



IMPORTANT NOTICE FOR USERS OF YAMAHA PRODUCTS IN LATIN AMERICA

First of all, we apologize for the inconvenience caused regarding one of our products, the “**PA-300C**” adapter. This adapter will be exchanged free of charge because we have found that the PA-300C adapters, manufactured between **July 2010 and May 2012**, may have a problem with the DC plug generating excessive heat. Continued abnormal heat generation could cause melting, smoke, or ignition.

Therefore, we request that you take the necessary steps to replace it. We offer our sincere apologies for this problem and appreciate your understanding.

We will give details of the affected serial numbers below to provide a solution to this problem:

1. APPLICABLE PRODUCTS

- PA-300C, manufactured between **July 2010 and May 2012**, sold individually, included with product 1* or integrated 2*.
- See attached list for models and serial numbers.
- 1* Models that include the applicable PA-300C:
 - YDP-162, YDP-S51, P-155, MOTIF-RACK XS
 - PSR-S550/S650/S710/S750/S910/S950/A2000/OR700
 - DTX-900/900M/DTX900k/920k/950k
 - ICP-1 (Intelligent Control Panel for DME-N), Steinberg UR824
- 2* Models incorporating the applicable PA-300C:
 - CLP-430
 - CVP-601

2.- PROBLEM AND CAUSE:

Problem: The DC plug of the adapter may generate abnormal heat and cause melting, smoke or ignition (fire may also spread to the product).

Cause: The resin in the DC plug contained red phosphorus as a flame retardant (from July 2010 to May 2012). The red phosphorus, with low moisture resistance, reacted with the moisture in the resin, causing a short circuit in the DC plug.

Measures: The addition of red phosphorus was eliminated in May 2012.

3. BACKGROUND

In response to this quality issue, we would like to request all customers to **stop using the adapter immediately** and disconnect it from the AC outlet as well as the target products.

We offer free replacement of the **PA-300C** adapter from the publication of this information until **April 20, 2026**. Please contact the authorized Yamaha distributor in your country for more information.

The adapters mentioned may exhibit the symptom in the future, even if it has not occurred at this time. For your safety, we recommend their replacement.

To improve the reliability of our products, we will certainly improve our quality control and take preventive measures.

HOW TO IDENTIFY THE MODEL IN MY PRODUCT AND THE LOCATION OF THE ADAPTER'S SERIAL NUMBER(S)

- **STEP 1:** Confirm the model of your Yamaha product
- **STEP 2:** Confirm the model and serial number on your adapter

STEP 1: IDENTIFY MODEL ON THE PRODUCT

To confirm the model of your product, locate in the panel a box that we mark in red, within the images below:



If the model's name is within this list:

- MOTIF-RACK XS
- DTX-900/900M/DTX900k/920k/950k
- ICP-1 (Intelligent Control Panel for DME-N)



*Continue to Step 2 if sold separately.



UR824





DTX900M

STEP 2: CHECK WHETHER THE SERIAL NUMBER OF THE ADAPTER IS ELIGIBLE FOR REPLACEMENT REQUEST

- **CONFIRM** that the manufacturer's name on the label of the adapter indicates that it is a “YAMAHA” product.
- **MODEL:** Confirm that the MODEL name of the adaptor is: PA-300C.
- **EFFICIENCY:** Confirm the EFFICIENCY LEVEL is **V**.
- **SERIAL NUMBER:** Identify the barcode in the label on the adapter. Below this, you will find the serial number of the adapter, which consists of 11 digits, alternating between letters and numbers. It is necessary to identify and **CONFIRM** that the serial number is within the following range, as shown in the image below:

EXAMPLE TO IDENTIFY THE ADAPTER SERIAL NUMBER

XXXX 0 XXXXXX
XXXX 1 XXXXXX
XXXX 2 XXXXXX
XXXX 3 XXXXXX
XXXX 4 XXXXXX
XXXX 5 XXXXXX



PA-300C

EFFICIENCY "V"

Serial Number
(This example is applicable)



This part does not
require replacement

The change will be made
to this part



A LIST OF THE SERIAL NUMBERS AND MODELS THAT WERE AFFECTED IS ATTACHED FOR IDENTIFICATION PURPOSES:

The affected PA-300C sold individually.

Applicable serial number	
PA-300C	See previous image

The affected PA-300C was included with the following:

Model	*1 The PA-300C affected was included with the following model:
DTX900/900M	<ul style="list-style-type: none">*AQP□□□□□*AQX□□□□□*AQY□□□□□*AQZ□□□□□*AR[*]□□□□□*AS[*]□□□□□*ATH□□□□□*ATI□□□□□
ICP1	<ul style="list-style-type: none">*AQP□□□□□*AQX□□□□□*AQY□□□□□*AQZ□□□□□*AR[*]□□□□□*AS[*]□□□□□*ATH□□□□□*ATI□□□□□
MOTIF-RACK XS	<ul style="list-style-type: none">*AQP□□□□□*AQX□□□□□*AQY□□□□□*AQZ□□□□□*AR[*]□□□□□*AS[*]□□□□□*ATH□□□□□*ATI□□□□□

P-155B/P-155S	<ul style="list-style-type: none"> *AQP□□□□□ *AQX□□□□□ *AQY□□□□□ *AQZ□□□□□ *AR[*]□□□□□ *AS[*]□□□□□ *ATH□□□□□ *ATI□□□□□
PSR-A2000	<ul style="list-style-type: none"> *CR[*]□□□□□ *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□
PSR-OR700	<ul style="list-style-type: none"> *CQP□□□□□ *CQX□□□□□ *CQY□□□□□ *CQZ□□□□□ *CR[*]□□□□□ *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□
P-S550/S550B	<ul style="list-style-type: none"> *BQP□□□□□ *BQX□□□□□ *BQY□□□□□ *BQZ□□□□□ *BR[*]□□□□□ *BS[*]□□□□□ *BTH□□□□□ *BTI□□□□□
PSR-S650	<ul style="list-style-type: none"> *BR[*]□□□□□ *BS[*]□□□□□ *BTH□□□□□ *BTI□□□□□

PSR-S710	<ul style="list-style-type: none"> *CQP□□□□□ *CQX□□□□□ *CQY□□□□□ *CQZ□□□□□ *CR[*]□□□□□ *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□
PSR-S750	<ul style="list-style-type: none"> *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□
PSR-S910	<ul style="list-style-type: none"> *CQP□□□□□ *CQX□□□□□ *CQY□□□□□ *CQZ□□□□□ *CR[*]□□□□□ *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□
PSR-S950	<ul style="list-style-type: none"> *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□
YDP-162B/162C/162PE/162R	<ul style="list-style-type: none"> *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□
YDP-S51B/S51WH	<ul style="list-style-type: none"> *CS[*]□□□□□ *CTH□□□□□ *CTI□□□□□



UR824	<div>*CR* *CS* *CTH *CTI</div>
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2* The PA-300C affected was integrated into the following:

Modelo	Aplicable Serial No.
CLP-430B	<div>*CQ* *CR* *CS* *CTH *CTI</div>
CLP-430C	
CLP-430M	
CLP-430PE	
CLP-430R	
CLP-430WH	
SCLP-430	
CVP-601B/601PE	<div>*CS* *CTH *CTI</div>

CONTACT INFORMATION

Regarding the process of changing your adapter, you can go directly to the authorized Yamaha distributors or service centers in Latin America:

Distribuidores en Latinoamérica

ARGENTINA >	BOLIVIA >	BRAZIL >	CHILE >	COLOMBIA >	COSTARICA >
DOMINICANA >	ECUADOR >	EL SALVADOR >	GUATEMALA >	NICARAGUA >	
PARAGUAY >	PERÚ >	PUERTO RICO >	URUGUAY >	OTROS PAÍSES DE LATINOAMÉRICA / CARIBE >	
PANAMA >	HONDURAS >				

Authorized distributors in Latin America:

https://mx.yamaha.com/es/find/latin_america/index.html

If you cannot find the information for your country on the website, please contact us by e-mail to be guided with the contact details: support.pa@inquiry.yamaha.com

*For customers in Mexico, please contact the Service Center in that country.

https://mx.yamaha.com/es/support/service_locator/index.html