



Service Bulletin

American Honda Motor Co., Inc.

SAFETY and EMISSIONS RECALL

2014-2015 NSS300/A (Forza) FUEL PUMP REPLACEMENT

Honda Motor Co., Ltd. is conducting a Safety and Emissions Recall of affected 2014-2015 NSS300/A (Forza) scooters. Honda has determined that a defect within the fuel pump can cause the pump to seize, resulting in a loss of fuel pressure. Loss of fuel pressure will cause the engine to A) not start or B) stall while riding.

Honda has determined that the original remedy fuel pump used to repair 2014 models does not meet Honda durability standards if the part was not installed within 100 days of its production date. These same fuel pumps were used in some model year 2015 vehicles which are now included in this SAFETY AND EMISSIONS RECALL.

DO NOT continue to perform any repairs under the original Service Bulletin NSS300 #1 issued October 24, 2014.

Replacement fuel pumps are available to correct this condition.

Safety Consequence

An engine that stalls while riding increases the risk of a crash.

CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected 2014-2015 NSS300/A scooters, informing them that their scooter is being recalled for a safety and emissions related defect. The customer will be made aware of

the safety risk and advised to have a Honda dealer replace the fuel pump.

For your reference, a copy of the Customer Letter is reproduced on pages 5 and 6 of this Service Bulletin.

AFFECTED UNITS

2014-2015 NSS300

Certain VINs

2014-2015 NSS300A (ABS)

Certain VINs

- Scooters affected by the previous NHTSA recall 14V-672 that had remedy parts installed within 100 days of the remedy parts production date are not included in this campaign expansion.
- To determine if a specific VIN is affected, use **iN Unit Information**.

DEALER INVENTORY

Effective September 12, 2016 YOU MUST NOT SELL any affected NEW or USED 2014-2015 NSS300/A scooter until it has been repaired according to this Service Bulletin.

- **iN eResponsibility Report** will show the affected units in your dealership's inventory.
- To determine if a specific VIN is affected, use **iN Unit Information**.

REPAIR VERIFICATION

Before you begin the repair procedure, check if the repair has been performed on the unit. Some units within the affected VIN range may have been factory-repaired. 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:
 - You must proceed with the REPAIR PROCEDURE section of this Service Bulletin.

If you have any questions about repair verification, please contact Motorcycle TechLine:

(800) 421-1900, option 9 or Online:

iN > Service > TechLine > TechLine Connect

REPAIR PROCEDURE

Service Manual

To complete the repair procedure use the 2014-2016 NSS300/A Service Manual (P/N: 61K0402). The Service Manual is also available on ***iN*** HISP by following the path below and typing in the model and year, and selecting *Service Manual*.

SERVICE > Service Publications > HISP

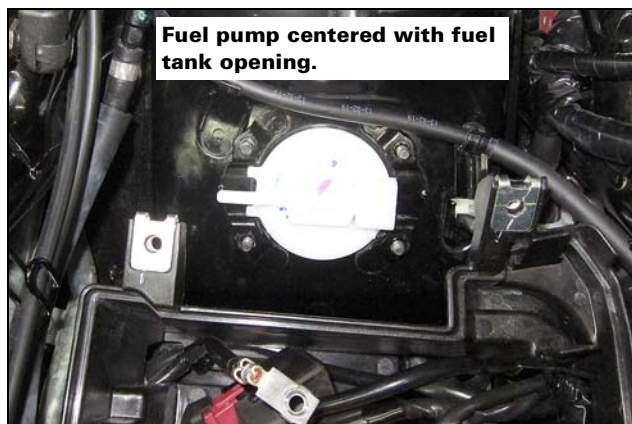
1. Drain the fuel from the fuel tank.
2. Refer to the 2014-2016 NSS300/A Service Manual and replace the fuel pump with the updated fuel pump assembly.

Tips

- Apply a very thin layer of multi-purpose grease to ONLY the outer surface areas of the new O-ring to allow it to slip evenly into the channel on the fuel tank during installation.



- Be sure to hold the fuel pump centered with the fuel tank opening while tightening the retainer nuts incrementally in a criss-cross pattern.



- Verify the pump is installed correctly by removing the retainer nuts and retainers then check if the pump remains seated into the fuel tank by itself and is not immediately loose.
 - If the fuel pump remains seated into the fuel tank by itself:Reinstall the retainers and tighten the retainer nuts to their specified torque then continue with the repair as shown in the Service Manual.
 - If the fuel pump does not remain seated by itself contact TechLine for assistance.
- After the installation of the fuel pump is complete, verify the installation by adding fuel to the fuel tank and inspect for fuel leaks.
 - If there are no leaks, continue the repair as shown in the Service Manual.
 - If the fuel pump flange leaks, check the o-ring on the fuel pump and replace if damaged then re-do the installation. If the fuel pump can not be properly seated, contact TechLine for assistance.

NEW

IDENTIFICATION

After you have completed the REPAIR PROCEDURE, apply a punch mark BEFORE the first character of the VIN located on the frame, under the tool box, inside the luggage box as shown.



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:

Template: **KC3A**

Flat Rate Time: 1.0 hour

DO NOT continue to use the original template number JL1A. It is no longer valid.

PARTS INFORMATION

REQUIRED PARTS

Parts are available on open order.

Set, Fuel Pump Unit Assy. (1)

P/N **06160-K04-316**

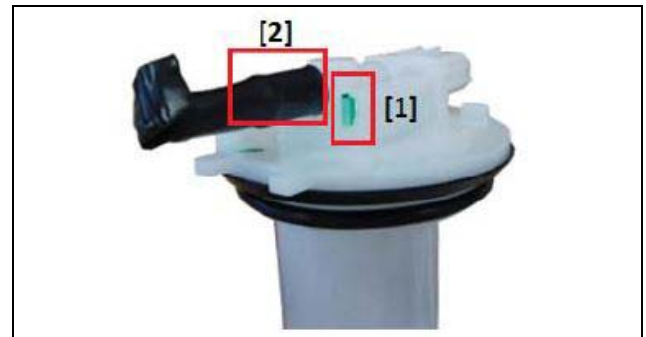
Contents:

- Fuel pump unit assy., (1)
- Dust seal, (1)
- Fuel pump o-ring, (1)

- DO NOT use the fuel pump associated with the original recall. It is no longer valid.
DO NOT USE P/N 06160-K04-306
- Return any new inventory of original recall parts through your facing Parts Center.

PARTS IDENTIFICATION

Be careful not to mix up the defective or original recall parts with final remedy parts. The countermeasure part is identified by a green paint mark [1] on top of the fuel pump unit and a black cap cover [2] as shown. Use care during unpacking and installation as the paint mark is easily wiped off.



CALIFORNIA REGISTERED UNITS ONLY

The California Air Resources Board (CARB) requires vehicle emission recalls to be completed prior to California registration renewal. Owners whose affected motorcycles have not received this Emissions Recall will not be able to renew their motorcycle's California vehicle registration.

After completing the repair, and stamping the VIN with a punch mark, dealers must issue a completed *Vehicle Emission Recall - Proof of Correction* certificate to the vehicle owner.

California dealers (and any dealer repairing a California registered unit) must order the Proof of Correction certificates (item no. S0425) from Helm, Inc.

Fill in the appropriate information on the certificate and give it to the customer. (See the sample on the next page.)

NOTE: It is critical that you write down **KC3** as the Recall Number. The certificate may be requested by the California Department of Motor Vehicles at the time of vehicle registration renewal.

Write down KC3 as the recall number.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
				<input type="text"/>
Manufacturer _____			Recall Number _____	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name		Address, City, State and Zip		
Date		Dealership's Authorized Signature		
		_____ X _____		
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

TEXT OF CUSTOMER LETTER



American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

September 2016

NHTSA Recall 16V-661

IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dear NSS300/A Owner:

This notice is sent to you in accordance with 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 2014-2015 model year NSS300/A scooters. The fuel pump inlet cover (made of resin) may swell and interfere with the rotation of the fuel pump impeller, causing the fuel pump to stop working.

In 2014 you may have received notice of NHTSA recall 14V-672 and may have had your vehicle repaired. Honda has determined that a different component within the fuel pump assembly (not the same as the previous recall), may also have a potential issue. If you are receiving this letter, the recall still applies to your motorcycle and this new recall must be performed.

SAFETY CONSEQUENCE

If the impeller is unable to rotate properly, it may cause the engine to not start or stall while riding. An engine stall while riding increases the risk of a crash.

EMISSIONS COMPLIANCE

The fuel pump is an emissions-related part, and therefore, this recall must also comply with emissions regulations.

WHAT WILL HONDA DO?

The fuel pump assembly will be replaced, free of charge.

WHAT SHOULD YOU DO?

Please contact any authorized Honda motorcycle dealer about parts availability and to schedule an appointment to have your scooter's fuel pump replaced, **at no cost to you**.

Replacing your fuel pump will take approximately 1.0 hour to complete; however, please ask your dealer for the specific time your scooter will need to be at the dealership.

For assistance locating a Honda motorcycle dealer, you may call Honda Motorcycle Customer Support at: 1-866-784-1870 or use the "find a dealer" option on www.powersports.honda.com

CALIFORNIA OWNERS ONLY

The DMV will not renew your registration until this emissions recall has been completed. After completing the repair procedure, your dealer will give you a *Vehicle Emission Recall – Proof of Correction* certificate. Please make sure the dealer completes and gives you the certificate. Keep the certificate for your records as proof that the emissions recall was completed. Submit the certificate to the DMV only if the DMV requests it.

EMISSIONS WARRANTY

In order to ensure your full protection under the Honda Emissions Warranty provisions, it is recommended that you have your vehicle repaired as soon as possible. Failure to do so could be determined as lack of proper maintenance.

CHECK YOUR MOTORCYCLE FOR OPEN RECALLS

To check your motorcycle's eligibility for repair under this or any recall, please access the **Honda Recall Lookup** tool at www.powersports.honda.com/recalls.aspx and enter your Vehicle Identification Number (VIN).

TEXT OF CUSTOMER LETTER

OWNER INFORMATION

You received this recall notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner of this scooter. If this is not the case, or if any of the information is incorrect, please complete, sign and return the Information Change Card and we will update our records. If you are a lessor of this scooter, federal regulations require you to forward this notice to your lessee within ten days.

DO YOU STILL HAVE MORE QUESTIONS?

Should you have any questions about this recall, please contact your authorized Honda motorcycle dealer. Should you need additional assistance, you may contact Honda Motorcycle Customer Support at 1-866-784-1870.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your scooter, free of charge, within a reasonable period of time (within 60 days from the date you first contacted the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to <http://www.safercar.gov>.

WHAT TO DO IF YOU ALREADY HAD YOUR MOTORCYCLE REPAIRED FOR THIS ISSUE

If you previously paid to have the fuel pump replaced due to this condition, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.
Motorcycle Division

Campaign #KC3 / Service Bulletin: NSS300 #1