



Service Bulletin

American Honda Motor Co., Inc.

GL1800 #27
Revised June 2024

SAFETY RECALL

2020-2024 GL1800/B/BD/D/DA Fuel Pump Inspection/Replacement

BACKGROUND

Honda is launching a **SAFETY RECALL** on **CERTAIN** 2020-2024 GL1800/B/BD/D/DA motorcycles to inspect and, if necessary, replace the fuel pump assembly. Due to a manufacturing defect, the impeller inside the fuel pump can warp or swell when exposed to fuel, causing the impeller to lock in place and prevent fuel flow to the engine. A locked impeller can cause the engine to stall without warning while riding.

AFFECTED UNITS

As of February 9, 2024, **YOU MUST NOT SELL CERTAIN NEW or USED** 2020-2024 GL1800/B/BD/D/DA motorcycles until they are 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 new inventory, use your dealer *eResponsibility Report on iN*.

CUSTOMER NOTIFICATION

American Honda mailed customer letters to all owners of affected 2020-2024 GL1800/B/BD/D/DA motorcycles in April 2024. Customers are being informed that their motorcycle may be affected by a safety related defect and will be advised to make an appointment with an authorized Honda dealer for repair. A copy of the customer letter can be found at the end of this service bulletin.

PARTS INFORMATION

Parts are now available. Before ordering parts, you **MUST** perform the inspection procedure beginning on [page 2](#) to verify the pump requires replacement. If the fuel pump fails inspection, order the kit shown below using the controlled parts ordering process. An affected VIN is required to order the Fuel Pump Kit. You **MUST** select the SURFACE delivery method when submitting the Controlled Parts Order. Fuel pumps cannot be shipped via the 2-day delivery option and will cause your order to be canceled. Click the following link for instructions: [CONTROLLED PARTS ORDER PROCEDURE on page 10](#).

NEW

See *iN > Parts > Parts Order Management > Controlled Parts Order*.

Model	Description	Part Number	Qty.
GL1800/B/BD/D/DA	Fuel Pump Kit	06160-MKC-306	1
Kit Includes:			
	Description	Part Number	Qty.
	Fuel Pump Set	N/A	1
	Packing, Fuel Pump	17574-MKC-A00	1
	Ring, Fuel Pump Locking	17719-HR3-A21	1

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.

SPECIAL TOOL INFORMATION

The special tools listed below are necessary to perform the repair.

SPECIAL TOOL	PART NUMBER	QTY.
*Fuel Tank Lock Ring Wrench	OTC6599	1
**Fuel Module Separator	07AAF-T5RA100	1 (two pieces)

* The Fuel Tank Lock Ring Wrench is a required Special Tool and was auto-shipped to your dealership in 2014.

** The Fuel Module Separator tool was auto-shipped to your dealership in 2020.

If either tool is missing, the tool can be ordered through the Special Tool and Equipment program.

WARRANTY CLAIM INFORMATION

After completing this *Service Bulletin* update, submit one warranty claim per unit with the following template number. **A photo of the defective fuel pump identification label must be retained by the dealer for all KQ1B replacement claims in case of warranty parts call-in.**

MODEL	TEMPLATE	FLAT RATE
GL1800/B/BD/D/DA	Inspection only: KQ1A	0.3
	Replacement: KQ1B	0.8

Note: All KQ1B warranty template claims will reimburse freight. To ensure your dealership receives the freight credit, follow these steps.

1. Make sure 'YES' is selected from the *Freight Involved* drop down window.
2. Make sure to include the *Part Order Reference Number*.
3. Include the freight *Amount* associated with the listed *Part Order Reference Number*.
 - The *Part Order Reference Number* can be found on your *Parts Order Statement* on *iN*.

• = Required

Template Warranty Claim

Template Number*

Basic Claim Information (required for all claim types)

Claim No.* Repair Order Number*

VIN* Repair Order Date (open)*

Mileage* Work Completed Date*

Sublet Involved?

Freight Involved? Freight Information

Part Order Reference Number* Amount*

Submit Save View Claim CHANGE CLAIM TYPE

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**

Or call (800) 421-1900, option 7

RECALL REPAIR IDENTIFICATION

Before you begin the repair procedure, verify that the unit has not already been repaired by searching *Unit Information* on *iN*.

FUEL PUMP INSPECTION

Remove the side covers and seat.

- Refer to the service manual for details.

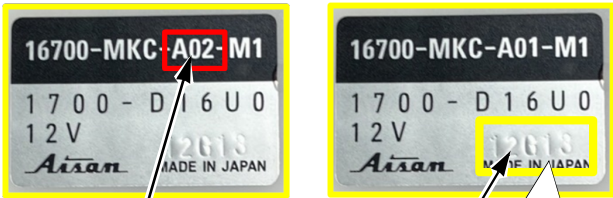
Inspect the identification label affixed to the top of the fuel pump.



1. Check the part number of the pump.

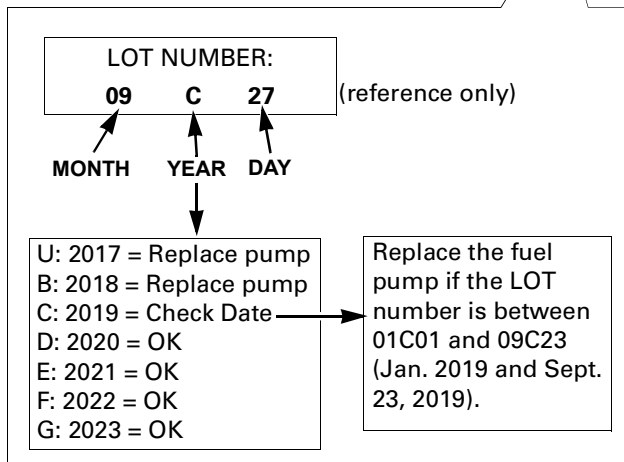
- For pumps with **-A01** in the part number, proceed to step 2 to check the LOT number.
- For pumps with **-A02** in the part number, the pump does not need to be replaced and no repair is required. Proceed to filing an "Inspection Only" warranty claim.

- Check the LOT number located in the bottom right-hand corner of the label. If the LOT number shows a production date that is before September 27, 2019, the fuel pump must be replaced.



PART NUMBER

LOT NUMBER



FUEL PUMP REPLACEMENT

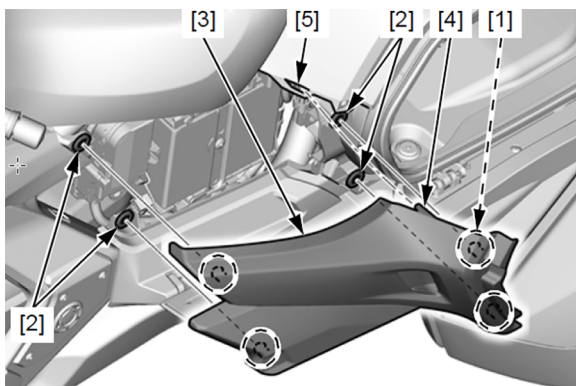
SIDE COVERS REMOVAL / INSTALLATION

Open both saddlebags. Release the bosses [1] from the grommets [2] and remove the side covers [3].

NOTES:

- Be careful not to dislodge the grommets.
- Align the side cover tab [4] with the saddlebag upper cover slit [5]

Installation is in the reverse order of removal.



SEAT REMOVAL / INSTALLATION

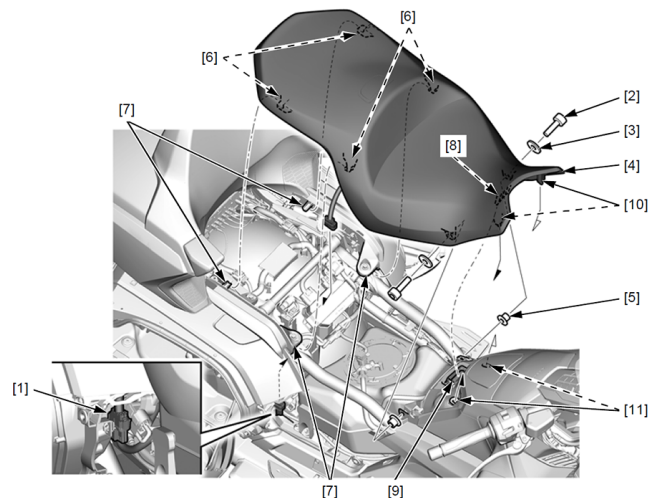
Tour type only:

Release the seat heater 12P (Black) connector [1] from area near the right saddlebag and disconnect it.

Remove the socket bolts [2], washers [3]. Remove the seat [4]. Remove the collars [5] from the seat.

Installation is in the reverse order of removal, with these notes:

- Align the seat tabs [6] with the grab rail lugs [7].
- Align the seat tab [8] with the top shelter stay slot [9].
- Align the seat bosses [10] with the top shelter grommets [11].



FUEL PRESSURE RELIEVING

Before disconnecting the fuel hose, relieve any fuel pressure from the system as follows.

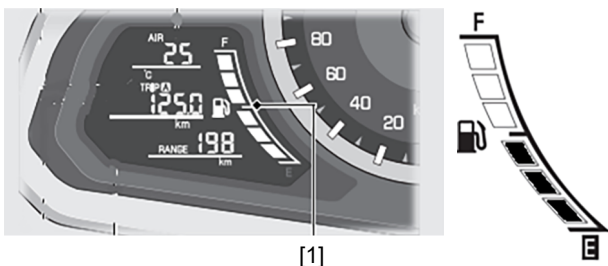
- Disconnect the fuel pump unit 4P (Gray) connector [1].



2. Start the engine and let it idle until the engine stalls.
3. Turn the ignition switch OFF.

FUEL REMOVAL / REFILL

Remove the fuel from the fuel tank so that the fuel gauge [1] shows less than half (three segments) before removing the fuel pump.

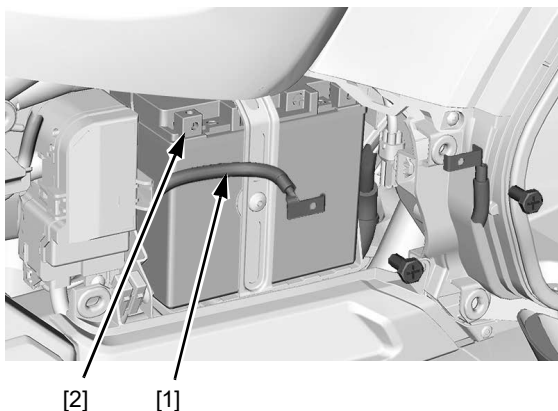


Drain the fuel into a clean container for refilling the tank after procedure is complete.

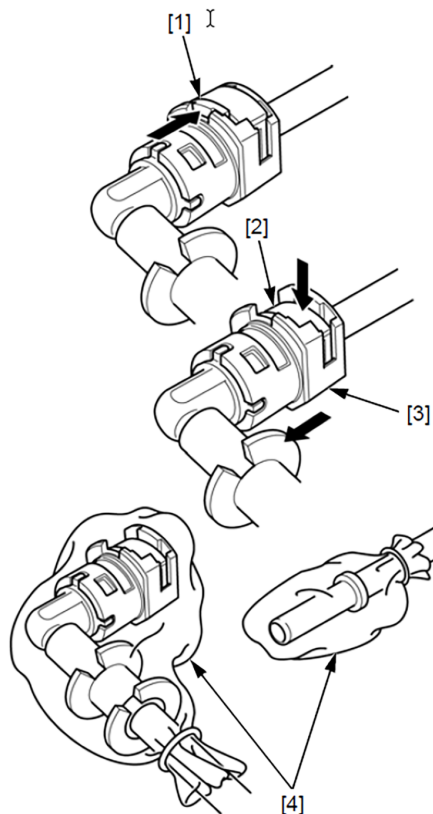
FUEL PUMP REMOVAL / INSTALLATION

NOTES:

- Clean around the quick connect fitting before disconnecting the fuel feed hose, and be sure that no dirt is allowed to enter into the fuel system.
- Do not bend or twist the fuel feed hose.
- Disconnect the battery negative (-) cable [1] from the negative (-) battery terminal [2].



- Push the retainer tab [2] forward. Press down the retainer [3] and disconnect the connector [4] from the fuel pump joint or fuel pipe joint.



- To prevent damage and keep foreign matter out, cover the disconnected connector and joint end with the plastic bags.

1. Remove the fuel pump locking ring [1] by rotating it counterclockwise using the special tool.



SPECIAL TOOL:

Wrench, fuel sender [2]	070AA-TBA0100
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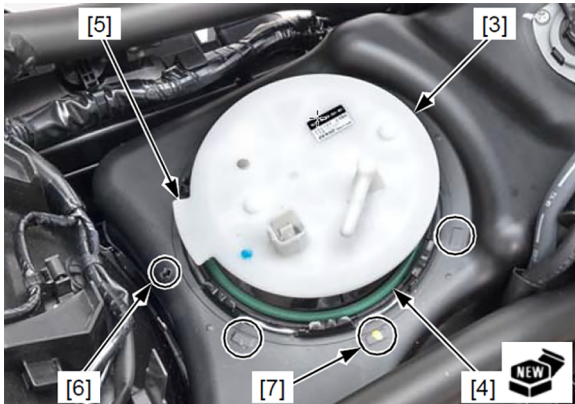
NOTE:

It is recommended to use a long handle wrench to remove the fuel pump locking ring.

2. Remove the locking ring and fuel pump assembly [3] from the fuel tank.

NOTICE:

Be careful when releasing the locking ring. It is possible that the fuel pump can jump upwards because it is installed under tension by a spring.



3. Remove the O-ring [4]. Clean the O-ring seating area of the fuel tank, and be sure that no foreign materials enter the tank.

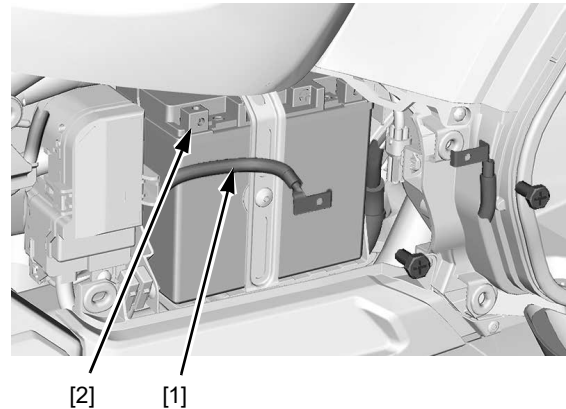
NOTICE:

When the fuel pump is removed from the tank, there may still be fuel in the pump. To prevent the fuel from leaking, the pump should be kept straight up, and then placed in a fuel safe collection container.

Installation is the reverse order of removal.

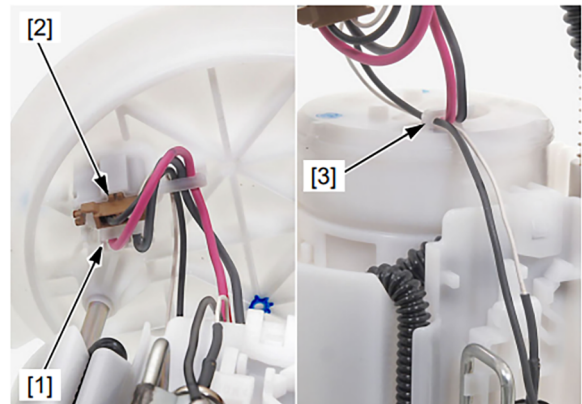
- Install a new O-ring into the fuel tank groove.
- Install the fuel pump assembly into the fuel tank by aligning the tab [5] with the arrow mark [6] on the fuel tank.
- Install and tighten a new locking ring by rotating it clockwise using the special tool.
- Make sure that the locking ring grooves align with the index marks [7] on the fuel tank. Connect the quick connect fitting to the fuel pump.
- Be sure to press the connector onto the fuel pump joint or fuel pipe joint until the retainer locks with a "CLICK." If it is hard to connect, put a small amount of engine oil on the joint end. Make sure the connection is secure; check visually and by pulling the connector.

Connect the battery negative (-) cable [1] to the negative (-) battery terminal [2].

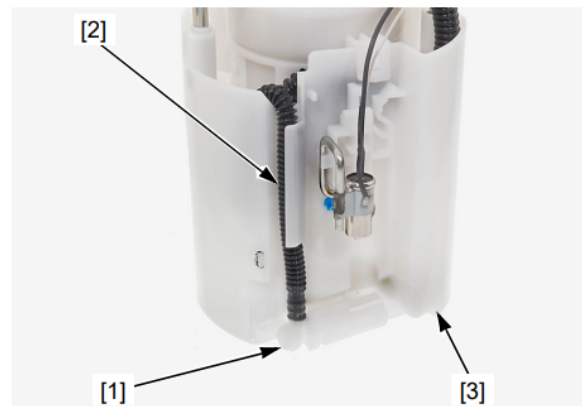


FUEL PUMP DISASSEMBLY / ASSEMBLY

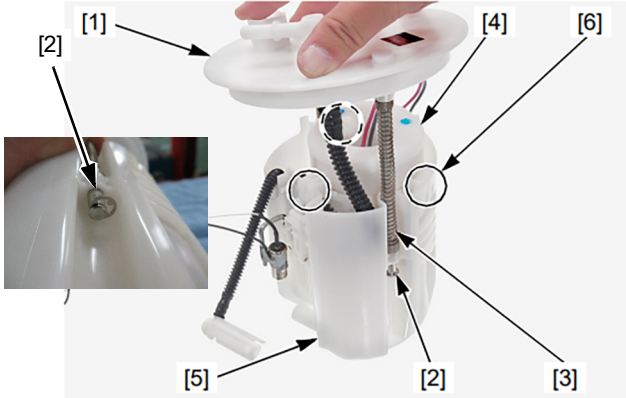
1. Disconnect the fuel pump 2P connector [1] and fuel reserve sensor 2P (Brown) connector [2]. Release the wires from the clamps [3].



2. Remove cap A [1] and release the return hose [2] from the reservoir [3].



3. Push the pump flange [1] and remove the E-ring [2] from the rod end. Remove the pump flange/rods from the reservoir, then remove the spring [3] from the rod. Remove the fuel pump/strainer assembly [4] from the reservoir [5] by releasing the three tabs [6].



4. Insert the protruding part of the Special Service Tool (SST) in the lock tab (under the claw). Press the SST up until it clicks. Repeat this process using a second SST for the second lock tab.

NOTE:
 After insertion, make sure the lock tab is raised.

Before inserting SST After inserting SST

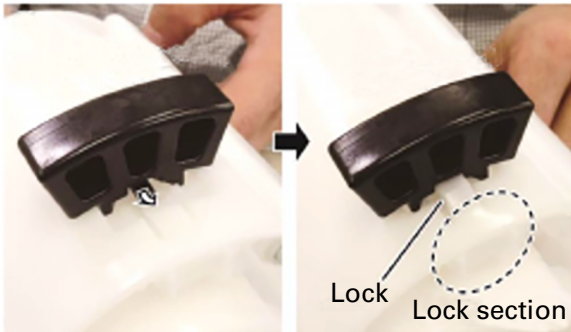


Image of installed SST.



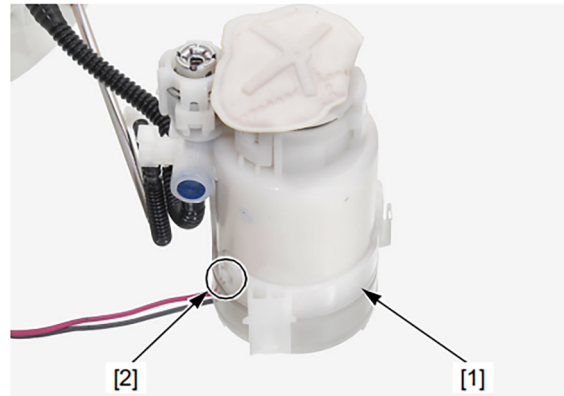
5. With the two lock tabs released, use a screwdriver to remove the remaining lock tab.

NOTICE:
 Be careful to not spread the lock tab too wide or it may be damaged. If a lock tab is damaged, contact TechLine for further instructions.



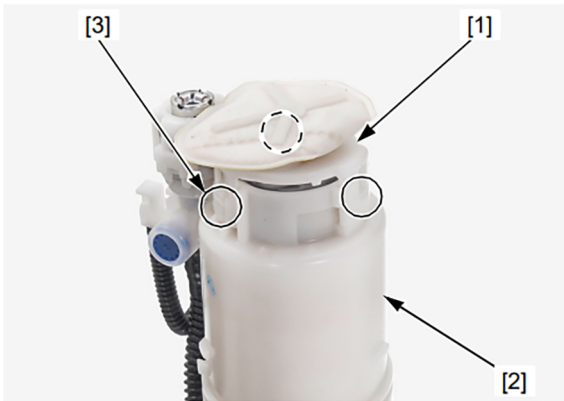
6. Remove the strainer bracket [1] from the strainer case by releasing the tab [2].

Image for reference only



7. Remove the fuel pump/filter assembly [1] from the strainer case [2] by releasing the three tabs [3].

Image for reference only

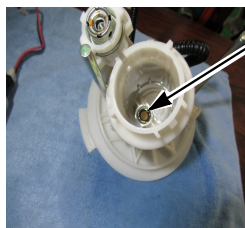
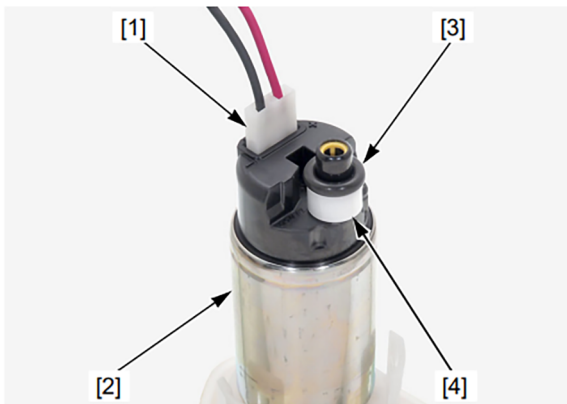


8. Disconnect the 2P connector [1] from the fuel pump/ filter assembly [2].
Remove the O-ring [3] and spacer [4] from the fuel pump/filter assembly.

Make sure to remove O-ring [3] from strainer case.

Apply engine oil to both O-ring s[3] when installing.

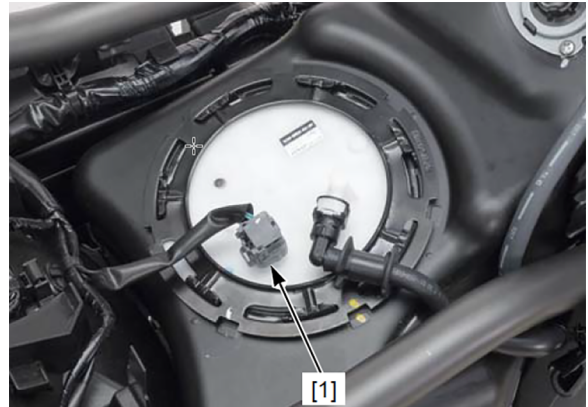
Assembly is in the reverse order of disassembly.



Installation is reverse order of this procedure.

FUEL PRESSURE NORMALIZATION

1. Refill the fuel tank with previously drained fuel.
2. Connect the fuel pump unit 4P (Gray) connector [1].



3. Turn the ignition switch ON. The fuel pump will run for about 2 seconds and fuel pressure will rise.
4. Turn the ignition switch OFF.
5. Repeat steps 3 and 4 two or three times, and check that there is no leakage in the fuel supply system.
6. Start the engine to verify proper engine operation and check for leaks.
7. Reassemble the unit.
8. For California registered vehicles, please fill out the Vehicle Emission Recall - Proof of Correction certificate (example shown on page 8) 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 this repair 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 **KQ1** as the Recall Number. The certificate may be requested by the California Department of Motor Vehicles at the time of vehicle registration renewal.

Write **KQ1** in this section.

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.
4900 Marconi Dr.
Alpharetta, GA 30005-8847
Phone (866) 784-1870

NHTSA Recall Number: 24V-113
Honda Campaign Number: KQ1
Service Bulletin Number: MTB 55163B

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

April 2024

Dear FIRSTNAME LASTNAME,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Honda has decided that a defect which relates to motor vehicle safety exists in certain 2020-2024 GL1800/Goldwing motorcycles.

Why my vehicle is under recall: The fuel pump module may have an improperly molded impeller. Over time the impeller can deform and cause the fuel pump to become inoperable.

Safety Consequence

An inoperable fuel pump could prevent an engine from starting, cause a vehicle lose drive power or stall while riding, increasing the risk of a crash or injury.

What Honda will do:

Your Honda Powersports dealer will inspect, and if necessary, replace the fuel pump module, for **FREE**. Honda estimates that the repair will take approximately 1 hour to complete. 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 vehicle available for a longer period of time.

What we need you to do:

Please call any authorized Honda Powersports dealer and schedule an appointment to have your vehicle repaired for **FREE**.

If you are not the only rider of this vehicle, please advise all other riders and passengers of this important information.

California Owners Only

The DMV will not renew your vehicle's registration until this 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 provides you with a completed certificate. Keep the certificate for your records as proof that the recall was completed. Submit the certificate to the DMV only if the DMV requests it.

Emission Warranty

In order to ensure your full protection under the emission 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 recall information for your motorcycle by accessing the Honda recall lookup tool at <https://powersports.honda.com/recalls> and entering your Vehicle Identification Number (VIN).
- If you have questions or concerns, we encourage you to:
 - visit <https://powersports.honda.com/recalls>; or
 - contact your local Honda Powersports dealer; or
 - send Customer Relations a message via <https://powersports.honda.com/contact-us>; or
 - call American Honda's Powersports Customer Relations at 1-866-784-1870 Monday through Friday, 8:30 a.m. to 4:30 p.m., Pacific Time.

If you paid out of pocket to have these specific recall repairs performed on your vehicle, you may be eligible for reimbursement; please contact American Honda's Powersports Customer Relations at 1-866-784-1870 to determine potential eligibility and for instructions on how to request reimbursement.

If you no longer own this vehicle or if any of the information is not correct, please complete and return the enclosed prepaid Information Change Card as soon as possible. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, 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 the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this recall may cause, but please be assured that your safety is our first concern.

Sincerely,

American Honda Motor Co., Inc.

CONTROLLED PARTS ORDER PROCEDURE

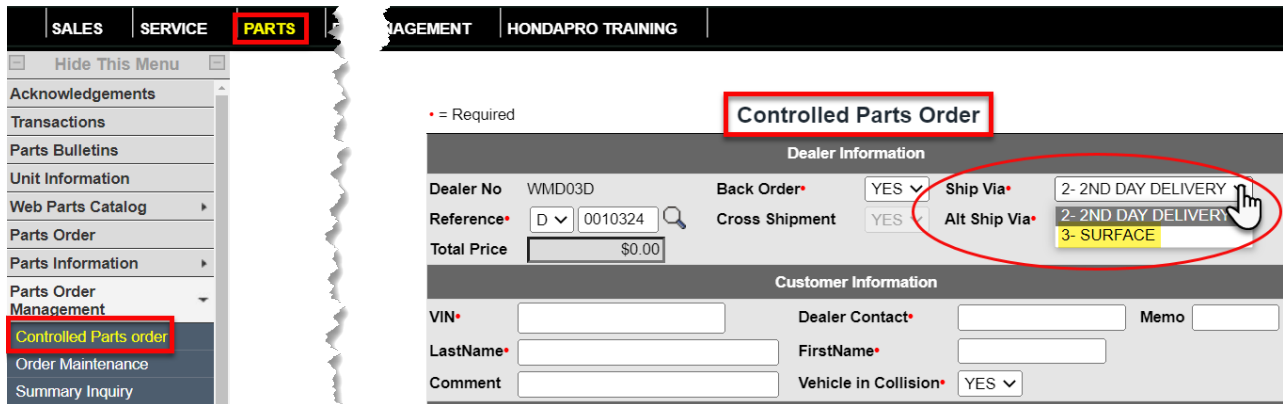
To order parts through the Controlled Parts Order process, follow the steps below:

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

Parts > Parts Order Management > Controlled Parts Order

Select the SURFACE method from the *Ship Via* drop down list.

NOTE: The default *Ship Via* is 2ND DAY DELIVERY, which will cause your parts order to be canceled. You **MUST** select SURFACE delivery when placing a controlled parts order for a fuel pump. Normal freight charges apply if the order does not meet the pre-paid freight minimum.



2. Enter the required information: *VIN*, *Dealer Contact*, *Customer Name*, *Part Number* and *Quantity* (you may order only one (1) part per part number).
3. Set *Vehicle in Collision* and *Specification Label Request* to *NO*.
4. Click Submit.

• = Required

Controlled Parts Order

Dealer Information

Dealer No Back Order* YES Ship Via*

Reference* Cross Shipment YES Alt Ship Via*

Total Price

Customer Information

VIN* Dealer Contact* Memo

LastName* FirstName*

Comment Vehicle in Collision* NO

Specification Label Request*

Submit Save Confirm Search by Search

It	Part*	Qty*	Description	Unit Price	
1	<input type="text" value="44830-KTE-D12"/>	<input type="text" value="1"/>	<input type="text" value="CABLE COMP, SPDMT"/>	<input type="text"/>	Delete
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Delete

NEW