



iNformation

Service Campaign Types

Depending on the situation, American Honda will conduct service campaigns to repair or improve its powersports products; the official documentation for any service campaign is the Service Bulletin.

There are various types of Service Bulletins, including *Product Recalls*, *Product Updates*, *Product Improvement Campaigns*, and *Warranty Extensions*. Additional information regarding Service Bulletins is available on **iN** through the Online University as *Self-Study Module W M A02SL Service Library*. Additionally, there is yet more info included in the *Warranty Policy and Procedures Manual*, available on **iN**. We strongly encourage you to familiarize yourself with this information.

Here are some brief descriptions and examples of the different types of Service Bulletins:

Product Recall

A Product Recall is related to safety or emissions defect or noncompliance. A Product Recall has no time limit, and remains active until all the affected vehicles are repaired. *In fact, it's a violation of federal regulation to sell any recall affected unit (off road and used products as well) without first completing the recall remedy.*

A critical thing to remember about a Product Recall is that a vehicle may be unsafe until the recall work has been performed – if your dealership fails to perform a recall while the affected vehicle is in your dealership and a crash occurs at a later date, your dealership can be held legally responsible.

Product Update

A Product Update is not safety related, but it requires that all affected vehicles, as indicated in the Service Bulletin, be updated with improved parts or a service procedure. A product update usu-

ally includes a Campaign Expiration Date, which is clearly indicated within the text of the Service Bulletin and on the *Service Bulletins* home page on **iN**.

Service Bulletins			
Model	Type or select an option	Year	Keyword
			See
Title/Description		Issue Date	Campaign Expiration Date
SAFETY RECALL: 2014-2015 CBR1000S Rear Shock Absorber Repair (CBR1000S #1) This Service Bulletin informs dealers of a SAFETY RECALL to repair the rear shock absorber on affected model year 2014-2015 CBR1000S (CBR1000RR SP) motorcycles.		04/15/2015	
2014 NC700X/XD Trunk Lock Repair - Product Update Campaign (NC700X/XD #3) This Service Bulletin describes a Product Update Campaign to repair the trunk lock on affected 2014 model year NC700X and NC700XD motorcycles.		12/05/2014	12/31/2019
2014 NC700X/XD Combination Meter Replacement - Product Update Campaign (NC700X/XD #2) This Service Bulletin describes a Product Update Campaign to replace the combination meter on all 2014 model year NC700X and NC700XD motorcycles.		11/21/2014	12/31/2019

But don't just glance over Product Updates or any service campaign and assume that every vehicle needs the same procedure – you need to carefully follow the instructions in the Service Bulletin as repairs applied to non-qualified vehicles will not be warranty reimbursed.

Product Improvement

A Product Improvement offers an improved part for a service issue that may or may not affect a customer's vehicle. Customers are directed to see their Honda dealer if they have a problem or want more information, and the Product Improvement usually includes a specific expiration date.

A Product Improvement should only be performed if the vehicle actually has the problem outlined in the bulletin, and the dealer should not solicit repairs from a customer or perform unneeded repairs on customer vehicles. Again, carefully read the detailed instructions in the Service Bulletin.

Warranty Extension

A Warranty Extension offers an additional warranty term and possibly improved part or component for the affected vehicle. Like a Product Improvement campaign, this should be performed only if the vehicle has the problem outlined in the bulletin. A dealer should not solicit or perform unneeded repairs on customer vehicles.

The bulletin will clearly indicate how to test and then only if necessary replace the part in question.

Remember: the parts may be called in, and if they're not defective, your warranty claim may be debited.

Resources

Remember: it's a Honda Dealer responsibility to participate in these service campaigns when a bulletin is issued. For your reference, a listing of all current service campaigns is available on *iN* by following this path:

Service > Service Publications > Service Bulletins

When a vehicle comes in for service, be sure to use the *Unit Information* utility on *iN* to check for outstanding Service Campaigns:

Service > Unit/Customer Information > Unit Information

All Models

2015 & Later Water Cooled Models

Blue Is the New Green

Due to emerging environmental regulations, Honda Type 2 Blue coolant will now be "factory fill" in Powersports products, starting with model year 2015. So when you're doing a PDI or other initial services on these late-model vehicles, don't be alarmed at the sight of blue engine coolant. Not all Honda powersports factories have switched over to the blue coolant yet, so some models will still have the green coolant in them.

The important thing to remember is that the blue stuff is compatible with the familiar green stuff, so there's no problem if you need to mix them. The new blue coolant is available through normal parts channels.

**Coolant, Type 2 (Blue) 1 Gallon
P/N OL999-9011 (Shipped by the case: 6 gallons)**

Air Cooled Singles

Excessive Top-end Noise When Hot

Sometimes on high mileage air-cooled singles, especially those that have been left idling for prolonged periods, the valve seats can come loose from the cylinder head casting when the engine is hot. Your first clue that this is the case is a sudden increase in top-end noise after the engine gets hot. The other indicator is that the measured valve

clearance will suddenly change. If you suspect loose valve seats, first set the valve clearances to spec. Then run the engine under load until it starts to clatter. Allow the engine to cool and re-check the valve clearances. If they've changed significantly, you can bet that a valve seat(s) has come loose from the head. Replace the cylinder head as an assembly.

On-Road

CMX250, CBR250R, CBR300R, CB300F, CRF250L

Premature Clutch Wear?

These entry level models are selling as well as ever, and that means there's another generation of new riders getting into motorcycles who will need some coaching on clutch technique and motorcycle maintenance. New riders have a tendency to slip the clutch a lot as they're learning to negotiate the friction zone on their new motorcycle. As a result Honda has experienced an up-tick in warranty claims for "burned out" clutches on these entry level models.

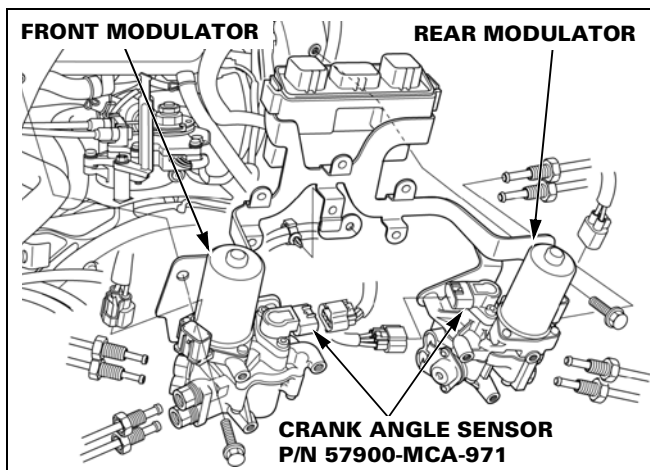
As is common knowledge, clutch plates are a wear item and subject to periodic replacement over the life of the vehicle. Unless there is clearly a manufacturing defect, clutch plates are not eligible for warranty replacement. That said, let's look at some tactics for helping new riders avoid prematurely burning out their clutch plates:

- Encourage customers to take a hands-on rider training course. This will develop their skill and confidence in using the clutch properly.
- Some new riders think there's something wrong if the clutch lever is "loose," so they over-tighten the cable, not realizing that they're creating a slipping clutch problem.
- Educate the customer why there is a required amount of clutch lever freeplay; because freeplay decreases as the clutch pack wears. Show the customer how to properly adjust clutch freeplay as indicated in their Owner's Manual.
- Inform the customer at unit delivery that clutch wear is not covered by warranty. Help them understand that correct riding technique and regular maintenance will promote clutch durability.

GL1800/A & ST1300A/PA

ABS Modulator Angle Sensor

When following Step 6 of the Service Manual troubleshooting procedures for ABS Indicator Problem Codes 6 and 7 (Front/Rear crank angle sensor system), you will be directed to “swap” modulators by exchanging the front and rear modulator connectors. If the troubleshooting solution ends up as “faulty front/rear modulator assembly,” first try replacing the crank angle sensor with a known good part, as this will usually fix the problem without the labor and expense of replacing the entire modulator.



The crank angle sensor is not shown as an available part within the Parts Catalog, however it can be ordered through normal parts channels.

Sensor Assy., Angle P/N 57900-MCA-971

GL1800 All

Intermittent Trunk Lock or Rear Speaker Trouble: Additional Information

In the April 2015 edition of The Wrench we ran an article with the above name but failed to include some critical parts information. Please refer to the original article for the diagnostic and repair information, and then use the following part number if you find a damaged trunk unit sub wire-harness.

For GL1800 with rear speakers:

P/N 32140-MCA-***

The part number suffix will differ by model year and vehicle trim level. To get the whole part num-

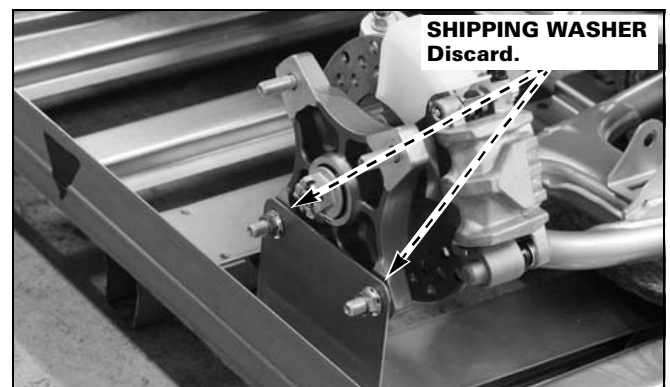
ber, use the Parts Catalog and select the correct model year and “Area” (trim level). Then use the *Part Search* tool and plug the above part number prefix into the field and click SEARCH; the Wire Harness window will be displayed and the full part number highlighted in the parts list.

Off-Road

2006-2014 TRX450R/ER

Front Wheels Wobble After Set-Up? Oops!

As always, when setting up any Honda Powersports vehicle you should refer to the model-specific Set-Up Instructions every step of the way while doing the job. Case in point; there are two shipping washers installed on the front hubs of TRX450R that must be removed when the unit is unpacked during Set-Up/PDI. Failure to remove the washers before front wheel installation will result in wobbling front wheels that are hard to detect at walking speed, but are sure get the new owner’s attention in a big way on their first ride. So don’t blow it; make sure that the washers are removed from the front hubs and discarded as indicated in the Set-Up Instructions.



The Tool Chest

Revised Service Tool News Bulletins

STN #1 - Required Tools & Equipment

This Service Bulletin includes the complete list of special tools as well as required shop equipment necessary to adequately service Honda powersports products. The latest edition of STN #1 supersedes the previous edition dated August, 2011.

STN #24 - Special Tool Cabinet/Board Layout Reference

This Service Bulletin includes links to special tool cabinet/board graphic references that show the correct location of each special tool within the storage system. STN #24 also includes a printable *Special Tool Cabinet Index* sheet that allows users to quickly locate tools within the storage cabinet by their tool number.

Check out both bulletins on *iN* by following this path:

Service > Tools > Special Tools

Parts

New Moly 77 Paste

The new Honda Moly 77 Assembly Paste replaces the old Moly 60 product and is packaged in a convenient squeeze tube that allows for easy application directly to the desired area, thereby reducing waste and mess. Available in a single, 2.65 oz tube.

Moly Paste (M77)

P/N 08798-9010



Service Library

Recent Service Information Mailings and Postings

A well maintained Service Library is an indispensable resource for ensuring maximum Service Department productivity.

From January through April, the following materials were mailed to your dealership or posted on *iN*:

Service Manual Conversion Stickers

Be sure to apply the conversion stickers to the appropriate Service Manual cover right away.

2008-2015 CBR1000RR/RA/RS	2003-2015 NPS50
2014-2015 CBR650F/FA	1996-2015 CMX250
2012-2015 NC700X/XD	2013-2015 CBR500R/RA, CB500F/FA, CB500X/XA
2014-2015 GL1800C	2003-2015 ST1300/A, ST1300P/PA
2011-2015 CB1000R	2014-2015 NSS300/A
2013-2015 NCH50	2014-2015 CTX700/D, CTX700N/ND
2015-2015 GROM125	2013-2015 CRF250L
2014-2015 VFR800F/FD	2014-2016 TRX500 Series

Service Manual Revision Pages

Be sure to apply the revision pages to the appropriate Service Manual right away.

- 2014-2015 CBR650F 2014-2015 CBR650F/FA Revision Pages (2)

Service Manuals

This manual replaces P/N 61HR301 (2014-2015 TRX420 Series), be sure to remove the old manual from your Service Library.

- 2014-2016 TRX420 Series Service Manual

Set-Up Instructions

The below Set-Up Instructions were posted to *iN*, be sure to print a copy of each and organize it with your other set-up material; either for your set-up staff or set-up company.

2015 NC700X/XD	2015 CMX250	2015 NPS50
2015 CBR650F/FA	2015 CB1000R	2015 MRT260
2015 GL1800C	2015 NCH50	2015 ST1300PA
2015 NSS300/A	2015 GROM125	2015 CB500X/XA
2015 CB500R/RA	2015 VFR800F/FD	2015 CTX700/D/N/ND
2016 TRX500FE1/FE2/FM1/FM2	2016 TRX500FE1/FE2/FM1/FM2	2016 TRX420TE1/TM1
2016 TRX420FE1/FM1/FM2	2016 TRX420FA1/FA2	



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Editor: Robert Heilbron E-mail *The Wrench* at EditorTheWrench@ahm.honda.com

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