



# Service Bulletin

American Honda Motor Co., Inc.

CB/CBR650 #1

March 2025

## SAFETY RECALL

### 2024 CB650R • CBR650R GEARSHIFT ARM REPLACEMENT

#### BACKGROUND

Honda is launching a **SAFETY RECALL** on **CERTAIN** 2024 CB650R and 2024 CBR650R motorcycles to replace the gearshift arm and bolt.

Due to a manufacturing defect, fasteners securing the gearshift arm may loosen and separate from the stroke sensor assembly. If the gearshift arm separates from the stroke sensor assembly, the rider will be unable to shift gears while riding, increasing the risk of a crash or injury.

#### AFFECTED UNITS

As of February 13, 2025, **YOU MUST NOT SELL CERTAIN NEW or USED 2024 CB650R or 2024 CBR650R 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 intends to mail customer letters to all owners of affected 2024 CB650R and 2024 CBR650R motorcycles by April 2025. Customers will be 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.

#### PARTS INFORMATION

Parts can be ordered through the *Controlled Parts Order* process. An affected VIN will be required to order the Gearshift Arm Set listed below.

Click the following link for instructions: [CONTROLLED PARTS ORDER PROCEDURE](#) on page 5.

| Part Name                             | Part Number          | Qty.     |
|---------------------------------------|----------------------|----------|
| <b>Gearshift Arm Set</b>              | <b>06710-MKY-305</b> | <b>1</b> |
| The set includes the following parts: |                      |          |
| Arm, Gearshift                        |                      | 1        |
| Bolt, Flange, 7 x 30 mm               |                      | 1        |
| Nut, Flange, 7 mm                     |                      | 1        |
| Collar, Shifter                       |                      | 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.

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## WARRANTY CLAIM INFORMATION

After completing this *Service Bulletin* repair, submit one warranty claim per unit with the applicable template number.

| YEAR | MODEL             | TEMPLATE | FLAT RATE |
|------|-------------------|----------|-----------|
| 2024 | CB650R<br>CBR650R | KR7A     | 0.3       |

### Notes:

All 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*.

Template Warranty Claim

Template Number\*

Basic Claim Information (required for all claim types)

Claim No.\*  Repair Order Number\*

VIN\*  Repair Order Date (open)\*  /  /  2023

Mileage\*  Work Completed Date\*  /  /

Sublet Involved?  NO  YES

Freight Involved?  YES  NO

Freight Information

Part Order Reference Number\*  Amount\*  0.00

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 Connect*

### 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*

## RECALL REPAIR IDENTIFICATION

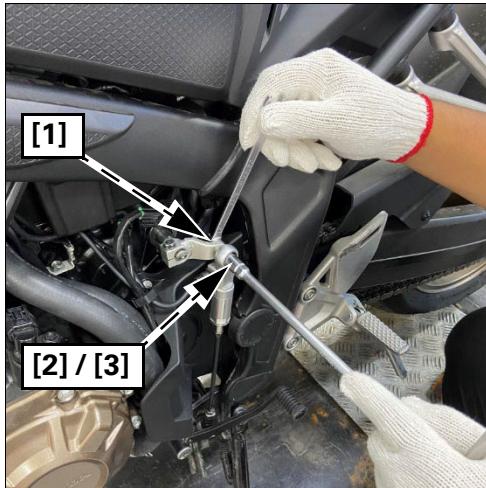
Before you begin the repair procedure, verify that the unit has not already been repaired by searching *Unit Information* on *iN*.

## REPAIR PROCEDURE

**NOTE:** Be careful not to scratch any parts.

1. Remove the following:

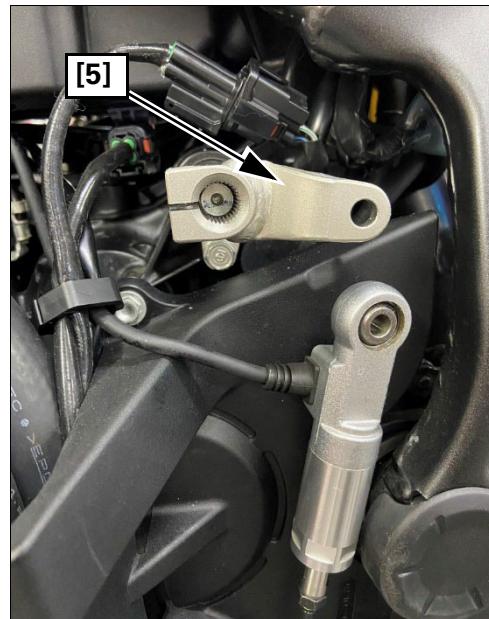
- Shift stroke sensor nut [1]
- 7 x 30 mm bolt [2]
- Shifter collar [3]



2. Remove the gearshift arm bolt [4].



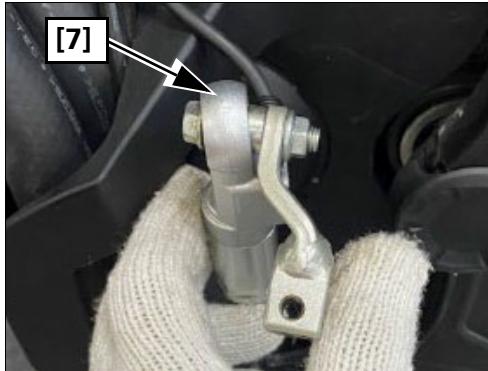
3. Remove the original gearshift arm by pulling it away from the shift shaft. Place the original gearshift arm aside and be sure not to confuse it with the new gearshift arm.



4. Loosen the shift stroke sensor lock nut [6].

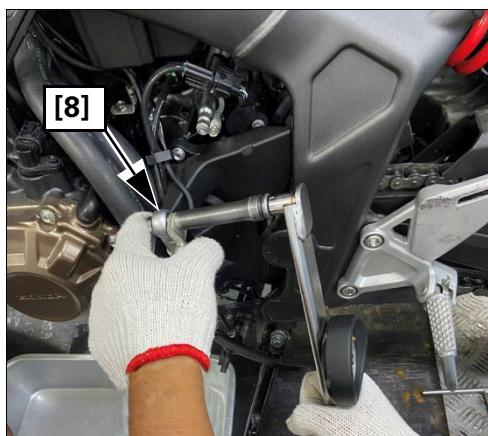


5. Rotate the shift stroke sensor [7] sideways and then install the new gearshift arm, shifter collar, 7 x 30 mm flange bolt, and shift stroke sensor nut onto the shift stroke sensor.

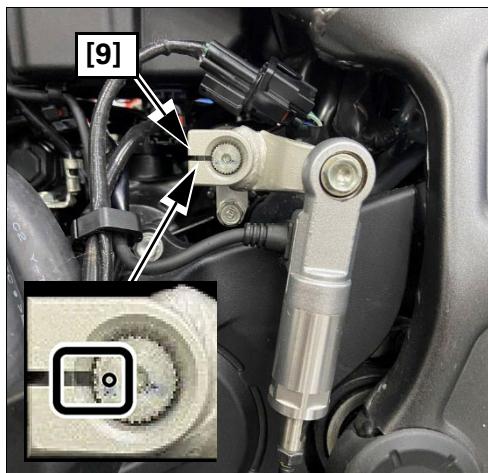


6. Tighten the shift stroke sensor nut [8] to the specified torque.

**TORQUE:** 16 N·m (1.7 kg-m, 141 in·lb)



7. Install the gearshift arm while aligning the slit in the gearshift arm with the punch mark [9] on the shift shaft. Be sure the shift shaft splines are clean.

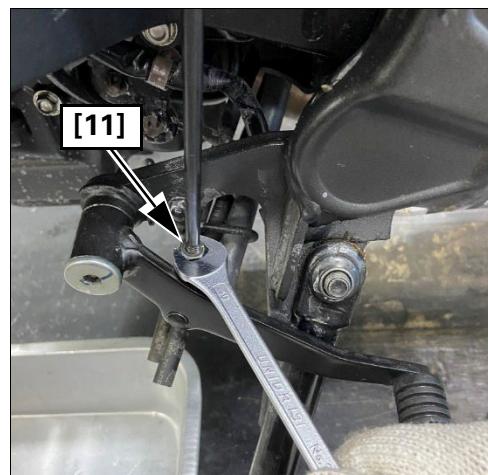


8. Install and tighten the gearshift arm bolt [10] to the specified torque.

**TORQUE:** 12 N·m (1.2 kg-m, 106 in·lb)



9. Tighten the shift stroke sensor lock nut [11] securely.



10. Check for proper operation and ensure there is no binding while shifting up and down.

# 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 desired shipping method from the ***Ship Via*** drop down list.

**NOTE:** The default *Ship Via* is 2ND DAY DELIVERY, which will incur additional freight charges to the dealer. Normal freight charges apply if the order does not meet the pre-paid freight minimum.

Sales | Service | **Parts**
Management | HondaPro Training

Hide This Menu
**Controlled Parts Order**

• = Required
**Dealer Information**

|             |  |                                  |                                    |               |                     |
|-------------|--|----------------------------------|------------------------------------|---------------|---------------------|
| Dealer No   | WMD03D                                     | Back Order*                      | YES                                | Ship Via*     | 2- 2ND DAY DELIVERY |
| Reference*  | D <input type="button" value="▼"/> 0010324 | <input type="button" value="🔍"/> | <input type="button" value="YES"/> | Alt Ship Via* | 2- 2ND DAY DELIVERY |
| Total Price | \$0.00                                     | 3- SURFACE                       |                                    |               |                     |

**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* | YES                  |      |                      |

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 <input type="button" value="▼"/> | Ship Via*                                    | 3- SURFACE <input type="button" value="▼"/>                |
| Reference*                            | D <input type="button" value="▼"/> <input type="text"/>  | Cross Shipment                         | YES <input type="button" value="▼"/> | Alt Ship Via*                                | 3- SURFACE <input type="button" value="▼"/>                |
| Total Price                           | ████████  |  |                                      |  |  |
| Customer Information                  |   |  |                                      |  |  |
| VIN*                                  | 3H1JK07 ██████████  | Dealer Contact*                        | ████████                             | Memo   | KP1  |
| LastName*                             | ████████  | FirstName*                             | ████████                             |  |  |
| Comment                               | KP1 CAMPAIGN  | Vehicle in Collision*                  | NO <input type="button" value="▼"/>  |  |  |
| Specification Label Request*          |   |  |                                      |  |  |
| NO <input type="button" value="▼"/>   |   |  |                                      |  |  |
| <input type="button" value="Submit"/> | <input type="button" value="Save"/>   | <input type="button" value="Confirm"/> | Search by                            | PART NUMBER <input type="button" value="▼"/> | <input type="text"/> <input type="button" value="Search"/> |
| Item                                  | Part*   | Qty*                                   | Description                          |  | Unit Price   |
| 1                                     | 44830-KTE-D12   | 1                                      | CABLE COMP, SPDMT                    |  | <input type="button" value="Delete"/>                      |
| 2                                     | ████████  | 1                                      | ████████                             |  | <input type="button" value="Delete"/>                      |