



GENERAL SERVICE INFORMATION


- › ASC Hotline: 800-558-8088 (this is for Service Providers Only, Please keep confidential!)
 - Consumers can be directed to 800-227-6433
- › ASC Hotline Email: support@asplibrary.zendesk.com
- › Parts & Warranty Portal: <https://motors.johnsonoutdoors.com>
- › Authorized Service Provider Private Facebook Group: www.facebook.com/groups/1369553019834152
 - This is a private and closed group for only the Minn Kota Service Network. We will provide repair content, important or new information, and videos, and you will have access to other Minn Kota Authorized Service Providers! **You can only join with your business Facebook page.**

Parts Ordering & Warranty Claim Submission

- › Repair manuals, service bulletins, labor allowance guidelines, and other general information are located on the Parts & Warranty Portal at <https://motors.johnsonoutdoors.com>
- › Log in using your credentials! Please do not create a new online registration, as this will not be associated with your existing Service Provider account for discounts and warranty claims. There is a 90-day expiration policy on passwords.
 - Any issues with logging in or changing your password you can send an email or call the ASC Hotline.
- › Specialty Tools / Shop Supplies
 - 2017 & Newer Terrova Tool for Lift Assist Spring Part Number 2888800
 - Talon Tool Kit Part Number 2888885
 - Tube Block Holding Set Part Number 2881022
 - Lower Unit Tap Kit Part Number 2881021
 - Recommended to have a variety of foot pedals to assist in troubleshooting:
 - PowerDrive (2006 – Current) Part Number 2994728
 - Terrova (2007 – 2016) Part Number 2774720
 - Terrova Bluetooth (2017 – Current) Part Number 2994722
 - Ulterra Part Number 2994741
 - › ***The above tools are subject to a limited discount of 15%***
 - Synthetic Grease (for Drive Housings & Vantage Lift Screws) Part Number 3397709

Serial Number & Warranty Information


Serial Number Format

 2008 & Earlier Serial Numbers – These serial numbers started with 4 letters and 7 numbers. They would have a format of WWAH1234567. The first two letters could change depending on the product. The last two will change depending on the year.

First Two Letters = Product	Last Two Letters = Year	
MK – Minn Kota	AA – 2000	AH - 2007
CN - Cannon	AB – 2001	AI - 2008
WW – Weedless Wedge 2 Models	AC – 2002	
CP – Co-Pilot	AD – 2003	
DH – DeckHand	AE - 2004	

 2009 & After Serial Numbers – These serial numbers will start with a letter, 3 numbers, 2 letters, and 5 numbers.

J	001	MK	99999
Year Code	Day 001-365	Product Category	Individual Serial #
Product Category		Year Code	
MK – Minn Kota, Talon, Raptor, or Battery Charger		J – 2009	Q – 2016
CN – Cannon		K – 2010	R – 2017
UM – i-Pilot or Battery Chargers		L – 2011	S – 2018
AI – Battery Chargers		M – 2012	T – 2019
FR – Factory Reconditioned		N – 2013	U – 2020
JU – DeckHand		O – 2014	V – 2021
CP – Co-Pilot		P - 2015	

 2022 & After Serial Numbers – These serial numbers will be a 5-digit date, 1 letter for the product category, followed by 5 numbers. The 5-digit date code will be YYDDD.

EXAMPLE 22001M12345 = MANUFACTURE DATE OF THE 1ST OF JANUARY 2022.

22	001	M	99999
Year Code	Day 001-365	Product Category	Individual Serial #
Product Category		Year Code	
M – Minn Kota	P - Prototype	22 – 2022	
C – Cannon	A – Battery Chargers	23 – 2023	
L – Co-Pilot	U – iPilot & Battery Chargers	24 – 2024	
F – Factory Reconditioned	J - Deckhand		

Warranty Time Frames

- › Serial Number can be used to determine if the product is within the warranty period by the manufacture date of the product. **A copy of the consumer's date of purchase will be required for warranty verification if the serial number is outside of the factory warranty period.**

Motors –

- › All new Minn Kota motors since 2010 have a 2-year warranty, except for Ultrex models. Ultrex models carry a 3-year warranty. Which covers parts and labor of any manufacturing defects.
- › For trolling motors installed at any OEM will carry a 3-year warranty. These motors will have a date populated under “Warranty Expiration” when you search for the serial number.
- › Factory Reconditioned motors carry only a 1-year warranty.
- › The Steering Cables on the Ultrex only carry a lifetime warranty.
 - If within the factory warranty, we cover parts and labor
 - Outside the factory warranty, we cover the part and the consumer is responsible for the labor to the ASP.
- › Composite Shaft – Our shafts have a lifetime warranty.
 - If within the factory warranty, we cover parts and labor
 - Outside the factory warranty, we cover the part and the consumer is responsible for the labor to the ASP.
- › ***EXCEPTION: If the motor is out of warranty by 1-2 weeks, we will cover parts & labor. If the motor is outside of the warranty by 3-4 weeks, we will cover parts only. Anything outside of this will be a billable service, if you are going to authorize a warranty outside of the factory warranty be sure to call the ASC Hotline at 800-558-8088 for an authorization number.***
- › Marine Accessories –
- › Battery Chargers – Have a 3-year replacement warranty. If the charger fails within 3 years, please have the consumer contact the Minn Kota Customer Service line at 800-227-6433.
- › Co-Pilot – 1-year warranty.
- › DeckHand Anchors – 2-year warranty
- › iPilot & iPilot Link – accessory units have a 2-year replacement warranty.
- › Talon shallow water anchors with a serial number before M275 had a 2-year factory warranty.
- › Talon shallow water anchors with a serial number after M275 have a
 - 5-year warranty on mechanical parts. (All parts except the control board, motor, remote, and spike.)
 - 2-year warranty on electrical parts. (control board, motor, and remote
 - Lifetime warranty on the spike.

- › BT Talon & Raptor have a 5-year mechanical, and electrical warranty and a lifetime on the Spike.
- › Minn Kota does not warrant parts sold “over-the-counter”. Parts installed by a Minn Kota Authorized Service Provider will have a 90-day factory warranty.