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Attachment #Q2

Summary Descriptions of items "F" – Warranty Lawsuit Summary

VIN:	MLHMC4103C5 [REDACTED]
Report Type:	Lawsuit
Source:	093239
Alleged Problem:	Unit stalls after about 15 seconds Wisconsin Lemon Law.

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Labor	Description
111103	Piston, piston rings, piston pin or rod bearing replacement
111106	Cylinder head replacement
111109	Intake or exhaust valve guide replacement (one)
111399	Upper engine part adjustment
111499	Upper engine test
111899	Upper engine part repair
311130	Throttle body replacement
311132	Throttle body assembly replacement
614105	Ignition coil(s) replacement
614130	Spark plug(s) replacement
614199	Ignition system part replacement
614899	Ignition system part repair

Defect	Category	Sub Category
01700	Damage	Cracked (but still together)
01800	Damage	Broken (in two or more pieces)
02300	Damage	Seized (due to heat, friction, or lack of lubrication)
03000	Malfunction	Binding or Sticking
03500	Malfunction	Adjustment limit inadequate
06100	Fit/Clearance	Loose
06400	Electrical	Shorted/grounded
06600	Electrical	Poor electrical connection
06800	Electrical	Open/burned out circuit
07400	Manufacture	Improper adjustment or assembly
07700	Manufacture	Improperly Machined

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The Wrench - Dec 2011



December 2011

the
wrench
Honda Technician Newsletter

iNformation

Revised Computer Requirement

On November 4, 2011, we sent you a dealer message about the revised service department computer requirement now being a laptop, as stated in *STN #1*.

The laptop must meet the current minimum computer requirements as listed on *iN Support*. Honda's Tool and Equipment Program has researched available laptop models and offers three versions of Panasonic's Toughbook. However, you can purchase any laptop that meets the required specifications. For information on these recommended laptops and the required specifications, log on to *iN* and follow these paths:

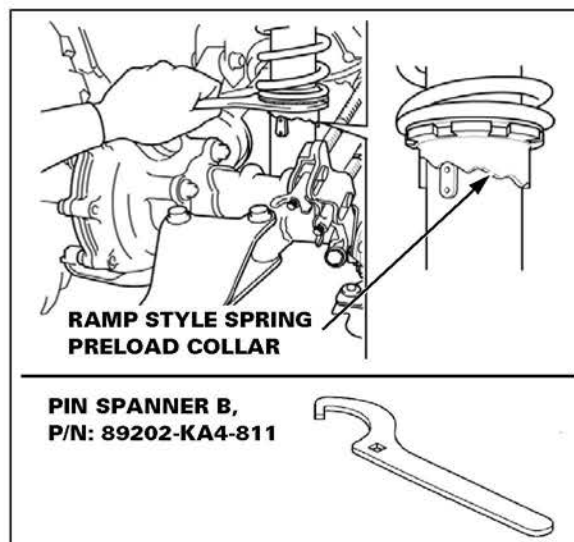
iN Support > iN Minimum Requirements

Service > Tools > Tool and Equipment Program > Engine Diag. and Electrical Equipment > Toughbook Laptops

All Models

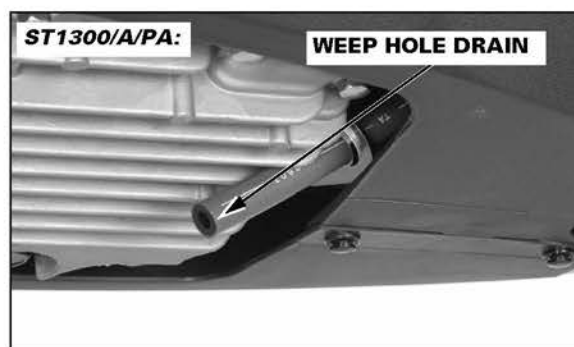
Ramped Spring Preload Collars

Many Honda powersports products feature ramp style spring preload collars. Although the *Owner's Manual* indicates adjusting spring preload with a "pin spanner", in most cases there is no preload adjusting tool included with the vehicle's tool kit. The best solution for adjusting spring preload is to use Pin Spanner B (P/N: 89202-KA4-811), often shown as an optional tool in the parts catalog for XR and CR/CRF models. See the illustration at the top of the next column. You may want to stock this tool for customers who prefer to adjust their suspension.



Coolant Leaking From New Units

Some dealers have reported small coolant stains underneath water cooled vehicles on their showroom floors. A small amount of coolant leaking from the water pump inspection/weep hole on new vehicles, when the engine is stopped, is normal.



Remember that a brand-new vehicle has very little run-time on the engine. As a result, the mechanical water pump seal has not broken in and fully sealed yet. Running the engine will promote break-in of the water pump seal. There should be no continuous leakage from the weep hole when the engine is running.

On-Road

CBR250R

Engine Starts, But Won't Accept Throttle

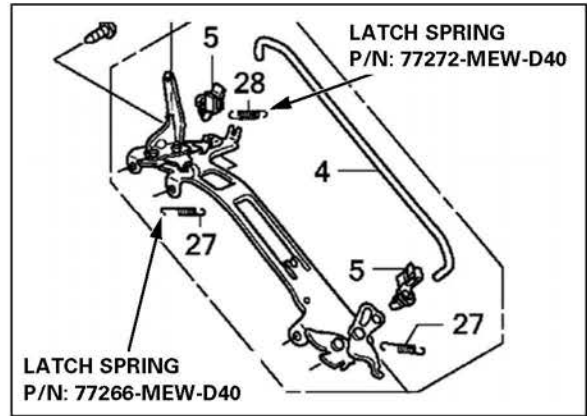
TechLine has received a few reports from dealers of blocked air cleaner intake tubes. The typical customer complaint is that the engine won't run or starts but won't accelerate. Upon examination, the technicians have found maps or other items blocking the air intake tube, which is located under the rider seat. Apparently, customers have been tempted to use this area for storage. Advise customers to use only the tray beneath the passenger seat for storage.



NT700V/A

Saddlebag Won't Latch

If you encounter a saddlebag that won't stay latched, chances are that one of the three springs in the saddlebag catch assembly is either broken or has become dislodged from the mechanism; often by small items being improperly stored under the seat. There is no need to replace the entire saddlebag catch assembly as the springs are easily replaced using long needle-nose pliers. Once the latch is repaired, advise the customer not to store under seat items outside the frame rails, as they may interfere with saddlebag latch operation. See the illustration at the top of the next column for a detailed parts catalog view and part numbers.



NHX110

Service Manual Changes, HISP Only

Information about special tools and procedures in the HISP version of the 2010 NHX110 Service Manual has been changed. Note that there will be no revision pages sent for your printed manual. Therefore, if you need to complete any of the procedures listed below, check the HISP manual on iN before proceeding.

- Side Body Cover Removal (p. 3-4)
- Maintenance Schedule (p. 4-4)
- Clutch/Driven Pulley Disassembly (p. 11-15, 11-18, 11-22)
- Final Reduction Bearing Replacement (p. 12-10 through 12-12)
- Crankcase Assembly (p. 14-9, 14-11)
- Front Wheel Assembly (p. 15-10)
- Fork Assembly (p. 15-17)
- Steering Stem Removal/Installation (p.15-24, 15-28)

TechLine

Holiday Season Hours

TechLine will offer limited hours of operation during American Honda's winter shutdown period.

Dec. 23-26: Closed

Dec. 27-29: 7:30-11:30, 12:30-4:00 (closed for lunch)

Dec. 30-Jan. 2, 2012: Closed

Jan. 3, 2012: Resume normal hours



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The Wrench - Dec 2013



On-Road

Honda Paint Care FAQs

Why do some models have clear coat while others do not?

Honda uses clear coat on some paints with metallic, flake and pearl finish to enhance luster of the color. Usually, non-metallic blacks and reds are deemed to have a better looking finish without clear coat.

How should Honda paint be routinely cared for?

For routine or normal paint care, Honda recommends high quality wash products and waxes or detailing products that are free of abrasive polishing compounds. Regular application of high quality wax will provide a protective coating, minimizing paint scratching and scuffing.

Why do scuff or swirl marks appear so easily in the surface of the paint?

All painted surfaces, whether clear coated or not, collect dust and dirt. Swirl marks and scratches are created when the surface is not cleaned prior to the application of the finishing polish. It may also happen when rough cloth is used on a dry paint surface.

What is the proper way remove scuff and swirl marks?

If the paint has small scratches or swirl marks, they can be rubbed out with a finishing polish containing mild compounds, such as 3M Finesse-it II Machine Polish. This commercially available product has shown great results in removing the haze and small scratches that appear during normal usage. After small scratches are removed, a mild polishing product such as Honda Glare should be used to attain the final gloss. Applying these products to recently un-crated units with minor paint blem-

ishes could eliminate the unnecessary replacement of body panels and prevent sales delays.

Why is there paint on the cloth when the bike is polished?

Paint on the polishing cloth is normal and is caused by the type polish being used. Some waxes and all finishing polishes, especially those made for removing fine scratches, swirls and other imperfections will remove some paint.

Products and Resources

Honda Glare Ultra Wash
P/N 08732-GLR-002

Honda Glare Professional Polish
P/N 08731-GLR-001

Hondagloss Liquid Polish and Sealant
P/N 08C25-A081S

Spray Cleaner and Polish
P/N 08732-SCP00

3M Products

www.3M.com

Finesse-it II Machine Polish
(3M P/N 39003)

CBR250R, CRF250L

600 Mile Valve Clearance Inspection

The Maintenance Schedule in both the Service Manual and Owner's Manual for these models indicate that valve clearance inspection should be performed at the 600 mile initial service interval.

Unlike the latest few generations of inline four cylinder engines that have cam lobes acting directly upon bucket type cam followers, the new 250 singles have pivoting/rotating elements in the valve train. They use a forked rocker arm which can have additional loads if the clearances at each

valve are different. With roller bearing cam followers on rocker arms that pivot on shafts that float in the head, and along with camshaft bearings, small tolerances can quickly add up to create out of spec valve clearances as all these moving parts bed-in during the engine break-in period.

Lack of excessive valve noise is not an indicator that valve clearances are within spec. Typically, initial clearances will decrease, as valve faces hammer into the valve seats. Tight valve clearances may cause hard starting, engine stalling, and burned valves.

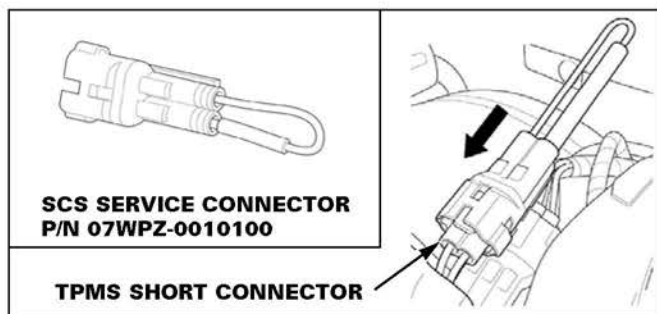
For the above reasons it is important that the valve clearances are checked and, if necessary, adjusted at the 600 mile initial service interval.

Fortunately the CBR250R/CRF250L cams DO NOT need to be removed to change the shims. The rocker arms move out of the way for easy valve shim replacement. For helpful tips and tricks about valve clearance inspection on the CBR250R/CRF250L, check out the September 2012 edition of *The Wrench*.

'09 & Later GL1800/A

TPMS Troubleshooting

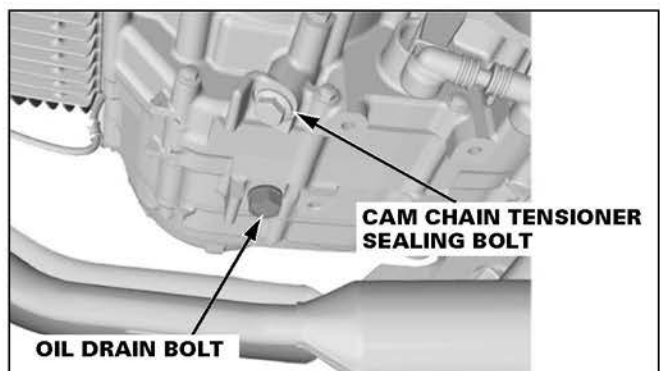
When troubleshooting the Tire Pressure Monitor System, retrieving stored Diagnostic Trouble Codes (DTC) or registering new sensors to the TPMS receiver, make sure that you are using the proper SCS service connector at the TPMS short connector. Using your own makeshift jumper connector may seem convenient, but it can actually lead to the TPMS sensors not being registered properly, among other troubleshooting headaches. The SCS service connector is available through normal parts channels.



Grom125

Oil Drain Bolt Confusion

Recently, TechLine has fielded some calls from dealer technicians who were alarmed when a spring jumped out of the oil drain bolt hole... Turns out these techs had actually removed the cam chain tensioner sealing bolt rather than the oil drain bolt. As it happens on the horizontal cylinder engine layout, the oil drain bolt and the cam chain tensioner sealing bolt both face down and they both have 17 mm hex heads. However, the bolts are easily differentiated as the oil drain bolt has a dull grey finish and the cam chain tensioner sealing bolt has a bright, shiny finish.



So be careful and refer to the Service Manual when changing oil on the Grom for the first time to be certain you're removing the oil drain bolt. If you remove the wrong bolt, refer to page 9-15 of the Service Manual for the proper installation of the cam chain tensioner spring and sealing bolt.

Fuel Pressure Testing

When testing fuel pressure on the Grom, the *U.S.A. Tools* described in Service Manual will work, but are out of date. Use the tools shown in the table below. Note that the *Adapter, 90 Degree* was auto shipped to all motorcycle dealers in October, 2013

Tool	Part Number
Fuel pressure gauge, 0-100 psi	07406-004000C/B
Fuel pressure manifold hose	07AMJ-HW3A100
Fuel adapter male "B"	07AAJ-S6MA200
Fuel pressure adapter, 90 degree	07AMJ-K26A100



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iNformation

Don't Fly by Landing Page

The *iN* Service Landing Page is where you access all *iN* service content via the left column menu. In a rush to get to that content you might miss some important information on the Landing Page itself.

Whenever there is an important news-worthy event or when we feel information needs to be brought to light, we publish a short article about it on the Landing Page.

The Landing Page usually gets updated weekly but a new item may be posted at any time. Therefore it's important to spend a few moments to read the Landing Page articles to make sure you're up to date. To see previous articles click on the archive link at the top left of the page.

Feedback Loop

Crush Washer Replacement

In the March issue of *The Wrench* we ran an article cautioning about over-tightening oil drain bolts, which could lead to stripping the threads in the case. The article mentioned that a very deformed crush washer is a good visual clue that the drain bolt has been over tightened.

Astute reader Tim Warstler, Service Manager of Corona Motorsports, contacted us about the frequent situation of do-it-yourselfers reusing the crush washer that can lead to the drain bolt being overtightened, especially if the washer is damaged and the owner attempts to stop an oil leak.

The crush washer is a one-use only part and should be replaced every time the drain bolt has been loosened.

All Models

New Model Information

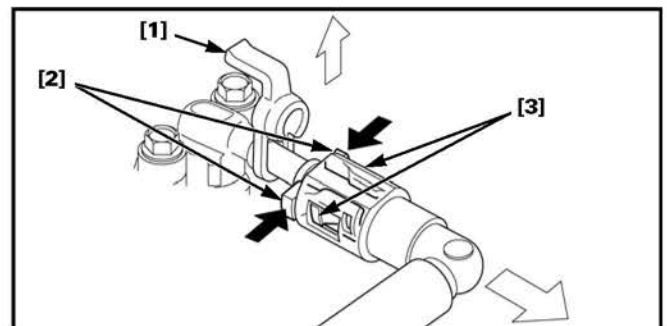
In the April issue we gave you an overview of two models that were released that month. In this issue we're giving you a little more information about the 2011 CBR250R and introducing a couple 2012 models. See the *2011 Update* on the *iN* Online University for more information.

2011 CBR250R

Fuel Tank Removal Tip

When removing the fuel tank you'll have to disconnect the fuel line. Instead of disconnecting it from the fuel pump, it's easier to do so from the throttle body as instructed below.

1. Relieve the fuel pressure.
2. Have someone hold the front of the fuel tank.
3. Stand on the left side of the motorcycle and pull and release the joint rubber [1] tabs from the retainer.



4. Use your index fingers to push the retainer tabs [2] in to release them from the locking pawls [3] and pull the connector off.

Note: The joint rubber and retainer must be replaced anytime the line is disconnected.

See the Service Manual for more information.

Oil Filter Caution

The 2011 CBR250R's oil filter looks similar to other Honda oil filters, specifically those for our ATV models, but is a new part.

P/N: 15410-KYJ-901

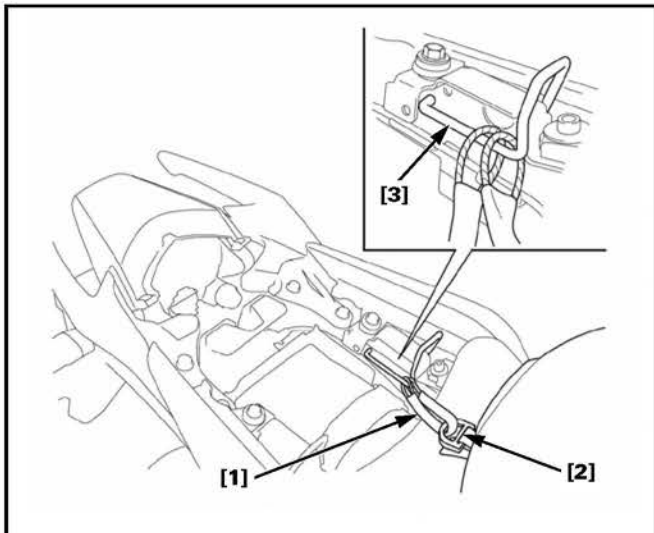
The filter is directional and is designed to flow oil in the opposite direction from the ATV filters. Installing an ATV filter into the CBR250R or CBR250R filter into an ATV will prevent proper flow, causing engine damage.

Always check the oil filter part number of any model you're working on before installing it.

Helmet Holder Location

The helmet holder is located under the left side of the passenger seat. Follow this procedure to use the holder:

1. Remove the passenger seat.
2. Pass the helmet cable [1] through the helmet strap's D-rings [2].



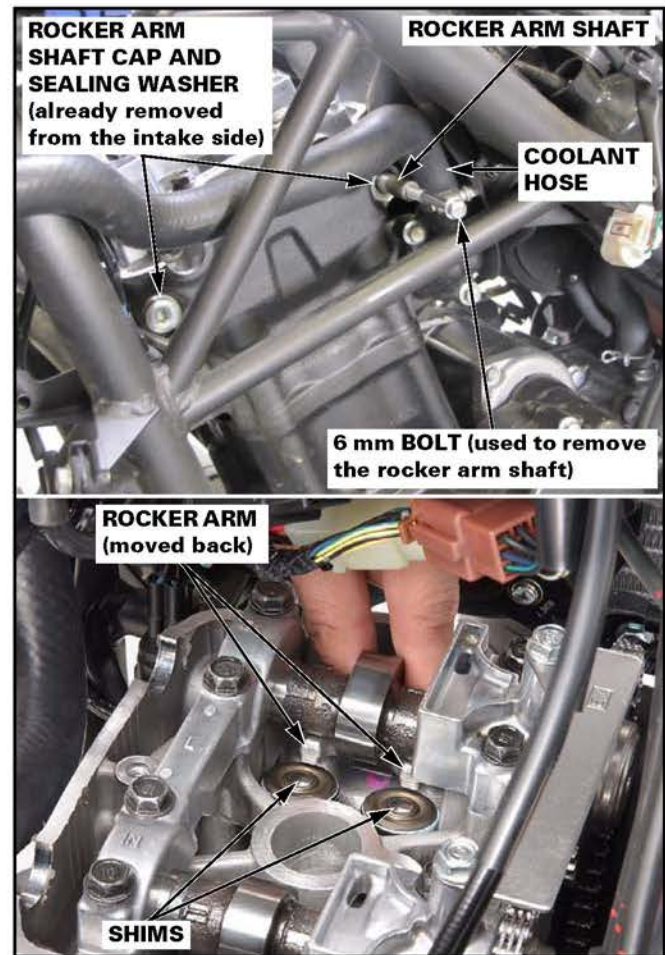
3. Loop both ends of the cable around the helmet holder [3].
4. Reattach the passenger seat.
5. Allow the helmet to rest against the rider seat.

Valve Adjustment Procedure

The CBR250R has a unique cylinder head design that allows the valve shims to be accessed without removing the camshafts.

Both the intake and exhaust rocker arm shafts can be removed, which allows the rocker arms to be moved back and away from the shims. This

greatly reduces the complexity and time required to adjust the valve clearances.



Both the intake and exhaust valves can be adjusted in this way, however, the clearance between the intake rocker arm shaft's cap and thermostat housing coolant hose may require angling of the cap to clear the hose, or draining of the coolant and removal of the coolant hose.

See the 2011 CBR250R Service Manual for specific and detailed instructions.

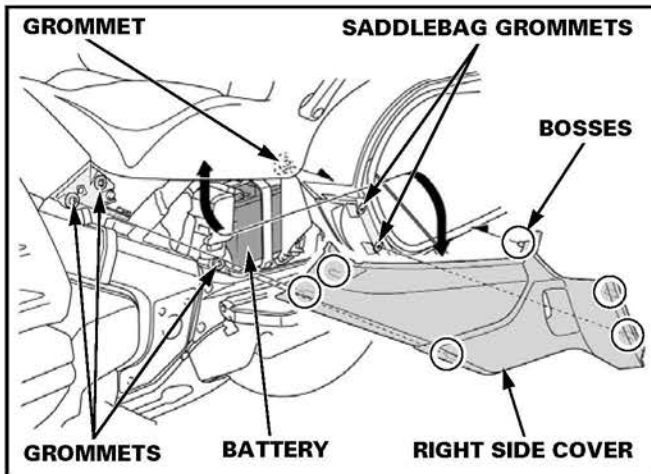
2012 GL1800/A

Battery Access

On the new 2012 Gold Wing, as on the previous model, you have to remove the left side cover to access the battery. However, because of the newly designed saddlebags, there is one additional required step

On the 2012 model, opening the left saddlebag is necessary to release the two rear bosses of the side cover that are behind the saddlebag lid. Fail-

ing to do this could result in damage to the cover and/or saddlebag. Make sure to release the other four bosses from their grommets before attempting to remove the cover. Use the same procedure for the right side cover.



The new Gold Wing also includes some upgrades to the navigation and audio systems. These enhancements include the ability to import and export routes via a Route Data SD card, and a USB connector to plug in a digital music player or USB flash drive. To get more information about these upgrades and how to operate them read the *Owner's Manual* available on iN's HISP.



2012 TRX500FE/FPE/FM/FPM

The new TRX500 Foreman is an all new model but includes a few things you'll be familiar with.

Engine architecture is very similar to the TRX420, which should make regular maintenance a familiar task. The swingarm is similar to the TRX420 but with a tubular rear axle, as seen on the previous Foreman. And, there is no fuel valve, similar to the

TRX680, so use a pinch clamp to stop fuel flow prior to tank removal. Other things of note about this new model are as follows:

- The fuel gauge sender connector is easy to access, being located near the right front of the fuel tank and is clipped to a frame bracket. It needs to be unclipped from the frame bracket before it can be disconnected.
- There will be a new special tool, available soon, for disconnecting the fuel line (070MF-HP50200). It is small so we suggest you thread a lanyard through the provided hole.

Remember the joint rubber and retainer must always be replaced every time you disconnect the fuel line.



- The easy to install full length skidplate has fewer bolts than on the TRX420. Note there are two tabs that engage a frame cross member at the rear of the engine.
- The front and rear shocks are adjustable for spring preload. The tool kit does not include a pin spanner but tool 89202-KA4-811 will work on both front and rear shock adjusters.
- A new, higher capacity battery (GYZ 16) is factory filled and pre-charged. Due to the higher amp-hour rating as well as the higher weight (2.2 lbs) this battery is not recommended for use in other ATV models.
- Due to the new battery type your battery tester will need to be updated with new software (version 2.5 2011). Read STN #16 on iN.

On-Road

2006-2012 GL1800/A

Heated Grips/Seats Repair

In the January 2010 issue of *The Wrench* we included comprehensive instructions on how to diagnose malfunctions with the GL1800/A heated grips and seats system. In the article we stated that connector terminals were not available. However, since that article was written American Honda Parts now offers replacement connector terminals.

For more information read the February 2011 issue of *The Wrench* and STN #11 on *iN*.

Warranty Corner

ATV/MUV Winch Warranty Reminder

All warranty issues for the Honda Genuine Accessories ATV and MUV winches and related parts should be processed directly through the manufacturer Warn Industries' Service Network. Do not file a warranty claim with American Honda.



Refer to the Utility ATV and Big Red winch warranty Parts Information bulletins for instructions. To locate the bulletins enter the keyword "winch" in the Parts Bulletins window on *iN*.

Get Familiar with Warranty Policies and Procedures

Virtually all mistaken warranty claims can be prevented with a better knowledge of American Honda's warranty policies and procedures.

The *Warranty Policies and Procedures Manual* (WPPM) was last updated in February 2011. It is available on *iN* at the path shown below and includes everything you need to know about American Honda's product warranties.

***iN* > Service > Service Publications > WPPM**

Also, for quick reference the warranty booklets for motorcycles, motor scooters, TRX, MUV, and personal watercraft are a handy item. Remember these booklets must be given to vehicle purchasers at the time of sale and can be used to discuss warranty coverage issues with customers.

The warranty booklets can be ordered from Helm Inc., from the *iN* eMail page (path shown below). See the table for the current booklets.

***iN* > eMail > Service Publications > Helm**

Type	Range	P/N
Motorcycle	2012 & Previous	S0421
TRX	2012 & Previous	S4452
MUV	2011 & Previous	S3410
Motor Scooter	2011 & Previous	S5408
Personal Watercraft	2009 & Previous	S8406

Best Practices

Honda dealership technicians have a wealth of experience and knowledge. Share your knowledge, tips, advice, and other best practices by submitting them to *The Wrench* editor for publication consideration. You can also send feedback on published articles and other *The Wrench* topics. Send submissions to the e-mail address listed below. Please include your title, the dealership where you work, and contact information. Thanks!



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November 2012



iNformation

New Feature on TechLine *iN* Page

Top 10 TechLine Calls

TechLine's *iN* pages have been enhanced with a new feature called *Top 10 TechLine Calls*. This is a monthly snapshot of the ten most popular topics that dealers call TechLine about. Similar to an FAQ page, the Top 10 will allow you to quickly reference timely subjects and possibly get your question answered without spending valuable time on the telephone. Topics will typically range from the latest *Service Bulletins* to solutions for common troubleshooting issues. Check it out on *iN*:

Service > TechLine > TechTips > Top 10 TechLine Calls

All Models

KYB Suspension Oil

KYB suspension oils are required for servicing the suspension on 2009-2013 CRF450R and VFR1200F/FD. The oils are available from American Honda through normal parts channels and are listed in the Oils and Chemicals section of the *Honda Genuine Accessories Dealer Catalog*. Although the catalog description does not match the Service Manual specs for KYB suspension oil, the tables below show the correct compatibility.

Fork Oil

KYB Reference	Honda Spec	Part Number (Qty)
01M	KHL15-10, KHL15-11	08208-ACC00 (12/case)

Shock Oil

KYB Reference	Honda Spec	Part Number (Qty)
K2C	KHV10-K2C	08208-ACC01 (12/case)

Training Corner

HondaPro Classes Are Filling Quickly

The 2012-2013 HondaPro training season is off to a great start and classes are filling quickly. Be sure to enroll your staff today to ensure that your service department has the training necessary to realize maximum Service Department productivity.

Service Writers & Service Managers

Service Systems Techniques (SST) is a two-day course to help you identify and implement systems to improve workflow and profitability. Two courses are coming up in Nov. and Jan. with limited seats remaining.

Technicians

The five Honda Training Centers are ready to help you gain new diagnostic skills and increased knowledge of the many components and systems driving the Honda powersports lineup.

ST1300PA Police Bike Technical Training

This five-day course focuses on the maintenance aspects and unique characteristics of the Honda police bike. This course is tuition-free for dealership technicians and \$500 for local municipalities.

Enroll Now

All schedule and class information is available on *iN* by clicking on *Online University* and following the link to the 2012-2013 Training Schedule.

On-Road

CBR250R/RA

Misfire After Servicing

If you encounter a CBR250R/RA that won't start, has poor idle, a clicking noise coming from the cylinder head, and/or poor throttle response, the

problem may be a damaged spark plug boot. The silicone rubber spark plug boot can be easily cut by the threaded spark plug terminal if the boot is not carefully positioned over the spark plug when it is installed. Even a small cut in the plug boot can allow voltage to short circuit from the spark plug terminal to the cylinder head, causing the driveability/starting problems.



To inspect the plug boot for cuts or cracks, squeeze it between your fingers near the terminal area. To help ease the installation of the plug boot and therefore prevent the spark plug terminal from tearing plug boot, dab some dielectric grease around the inside of the boot opening before slipping the boot over the spark plug.

2010 & Later VT1300 Series

Steering Lock Key Blanks

Replacement steering lock key blanks are now available from the Honda Tool and Equipment Program. Sold in a 10 pack, these nickel plated brass keys can only be cut on the new EZ-Code Electronic Key Machine, either by code (hopefully your customer wrote down the steering lock key code) or by duplication. If your shop does not have the new key cutting machine, a qualified locksmith can duplicate an existing key. Log on to **IN** for more information:

Service > Tools > Tool and Equipment Program > General Shop Equipment > Keys/Key Equipment

Ilco Key Blanks (10 pc)

ILCSR61N

EZ-Code Electronic Key Machine

ILCEZCODEHA

The Tool Chest

Fuel Pressure Tester Relief Valve

AHM Special Tools has developed a crafty new pressure relief valve for the fuel pressure test gauge. With this handy device installed on the existing fuel pressure gauge set-up, you can now bleed off the accumulated fuel pressure into the fuel tank or an approved container before disconnecting the tools from the vehicle. If you like to work tidy, you're going to want one of these. The relief valve is available separately or pre-assembled with the pressure gauge - through normal parts channels.

Pressure Gauge w/Relief Valve

T/N: 07406-00400C

Pressure Relief Valve Only

T/N: 07406-00404A



Correction

2013 CRF110F

Throttle Limiter Screw

The article in the October 2012 Edition incorrectly noted the limiter screw was in an envelope attached to the right handlebar. The 5 x 40 mm limiter screw is in fact located within the loose parts envelope, inside the parts carton. Make sure the throttle limiter screw is hand delivered to the customer along with the Owner's Manual. Refer to the Set-Up Instructions for specific details.



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September 2012

the wrench
Honda Technician Newsletter

iNformation

New Content on TechLine *iN* Pages

TechLine has added two new articles to its *Technical Reference* page, *Dyno Testing DCT Equipped Models* and *Capture and E-mail HDS Snapshots*. Both articles give detailed instructions on their respective topics and are required reading for service staff who are keeping current on the latest Honda technologies. Check out the articles on *iN* by following this path:

Service > TechLine > Technical Reference

On-Road

CBR250R/RA

Special Valve Clearance Inspection Precaution

The CBR250R has a unique valve actuation design that will require some adaptation to accurately measure and adjust valve clearances. Here are a few pointers.

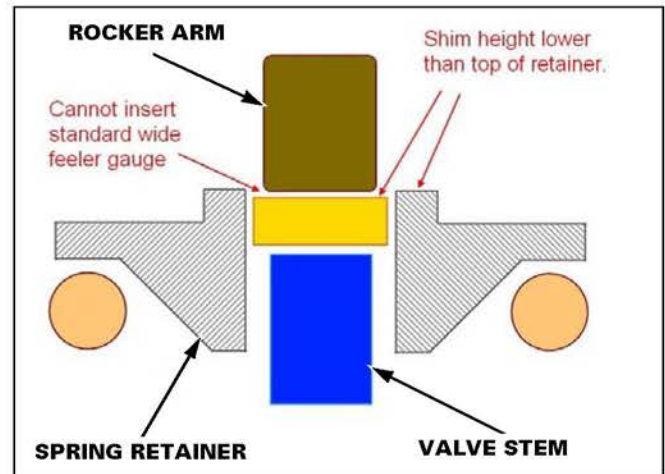
Remove the Fuel Tank

Although fuel tank removal is not directed by the Service Manual for valve clearance inspection, attempting to adjust the valves without removing the tank will restrict access to the top of the cylinder head, which can make obtaining proper clearances on all four valves very difficult. If valve shim replacement proves necessary, you will appreciate the extra room afforded by removing the fuel tank.

Valve Shims May Sit Below The Retainer

In some cases (where thin shims are installed), the valve shim may sit below the edge of the spring retainer shim cavity as shown. As a result, standard width feeler gauges will not provide accurate readings. Narrow feeler gauges (less

than 6.2 mm wide) will be necessary to fit into the recess of the valve spring retainer.



Tapered, and tapered-angled feeler gauges are now available from AHM that allow very accurate valve clearance measurements on this model. See the *Tool Chest* section for part numbers.

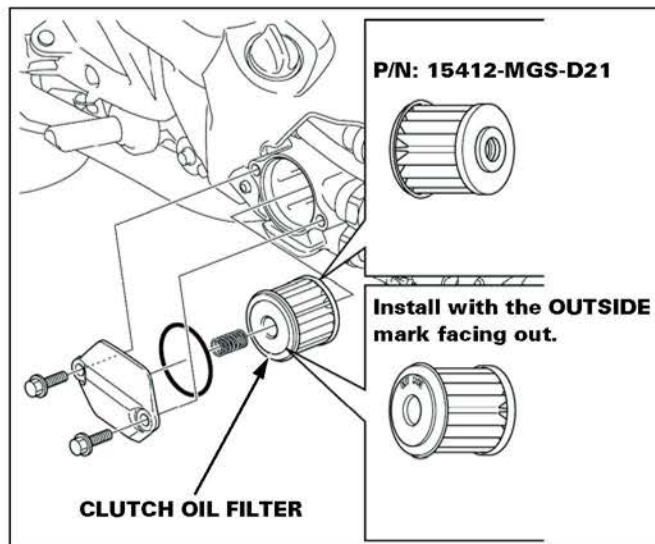


NC700XD

Clutch Oil Filter Service

The NC700XD (DCT type) features an additional oil filter dedicated to cleaning the oil supply to the DCT hydraulic circuit. The maintenance schedule calls for replacement of the clutch oil filter at the 600 mile initial service and then every 16,000 miles

thereafter. Refer to the illustration for the part number and installation details. This filter is unique to the NC700XD. *Although similar in appearance to other oil filters, installation of this filter in any other application may cause severe engine damage.*



ATV

TRX420 - All
TRX500FE/FM - After 2011

Taillight Removal Tip

The TRX420s and 2012 TRX500FE/FM have an LED taillight that is held to the tool box lid with rubber grommets and posts that are integrated into the taillight base. The easy way to remove the taillight is to use a small socket (6 mm) on a driver and push against the post while holding the tool box lid steady. A small amount of lubrication between the post and the grommet will help.



The Tool Chest

Fork Air Pump

The 2013 CRF450R features the new pneumatic spring forks that use air pressure instead of steel springs. The spring rate can be adjusted by changing the air pressure and oil capacity, instead of swapping the steel springs.

To accurately adjust the fork air pressure, you will need a low-volume air pump that does not allow any pressure loss as the filler valve is removed. AHM Special Tools has sourced such an air pump that includes an integrated pressure gauge. The pump can be ordered through normal parts channels.

P/N: 07AMJ-MENA300 (Air fork pump, 0-60 psi)

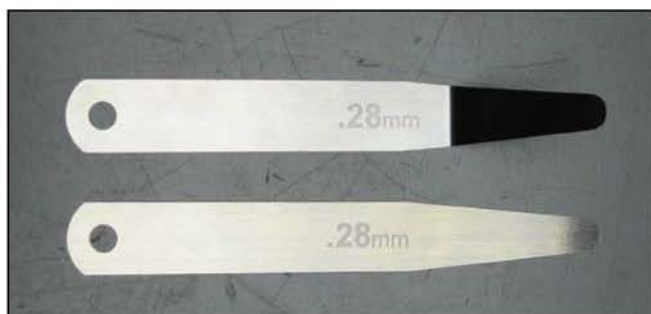


New Metric Feeler Gauges

AHM Special Tools has sourced some very handy metric feeler gauges that will allow accurate valve clearance measurements in tight confines, such as CBR250R/RA. Each gauge set includes 14 blades; .13 - .19 mm, and .24 - .30 mm, graduated in 0.01 mm increments, there are two styles available, tapered-straight and tapered-angled.

P/N: 07AMJ-KYJA100 (Feeler Gauge, straight)

P/N: 07AMJ-KYJA200 (Feeler Gauge, angled)



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

MSN 14210 (1208)

PE14-032

HNDA

12-19-2014

Q9 REDACTED

DESIGN CHANGE

REDACTED

Operation standard

(OPS)_REDACTED PAGE 11

PE14-032

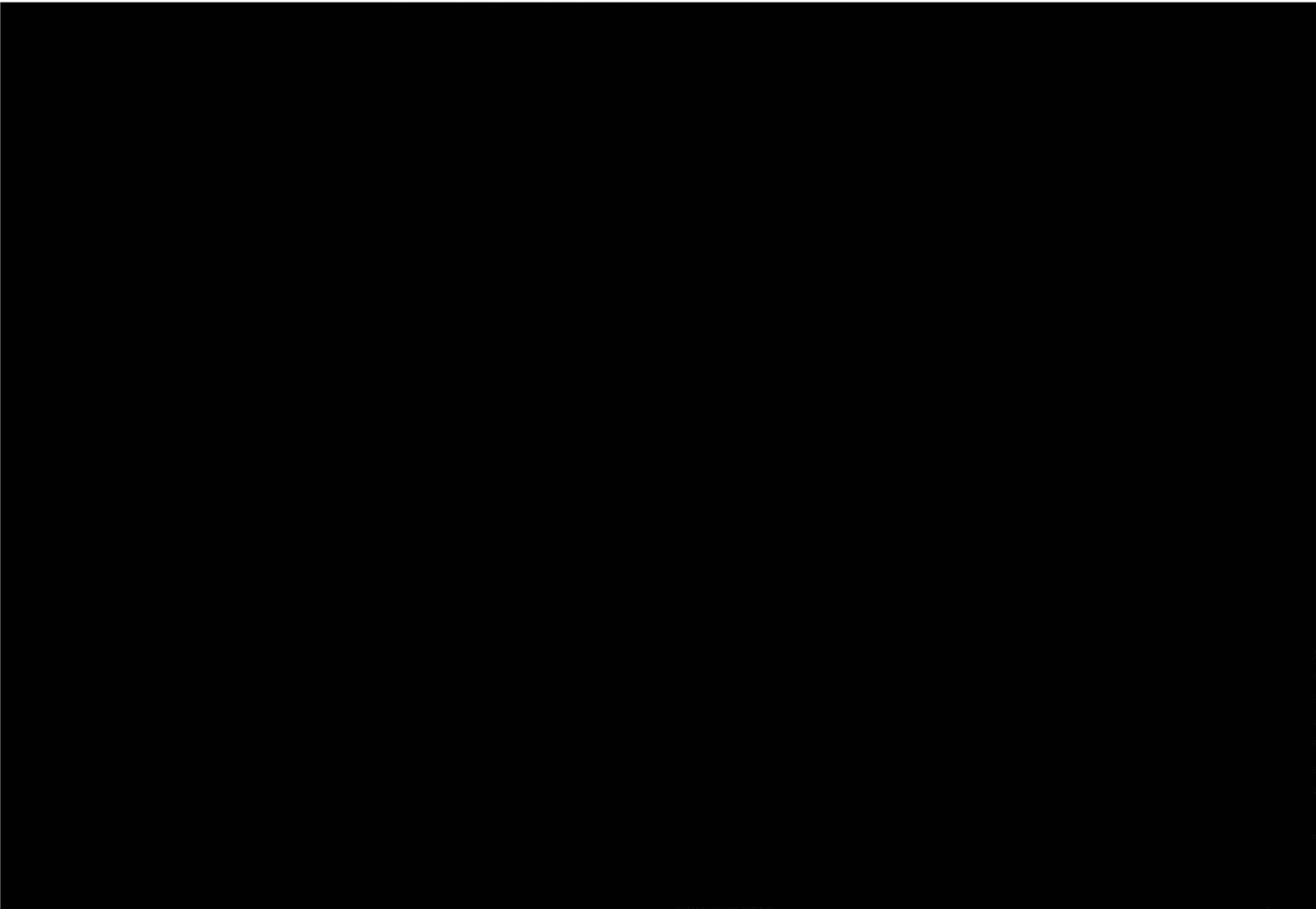
HNDA

12-19-2014

Q9 REDACTED

Design change REDACTED

Q9-1 - Engine torque values
drawing_English_Japanese_RE
DACTED



PE14-032

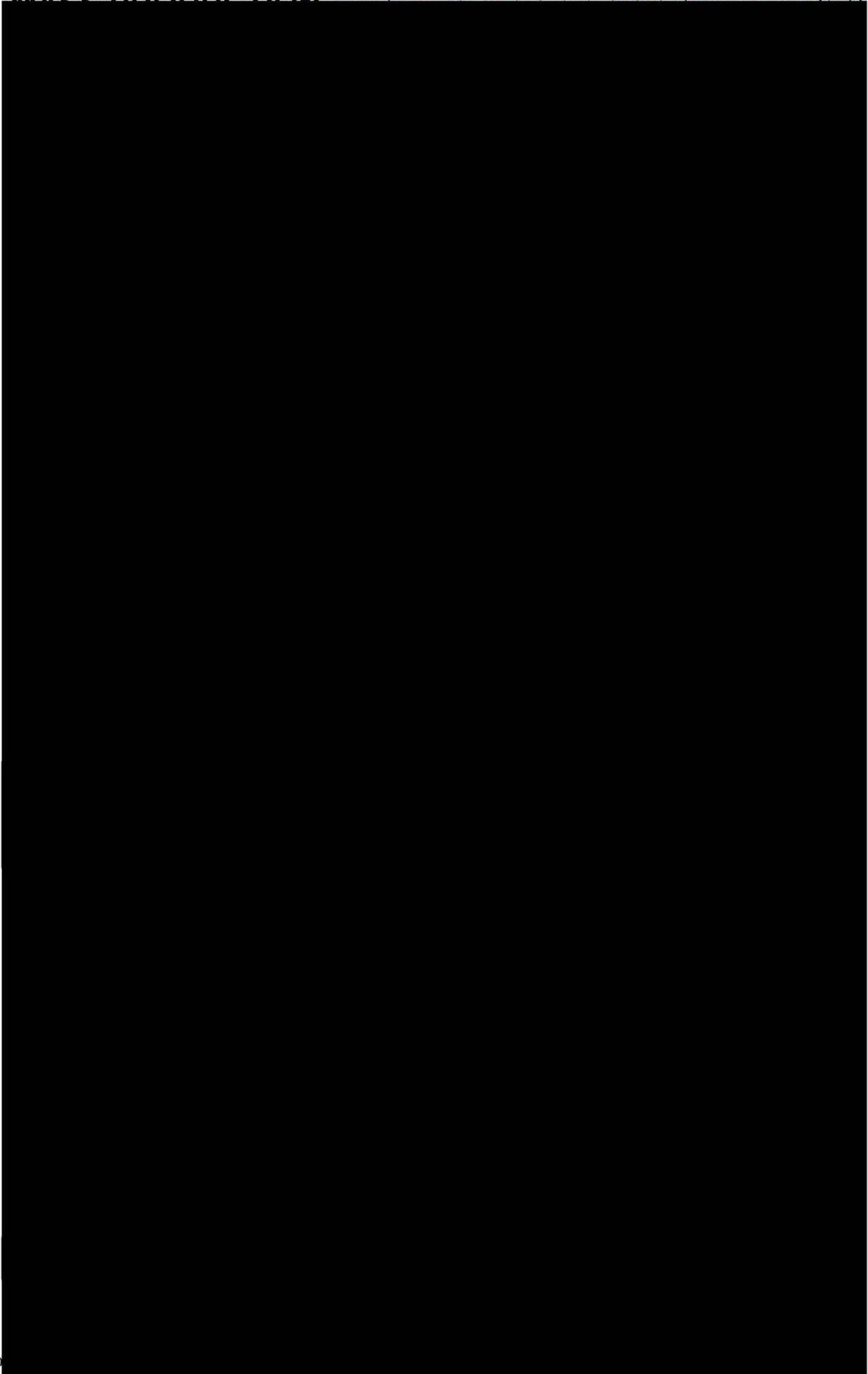
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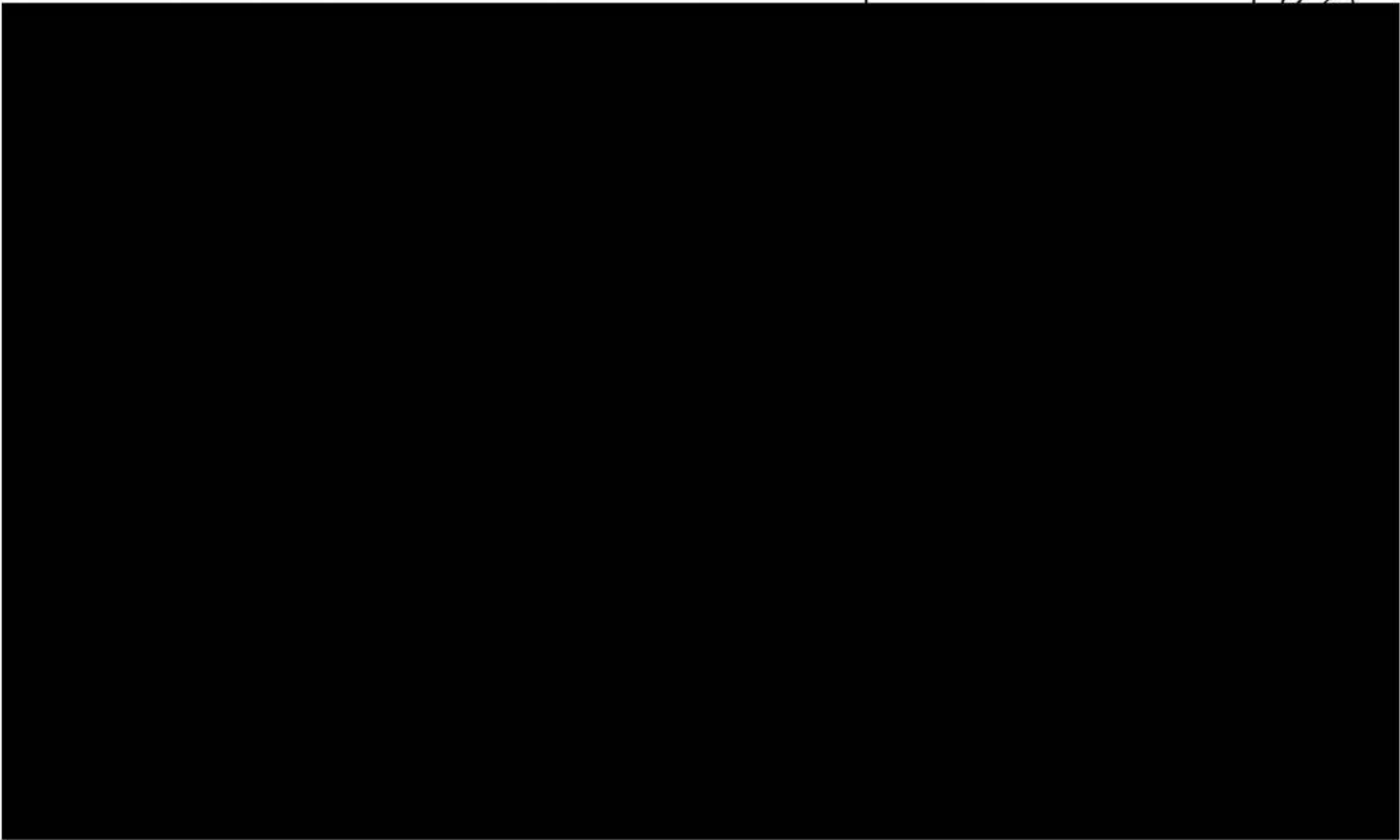
12-19-2014

Q9 REDACTED

Design change REDACTED

Q9-2 - Mass production spec
notice ENG_REDACTED





PE14-032

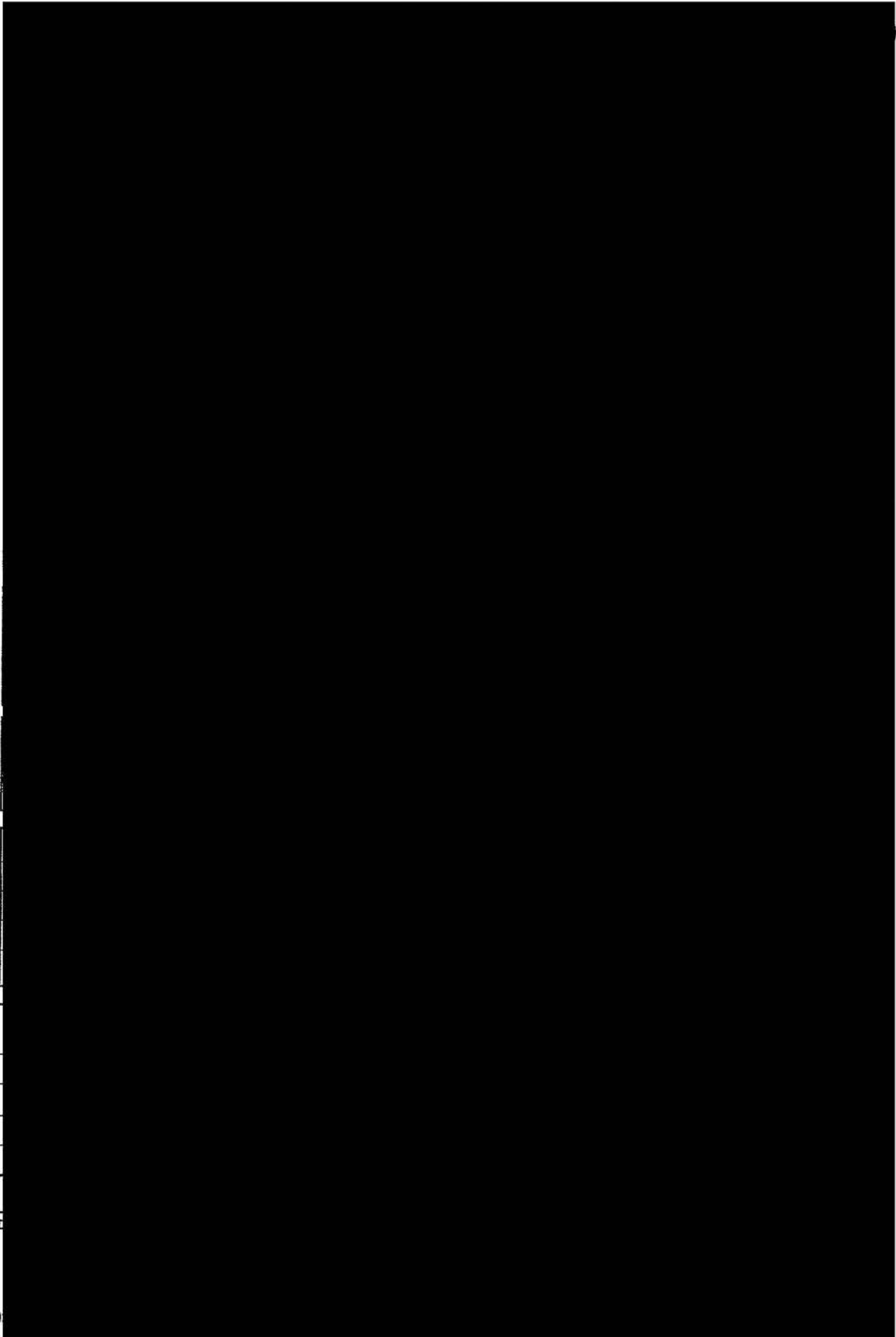
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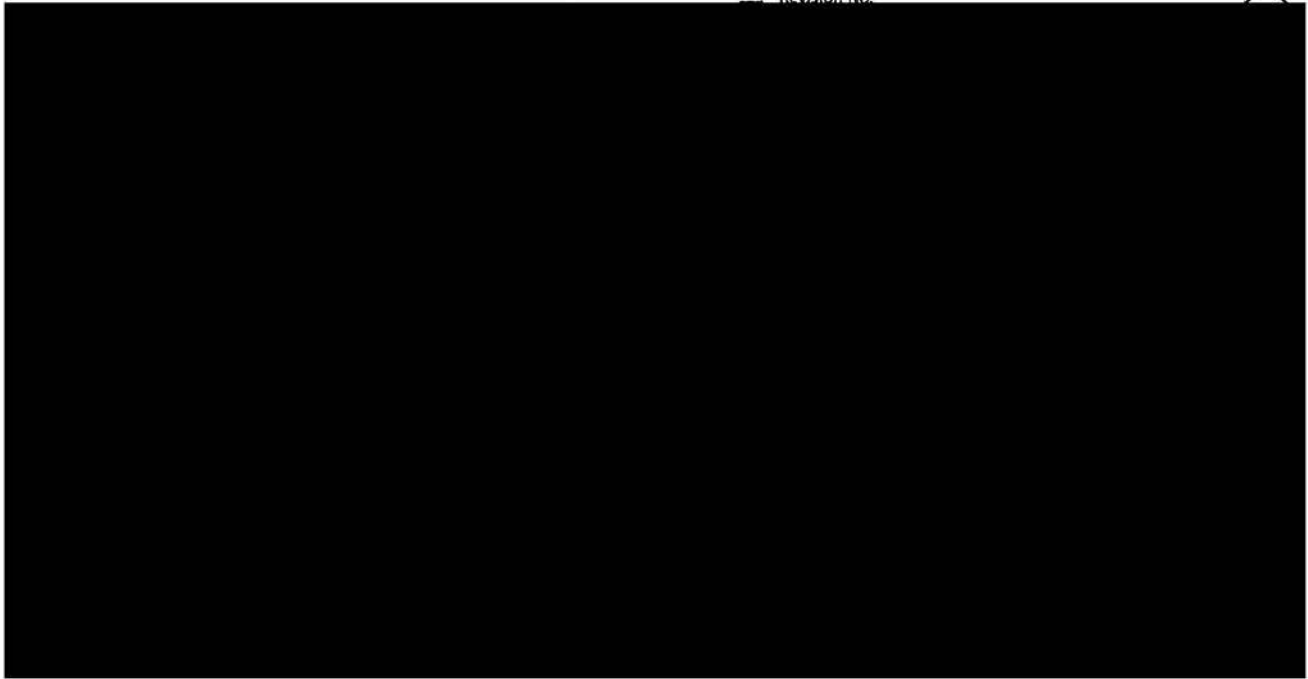
12-19-2014

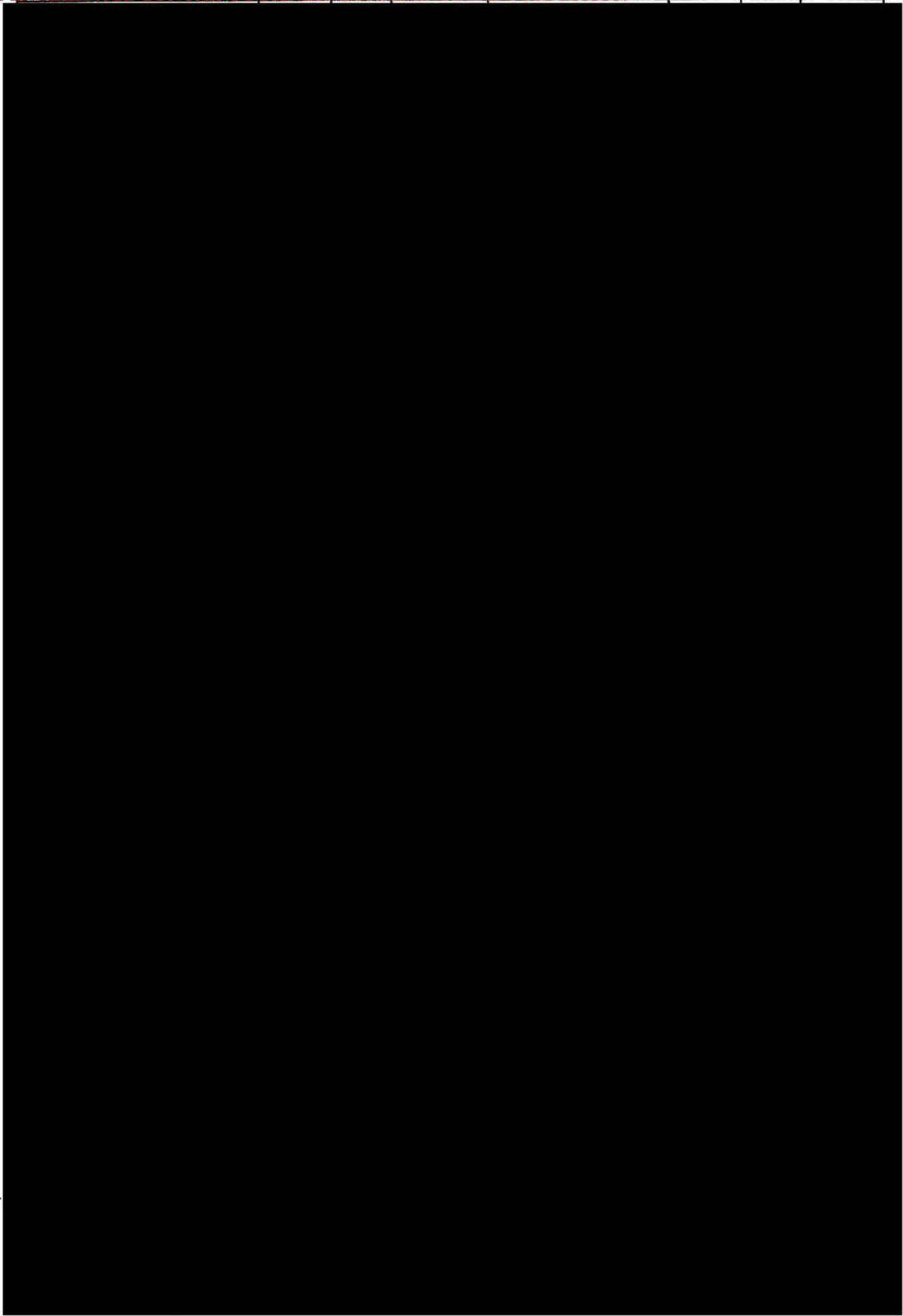
Q9 REDACTED

Design change REDACTED

Q9-2 - Mass production spec
notice Japanese_REDACTED1







PE14-032

HNDA

12-19-2014

Q9 REDACTED

Operation standard
(OPS)_REDACTED

Q9-3 - OPS KYJ CHECK
CLEARANCE

VALVE_English_REDACTED

ENTIRE PAGE CONTAINS CONFIDENTIAL BUSINESS INFORMATION



ENTIRE PAGE CONTAINS CONFIDENTIAL BUSINESS INFORMATION



PE14-032

HNDA

12-19-2014

Q9 REDACTED

Operation standard
(OPS)_REDACTED

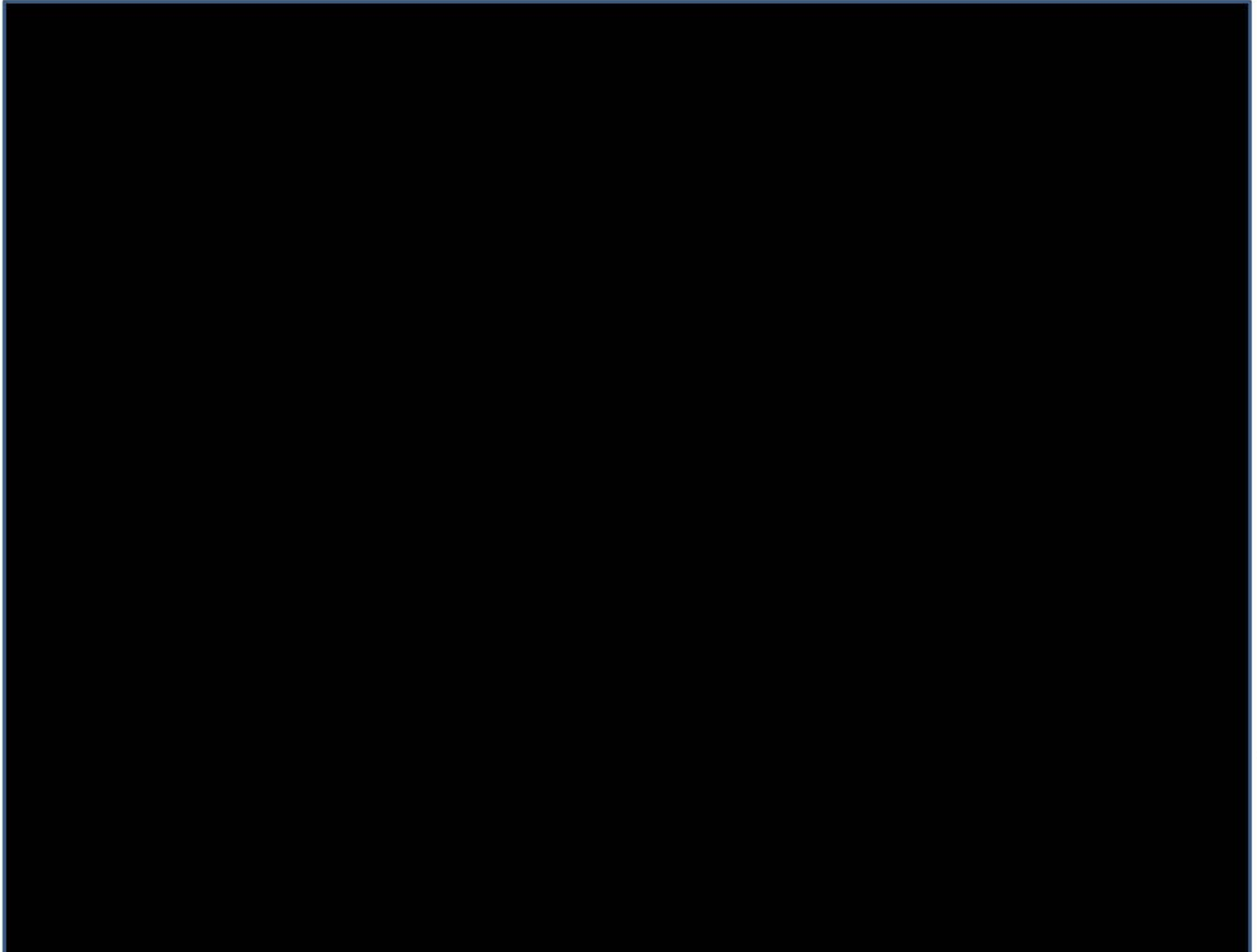
Q9-3 - OPS KYJ CHECK
CLEARANCE

VALVE_Thai_REDACTED

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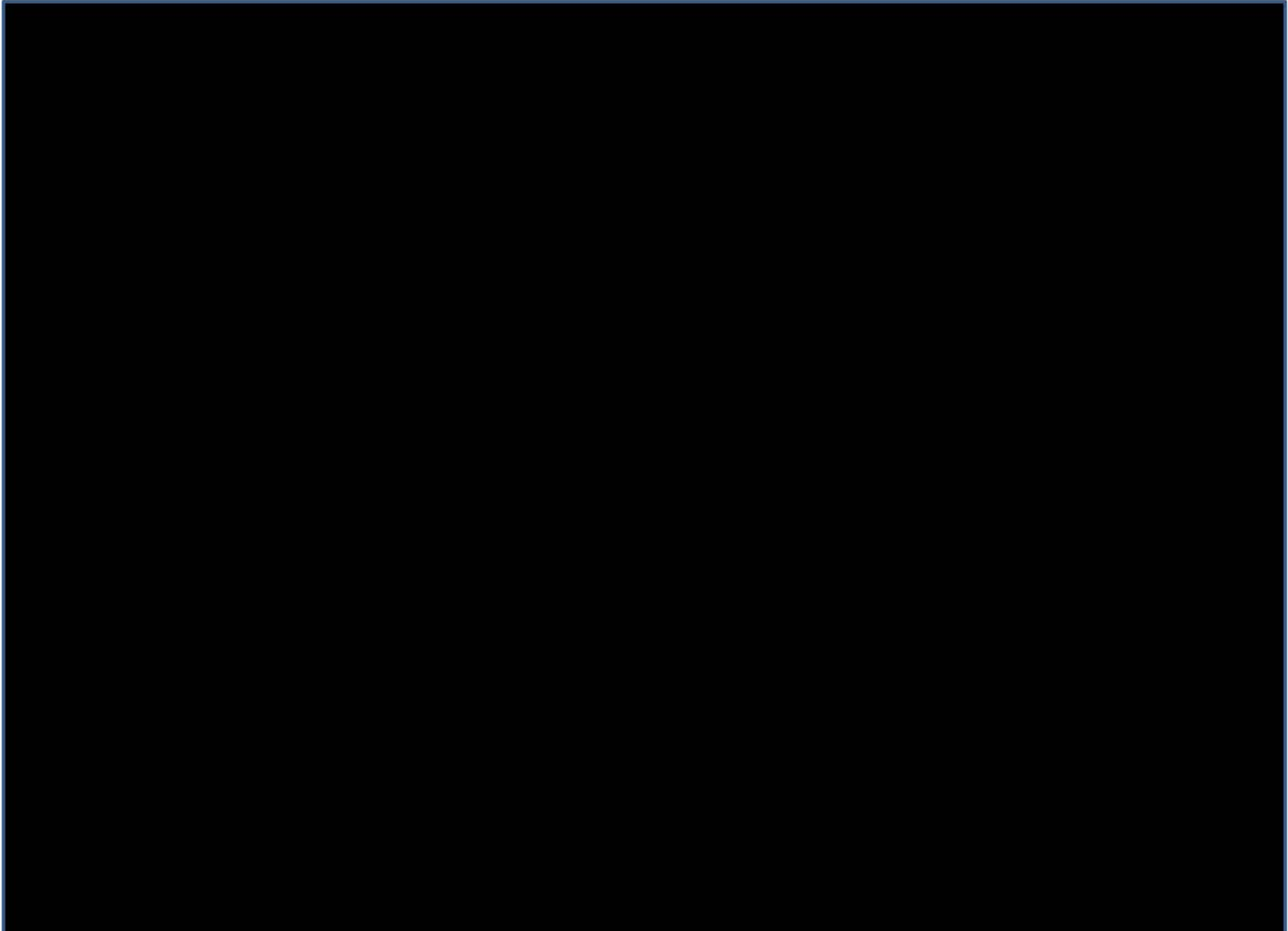
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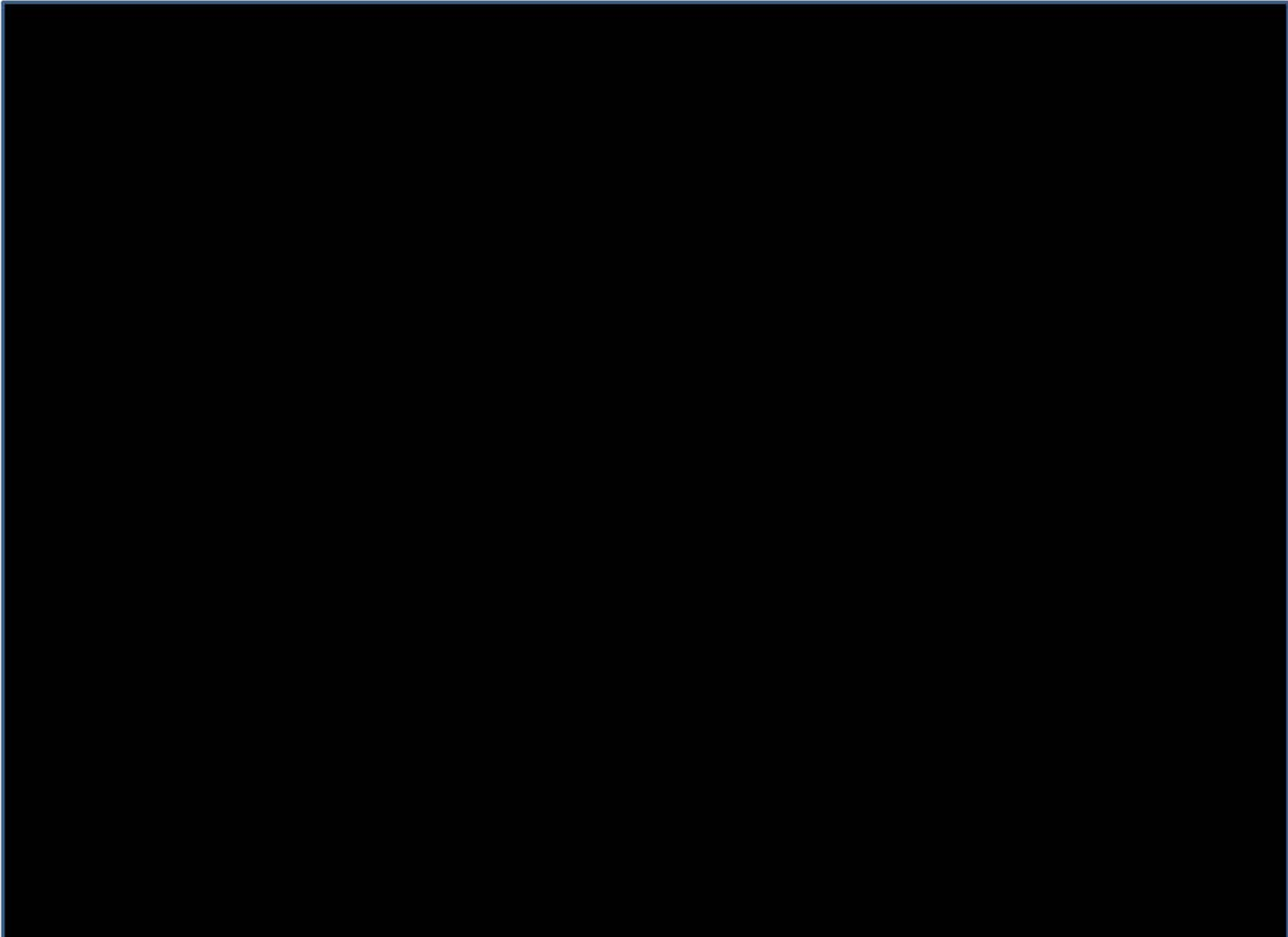
Operation standard
(OPS)_REDACTED

Q9-4 - OPS KYJ SET HEAD
CYLINDER_English_REDAC
TED

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PE14-032

HNDA

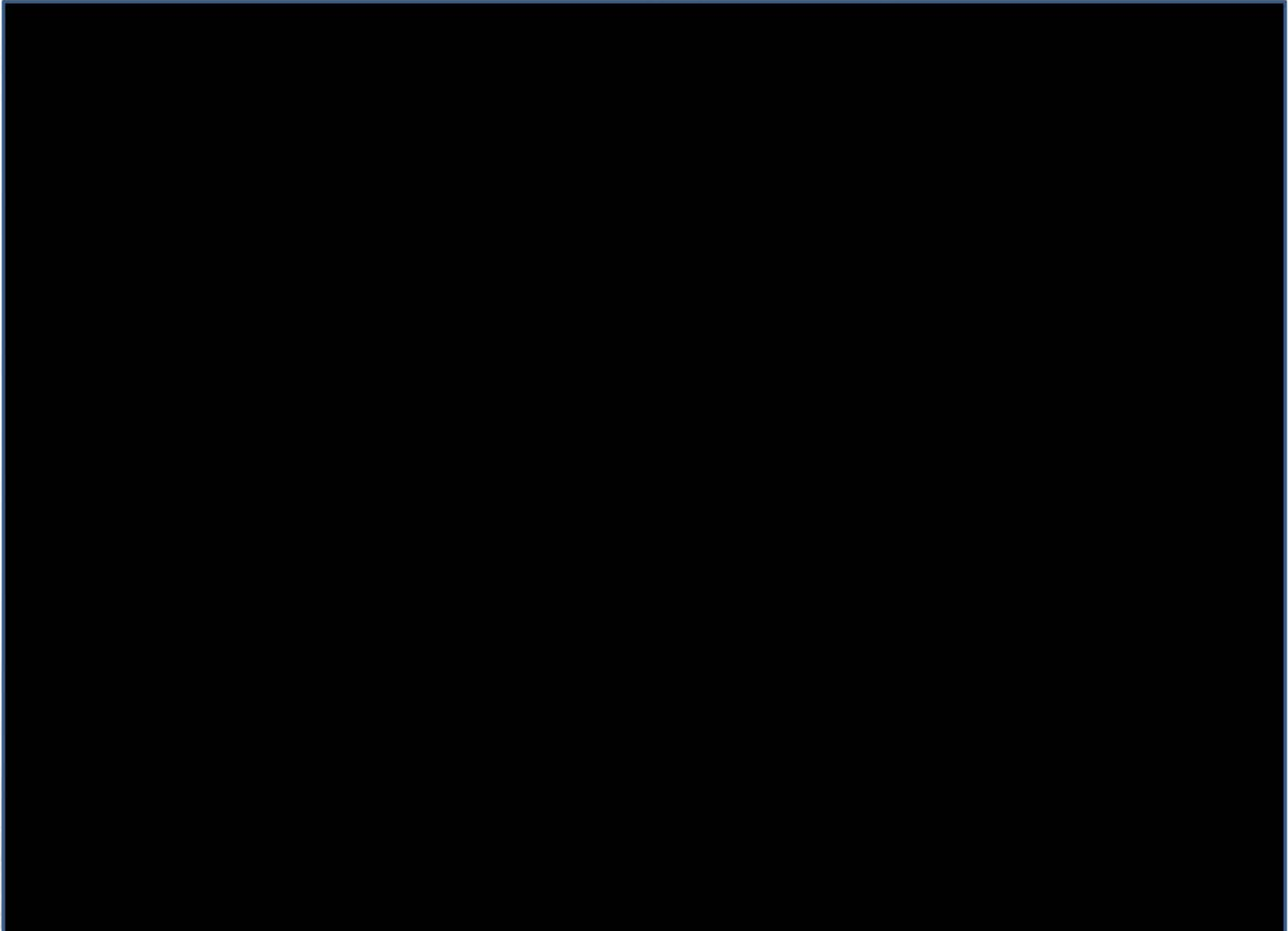
12-19-2014

Q9 REDACTED

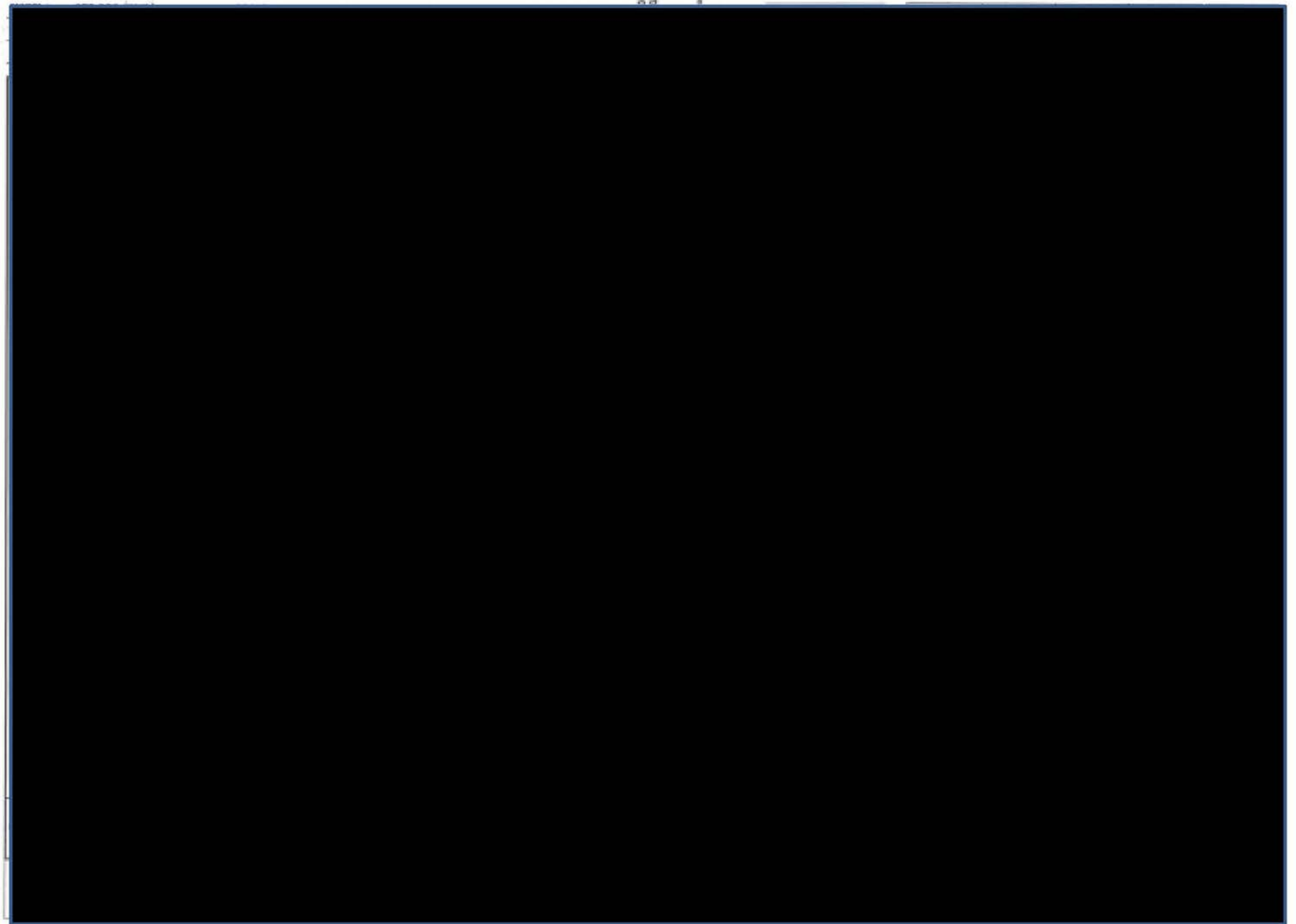
Operation standard
(OPS)_REDACTED

Q9-4 - OPS KYJ SET HEAD
CYLINDER_Thai_REDACTE
D

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HNDA

12-19-2014

Q9 REDACTED

Operation standard
(OPS)_REDACTED

Q9-5 - OPS KYJ SET REG
REC

COMP_English_REDACTED

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PE14-032

HNDA

12-19-2014

Q9 REDACTED

Operation standard
(OPS)_REDACTED

Q9-5 - OPS KYJ SET REG
REC

COMP_Thai_REDACTED

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PE14-032

HNDA

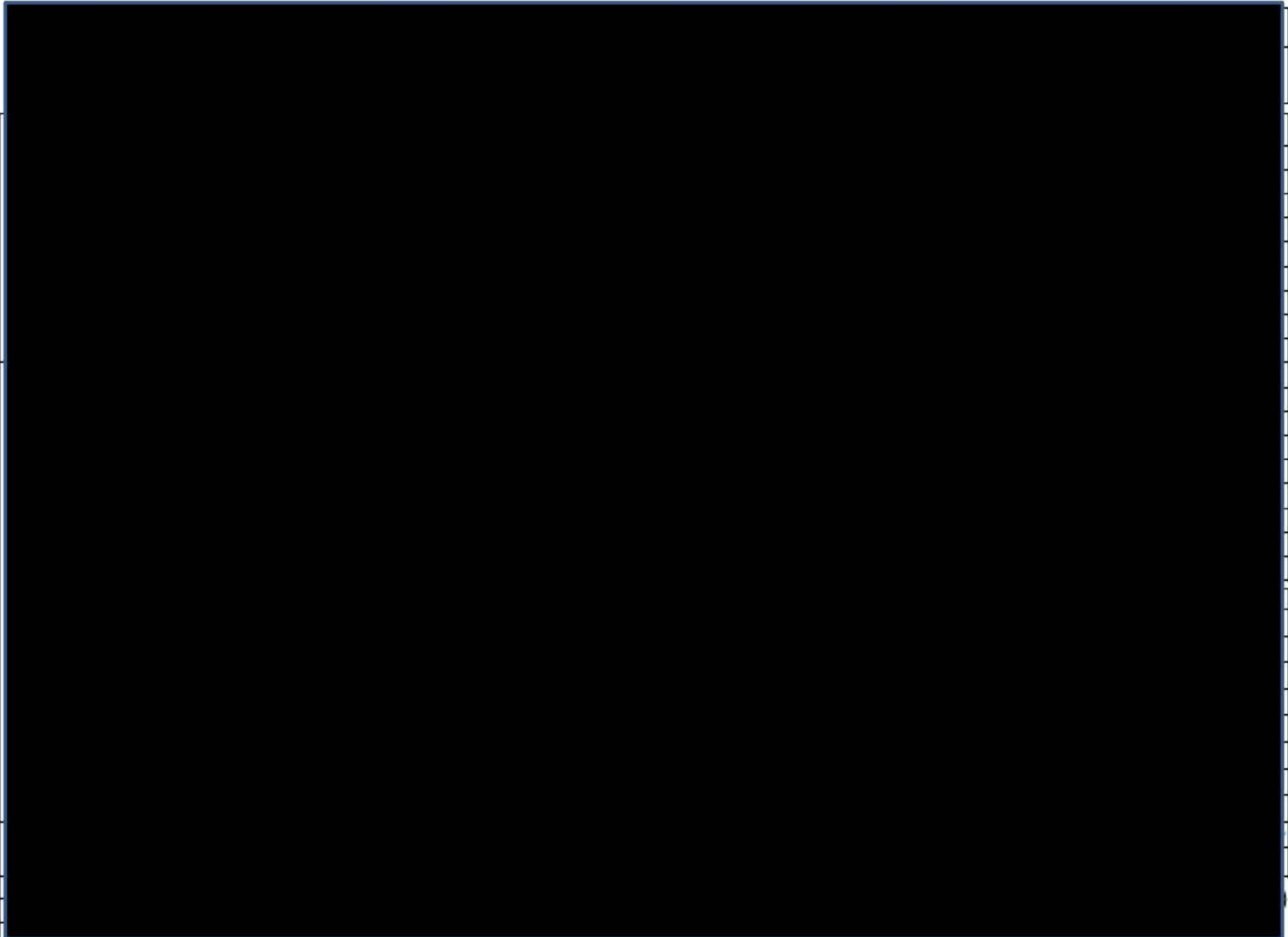
12-19-2014

Q9 REDACTED

Operation standard
(OPS)_REDACTED

Q9-6 - OPS KYJ SET STAY
ASSY IGN
COIL_English_REDACTED

ENTIRE PAGE CONTAINS CONFIDENTIAL BUSINESS INFORMATION



PE14-032

HNDA

12-19-2014

Q9 REDACTED

Operation standard
(OPS)_REDACTED

Q9-6 - OPS KYJ SET STAY
ASSY IGN
COIL_Thai_REDACTED

ENTIRE PAGE CONTAINS CONFIDENTIAL BUSINESS INFORMATION



PE14-032

HNDA

12-19-2014

Q10

Q10 A-E

Q10-1 - Cylinder head bolt
torque(V2)

Title: CBR250R - Engine stall if clutch is disengaged while riding

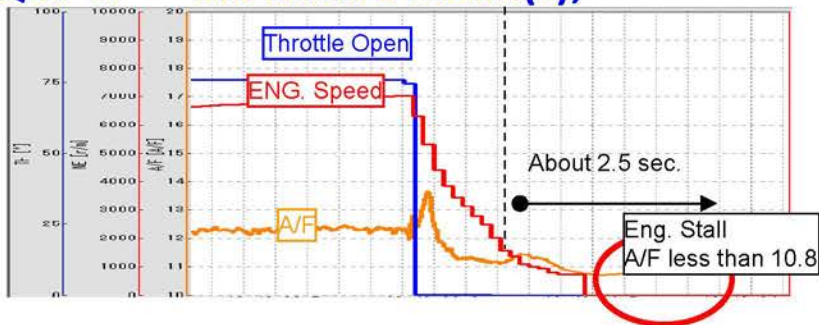
Q10 a. The causal or contributory factor(s);

- The tightening torque of the cylinder Head ($51 \pm 3\text{Nm}$) had no margin for limit axial force before leak occurs (38.6kN). Thus, depending on manufacturing variation in tightening the cylinder head at the manufacturing plant, there are instances in which axial force may exceed the leak limit (38.6kN).

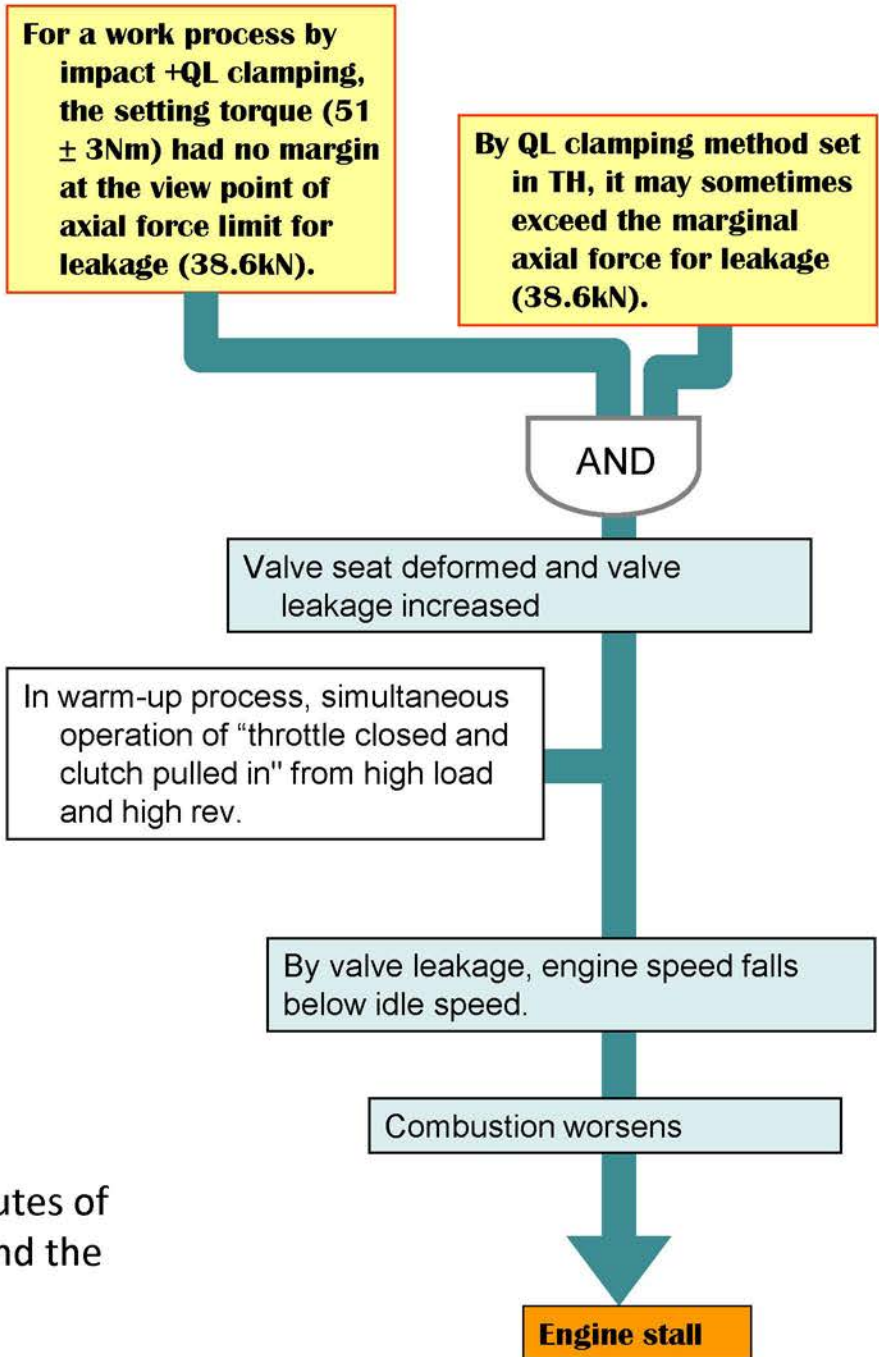
Q10 b. The failure mechanism(s);

- See the right figure

Q10 c. The failure mode(s);



- The failure may happen intermittently within 10 minutes of engine start-up while riding between 3000-8000rpm and the clutch is disengaged for an extended period of time.



Q10 d. The risk to motor vehicle safety that it poses;

- The failure occurs during warm-up immediately after an engine start. Even if the engine stalls, rapid deceleration or irregular vehicle behavior will not occur, and there will be no change in deceleration feeling. The engine can be started by operating the starter switch and engaging the clutch.

Q10 e. What warnings, if any, that the alleged defect is about to occur;

- There are no warnings for the rider that the failure described above may occur.

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HNDA

12-19-2014

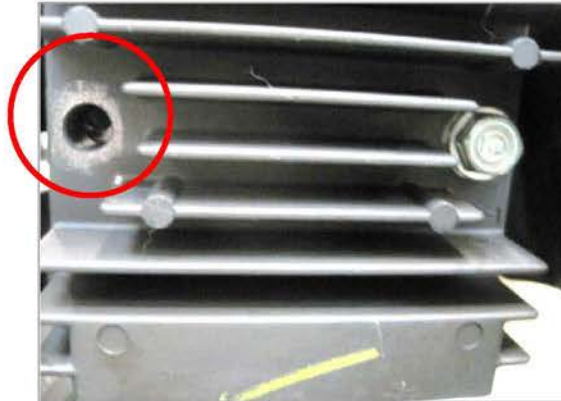
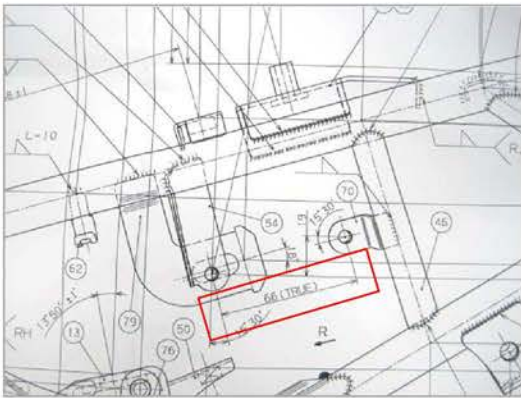
Q10

Q10 A-E

Q10-2 - Ground bolt cross
thread(V2)

Q10 a. The causal or contributory factor(s);

• The regulator/rectifier and frame were not in alignment for installation. The wire harness ground terminal and regulator/rectifier are jointly fastened to the frame and, due to the misalignment the mounting bolt was installed at an angle causing the threads to strip. The stripped threads created a loose ground connection. Also, a post-tightening check was not performed.



Q10 b. The failure mechanism(s);

• Because of a loose ground connection, riding and engine vibrations cause poor electrical contact resulting in electrical component malfunctions (vehicle lights and indicator lights on the instrument panel flicker, or sometimes will not illuminate), rough idle, or engine stalling.

Q10 c. The failure mode(s);

- Lights will not illuminate, hard starting, rough idle, engine stalling.

Q10 d. The risk to motor vehicle safety that it poses;

- Most failures occur very early and are detected at pre-delivery inspection or not long after purchase. Prior to an engine stall, the engine speed will become unstable. At that time, there will be no sudden change in deceleration feeling, and irregular vehicle behavior will not occur.

* Refer to QIC of USA symptom occurred with under 438 Miles

Q10 e. What warnings, if any, that the alleged defect is about to occur;

- There are no warnings for the rider that the failure described above may occur.

PE14-032

HNDA

12-19-2014

Q10

Q10 A-E

Q10-3 - Noise suppressor cap
torn(V2)

Q10 c. The failure mode(s);

- Engine malfunction or engine stall

Q10 d. The risk to motor vehicle safety that it poses;

- The failure is rough idle caused by misfire, which is created by electrical leak from the damaged spark plug cap. In high RPM zones, engine speed will not be unstable, therefore, rapid deceleration or irregular vehicle behavior will not occur while riding and the engine can be started by operating the starter switch.

Q10 e. What warnings, if any, that the alleged defect is about to occur;

- There are no warnings for the rider that the failure described above may occur.

PE14-032

HNDA

12-19-2014

Q10

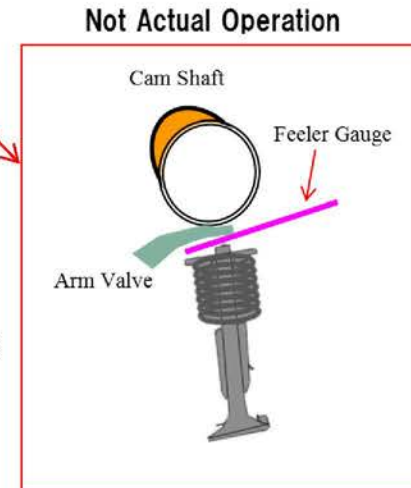
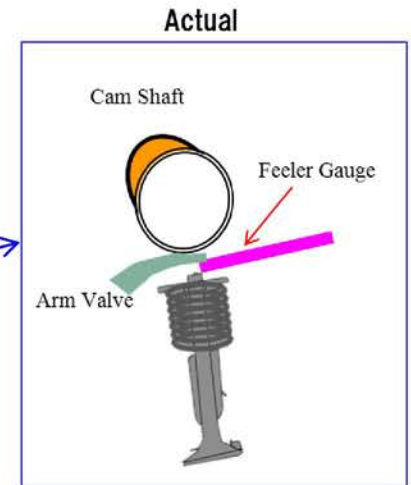
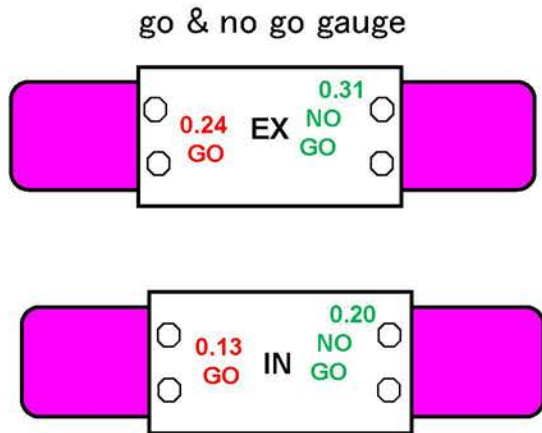
Q10 A-E

Q10-4 - Valve clearance(V2)

Title: CBR250 Insufficient valve clearance causes engine to cut out with clutch disengaged
(Valve clearance adjust NG)

Q10 a. The causal or contributory factor(s);

- The GO side of the GO & NO GO gauge was not checked during the valve adjustment of the engine assembly process.
- Units with insufficient valve clearances were released.



Q10 b. The failure mechanism(s);

- With intake and exhaust valve clearances below specification, idle speed becomes unstable, or the engine stalls while it is hot.

Title: CBR250 Insufficient valve clearance causes engine to cut out with clutch disengaged
(Valve clearance adjust NG)

Q10 c. The failure mode(s);

- Unstable idle speed or engine stall

Q10 d. The risk to motor vehicle safety that it poses;

- The failure is unstable idle speed. Engine stalling occurs while coasting with the clutch disengaged or at idle, and the engine can be started by operating the starter switch. Therefore, rapid deceleration or irregular vehicle behavior will not occur while riding.

Q10 e. What warnings, if any, that the alleged defect is about to occur;

- There are no warnings for the rider that the failure described above may occur.

PE14-032

HNDA

12-19-2014

Q10

Q10 F

Q10-5 - VOQ assessment

NHTSA VOQ Ref.No	VIN	Evaluation
10585591	MLHMC4105C5 [REDACTED]	No information to Thai Honda, " Cannot specify the cause of problem occurs " as shown by VOQ documents.
10579375	XXXXXXXXXXXX	No information to Thai Honda, " Cannot specify the cause of problem occurs " as shown by VOQ documents.
10523178	MLHMC4111D5 [REDACTED]	No information to Thai Honda, " Cannot specify the cause of problem occurs " as shown by VOQ documents.
10505549	MLHMC4129C5 [REDACTED]	No information to Thai Honda, " Cannot specify the cause of problem occurs " as shown by VOQ documents.
10480058	XXXXXXXXXXXX	No information to Thai Honda, " Cannot specify the cause of problem occurs " as shown by VOQ documents.
10479757	MLHMC4109C5 [REDACTED]	No information to Thai Honda, " Cannot specify the cause of problem occurs " as shown by VOQ documents.
10470072	MLHMC4103C5 [REDACTED]	<p>About QIC (Quality Improvement Communication) report, Thai Honda received 3 issues .</p> <p>The 1st QIC was described the request for replacing the Cylinder head, But the symptom was re-occurred.</p> <p>The 2nd QIC was described to replacing the plug cap and confirm in tightening of torque's Cylinder head, but the symptom was re-occurred.</p> <p>The 3rd QIC was described to request for confirm the condition of Throttle body, Idle Air Control Valve, Plug cap, Tappet Clearance , After that didn't received any information. And unknown</p>
10439045	MLHMC4111B5 [REDACTED]	In this case, Thai Honda received 1 of QIC report about the user didn't bring the Vehicle back for deep investigation at Dealer. Therefore can't specific the cause occurred.
10436627	MLHMC4117D5 [REDACTED]	<p>Thai Honda received 1 of QIC report, After that done simulation test at USA but not found problem. However, RPM down was confirmed. Then send the affected vehicle to Japan for deep analysis</p> <p>While tightening the Cylinder Head found out any distortion in a portion of vehicle.</p>

PE14-032

HNDA

12-19-2014

Q10

Q10-6 - CBR250R Engine stall
occurrence trend

2011-2013 CBR250R

Engine stall occurrence trend

All cases of engine stall while the vehicle is underway

2011 – 2013 MY CBR250R

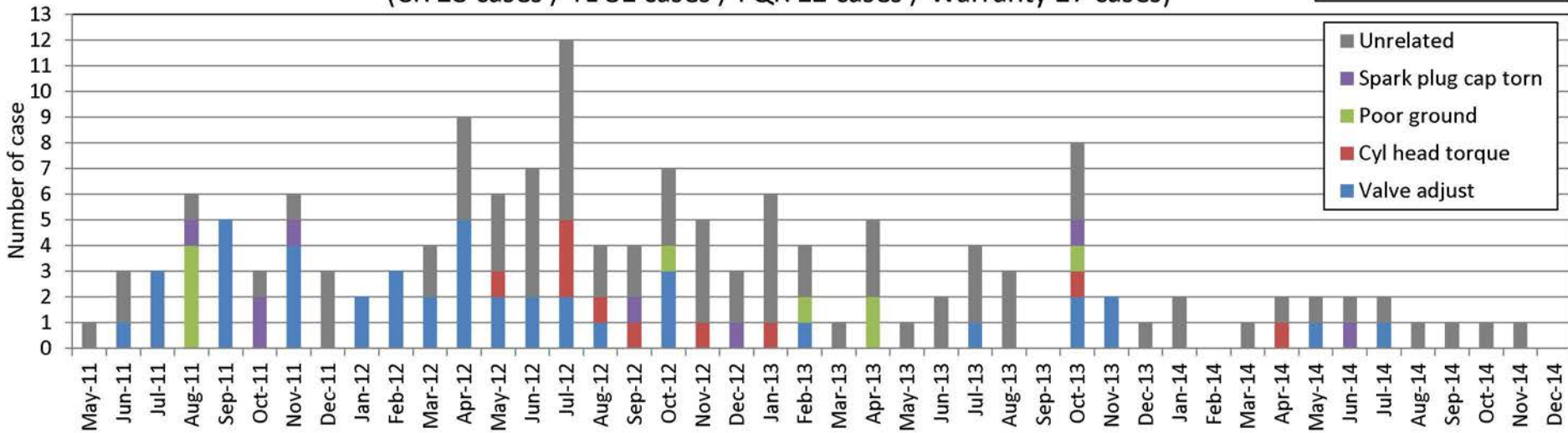
Items	Cause of engine stall					Total
	Valve adjustment	Cylinder head torque	Poor ground	Plug cap torn	Unrelated causes*1	
Customer Relations (CR)	5	3	2	1	17	28
Techline (TL)	22	5	6	2	46	81
Field Quality Report (FQR)	5	1	1	1	4	12
Warranty claims (WTY)	11	1	0	4	11	27
Total	43	10	9	8	78	148

*1: Unrelated causes: Bad fuel, piston seizure, oil filter misset, unknown case, etc.

Occurrence trend by occurrence month

All engine stall cases while the vehicle is under way (CR 28 cases / TL 81 cases / FQR 12 cases / Warranty 27 cases)

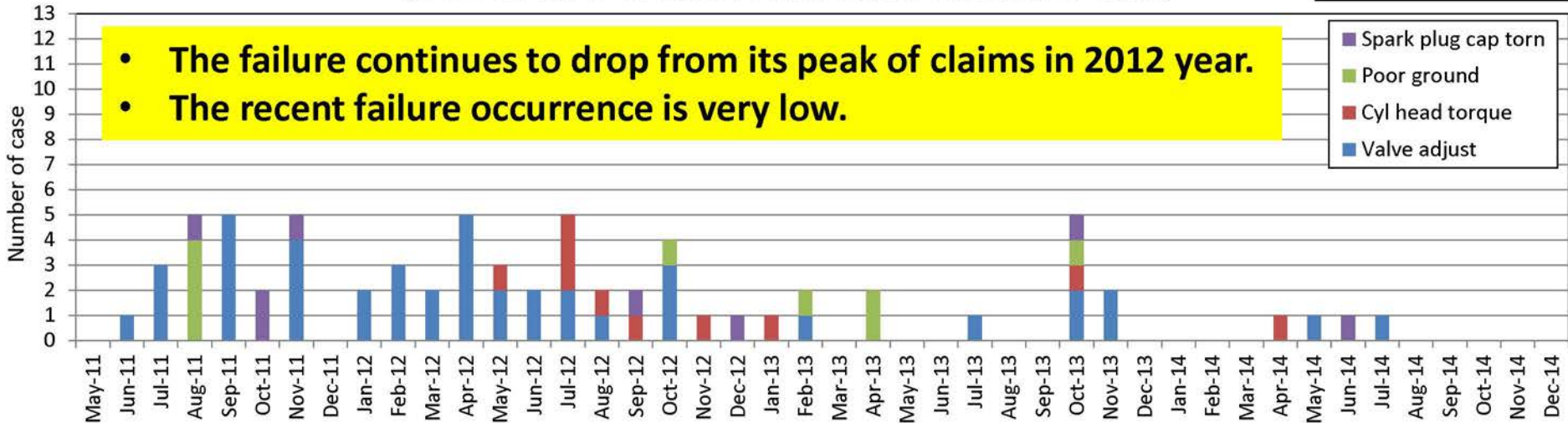
Wty. Reg.: 19295



Unrelated cause is excluded

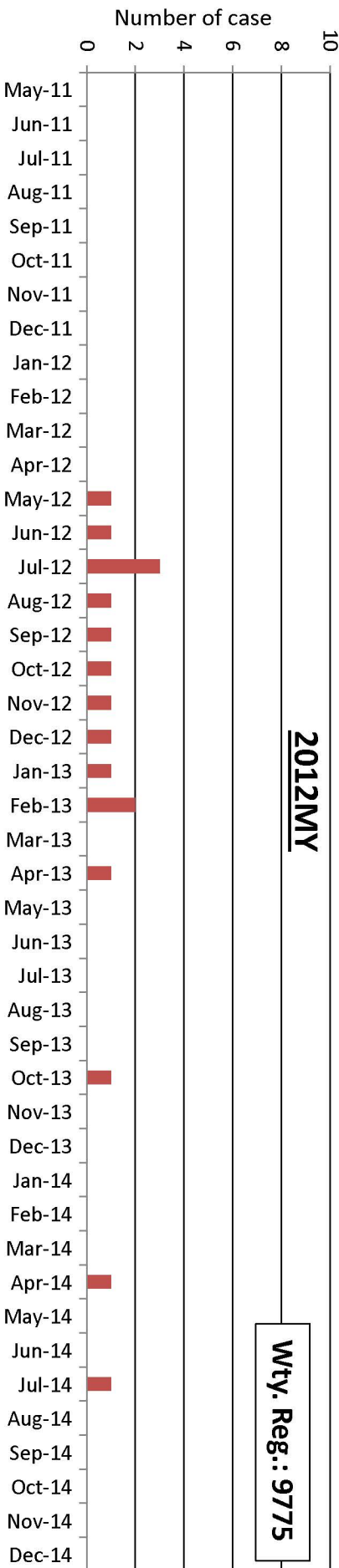
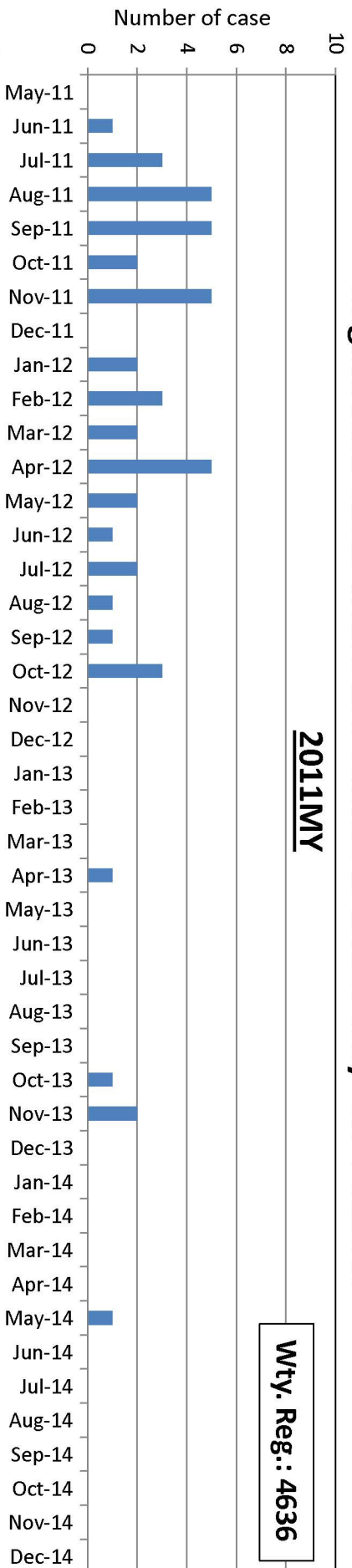
Engine stall cases while the vehicle is under way on 4 causes (CR 11 cases / TL 35 cases / FQR 8 cases / Warranty 16 cases)

Wty. Reg.: 19295



Occurrence trend by vehicle model year

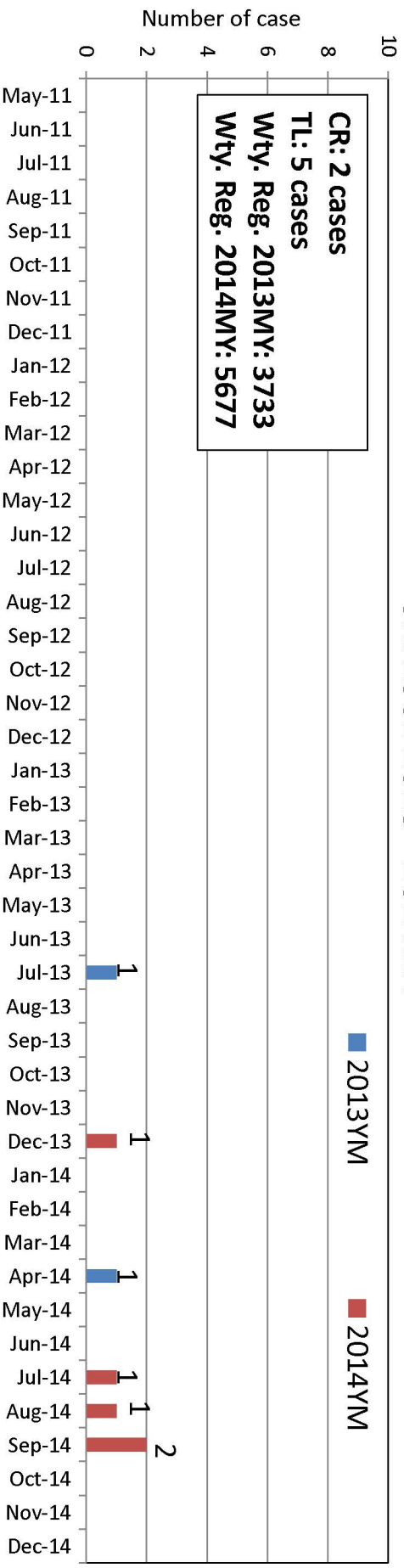
Engine stall cases while the vehicle is under way on 4 causes



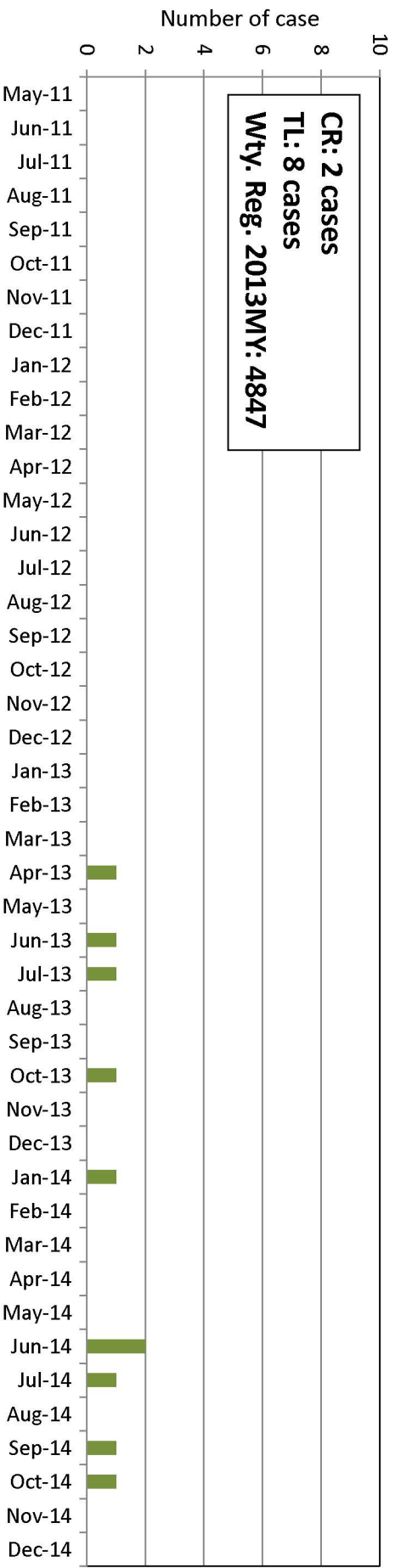
Comparison between Honda CBR250R and CRF250L

All engine stall cases while the vehicle is underway

CRF250L 2013 - 2014MY



CBR250R 2013MY



Compared to similar motorcycle Honda CRF250L, engine stall case is same level, which indicates that recent occurrence is quite low level.