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Sent on 06 14 2011 **Expires on** 07 14 2011
From Motorcycle Service Communications
Subject SAFETY RECALL: VT750C/C2B Bank Angle Sensor Replacement, REVISED Servi

**M/C Service Communications**

June 14, 2011

Dear Honda Dealer:

The revised Service Bulletin for this safety recall (campaign R80) is now posted on iN. The revisions to the bulletin are the inclusion of the customer letter on pages 5-6 and a revision of Step 8 of the repair procedure; identified by a NEW bar adjacent to the text and photo.

Destroy any copies of the initial Service Bulletin:

- Make sure all affected staff are aware of the revised bulletin.
- Use only the revised bulletin, issued June 14, 2011.
- Click the link below to view the revised bulletin.

[SAFETY RECALL: VT750C/C2B Bank Angle Sensor Replacement - Revised](#)

Thank you for your cooperation to ensure customer safety.

Sincerely,
American Honda Motor Co., Inc.

Bradley K. Little
Manager,
Motorcycle Service Communications.

Bulletin Number: 11-0236

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Service Bulletin

American Honda Motor Co., Inc.

SAFETY RECALL

2010-2011 VT750C/C2B Bank Angle Sensor Replacement

Honda has decided that a defect which relates to motor vehicle safety may exist in certain 2010-2011 model year Honda VT750C2B and 2011 model year VT750C motorcycles.

On affected motorcycles, normal engine vibration can create a resonance in the bank angle sensor that, under certain conditions, can cause it to malfunction and shut off the engine even though the motorcycle has not fallen onto its side.

Replacement bank angle sensors are available to correct this condition.

Safety Consequence

An engine that stalls increases the risk of a crash.

CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected 2010-2011 VT750C2B and 2011 VT750C models, advising them to take their motorcycle to a Honda Motorcycle dealer to have the Safety Recall procedure performed.

Your assistance is needed to ensure your affected customers are informed of this Safety Recall. A copy of the customer letter is reproduced on pages 5–6 of this Service Bulletin.

NEW

AFFECTED UNITS

2010 VT750C2B (A-type)

JH2RC537*AK000001 thru JH2RC537*AK001481

2010 VT750C2B (AC-type)

JH2RC538*AK000001 thru JH2RC538*AK000122

2011 VT750C2B (A-type)

JH2RC537*BK100001 thru JH2RC537*BK101110

2011 VT750C2B (AC-type)

JH2RC538*BK100001 thru JH2RC538*BK100110

2011 VT750C (A-type)

JH2RC500*BK700001 thru JH2RC500*BK700180

2011 VT750C (AC-type)

JH2RC501*BK700001 thru JH2RC501*BK700020

(*) denotes check digit

DEALER INVENTORY

According to federal law, any affected units in your new or used inventory cannot be sold or leased until they are repaired.

Refer to the REPAIR VERIFICATION and REPAIR PROCEDURE sections of this Service Bulletin.

REPAIR VERIFICATION

Before you begin the repair procedure, check if the repair has been performed on the unit. See the IDENTIFICATION section of this Service Bulletin for more details.

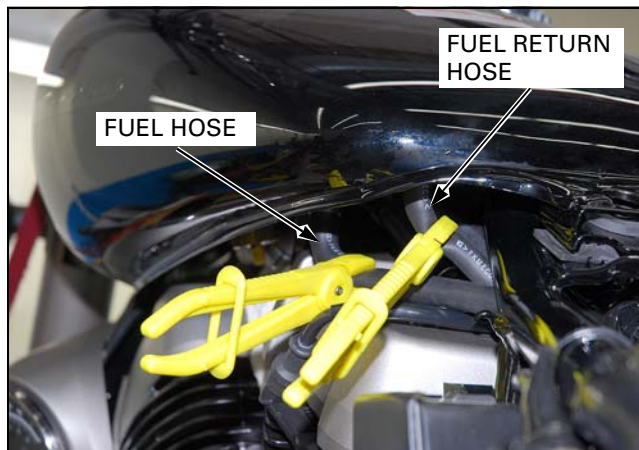
- If there is a punch mark – No further action is necessary.
- If there is no punch mark – The unit has not been repaired, and you must proceed with the REPAIR PROCEDURE section of this Service Bulletin.

NOTE: Your *eResponsibility Report* or *Unit Information* on **iN** can also provide helpful campaign information. However, the identification mark on the unit itself is the best indication of campaign repair verification.

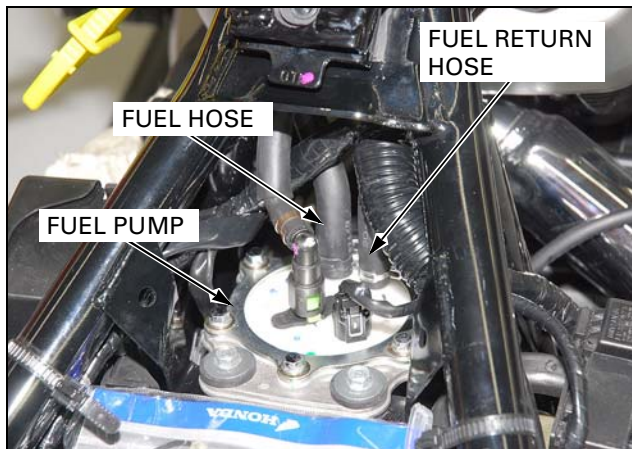
If you have any questions about repair verification, please contact your DSeM or Techline at (800) 421-1900, option 9.

REPAIR PROCEDURE

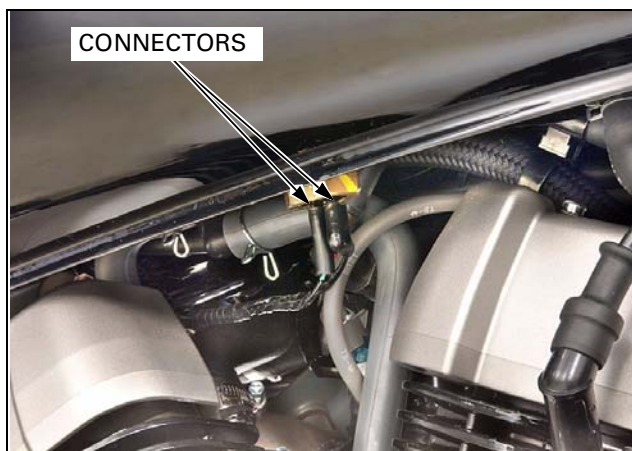
1. Using the appropriate Service Manual, remove the following parts from the motorcycle.
 - Seat(s)
 - Speedometer assembly
 - Side covers
 - Steering side covers
2. Prepare the fuel tank for removal by clamping the fuel hose and the fuel return hose as shown.



3. Remove the fuel hose and fuel return hose from the fuel pump as shown.



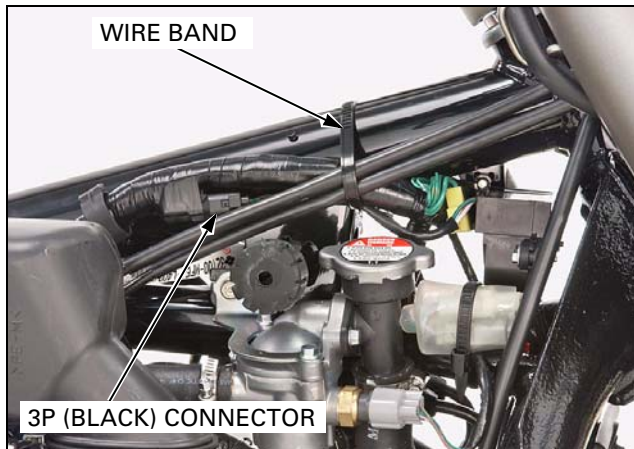
4. Disconnect the fuel reserve sensor connectors.



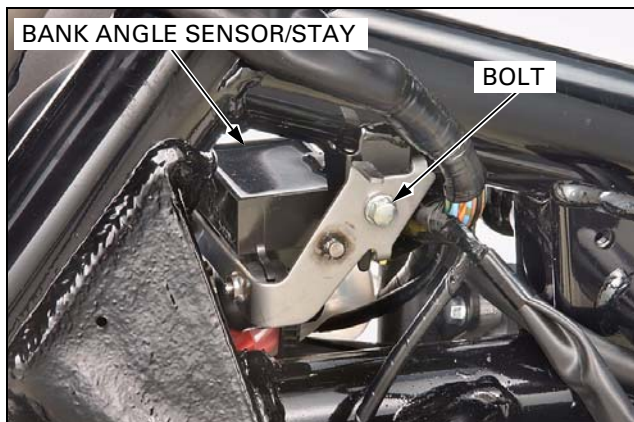
5. Disconnect the fuel tank breather hose. Remove the fuel tank mounting bolt, washer, and collar. Remove the fuel tank by moving it rearward.



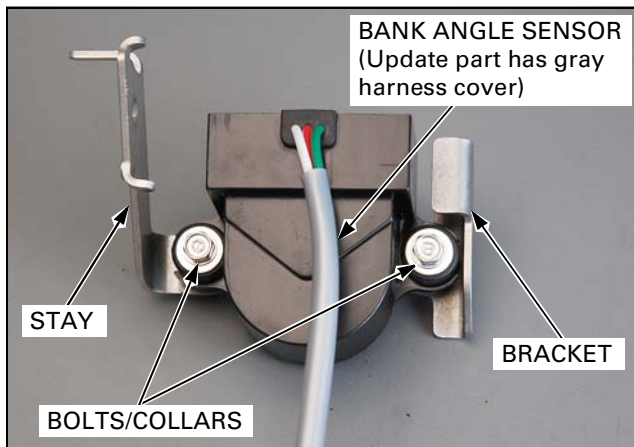
6. Remove the wire band and disconnect the bank angle sensor 3P (Black) connector.



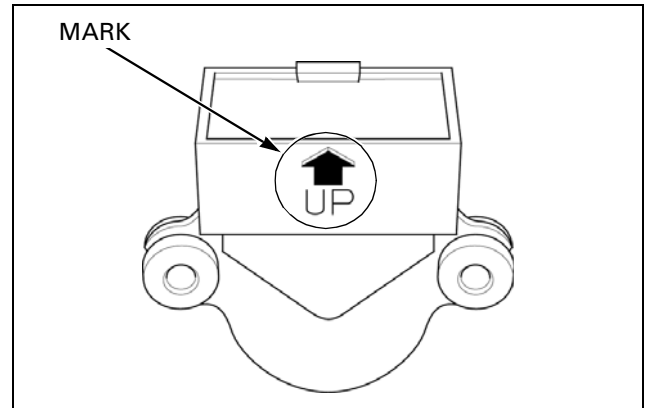
7. Remove the bolt and bank angle sensor/stay.



8. Remove the bolts, collars and bank angle sensor from the stay and bracket.
Install the updated bank angle sensor to the stay and bracket as shown.
Install the collars, bolts and tighten the bolts securely.



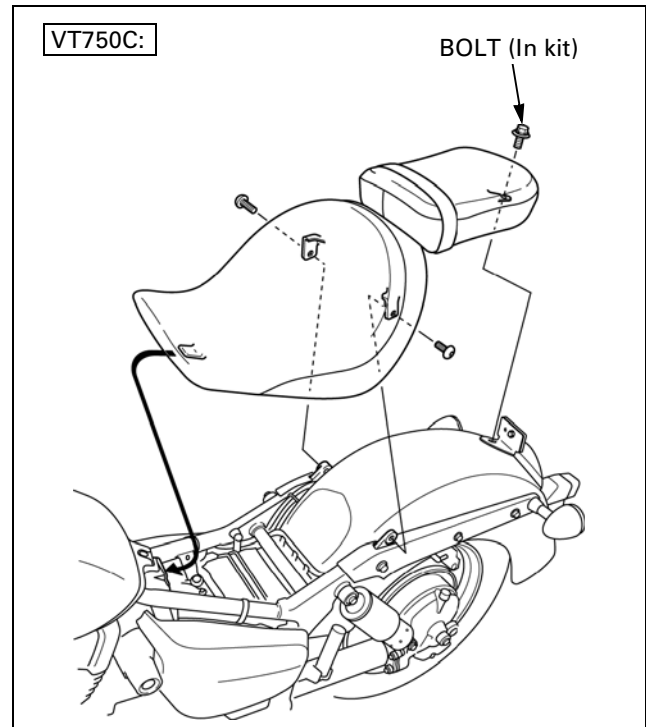
9. Install the bank angle sensor assembly with the UP mark facing up.



10. Install the removed parts in the reverse order of removal.

VT750C Only:

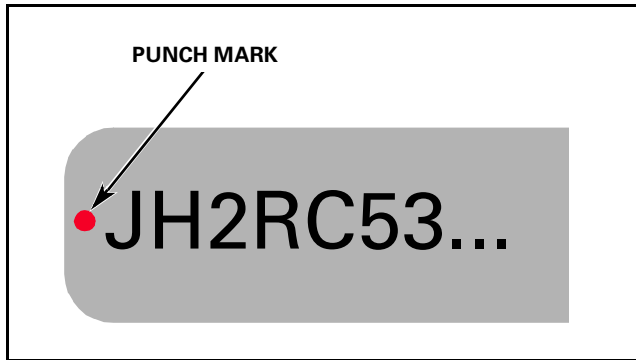
Install the seat using the new bolt supplied in the parts kit as shown.



NEW

IDENTIFICATION

After you have completed the REPAIR PROCEDURE, apply a punch mark in front of the first character of the VIN located on the right side of the steering head. See the following illustration for placement.



CLAIM INFORMATION

This Safety Recall will be in effect until all affected units have been repaired according to this Service Bulletin, regardless of the date of purchase.

Normal warranty claim submission requirements apply. After completing the Service Bulletin repair procedure, submit one warranty claim per unit with the following information:

WARRANTY CLAIM TEMPLATES

2011 VT750C

Template: R80A (reads R-8-zero-A)
Flat Rate Time: 0.7 hour

2010-2011 VT750C2B

Template: R80B (reads R-8-zero-B)
Flat Rate Time: 0.7 hour

PARTS INFORMATION

REQUIRED PARTS

Bank Angle Sensor Kit (1)

Application	Part Number
VT750C	06351-MFE-305
VT750C2B	06351-MFE-306

NOTE: The kit includes two labels that are not used in this repair procedure, discard them.

IDENTIFICATION OF UPDATE PART

The update part has a gray harness cover.



TEXT OF CUSTOMER LETTER

June 2011

IMPORTANT SAFETY RECALL NOTICE

Dear VT750C or VT750C2B Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2011 model year VT750C and 2010 and 2011 model year VT750C2B motorcycles. Engine vibration can cause the bank angle sensor to malfunction and the engine to unexpectedly stall. An engine stall increases the risk of a crash.

In normal operation, the bank angle sensor only will turn the engine off when the motorcycle falls onto its side. However, should you experience an engine stall while in traffic due to bank angle sensor malfunction, you will need to cycle the ignition key off and then on again in order to restart the engine.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your motorcycle repaired. The dealer will install a new bank angle sensor that corrects the condition. This work will be done free of charge. Please plan to leave your motorcycle for a day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems?

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Motorcycle Customer Service
Mail Stop 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746
(866) 784-1870

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your motorcycle, without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Or call the toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to [http:// www.safercar.gov](http://www.safercar.gov).

What to do if you feel this notice is in error.

Our records show that you are the current owner or lessee of a 2010 or 2011 model year VT750C or VT750C2B motorcycle involved in this recall. If this is not the case, or the name/address information is not correct, complete, sign, and return the enclosed, postage-paid Information Change Card. We will then update our records.

If prior to receiving this notice, you paid to have the bank angle sensor replaced, you may be eligible for reimbursement. Please refer to the enclosed Request for Reimbursement form for eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Motorcycle Customer Service at (866) 784-1870.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Motorcycle Division

TEXT OF CUSTOMER LETTER

**Request For Reimbursement
2010-2011 VT750C/C2B Bank Angle Sensor Replacement**

Use this form only if you have previously paid for this repair. If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of the bank angle sensor replacement. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected 2010-2011 VT750C2B or 2011 VT750C.
2. The repair must have been required due to the problem that is the subject of this recall. Unrelated repairs will not be reimbursed.

3. The previous bank angle sensor repair must have occurred before June 27, 2011.

4. You must have a repair bill showing itemized parts and labor costs, VT750C/C2B model, year, VIN, name, address and phone number of the repair shop, and the date of the repair. There must be verification of payment, such as a copy of a cancelled check, cash receipt, or paid invoice.
5. To qualify for reimbursement, it is not necessary that you still own the affected VT750C/C2B motorcycle, but you must have been the owner when the bank angle sensor was replaced. Only the owner at the time of the repair may request reimbursement. Do not request reimbursement for the expenses of any other owner.
6. Your previous repair may not have been performed using the updated bank angle sensor. In addition to any reimbursement for previous repairs you may request, please make an appointment with your Honda dealer to have this important safety recall repair completed.

IF YOU ARE QUALIFIED FOR REIMBURSEMENT:

Fill in the blanks; please print clearly.

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____

Vehicle Identification Number (VIN): _____

Total Amount Requested: _____

Mail this form together with a copy of your repair bill and verification of payment to:

**American Honda Motor Co., Inc.
Customer Support, M/S 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746**

Please allow 6–8 weeks for reimbursement processing.

This form is provided for dealer information and customer photocopies if needed.