



SAFETY RECALL

2021 NC750XD - ECM and DCT Update

BACKGROUND

Honda is launching a **SAFETY RECALL** on **CERTAIN 2021 NC750XD** vehicles to update the software of both the Engine Control Module (ECM) and Dual Clutch Transmission (DCT) module for a potential defect that may result in engine stalling, increasing the risk of a crash or injury.

AFFECTED UNITS

CERTAIN New or USED 2021 NC750XD

- To search for open recalls on a specific unit, use *Unit Information* on **iN**.

DEALER INVENTORY

As of November 18, 2021, **YOU MUST NOT SELL** any affected **NEW OR USED** motorcycle in the **AFFECTED UNIT** section until it is repaired, according to this Service Bulletin.

- To search for applicable recalls on a specific unit, you must use *Unit Information* on **iN**.
- To manage your affected inventory, refer to *eResponsibility Report* on **iN**.

Customer Notification

American Honda intends to mail customer letters to all owners of affected 2021 NC750XD vehicles in January 2022. Customers will be informed that their vehicle may be affected by a safety related defect and will be advised to make an appointment with an authorized Honda dealer for repair.

The ECM update software is available on **iN** by following this path:

iN > Service > TechLine > Diagnostic Tools > MCS > ECM Software Updates

REQUIRED SPECIAL TOOLS AND EQUIPMENT

The following special tools and equipment are required to perform this update.

LAPTOP (MCS)	With latest version of MCS software installed
MCI (TOOL)	With latest software version installed

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.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your Honda. These procedures should not be attempted by any other individuals and you should not assume this bulletin applies to your Honda, or that your Honda has the condition described. To determine whether this information applies, contact an authorized Honda dealer.

WARRANTY CLAIM INFORMATION

After completing this Service Bulletin update, submit one warranty claim per unit with the following template number.

Claim Template	Flat Rate Time
KN0A	0.5 hr

Note: KN0A "0" is the number zero.

DEALER SUPPORT

TECHNICAL QUESTIONS

If you have any technical questions relating to this update procedure, please contact:

Motorcycle TechLine Online:

iN > Service > TechLine > TechLine > TechLine Connect

Or call (800) 421-1900, option 9

WARRANTY QUESTIONS

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

Motorcycle Warranty Online:

iN > Service > Warranty & HondaCare > Warranty Connect Filing

REPAIR PROCEDURE

CONFIRM MCS SOFTWARE VERSION

Check if the Motorcycle Communication System (MCS) program on your computer has the latest software version.

If an update is needed, download the latest MCS software on **iN** by following the path:

iN > Service > TechLine > TechLine > Diagnostic Tools > MCS > MCS Software Download

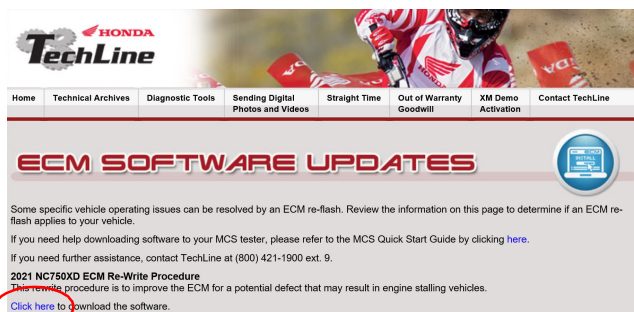
After MCS has been updated, use the VCI Manager program to update your MCI.

DOWNLOAD THE ECM AND DCT MODULE UPDATE FILES

1. Navigate to the ECM Software Updates page on **iN** by following this path:

iN > Service > TechLine > TechLine > Diagnostic Tools > MCS > ECM Software Updates

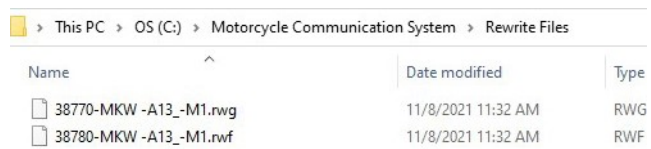
2. Click the link **2021 AND NEWER NC750XD ECM Re-Write Procedure** to download the software.



3. Copy **2 update** files (.rwf) from the folder shown. Paste the files to the MCS directory in the laptop's hard drive (C:).

Note: Do not change the file names. Only save these rewrite files. Do not save the file folder that the files downloaded from.

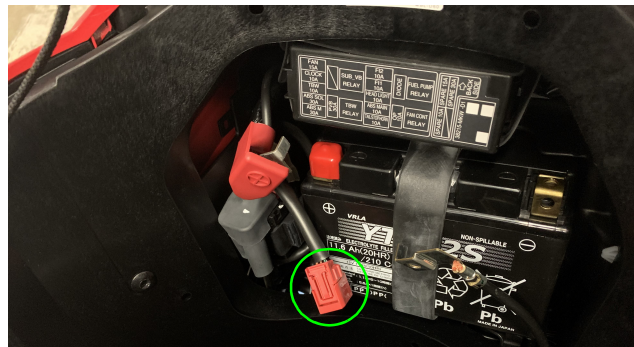
C:\Motorcycle Communication System\Rewrite Files



CONNECTING THE MCI

Use the following steps to connect the Motorcycle Communications Interface (MCI) to the computer and motorcycle.

1. Connect the MCI to the computer using the USB cable.
2. Locate the DLC connector by opening the luggage box lid, remove the battery cover, then remove the DLC cover.
3. Connect the red DLC connector to the MCI.



ECM UPDATE PROCEDURE

Note: Both the PGM-FI AND the DT DCT module updates need to be performed.

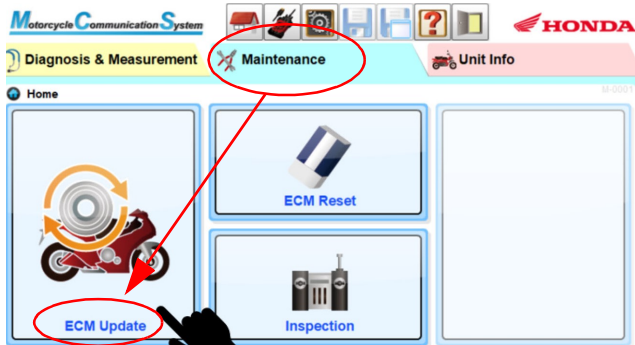
To avoid possible ECM damage ensure the following:

- Be sure the battery is fully charged and battery cables remain secure. Do not loosen or disconnect during update.

1. Start the MCS program. Key "On" the ignition. Enter the VIN, mileage, model and year, then click "OK".

Note: If there are stored DTCs, clear them using MCS before performing the update.

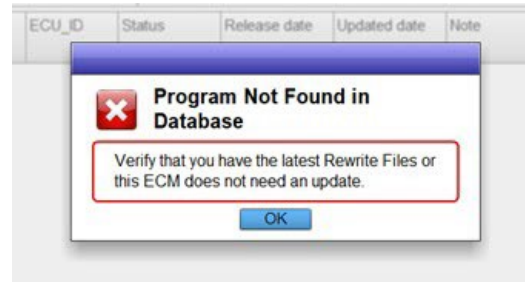
1. Select the Maintenance tab then ECM Update.



2. Select the PGM-FI file from the table as shown, click the Select button next to the software revision file.

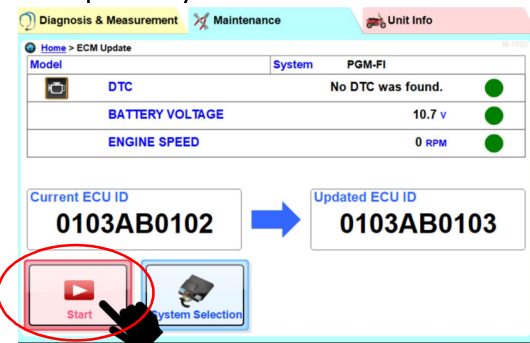
System	Current	ECU_ID	Status	Release date	Updated date	Note	Select
1	DT DCT	0803AB0102	Not updated	2021/08/03	-	38780.MKCT-D04_M1.rwg	Select
2	PGM-FI	0103AB0103	Not updated	2021/08/03	-	38770.MKCT-D05_M1.rwg	Select
		0103AB0102					

Note: If files are not saved correctly, an error may appear like shown below. Check the files are uploaded in the correct location (see Download the ECM Update File section above).



3. When the *Updated ECM ID* information populates on-screen as shown, click the Start button.

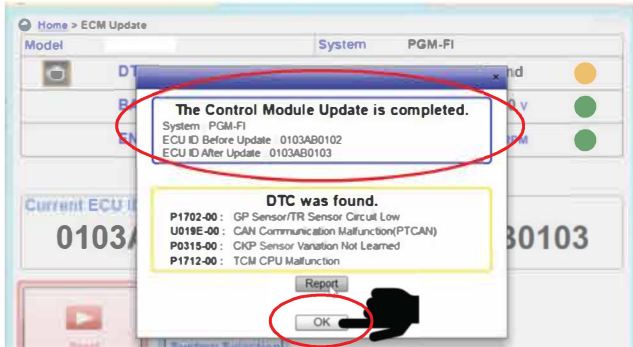
Note: ECM ID numbers will change for each vehicle type. The numbers shown below are for example only.



Note: The PGM-FI rewrite process will take approximately ten minutes, indicated with a progress bar in green.

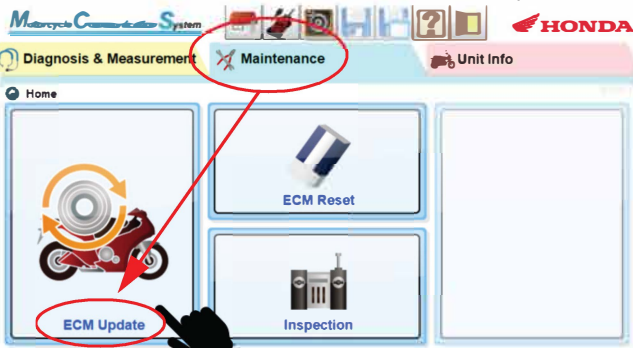
4. Once the rewrite process is complete, turn the ignition switch OFF for three seconds then back ON within ten seconds.

5. When the **Control Module Update Completed** window appears, click **OK**.

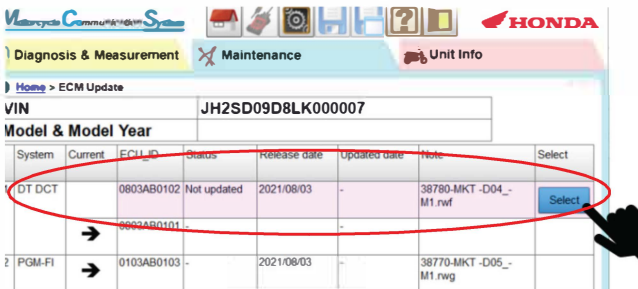


Note: A DTC may be triggered during the update. Simply clear the DTC using MCS.

6. Return to the MCS home screen and select the Maintenance tab, then ECM Update.



7. Select the DT DCT file from the table as shown, click the Select button next to the software revision file.



8. When the *Updated ECM ID* information populates on-screen, click the Start button.

9. Once the rewrite process is complete, turn the ignition switch OFF for three seconds then back ON within ten seconds.

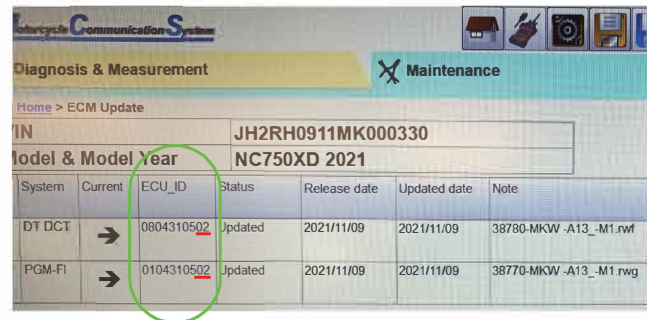
Note: The DT DCT rewrite process will take approximately ten minutes, indicated with a progress bar in green.

Reminder: Both the ECM **AND** the DCT module updates need to be performed.

The ECM ID should change from xxxxxxxx01 to xxxxxxxx02.

ECUID before rewritten	ECUID after rewritten
0804310501	0804310502
0104310501	0104310502

* See image below



10. For California registered vehicles please fill out the Vehicle Emission Recall - Proof of Correction certificate (example shown on page 5) and provide it to the customer after the Safety Recall repair has been completed.

CALIFORNIA REGISTERED VEHICLES ONLY

The California Air Resources Board (CARB) requires vehicle emission related recalls to be completed prior to California registration renewal. Owners whose affected vehicles have not received the required recall repairs(s) will not be able to renew their vehicle's California vehicle registration. After completing the repair, 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 below.)

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

Write **KNO** in this section.

Vehicle Emission Recall - Proof of Correction																								
License Number	Make	Year Model	Body Type	Vehicle Identification Number																				
				<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
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