



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@awsplibrary.zendesk.com
- Parts & Warranty Portal: <https://motors.johnsonoutdoors.com>

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 to 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
 - White touch-up paint Part Number 3398600
 - Grease for motors Part Number 3397707
 - Sealant for motor housing covers Dow Corning 795 Silicone Building Sealant
(not sold by Cannon)

Warranty Information

- › 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.
- › Johnson Outdoors purchased Cannon in October 2005

Serial Number Format

Serial Number Format

- › 2008 & Earlier Serial Numbers – These serial numbers started with 4 letters and 7 numbers. They would have a format of CNAH1234567. 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 - 22001C12345 = 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		
F – Factory Reconditioned	J - Deckhand		