



Service Bulletin

American Honda Motor Co., Inc.

MULTI-MODEL:
TRANSMISSION MAINSHAFT #1
REVISED: October, 18 2019

SAFETY RECALL

This bulletin replaces Multi-Model: Transmission Mainshaft #1, issued June 2019

2018-2019 MULTIPLE MODEL - TRANSMISSION MAINSHAFT SAFETY RECALL

BACKGROUND

Honda is launching a **SAFETY RECALL** on certain model year **2018 CRF250L/LA, CRF250LR/LRA RALLY, 2018 CBR300R/A, 2018-2019 CMX300/A** and **2019 CB300R/A** motorcycles to replace the transmission mainshaft, which may have been improperly machined during manufacturing. The machining error could result in a mainshaft circlip not completely seating into the circlip groove, which could cause the circlip to become loose. A loose mainshaft circlip could be dislodged, resulting in damaged transmission gears, which could cause the rear wheel to lock-up. A rear wheel that locks-up increases the risk of a crash.

Honda will provide a new transmission mainshaft to replace the defective part.

Service Bulletin Multi-Model Transmission Mainshaft #1 includes the affected models and VIN ranges, parts and warranty claim information and repair procedure information to replace the transmission mainshaft.

Honda will notify customers by letter advising to make an appointment with an authorized Honda dealer to perform the recall repair by replacing the transmission mainshaft with a new part.

AFFECTED UNITS

MODEL	VIN RANGE	
	FROM	TO
2018 CRF250L	MLHMD441*J5101091	MLHMD441*J5103006
2018 CRF250LA	MLHMD445*J5100273	MLHMD445*J5100543
2018 CRF250LR RALLY	MLHMD441*J5101045	MLHMD441*J5102612
2018 CRF250LRA RALLY	MLHMD445*J5100309	MLHMD445*J5100492
2018 CBR300R	MLHNC510*J5400863	MLHNC510*J5400927
2018 CBR300R	MLHNC511*J5400099	MLHNC511*J5400108
2018 CBR300RA	MLHNC515*J5400257	MLHNC515*J5400277
2018-2019 CMX300	MLHNC530*J5101699	MLHNC530*K5200316
2019 CMX300	MLHNC531*K5200001	MLHNC531*K5200036
2018-2019 CMX300A	MLHNC535*J5100489	MLHNC535*K5200072
2019 CB300R	MLHNC550*K5000041	MLHNC550*K5001213
2019 CB300RA	MLHNC554*K5000040	MLHNC554*K5000269

DEALER REPAIR RESPONSIBILITY

- Repairs must be performed by a qualified technician.
- Performing this repair exactly as shown in Repair Procedure instructions is critical for the remedy to be effective. Carefully follow all instructions.
- Service Management should inspect and confirm the repair.
- Dealer submission of a warranty claim affirms this repair was properly performed.

TRANSMISSION MAINSHAFT #1
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DEALER INVENTORY

Effective May 31, 2019, **YOU MUST NOT SELL** any affected (new or used) **2018 CRF250L/LA, CRF250LR/LRA RALLY, 2018 CBR300R/A, 2018-2019 CMX300/A** and **2019 CB300R/A** motorcycle until it is repaired according to this Service Bulletin.

- There are both affected and unaffected units in the market. To search for applicable recalls on a specific unit, you must use *Unit Information on iN*.
- To manage your affected inventory, you must use eResponsibility Report on *iN*.

PARTS INFORMATION

Parts are available through the *Controlled Parts Order* system on *iN* (see CONTROLLED PARTS ORDER PROCEDURE).

MODEL	PART DESC.	PART #
CBR300R/RA, CMX300	Mainshaft assy, set	06230-K33-305
	ENG SET A	06230-K87-315

Model	Part Desc.	Part #
CB300R/RA	Mainshaft assy, set	06230-K0A-305
	ENG SET A	06230-K87-315

Model	Part Desc.	Part #
CRF250L/LA/ LR/LRA Rally	Mainshaft assy, set	06230-KZZ-315
	ENG SET A	06230-K87-315

TEMPLATE CLAIM INFORMATION

After completing the recall repair, immediately submit one template claim using the appropriate template number below.

MODEL	TEMPLATE	FLAT RATE
CBR300R/RA	KK3A	5.5
CMX300/A	KK3C	6.8
CB300R/RA	KK3E	6.8
CRF250L/LA	KK3F	4.9
CRF250LR/LRA Rally	KK3G	5.7

TECHNICAL QUESTIONS

If you have any technical questions relating to the repair procedure, please contact:

Motorcycle TechLine Online:
iN > Service > TechLine > TechLine Connect
 Or call (800) 421-1900, option 9.

WARRANTY QUESTIONS

If you have any warranty administration questions relating to template claims and claim filing procedures, please contact:

Motorcycle Warranty Online:
iN > Service > Warranty & HondaCare > Warranty Connect

Or call (800) 421-1900, option 7.

RECALL REPAIR VERIFICATION

Before performing this recall repair, check for a punch mark before the first character of the VIN (see IDENTIFICATION section).

- If there is a punch mark as described, the repair has already been performed. DO NOT continue with this repair.
- If there is no punch mark as described, proceed with the repair.

RECALL REPAIR PROCEDURE

Refer to the appropriate Service Manual to perform this repair.

NOTE: Drain the coolant into a clean container to be reused.

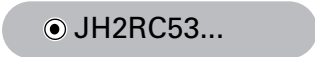
NOTE: Replace the engine oil and oil filter with new.

NOTE: It is not necessary to remove the piston from the connecting rod. The piston pin circlip included in the ENG SET A will not be used.

NOTE: It is not necessary to disassemble the oil pump.

IDENTIFICATION

After the recall repair has been completed, place a punch mark into the frame before the VIN, as shown in the example below.



CONTROLLED PARTS ORDER PROCEDURE

1. From the *iN* home page go to:

Parts > Parts Order Management > Controlled Parts Order

NOTE: Use *Ship Via* (2ND DAY DELIVERY). Freight charges for 2nd day delivery will be credited back at month-end. Any other expedited freight charges will not be credited.

• = Required

Controlled Parts Order

Dealer Information			
Dealer No	SMN001	Back Order	YES ▼
Reference	D ▼ 0010612 🔍	Cross Shipment	YES ▼
Total Price	\$0.00	Ship Via	2- 2ND DAY DELIVERY ▼
		Alt Ship Via	2- 2ND DAY DELIVERY ▼

2. Enter the required information: *VIN*, *Dealer Contact*, *Customer Name*, *Part Number* and *Quantity* (you may order only one (1) part per part number).

NOTE: For units in inventory (dealer owned), enter “DLR INV” or “IN-Stock” in the Customer Information First and Last Name fields.

3. Set *Vehicle in Collision* and *Specification Label Request* to *NO*.

Customer Information			
VIN	<input type="text"/>	Dealer Contact	<input type="text"/> Memo <input type="text"/>
LastName	<input type="text"/>	FirstName	<input type="text"/>
Comment	<input type="text"/>	Vehicle in Collision	NO ▼
Specification Label Request	NO ▼		

4. Click Submit.

5. Review the Controlled Parts Order Acknowledgment to confirm order placement.

DEALER	CONTROLLED PARTS ORDER	08/31/16
REFERENCE: D0030831	BO: Y SHIP VIA: SURFACE	CROSS SHIP: Y
	ALT SHIP VIA: SURFACE	
VIN.....: 1HFSC47M68A	DEALER CONTACT: JOHN	
CUSTOMER.: SMITH	JANE	
PART NUMBER	QTY PC QTY PC QTY STAT	EAD EXTENDED EXTENDED
		DLR NET SUG RTL
06775-MCA-	1 80	
AIRBAG ASSY. *NH85*		
ORDER CONFIRMED,	TOTAL AMOUNT	\$

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TEXT OF CUSTOMER LETTER



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

NHTSA Recall 19V-412

July 2019

NEW

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

Dear Honda Powersports Customer:

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 determined that a defect which relates to motor vehicle safety exists in certain:

- 2019 Honda CB300R
- 2018 Honda CBR300R
- 2018 Honda CRF250L
- 2018 Honda CRF250L Rally, and
- 2018-2019 Honda CMX300 (Rebel) motorcycles.

A circlip that secures the transmission gear to the main shaft could detach and result in gear misalignment. A misaligned gear can:

- 1) shift the transmission from neutral into gear during engine start, potentially resulting in unexpected motorcycle movement; or
- 2) seize the transmission and rear wheel while the motorcycle is in motion.

Either outcome increases the risk of crash or injury.

A misaligned gear could cause abnormal engine noise, which might warn you of the defect, but either outcome could occur without first experiencing abnormal engine noise.

WHAT WILL HONDA DO?

The dealer will replace the transmission main shaft for free.

WHAT SHOULD YOU DO?

Please call any authorized Honda motorcycle dealer and make an appointment to have the transmission main shaft replaced for free. Once you make an appointment for your motorcycle, be advised that the replacement process may take approximately 5 to 7 hours depending on your model (please see chart). However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your motorcycle available for a longer period of time. If you are not the only rider of this motorcycle, please advise all other riders and passengers of this important information!

MODEL	LABOR TIME
CB300R	7 hours
CBR300R	5 hours and 30 minutes
CRF250L	5 hours
CRF250L Rally	5 hours and 45 minutes
CMX300 (Rebel)	7 hours

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

CHECK YOUR MOTORCYCLE FOR OPEN RECALLS

You can check your motorcycle's eligibility for repair under this or any other recall. Please access the Honda recall lookup tool at www.powersports.honda.com/recalls.aspx and enter your VIN.

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 motorcycle. 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 motorcycle, 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 Powersports Customer Service toll free at (866) 784-1870.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your motorcycle 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: www.nhtsa.gov.

We apologize for any inconvenience this recall may cause you.

Sincerely,

American Honda Motor Co., Inc.
Powersports Products

Campaign #KK3 / Service Bulletin: Multi-model: Mainshaft #1

NEW

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