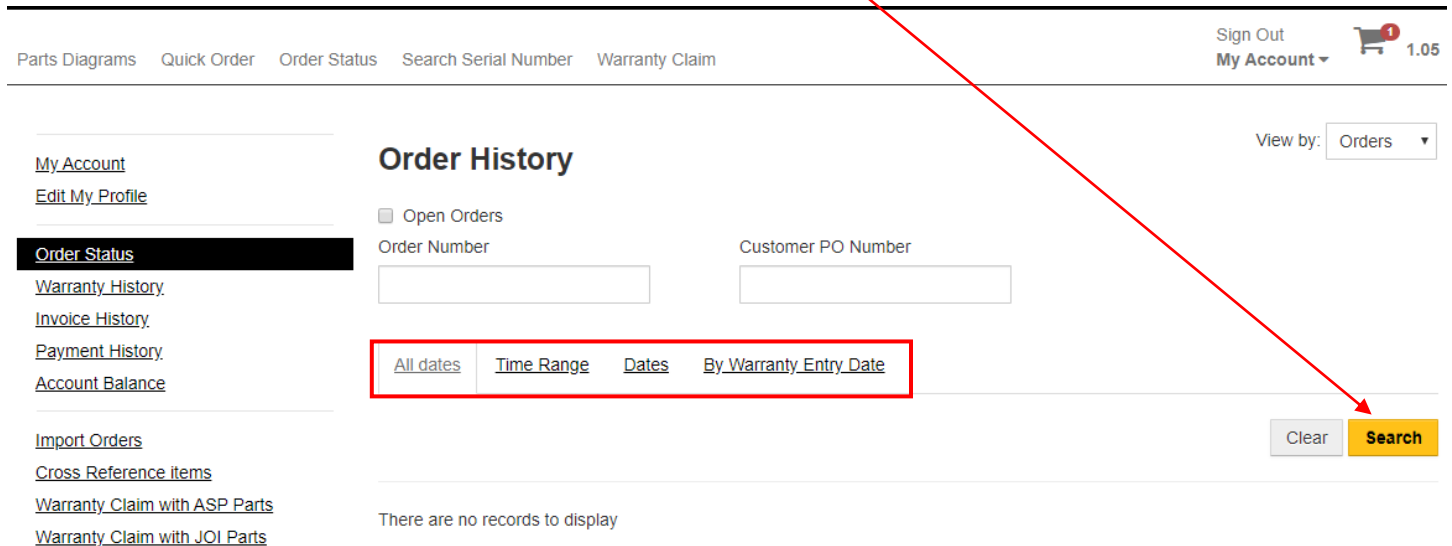
1. From the home screen, click on “Order Status”



2. If the user has the Order Number or the Purchase Order (PO) Number that was assigned it can be searched in either field. Enter the order or purchase order number and click Search.



3. The user can also search a broader range of time by clicking on “All dates”, “Time Range”, “Dates” or “By Warranty Entry Date”. Click Search



4. The Search Results will show below. It will show the user if the orders are Completed, On Hold or Open.
  - a. Order Types:
    - i. MK Orders – Minn Kota Warranty Claims
    - ii. CN Orders – Cannon Warranty Claims
    - iii. SO Orders – Parts Orders
    - iv. SM Orders – Free Goods Orders
    - v. CO or CA Orders – Credit Orders

Note: The user may notice some claims are “On Hold”, this means those orders are awaiting review by Minn Kota.

From  To

Search Results 

Order Number	Customer PO Number	Order Date:	Entry Date	Order Status	Currency	Product Total *
<a href="#">SO-8426141</a>		2/14/2020	2/14/2020	Completed	USD	16.47
<a href="#">SO-8426131</a>		2/14/2020	2/14/2020	Completed	USD	253.37
<a href="#">SO-8426129</a>		2/14/2020	2/14/2020	Completed	USD	815.75
<a href="#">SO-8426111</a>	123456	2/13/2020	2/13/2020	On Hold	USD	19.78
<a href="#">MK-1487691</a>	vvvvv	12/10/2019	2/14/2020	Completed	USD	0.00
<a href="#">SM-8426158</a>	leesch	6/21/2017	2/13/2020	Open	USD	0.00

5. To see a breakdown of each order or claim (to see what was allowed/reimbursed) click on that specific order.

Order Detail

Order Number: MK-1487691-00007  
 Customer PO Number: vvvvv  
 Order Date: 12/10/2019  
 Currency: U.S. Dollar

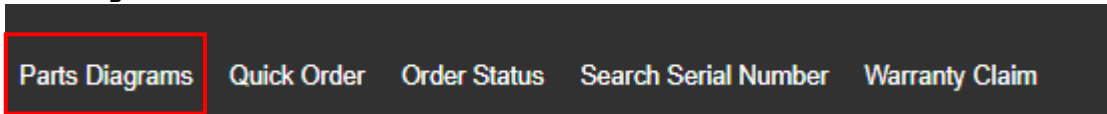
Payments	
Billing Address	Shippable Parts 0.00
Web Motors - 0	Backordered Parts 0.00
RADIAL INC	Subtotal of Parts 0.00
935 FIRST AVE	Total Freight TBD
KING OF PRUSSIA, PA 19406-1342	Total Tax 0.00
United States	Adjustment 0.00
	Order Total 0.00

Actions

Shipping	Items Ordered	Total
Shipping Address	b Endura Max	0.00
RADIAL INC (ACW)	Order Closed	
RADIAL INC	M0001	
935 FIRST AVE	Invoice Number: MI-1399200	
KING OF PRUSSIA, PA		
19406-1342		
United States		
Order Date	Subtotal of Parts	0.00
2/14/2020	Shipment Freight	TBD
Shipping Instructions	Total Tax	0.00
Kelly I need this ASAP Get on it. Please	Adjustment	0.00
	Order Total	0.00

## Section 9: Accessing Service Provider Materials (Repair Manuals, Service Bulletins, Videos etc.)

1. Make sure to log on to the parts and warranty portal or you will not have access to this section.
2. Click on Parts Diagrams



3. Click on Browse Diagrams

### Search for Your Part Number

Find the part number you need by finding the parts diagram for your product. You can search for the parts diagram by serial number, or by browsing for your product model number and year. There are diagrams for products manufactured from 1994 to present. Please click reference sheet below to determine the year your product was manufactured. Click [here](#) to know how to use this web site. Orders confirmed by 12 Noon Central Time, with Overnight Shipping selected, should ship the same day if the parts are in stock. All other orders should ship within the next 3 business days, depending on the shipment method chosen, and if the parts are in stock.

<b>FIND PART NUMBER BY SERIAL NUMBER</b> <input type="text" value="R026MK01391"/> <b>SEARCH SERIAL NUMBER</b> Enter the serial number of your Minn Kota product to quickly retrieve the parts diagram for your unit, which you can use to find the part number. <small>NOTE: If you need assistance locating the serial number on a product, please use this <a href="#">reference sheet</a>. Serial number formats may include <b>MKAD2134567</b> or <b>J123MK12345</b>. If the serial number search does not find any records, please try the <a href="#">browse diagrams</a> method.</small>	<b>FIND PART NUMBER BY BROWSING MODEL NUMBER/YEAR</b> You can also find parts diagram by <input type="text"/> browsing for your model number and model year. <b>BROWSE DIAGRAMS</b>
--	---

### ALREADY KNOW YOUR PART NUMBER?

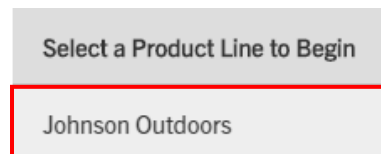
Add items to your cart in a flash with the [Quick Order](#)



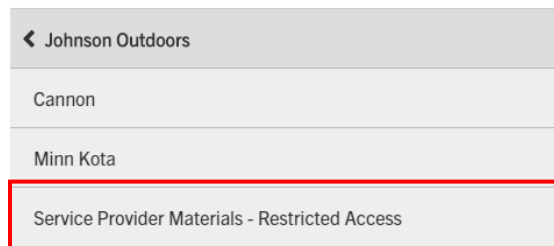
4. Click on “Product Line” in the upper right-hand corner.



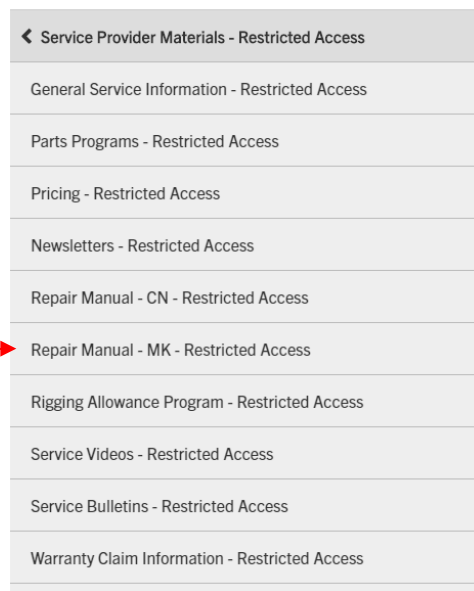
5. Click on “Johnson Outdoors”



6. Select “Service Provider Materials – Restricted Access”

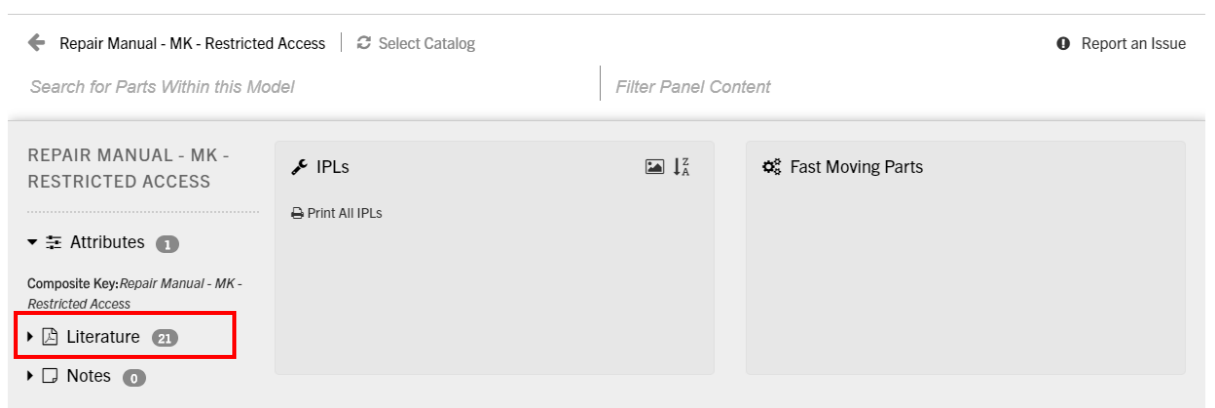


7. From here the user can access all the documents. Pricing, Newsletters, Repair Manuals, Service Videos, much more.



8. Once here the user can select a category. In this example we will select Repair Manual – MK – Restricted Access.

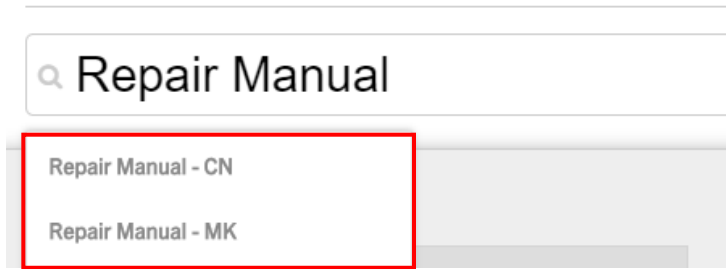
9. Once the user has selected that category, the Search for Parts Within this Model page will open. Down the left-hand side click on Literature.



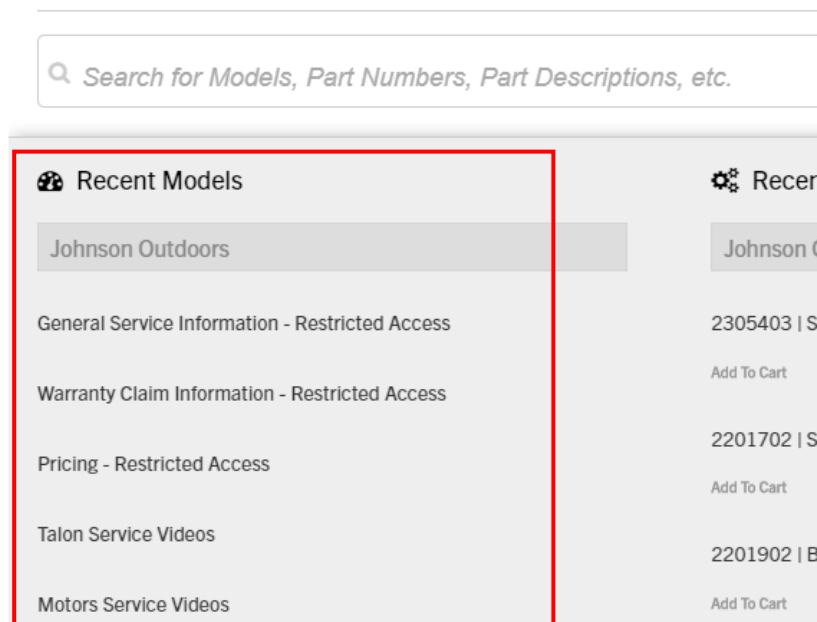
10. Once that is clicked on, below the word Literature the user will see all the Repair Manual Chapters. Once a chapter is selected it will open that section of the Repair Manual in a new browser tab.



11. Helpful Tip: Once you click Browse Diagrams, before you select Product Line the user will be on a Search Screen. This screen will allow you to search keywords to bring the user to the item or things that have been recently opened will show up under Recent Models.
- a. Search function
    - i. In the search bar the user can type “Repair Manual” and options will pop-up below. These can be selected to take the user directly to that document.



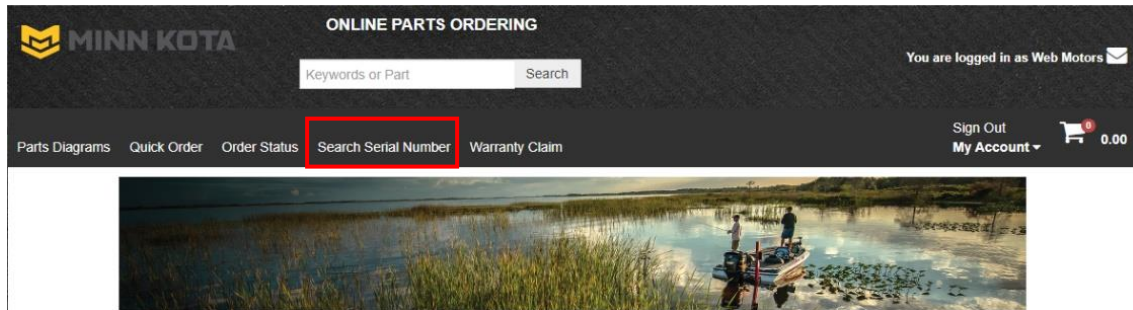
- ii. Within Recent Models all the most recently opened documents will show up listed here. If the document the user is searching for is listed here, just click on the document to open it.



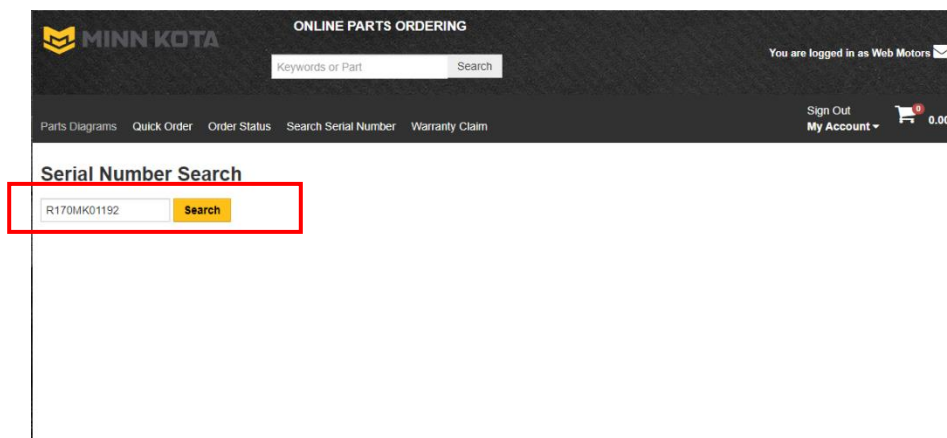
## Section 10 : Search Serial Number

Searching Serial Numbers will allow you to see when a motor was manufactured, will show you if there is a “factory-backed” extended warranty on the motor, and will show history of warranty claims submitted against serial numbers.

1. Click on Search Serial Number.



2. Search Serial Number entry screen appears. From here the user can input the serial number in question, then click Search.



3. In this example (Serial Number R170MK01192) we can see the following search results:

### Serial Number Detail

**Part #** 1368821  
**Description 1** ULTREX112/US2/IP-52" BT  
**Description 2** UPC#0-29402-04286-9  
**Serial Number** R170MK01192

Order	Customer Info	Ship To Info	Branch Plant
Sales Order - Domestic # SO 7629785 Order Date: 5/23/2017 Shipped Date: 7/6/2017 Warranty Expiration: 7/4/2020	WHITE RIVER GRP/RANGER	FISHING HOLDINGS LLC / RANGER BOATS	MDC -- Mankato Distribution Center Lot: Location: O10302
Real (firm) Work Orders # WO 1470561 Order Date: 6/21/2017 Shipped Date: N/A Warranty Expiration: N/A	N/A	N/A	MDC -- Mankato Distribution Center Lot: Location:
Service Dealer Claim-MinnKota # MK 1403929 Order Date: 9/19/2017 Shipped Date: N/A Warranty Expiration: N/A	FRONT TO BACK BOAT SERVICE LLC / ASC	FRONT TO BACK BOAT SERVICE LLC / ASC	MSV -- Mankato Service Lot: Location:

4. This example shows
- a. The original Sales Order (SO). This field may show as SF, SG, SM, or SZ
  - b. The Customer that it was sold to (White River Group) and shipped the motor to (Fishing Holdings LLC)
  - c. The minimum Warranty Expiration date to the original end-consumer (July 4, 2020) **NOTE:** this example of a certain bow mount model sold to an OEM customer has a special 3-year warranty shown in as the Warranty Expiration. If there is no warranty expiration date listed, then the normal 2-year warranty is in effect unless the motor is a Factory Reconditioned model with "FR" built into the serial number.  
**NOTE:** Warranty commences on the end-user's date of purchase. If the consumer does not provide the Service Provider with a copy of their proof-of -purchase, we will honor warranty commencing from the date shown above.
  - d. The Ship Date (July 6, 2017)
  - e. The Work Order (WO) (WO 1470561) This field may also show LP or PO. Some lower-end models we do not scan and track the serial number to know whom we shipped the motor to]
  - f. The Minn Kota Warranty (MK) Claim Order Number. (MK 1403929) This field may also show Cannon Downrigger Warranty Claim Orders (CN) on claims for serial numbers for the Cannon brand.
  - g. The date the claim was submitted online to Johnson Outdoors Inc (September 19, 2017)
  - h. The name of the Service Provider that submitted the claim. (Front to Back Service LLC)

# Section 11: Domestic Warranty Claim Using JOI Parts Instructions

\*\*\*\*New for 2020\*\*\*\*

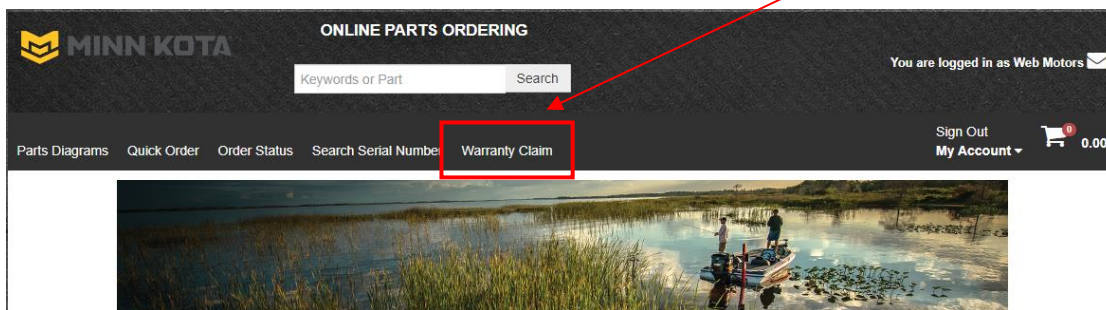
Beginning in March 2020 there are 2 different methods for reimbursement claim submissions for “In-Warranty Repairs”:

**JOI Parts** – parts owned by Johnson Outdoors Inc. Claims entered using the “JOI Parts” option will generate a parts order to be sent at no-charge for a *specific warranty repair* (no charge for parts or ground freight). This option is for domestic Authorized Service Providers only! (See instructions below starting on **page 2.**)

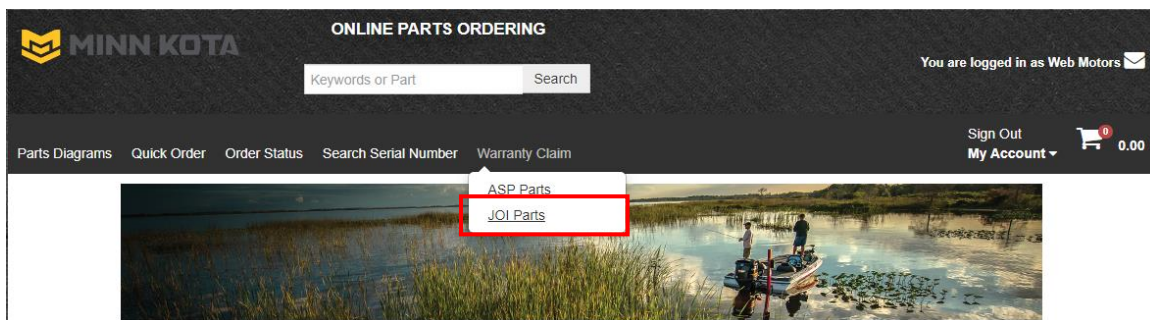
**ASP Parts** – parts that the Authorized Service Provider (ASP) owns and has used in a warranty repair. (See instructions below starting on **page 17.**)

**You must not co-mingle parts on warranty claims (meaning that you use some ASP Parts from your inventory that you purchased and some JOI-owned parts).** If you don’t have all the parts on-hand to complete an in-warranty repair, then start a claim online using the “JOI Parts” option, list all of the parts needed for repair, and keep the other parts in your parts inventory for future billable-service situations.

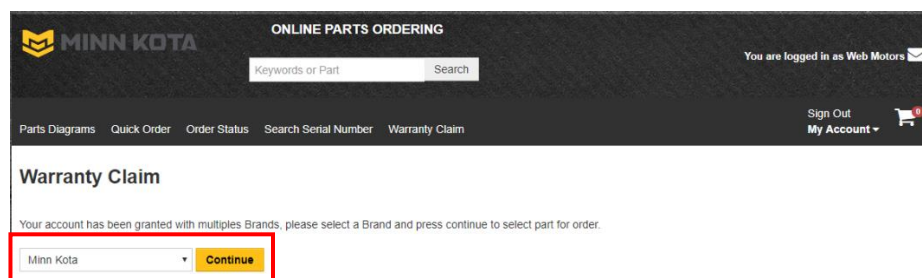
1. On the Home Page hover your cursor over the option “Warranty Claim”:



2. Choose the method “JOI Parts” (see above instructions for the differences between these two options):

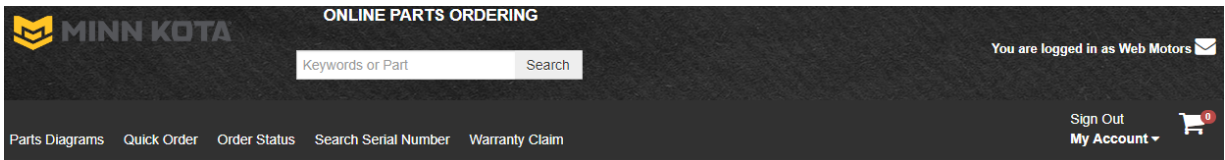


3. If the Service Provider is authorized/contracted for multiple brands you need to select the correct brand in the drop-down box for the product serviced (either Cannon or Minn Kota) and then click on “Continue”. (If you are authorized for only one brand this screen will not be displayed.)





4. A new screen will open to input the customer information:



**Place a JOI Warranty Claim Order for Minn Kota Brand.**

**PLEASE NOTE:** Filing JOI parts claim will show the parts at zero dollars and you will not be able to add labor until the repair is completed

**Please enter serviced model information:**

**Continue**

Consumer Information Service Provided for:

Name:

Address Ln 1:

Address Ln 2:

Zip Code:

City:

State:

Phone Number:   i.e. [800] [5551234]

Consumer Email Address:

Serial # of Model Service Provided on:

Item Number for Serial Number:

Manufacturing Date:  MM/DD/YYYY

Consumer Date of Purchase:  MM/DD/YYYY

Claim Date:  MM/DD/YYYY

Please keep a copy of the consumer's proof of purchase for your records.

**Continue**

- (Required)** Name of Customer
- (Required)** Address of Customer
- (Required)** Zip Code of Customer: (Note: Once the zip code is populated it will automatically fill in the City and State for most U.S. customers)
- Phone Number of Customer (Please enter, if possible)
- Email Address of Customer (Please enter, if possible)
- (Required)** Serial Number to the Item that was Serviced. Once the serial number is Validated it will populate the Item description and Manufacturing Date.
  - If an incorrect serial number is entered, click Reset S/N.
  - If the serial number is missing, illegible, or partially legible then type "NONE". Then click the validate button and it will pop-up a screen where the model can be selected. Selecting the correct model is important as it affects the labor allowances.

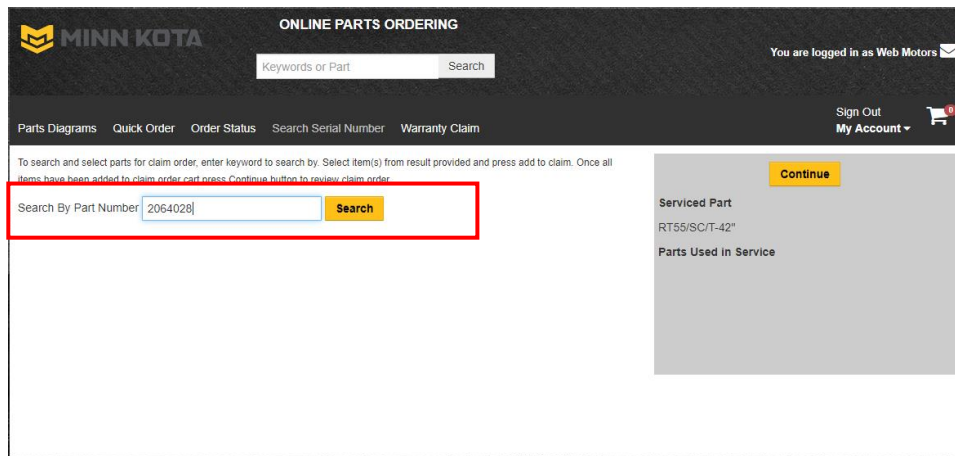
**NOTE:** When documenting the serial number on reimbursement claims, omit the "SER NO":



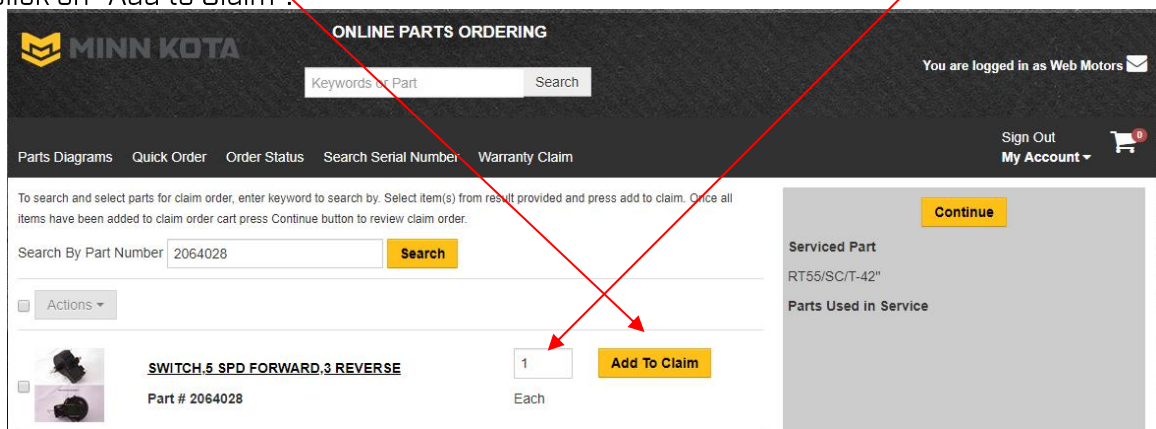
**(Required)** Consumer Date of Purchase. If no proof of purchase, and the manufacturing date is valid for warranty, enter the manufacturing date in the Consumer Date of Purchase field. Once entered click Continue

**5. Marine Accessories/Finished Goods Item Numbers cannot be used during warranty repairs.**

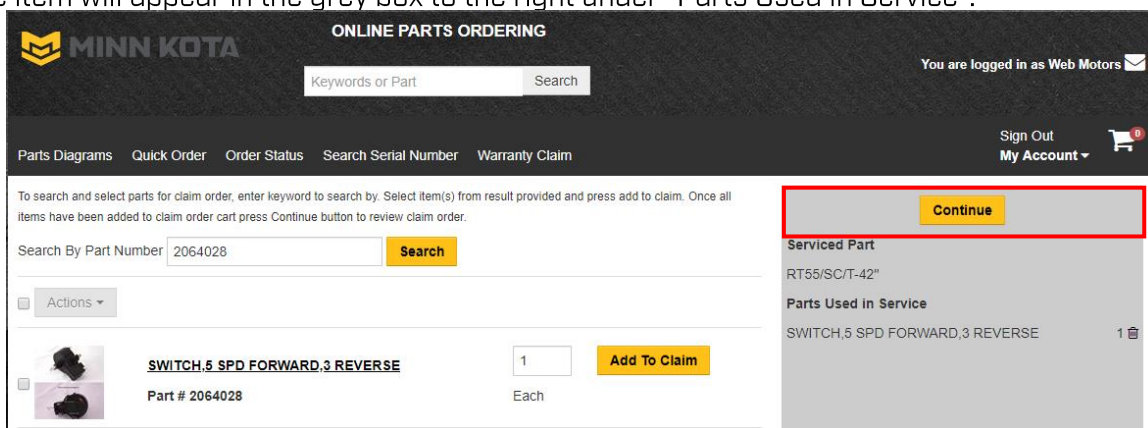
To add Part Numbers used in the repair to the claim. Enter the first Part Number and click on “Search”.



6. When the Part Number is returned in the center of the window, adjust the quantity (if applicable) and then click on “Add to Claim”.



7. The item will appear in the grey box to the right under “Parts Used in Service”.



A. Continue adding all of the parts that will be necessary to complete this in-warranty repair by adding the Part Number into the “Search by Part Number” box, adjusting then clicking on “Search”, adjusting the quantity (if applicable), and then clicking on “Add to Claim” for all parts used in the warranty repair.

B. When you are finished adding all the parts required to complete the warranty repair click on “Continue”.

8. The “Review Your Claim Order” screen will appear. Verify all of the parts needed to perform the warranty repair are listed (NOTE: the Order Total will be \$0.00):

**MINN KOTA** ONLINE PARTS ORDERING

You are logged in as Web Motors

Keywords or Part Search

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim Sign Out My Account

### Review Your Claim Order

Serial # of Model Service Provided on: O170MK00679  
 Consumer Date of Purchase: 6/20/2019  
 Repair Center Work Order #

Comments

[Return to Claim Cart](#) **Place Claim**

Bill To Information	Consumer Address	Order Total
Web Motors - 64695	Stacy Leesch	Subtotal 0.00
RADIAL INC	121 Power Dr	Total Tax 0.00
935 FIRST AVE	Mankato, MN 56001	Order Total 0.00
KING OF PRUSSIA, PA 19406-1342	507 1234567	Currency: U.S. Dollar
United States	hogbass@hotmail.com	

#### Items Ordered

SEAL & O-RING KIT TURBO PRO 2888460	Qty: 1 Each Unit Price: 0.00	0.00
SWITCH,5 SPD FORWARD,3 REVERSE 2064028	Qty: 1 Each Unit Price: 0.00	0.00
RT55/SC/T-42" 1363854	Qty: 0 Each Unit Price: 0.00	0.00
		Subtotal 0.00
		Total Tax 0.00
		Order Total 0.00

- A. If you missed a part(s) that will be needed for the repair, click on “Return to Claim Cart” to go back a screen and add the necessary part(s).
- B. Add a control number in the “Repair Center Work Order #” field. (This is the control number that will appear on your ACH (direct deposit) statement of claims paid. It will also show as the Purchase Order/PO number on the parts order that will be sent at no charge to you. Some service providers use a claim check number, last name, etc...)
- C. When everything is correct click on “Place Claim”.

9. This will generate a Parts Order that will be sent out at no charge. [No charge for these parts or for ground freight transportation charges.] Make sure to note the Claim Order Number future reference! (You will need it to add Labor for reimbursement *after* the repair has been completed).

**MINN KOTA** ONLINE PARTS ORDERING

You are logged in as Web Motors

Keywords or Part Search

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim Sign Out My Account

### Claim Order Confirmation

Print Friendly  Show Prices

Claim Order Number: MK - 1532672 ← Claim Order Number – Save for future reference.

Serial # of Model Service Provided on: O170MK00679  
 Consumer Date of Purchase: 5/14/2019  
 Date of Service: 8/18/2020  
 Repair Center Work Order #: LEESCH  
 Comments:

Bill To Information	Consumer Address	Order Total
Web Motors RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States	Stacy Leesch 121 Power Dr Mankato, MN 56001 5073809500	Subtotal: 0.00 Total Tax: 0.00 Order Total: 0.00 Currency: U.S. Dollar

#### Items Ordered

SEAL & O-RING KIT TURBO PRO 2888460 Qty: 1 Each Unit Price: 0.00	0.00
SWITCH,5 SPD FORWARD,3 REVERSE 2064028 Qty: 1 Each Unit Price: 0.00	0.00
RT55/SC/T-42" 1363854 Qty: 0 Each Unit Price: 0.00	0.00
	Subtotal: 0.00 Total Tax: 0.00 Order Total: 0.00

Show Prices Print Friendly

10. Wait for the parts to be delivered and then perform the repair.
- A. While performing the repair, if you determine that there are additional parts required please contact Minn Kota Customer Service ([aschotline@johnsonoutdoors.com](mailto:aschotline@johnsonoutdoors.com)) to request the additional parts necessary.

**DO NOT ADD LABOR TO THE CLAIM UNTIL AFTER THE REPAIR HAS BEEN COMPLETED!  
 REMEMBER ONCE THE WORK IS COMPLETE TO LOCATE THE CLAIM TO ADD YOUR LABOR SO  
 YOU CAN BE REIMBURSED!**

11. Now that you received the JDI parts and have completed the repair, you will need to log back into the claim to add Labor Allowance(s) and Transportation, if applicable (transportation is for shipping repaired motor back to customer – *ground freight only*).

**MINN KOTA** ONLINE PARTS ORDERING

You are logged in as Web Motors

Keywords or Part Search

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim Sign Out My Account 0.00

### Order Replacement Parts

Web Motors [Edit My Profile](#)

Login Email: webmotors@yahoo.com  
Last Login: 8/18/2020

From screws to side-plates, you can use this site to order parts you'll need for your Minn Kota products. There are diagrams for products manufactured from 1994 to present.

#### How to Use This Site

1. This service is available only for parts shipping within the USA, via UPS or United States Postal Service.
2. If you know the part number of the part(s) you're looking for, you can use the [Quick Order function](#) for fast, simple ordering.
3. If you don't know the part number, you can [Search by Serial Number or Model](#), then add the part to your cart.
4. Once all the products you need are in your cart, you can check out and your parts will be shipped to you.
5. Orders confirmed by 12 Noon Central Time, with Overnight Shipping selected, should ship the same day if the parts are in stock. All other orders should ship within the next 3 business days, depending on the shipment method chosen, and if the parts are in stock.
6. **NO RETURNS – ALL SALES FINAL.** Please make certain you are ordering the correct part.

Questions?

If you need help finding a part number or using the site, contact us:  
Toll-free: (800)-227-6433 (M-F, 7:00 am – 4:30 pm) Central Time  
Email: [service@minnkotamotors.com](mailto:service@minnkotamotors.com)

Payments accepted: American Express, Visa, Discover, MasterCard

**RECENT ORDERS** [View More](#)

7/20/2020	<a href="#">SO-8731541</a>	Cancelled	0.00 USD
6/2/2020	<a href="#">SM-8662986</a>	Completed	0.00 USD
6/2/2020	<a href="#">SM-8662937</a>	Completed	0.00 USD
6/2/2020	<a href="#">SM-8662617</a>	Completed	0.00 USD
5/27/2020	<a href="#">SO-8654647</a>	Cancelled	0.00 USD

### Warranty Claim History

[View More](#)

8/18/2020	<a href="#">MK-1532672</a>	In Process	0.00 USD
7/14/2020	<a href="#">MK-1526546</a>	Cancelled	0.00 USD
6/2/2020	<a href="#">MK-1519143</a>	Cancelled	0.00 USD
6/2/2020	<a href="#">MK-1519136</a>	Cancelled	0.00 USD
6/2/2020	<a href="#">MK-1519096</a>	Cancelled	0.00 USD

**NOTE:** UPS and other shipping carriers are experiencing service guarantee suspensions, delays, and changes in deliveries due to COVID-19. Please check with the shipping carrier for service updates.

**PARTS DIAGRAMS** **QUICK ORDER** **ORDER HISTORY**

From the Home Page you can see Warranty Claim History. Find the correct Claim Order Number that you need to complete to add Labor Allowance (it will show *In Process*) and then click on it.

- A. If you have too many Warranty Claims *In Process* displayed you can click on “View More” to search for the claim.

B. Input the "Claim Order Number" or the "Repair Center Work Order #" and then click Search.

MINN KOTA ONLINE PARTS ORDERING

Keywords or Part Search

You are logged in as Web Motors

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim

Sign Out My Account 0.00

View by: Orders

My Account Edit My Profile

Order Status

**Warranty History**

Invoice History

Payment History

Account Balance

Import Orders

Cross Reference Items

Warranty Claim with ASP Parts

Warranty Claim with JOI Parts

In Process Orders

Order Number: 1532672

Repair Center Work Order #:

All dates Time Range Dates By Order Date

90 days

Clear Search

Search Results

Order Number	Repair Center Work Order #	Entry Date	Order Date:	Order Status	Currency	Product Total *
<a href="#">MK-1532672</a>	LEESCH	8/18/2020	5/14/2019	In Process	USD	0.00

C. The Search Results will display the *In Process* claim at the bottom of the screen. Click on the claim Order Number to proceed:

MINN KOTA ONLINE PARTS ORDERING

Keywords or Part Search

You are logged in as Web Motors

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim

Sign Out My Account 0.00

View by: Orders

My Account Edit My Profile

Order Status

**Warranty History**

Invoice History

Payment History

Account Balance

Import Orders

Cross Reference Items

Warranty Claim with ASP Parts

Warranty Claim with JOI Parts

In Process Orders

Order Number: 1532672

Repair Center Work Order #:

All dates Time Range Dates By Order Date

90 days

Clear Search

Search Results

Order Number	Repair Center Work Order #	Entry Date	Order Date:	Order Status	Currency	Product Total *
<a href="#">MK-1532672</a>	LEESCH	8/18/2020	5/14/2019	In Process	USD	0.00

12. The Warranty Detail screen will open. Click on “Actions” to open a Drop-Down box that will then allow you to “Add Labor” or “Add More Parts”.

Parts Diagrams Quick Order Order Status Warranty Claim Sign Out My Account 0.00

### Warranty Detail

Claim Order Number MK - 1511682  
Serial # of Model Service Provided on: NONE  
Consumer Date of Purchase: 5/13/2019  
Date of Service: 8/28/2020  
Repair Center Work Order # TEST4  
Comments:

Billing Address	Consumer Address	Subtotal	0.00
Web Motors RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States	Kelly J Thompson 310 3RD AVE SE MAPLETON, MN 56065 507 5190106 kelly8041@gmail.com	Total Tax	0.00
		Order Total	0.00
		Currency:	U.S. Dollar

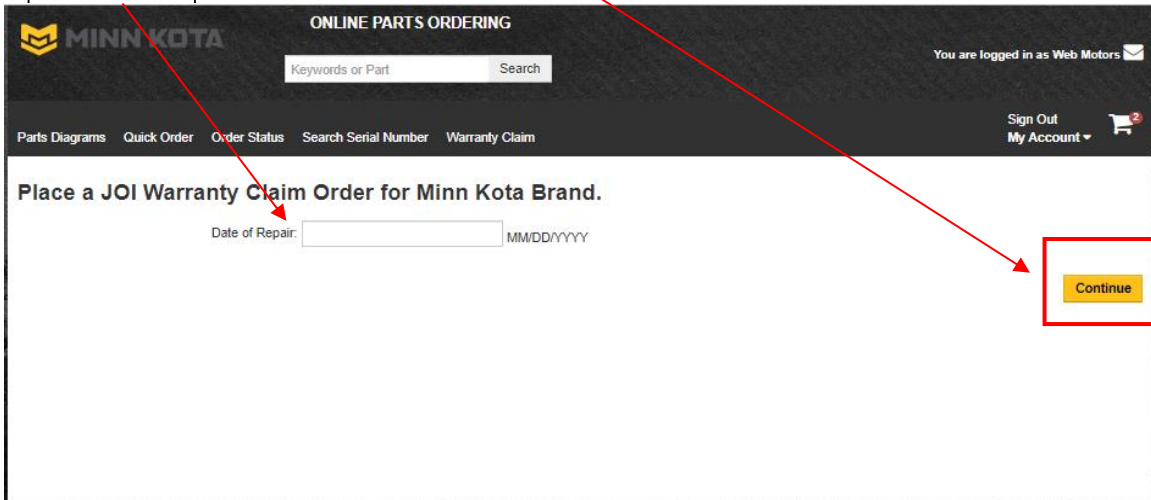
Actions ▾

- Add Labor
- Add More Parts
- Print Friendly

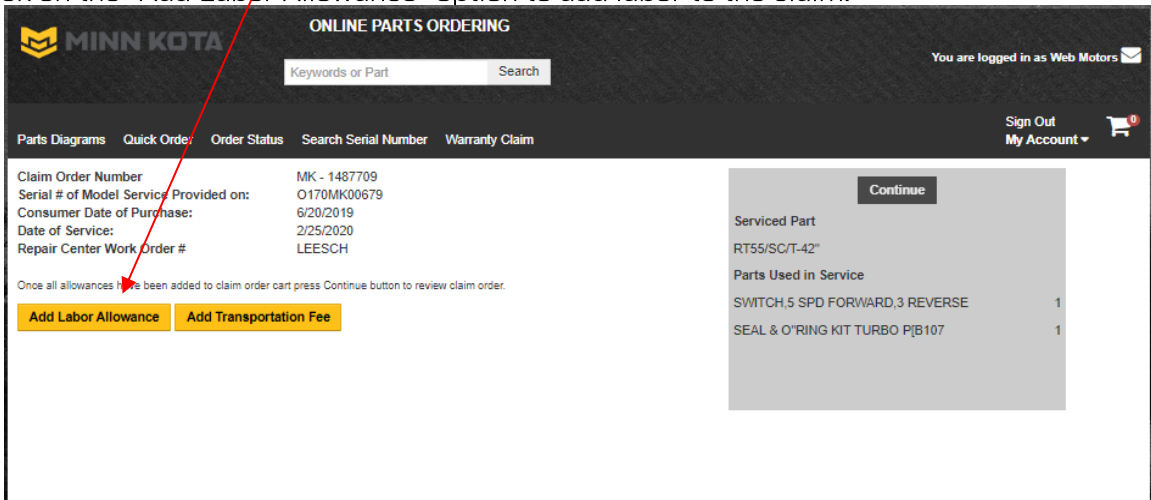
	Total
<b>ULTREX</b>	0.00
Order Shipped M0001	
<b>ULTREX STEERING SENSOR BRD KIT</b>	0.00
Order Shipped 2884023 Shipped Quantity: 1 Each	

- A. The “Add Labor” option will be greyed out/unclickable the until after the no-charge parts invoice has been generated. That means if you elect to use parts you have on-hand in the warranty repair with the intention to use the incoming “JOI parts” to re-stock your inventory - you may need to wait a day until the “Add Labor” is not greyed out/unclickable. Once you add labor, you will no longer be able to add additional parts to the claim. **DO NOT ADD LABOR TO THE CLAIM UNTIL AFTER THE REPAIR HAS BEEN COMPLETED!**

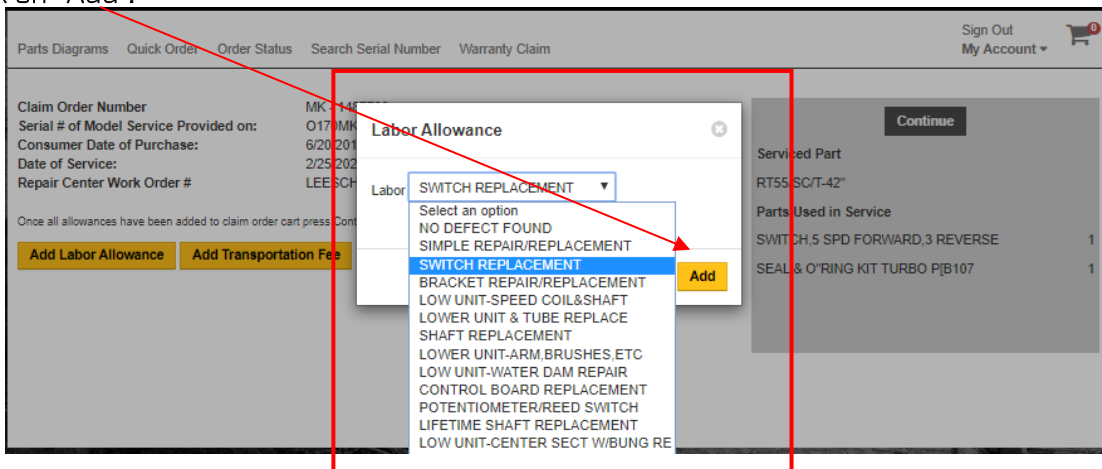
13. After you click on “Add Labor” this screen will be displayed. Input the date that your Technician completed the repair. Then click on “Continue”.



14. Click on the “Add Labor Allowance” option to add labor to the claim:



15. A drop down box will appear, click on the down-arrow in the drop down box to view Labor Allowance options associated with this serial number/model family. Select the appropriate labor line and then click on “Add”.



TWO FLAT RATE LABOR ALLOWANCES CODES ARE ALLOWED PER CLAIM. PLEASE DO NOT ENTER A 2<sup>ND</sup> CLAIM FOR ADDITIONAL LABOR RATES.



16. The Labor Allowance Code/description will appear in the grey box on the right. Add the Transportation Fee, if applicable. (We reimburse for in-warranty repaired units to be shipped back to the consumer, you must include the tracking number in the comment section of the claim..) Click :Continue.

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim

Sign Out My Account

Claim Order Number MK - 1487709  
 Serial # of Model Service Provided on: O170MK00679  
 Consumer Date of Purchase: 6/20/2019  
 Date of Service: 2/25/2020  
 Repair Center Work Order # LEESCH

Once all allowances have been added to claim order cart press Continue button to review claim order.

**Add Labor Allowance** **Add Transportation Fee**

**Continue**

Serviced Part  
 RT55/SC/T-42"

**Parts Used in Service**

D03 SWITCH REPLACEMENT	1	
SWITCH,5 SPD FORWARD,3 REVERSE	1	
SEAL & O-RING KIT TURBO P[B107	1	

17. You must enter a Repair Center Work Order Number. If everything looks correct click on "Place Claim", if not cclick on "Return to Claim Cart" to correct Labor or Transportation:

Parts Diagrams Quick Order Order Status Search Serial Number Warranty Claim

Sign Out My Account

**Review Your Claim Order**

Serial # of Model Service Provided on: O170MK00679  
 Consumer Date of Purchase: 6/20/2019  
 Repair Center Work Order # LEESCH

Comments

Bill To Information	Consumer Address	Order Total
Web Motors - 64995 RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19405-1342 United States	Stacy Leesch 121 Power Dr Manikato, MN 56001 507 1234567 hobgass@hotmail.com	Subtotal 134.00 Total Tax 0.00 Order Total 134.00 Currency: U.S. Dollar

**Items Ordered**

Item Description	Unit Price	Total
TRANSPORTATION T0001 Qty: 1 Each Unit Price: 30.00	30.00	30.00
D10 LOWER UNIT-ARM,BRUSHES,ETC L0001 Qty: 1 Each Unit Price: 84.00	84.00	84.00
D03 SWITCH REPLACEMENT L0001 Qty: 1 Each Unit Price: 40.00	40.00	40.00
RT55/SC/T-42" 1363854 Qty: 0 Each Unit Price: 0.00	0.00	0.00
SWITCH,5 SPD FORWARD,3 REVERSE 2064028 Qty: 1 Each Unit Price: 0.00	0.00	0.00
SEAL & O-RING KIT TURBO P[B107 2888450 Qty: 1 Each Unit Price: 0.00	0.00	0.00
	Subtotal	134.00
	Total Tax	0.00
	Order Total	134.00

**Return to Claim Cart** **Place Claim**

18. After the claim is placed you will see the “Claim Order Confirmation” screen.

**Claim Order Confirmation** **Print Friendly**

Claim Order Number: MK - 1487709  Show Prices

Serial # of Model Service Provided on: O170MK00879

Consumer Date of Purchase: 8/20/2019

Date of Service: 2/28/2020

Repair Center Work Order #: LEESCH

Comments: ...

---

<b>Bill To Information</b> Web Motors RADIAL INC 935 FIRST AVE KING OF PRUSSIA, PA 19406-1342 United States	<b>Consumer Address</b> Stacy Leesch 121 Power Dr Mankato, MN 56001 507 1234567 hogbass@hotmail.com	<b>Order Total</b> Subtotal: 134.00 Total Tax: 0.00 Order Total: 134.00 Currency: U.S. Dollar
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**Items Ordered**

<b>TRANSPORTATION</b> T0001 Qty: 1 Each Unit Price: 30.00	30.00
<b>D10 LOWER UNIT-ARM,BRUSHES,ETC</b> L0001 Qty: 1 Each Unit Price: 64.00	64.00
<b>D03 SWITCH REPLACEMENT</b> L0001 Qty: 1 Each Unit Price: 40.00	40.00
<b>RT55/SC/T-42"</b> 1363854 Qty: 0 Each Unit Price: 0.00	0.00
<b>SWITCH,5 SPD FORWARD,3 REVERSE</b> 2064028 Qty: 1 Each Unit Price: 0.00	0.00
<b>SEAL &amp; O-RING KIT TURBO P[B107</b> 2888460 Qty: 1 Each Unit Price: 0.00	0.00
<b>Subtotal</b> 134.00	
<b>Total Tax</b> 0.00	
<b>Order Total</b> 134.00	

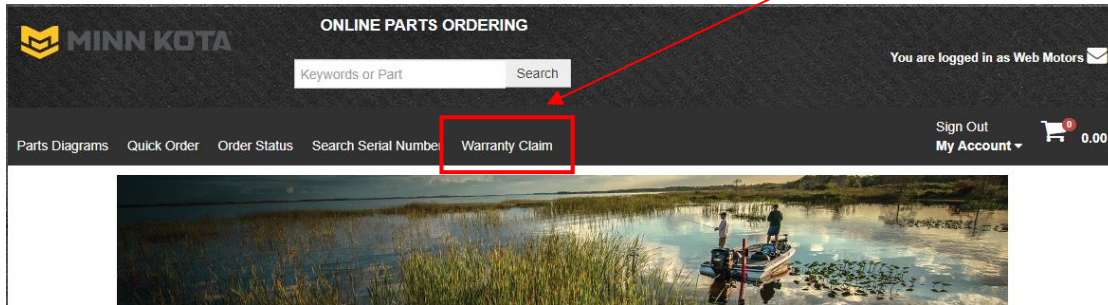
Show Prices **Print Friendly**

- A. You can print a copy of the claim for yourself or for the customer’s records. Make sure to uncheck the “Show Prices” box, and then click on “Print Friendly”.
- B. This completes your claim submission. You will receive a confirmation email with the claim information. [Email will be sent from: [service@minnkotamotors.com](mailto:service@minnkotamotors.com)]

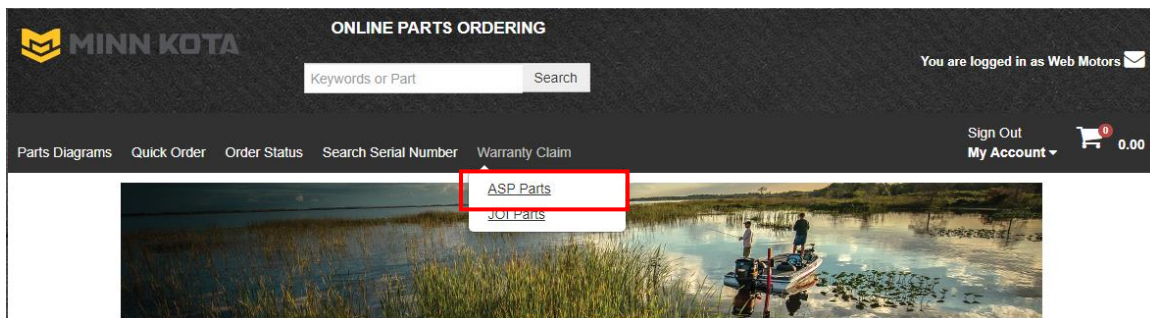
## Section 12: Domestic Warranty Claim Using ASP Parts Instructions

*This claim method is for parts that you have already purchased from Johnson Outdoors so reimbursement is for parts and labor!*

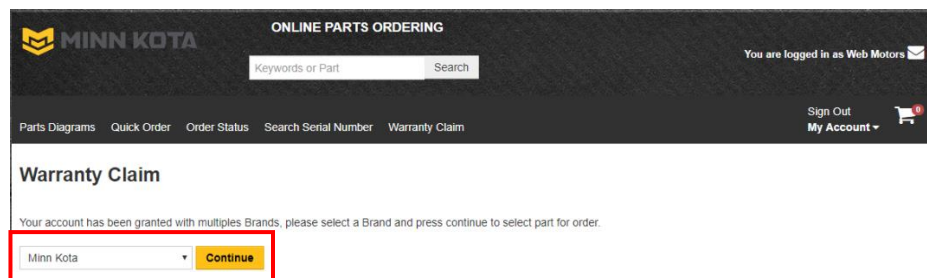
1. On the Home Page hover your cursor over the option “Warranty Claim”:



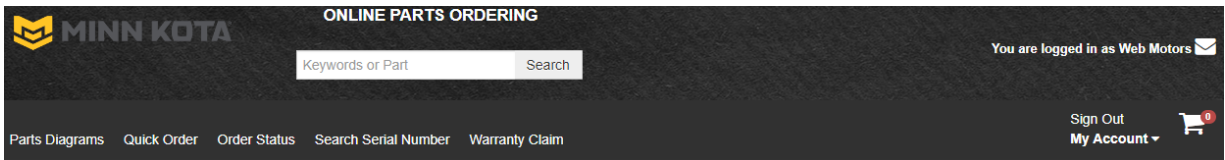
2. Choose the method “ASP Parts” (see above instructions for the differences between these two options):



3. If the Service Provider is authorized/contracted for multiple brands you need to select the correct brand in the drop-down box for the product serviced (either Cannon or Minn Kota) and then click on “Continue”. (If you are authorized for only one brand this screen will not be displayed.)



4. A new screen will open to input the customer information:



**Place a JOI Warranty Claim Order for Minn Kota Brand.**

**PLEASE NOTE:** Filing JOI parts claim will show the parts at zero dollars and you will not be able to add labor until the repair is completed

**Please enter serviced model information:**

**Continue**

Consumer Information Service Provided for:

Name:

Address Ln 1:

Address Ln 2:

Zip Code:

City:

State:

Phone Number:   i.e. [800] [5551234]

Consumer Email Address:

Serial # of Model Service Provided on:

Item Number for Serial Number:

Manufacturing Date:  MM/DD/YYYY

Consumer Date of Purchase:  MM/DD/YYYY

Claim Date:  MM/DD/YYYY

Please keep a copy of the consumer's proof of purchase for your records.

**Continue**

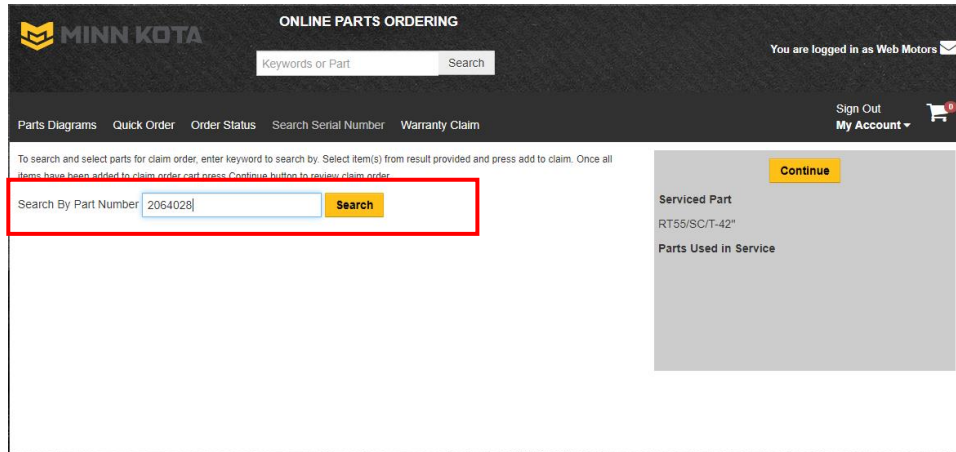
- (Required)** Name of Customer
- (Required)** Address of Customer
- (Required)** Zip Code of Customer: (Note: Once the zip code is populated it will automatically fill in the City and State for most U.S. customers)
- Phone Number of Customer (Please enter, if possible)
- Email Address of Customer (Please enter, if possible)
- (Required)** Serial Number to the Item that was Serviced. Once the serial number is Validated it will populate the Item description and Manufacturing Date.
  - If an incorrect serial number is entered, click Reset S/N.
  - If the serial number is missing, illegible, or partially legible then type "NONE". Then click the validate button and it will pop-up a screen where the model can be selected. Selecting the correct model is important as it affects the labor allowances.

**NOTE:** When documenting the serial number on reimbursement claims, omit the "SER NO":

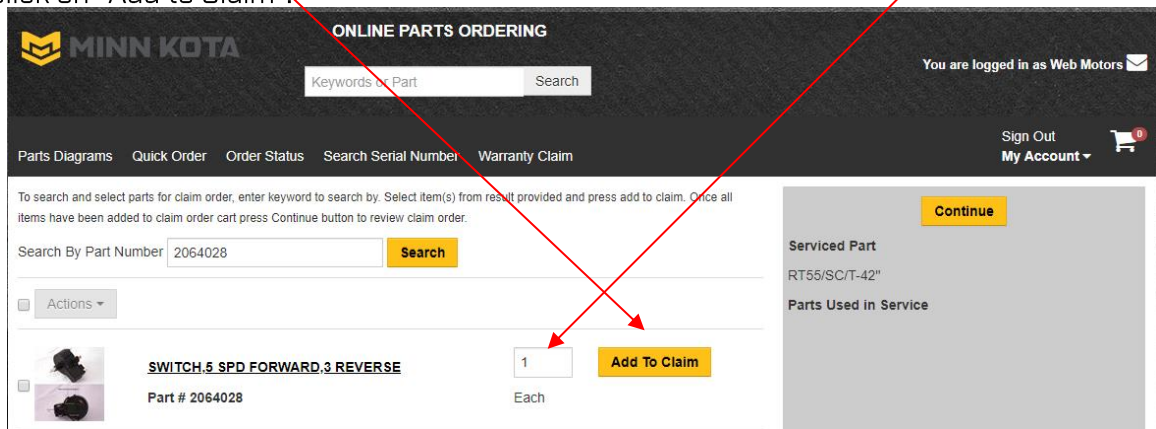


**(Required)** Consumer Date of Purchase. If no proof of purchase, and the manufacturing date is valid for warranty, enter the manufacturing date in the Consumer Date of Purchase field. Once entered click Continue

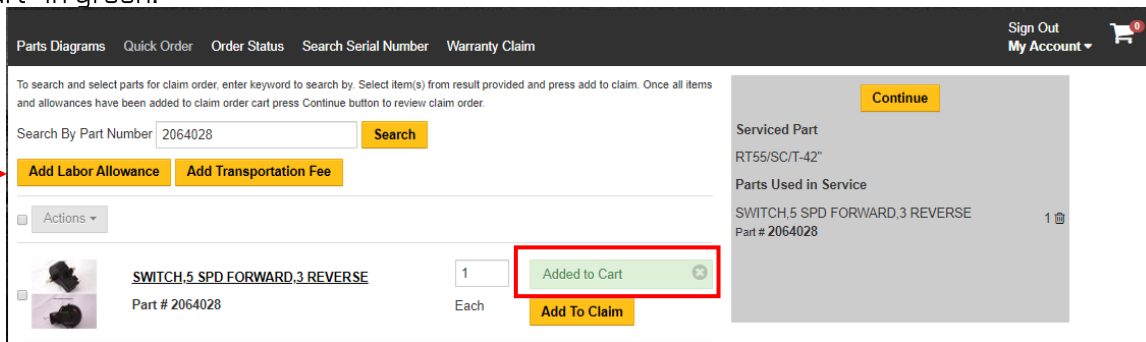
19. Marine Accessories/Finished Goods Item Numbers cannot be used during warranty repairs. To add Part Numbers used in the repair to the claim. Enter the first Part Number and click on “Search”.



20. When the Part Number is returned in the center of the window, adjust the quantity (if applicable) and then click on “Add to Claim”.



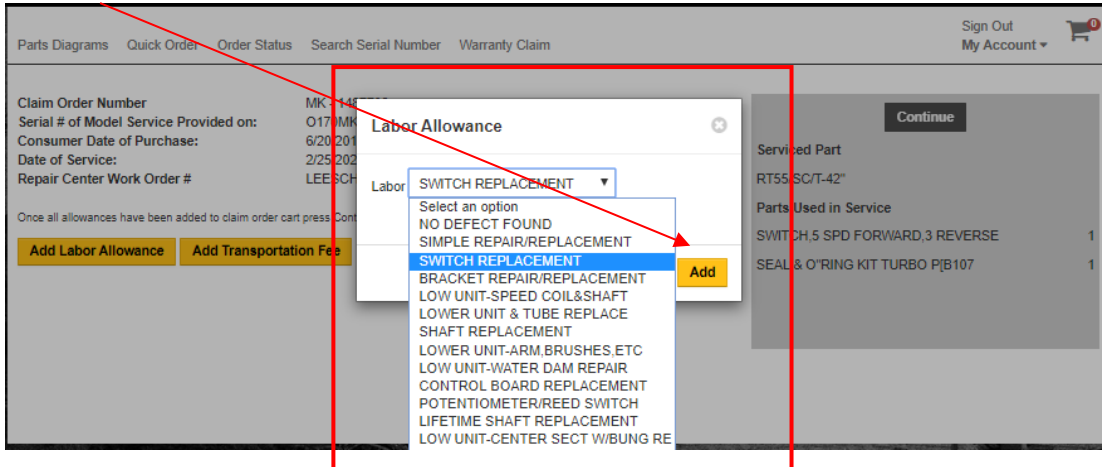
21. The item will appear in the grey box to the right under “Parts Used in Service” and show “Added to Cart” in green.



- a. Continue adding all of the parts that will be necessary to complete this in-warranty repair by adding the Part Number into the “Search by Part Number” box, adjusting then clicking on “Search”, adjusting the quantity (if applicable), and then clicking on “Add to Claim” for all parts used in the warranty repair.

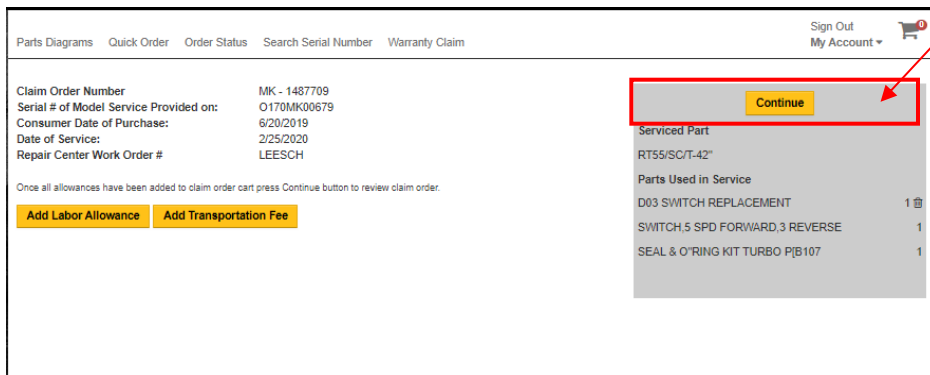
22. Then click “Add Labor Allowance” to add labor to the claim.

23. A drop down box will appear, click on the down-arrow in the drop down box to view Labor Allowance options associated with this serial number/model family. Select the appropriate labor line and then click on “Add”.

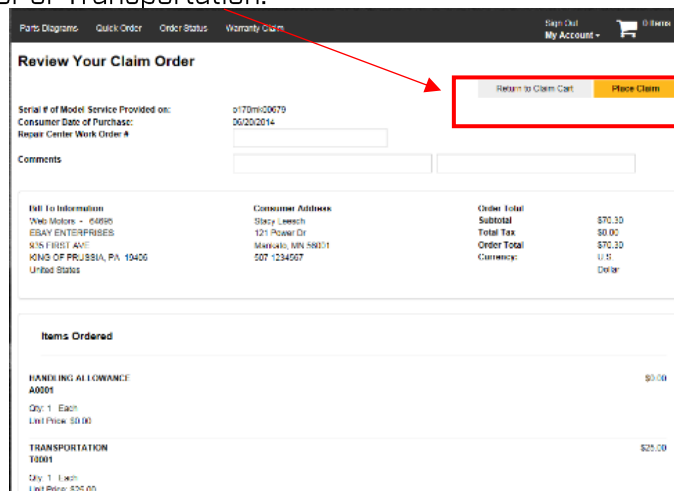


TWO FLAT RATE LABOR ALLOWANCES CODES ARE ALLOWED PER CLAIM. PLEASE DO NOT ENTER A 2<sup>ND</sup> CLAIM FOR ADDITIONAL LABOR RATES.

24. The Labor Allowance Code/description will appear in the grey box on the right. Add the Transportation Fee, if applicable. [We reimburse for in-warranty repaired units to be shipped back to the consumer, you must include the tracking number in the comment section of the claim.] Click :Continue.



25. You must enter a Repair Center Work Order Number (this is the control number that will appear on your ACH [direct deposit] statement of claims paid. Some service providers use a claim check number, last name, etc...) If everything looks correct click on “Place Claim”, if not click on “Return to Claim Cart” to correct Labor or Transportation:



26. After the claim is placed you will see the “Claim Order Confirmation” screen.

**Claim Order Confirmation** Print Friendly

Claim Order Number: MK - 1427708 Show Prices  
Serial # of Model Service Provided on: 0170M00579  
Consumer Date of Purchase: 9/20/2019  
Date of Service: 2/28/2020  
Repair Center Work Order #: LEESCH  
Comments: ...

Bill To Information	Consumer Address	Order Total
Web Motors	Stacy Leesch	Subtotal 134.00
RADIAL, INC	121 Power Dr	Total Tax 0.00
935 FIRST AVE	Mankato, MN 56001	Order Total 134.00
KING OF PRUSSIA, PA 19408-1342	507.124.567	Currency: U.S. Dollar
United States	hogbass@hotmail.com	

**Items Ordered**

Item Description	Quantity	Unit Price	Total
TRANSPORTATION T0001	Qty: 1 Each	Unit Price: 30.00	30.00
D10 LOWER UNIT-ARM-BRUSHES.ETC L0001	Qty: 1 Each	Unit Price: 84.00	84.00
D00 SWITCH REPLACEMENT L0001	Qty: 1 Each	Unit Price: 40.00	40.00
RTSS/SC/T-42" 1363854	Qty: 0 Each	Unit Price: 0.00	0.00
SWITCH,5 SPD FORWARD,3 REVERSE 2954028	Qty: 1 Each	Unit Price: 0.00	0.00
SEAL & O'RING KIT TURBO PIB107 2888460	Qty: 1 Each	Unit Price: 0.00	0.00
		Subtotal	134.00
		Total Tax	0.00
		Order Total	134.00

Show Prices Print Friendly

- A. You can print a copy of the claim for yourself or for the customer’s records. Make sure to uncheck the “Show Prices” box, and then click on “Print Friendly”.
- B. This completes your claim submission. You will receive a confirmation email with the claim information. (Email will be sent from: [service@minnkotamotors.com](mailto:service@minnkotamotors.com))

## Section 13: Helpful Hints

### Browse Diagram Search Page

1. On the Browse Diagram page, the user can see Recent Models that have been search and Recent Parts

#### Recent Models

**Johnson Outdoors**

Endura Max 50, 12 Volt, 36 inch or 42 inch Shaft, 2064988 - 2017,2018

Endura 40, 12 Volt, 36 inch Shaft, 2064939 - 2005

Ultrex 80 or 112, 24 or 36 Volt, 45-60 inch Shaft, 2297160 - 2019

Endura 30, 12 Volt, 30 inch Shaft, 2064924 - 2003

Endura 30, 12 Volt, 30 inch Shaft, 2064924 - 2010

#### Recent Parts

**Johnson Outdoors**

2773630 | EXTENSION CABLE TENSIONER KIT  
Add To Cart

2011385 | SCREW, TENSION/NEW KNOB  
Add To Cart

2013110 | NUT, 10, 24 HEX (ZCP)  
Add To Cart

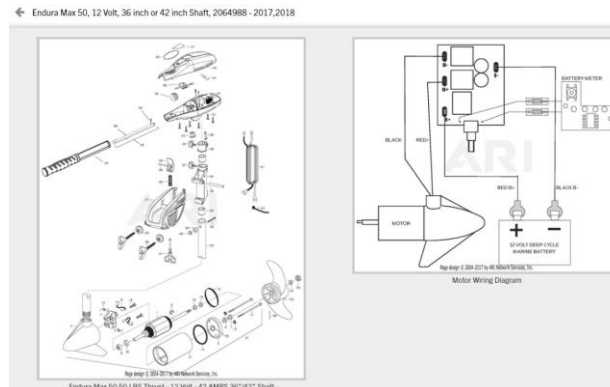
### IPLs [Interactive Parts List] & Print IPL

1. Once the user opens the Search for Parts Within this Model page and the user opens the parts diagram page there are options for IPLs:
  - A. IPLs will open the Interactive Parts List
  - B. Print IPL will allow the user to print a hard copy
  - C. Report an Issue will allow the user to report a problem with the data or the application.


**ENDURA MAX 50, 12 VOLT, 36 INCH  
OR 42 INCH SHAFT, 2064988 -  
2017,2018**

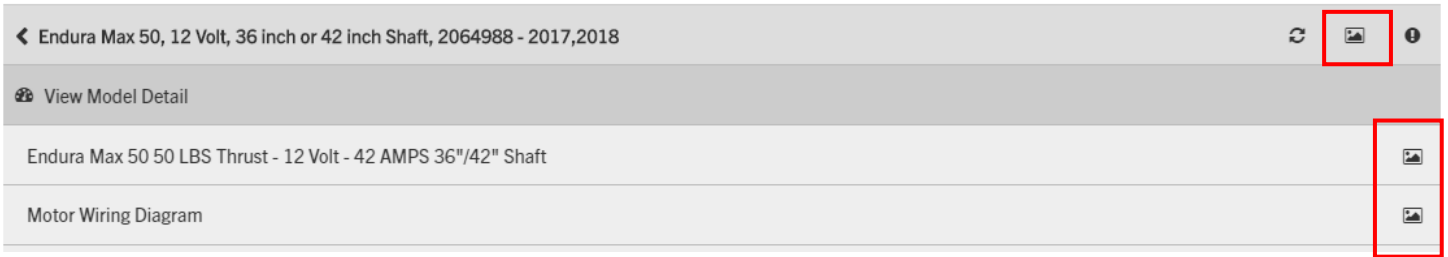
**IPLs** **Print IPL** **Report an Issue**

2. Selecting IPLs will show all the diagrams for the selected model and at that point the user can click on the diagram to view it.





3. The user can also get to the IPLs once they have selected a model of motor, before clicking on View Model Detail, the user can click on the  on the right side of the motor description to view the available diagrams. Please note by doing it this way, the user will not have access to Fast Moving Parts or Literature, including the repair manual. The best way to access that information is by clicking on Search Within This Model.



### Search

1. From any screen the user can click on the Search Icon in the header and it will return you to the last page/search that was used.

