



BULLETIN

20/01/2020

Recipients: All Yamaha Dealers

RE: Parts Availability and Lead Times

Hello everyone

Last year was one that many of us would choose to forget, whether it be due to business disruption, social disruption and even personal loss. As we move into the New Year, the effects of the pandemic are still with us and I would like to share some of the more recent challenges we face within our business – the net result of which will mean longer lead times for your Parts & Accessory orders:

- Supplier shortages – it is not unusual that suppliers are out of stock of some items from time to time, but we have noticed a significant increase in the number of items unavailable recently. Especially common service items such as oil and air filters, thermostats and so on.
- Extended delivery times from suppliers – This is mainly due to slower movement of all goods through sea ports worldwide **and in particular, airfreight to South Africa.**

Late last week, most airlines announced the reduction, even total suspension, of passenger flights to/from South Africa. This will immediately delay all our incoming air orders (meaning your backorders) for the foreseeable future, whilst our logistics partners try to redirect supplier shipments to available carriers. A real example is as follows: our Japan air order placed last week 11th January would usually be delivered to us mid this week – we received confirmation today that it is now due to be delivered to us on 2nd February. So the unfortunate message is that all your backorders will take longer to be supplied.

Please inform all your staff of these developments and of course advise customers accordingly.

Take care and stay safe!

Kind regards

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Manager: Parts & Accessories

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