



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.
- 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.



- Center the pump assembly over the fuel tank opening and gently align it with the opening until the dust seal is perfectly square with the tank face and centered with the opening.

Firmly push the fuel pump into the opening until it seats evenly all around. Let go of the fuel pump.



- If the fuel pump remains seated into the fuel tank by itself, continue with the repair as shown in the Service Manual.

- If the fuel pump pops out or does not remain seated by itself it is not properly installed. Back out the pump and ensure the O-ring is on the shoulder of the fuel pump. Continue inserting the pump until it seats into the fuel tank squarely and remains seated by itself then continue with the repair as shown in the Service Manual.

- Verify the installation of the fuel pump by adding fuel to the fuel tank and inspect for fuel leaks. If the fuel pump flange leaks, redo the installation and test until the pump flange seals the fuel tank.

- If there are no leaks, continue the repair as shown in the Service Manual.

- If the fuel pump leaks, or if the fuel pump can not be properly seated, call TechLine for assistance.

- A special tool will be available soon to aid in the installation of the fuel pump. More information to follow.

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**

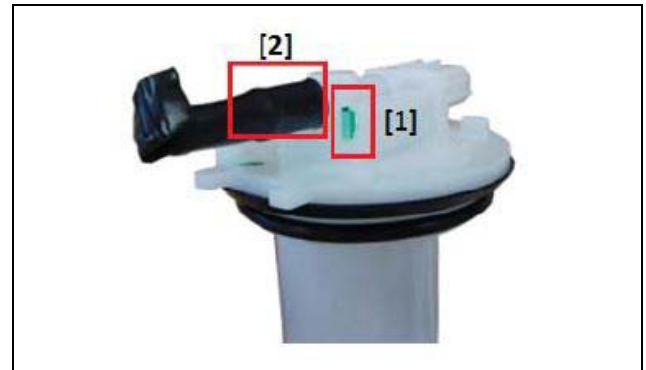
Contents:

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

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 It is no longer valid.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

PARTS IDENTIFICATION

Be careful not to mix up the defective or original recall parts with countermeasure 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

TEXT OF CUSTOMER LETTER IS FORTHCOMING.

TEXT OF CUSTOMER LETTER