



# Service Bulletin

American Honda Motor Co., Inc.

MULTI-MODEL: OWNER'S MANUAL #1

ISSUED: December 2017

## EMISSION RECALL

### MULTIPLE MODELS - OWNER'S MANUAL REPLACEMENT

#### AFFECTED UNITS

Model	VIN Range
2017 CBR600RR/RA	All
2017 CRF1000L/LD	All
2017 VT1300CX/CXA	All

Model	VIN Range
2017 VT750C2B	All
2017 XR650L	All

#### PARTS INFORMATION

**Do not order any parts.**

**Dealer Inventory:** All remedy parts for dealer-owned units will be allocated to your dealership.

**Customer Units:** A new Owner's Manual will be mailed directly to owners of affected motorcycles.

**Part Description:** Owner's Manual (O/M)

Model	Defective O/M P/N	Remedy O/M P/N
CBR600RR/RA	31MJC640	31MJC641
CRF1000L/LD	31MJP610	31MJP611
VT1300CX/CXA	31MFR670	31MFR671
VT750C2B	31MFE700	31MFE701
XR650L	31MGW650	31MGW651

#### WARRANTY CLAIM INFORMATION

After completing the Service Bulletin repair procedure, submit one warranty claim per unit with the following template number:

Claim Template	Flat Rate Time
KH9A	0.2 hours

#### BACKGROUND

Honda is launching an EMISSION RECALL of multiple model year 2017 motorcycles to replace a defective Owner's Manual.

Due to a printing error, critical symbols indicating *the required skill level* and whether to *inspect*, or *replace* are missing from the Maintenance Schedule page. Additionally, other pages may be affected by missing symbols. A replacement Owner's Manual is available to correct this condition.

#### Emission Consequence

If an owner of an affected motorcycle does not perform the required scheduled maintenance,

due to the Owner's Manual printing error, the motorcycle may emit excessive emissions.

#### Repair Procedure Overview

The original Owner's Manual must be replaced with a corrected manual.

#### CUSTOMER NOTIFICATION

Pending regulatory agency approval, American Honda is sending a letter to owners of affected motorcycles informing them that their motorcycle is being recalled for a defective Owner's Manual. The customer will be made aware of the emission risk of the missing critical scheduled maintenance information. They will

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**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your Honda. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your Honda, or that your Honda has the condition described. To determine whether this information applies, contact an authorized Honda dealer.

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receive a corrected Owner's Manual with the notification letter.

For your reference, a copy of the Customer Letter is reproduced on page 3 of this bulletin.

### DEALER INVENTORY

Repair all affected motorcycles according to this bulletin before selling them.

Remedy Owner's Manuals will be shipped to your dealership to repair affected inventory. Within the shipment is a list of affected units by model and VIN.

- If a unit on the list is already sold and delivered, contact your customer and ask them to bring in their vehicle for a free Owner's Manual replacement.
- If a unit on the list was involved in a dealer trade, please coordinate the exchange of the manual with the other dealer.
- To search for applicable recalls on a specific unit, use *Unit Information* on **iN**.
- To manage your affected inventory, use *eResponsibility Report* on **iN**.

### REPAIR VERIFICATION

To verify if this recall has already been performed, check *Unit Information* on **iN**.

### CUSTOMER OWNED UNIT

- If the *Unit Information* check indicates this recall (KH9) is **not complete**, call **Warranty** at (800) 421-1900, option 7.
- If the *Unit Information* check indicates this Recall (KH9) is **complete**, no further action is necessary.

### DEALER INVENTORY

- If the *Unit Information* check indicates this recall (KH9) is **not complete**, see DEALER INVENTORY above.
- If the *Unit Information* check indicates this Recall (KH9) is **complete**, no further action is necessary.

### DEALER SUPPORT

### WARRANTY QUESTIONS

If you have any warranty administration questions relating to warranty claim templates, repair verification discrepancies, and claim filing procedures, please contact:

Motorcycle Warranty Online:

**iN > Service > Warranty & HondaCare > Warranty Connect**

Or call (800) 421-1900, option 7

### REPAIR PROCEDURE

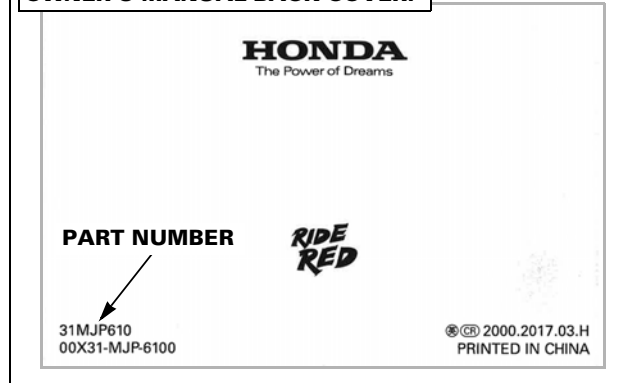
### DEALER INVENTORY

1. Review the **AFFECTED INVENTORY** sheet that came with the remedy Owner's Manual shipment and locate each affected unit.
2. Open the crate cover and locate the parts carton.
  - If necessary, refer to the model specific Set-Up Instructions for parts carton location.
3. Open the parts carton and replace the original Owner's Manual with the remedy part.

Destroy the original Owner's Manual.

- If necessary, refer to **PARTS INFORMATION** on Page 1 to differentiate defective from remedy parts. The part number is located on the back cover of the Owner's Manual as shown.

### OWNER'S MANUAL BACK COVER:



### FACTORY REPAIRED UNITS

You may receive factory repaired units that have a remedy Owner's Manual affixed to the parts carton top side. During unit Set-Up, follow the instructions on the remedy Owner's Manual pouch and replace the original manual with the remedy part.

**TEXT OF CUSTOMER LETTER**

**CUSTOMER LETTER IS FORTHCOMING**