



# Service Bulletin

*American Honda Motor Co., Inc.*

## 2014 NC700X/XD Trunk Lock Repair PRODUCT UPDATE CAMPAIGN

Honda Motor Co., Ltd. is conducting a Product Update Campaign to repair the trunk lock on affected 2014 model year NC700X and NC700XD (DCT model) motorcycles. A plastic trunk lock cam on the lock cylinder assembly can be damaged when the lock is operated normally, preventing the trunk from opening with the key. A trunk lock cam kit with a new cam and molybdenum grease that corrects this condition is available.

The UPDATE PROCEDURE outlined in this Service Bulletin will repair the trunk lock cylinder on affected units. Only authorized Honda Motorcycle dealers can perform the update procedure.

### CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of affected 2014 model year NC700X/XD motorcycles informing them they are entitled to receive this Product Update at no charge. They will be instructed to call an authorized Honda Motorcycle dealer to make an appointment. For your reference, a copy of the Customer Letter is reproduced on page 5 of this Service Bulletin.

### AFFECTED UNITS

#### 2014 NC700X (49 State Type)

JH2RC630\*EK001140 thru JH2RC630\*EK001394

#### 2014 NC700X (50 State Type)

JH2RC635\*EK200202 thru JH2RC635\*EK200246

#### 2014 NC700XD (DCT model, 49 State Type)

JH2RC634\*EK000287 thru JH2RC634\*EK000350

#### 2014 NC700XD (DCT model, 50 State Type)

JH2RC631\*EK200051 thru JH2RC631\*EK200061

\* Denotes check digit

### DEALER INVENTORY

All affected units in your inventory must have the trunk lock cylinder repaired before sale to the customer. *Unit Information* and *e-Responsibility Report* on **iN** will help identify affected inventory units. Refer to the PARTS INFORMATION and the UPDATE PROCEDURE sections of this Service Bulletin for detailed instructions.

## REPAIR VERIFICATION

Before you begin the repair procedure, check if the update has been performed on the affected unit by looking for a punch mark on the **left side** of the frame as shown in the IDENTIFICATION section of this Service Bulletin.

- If there is a punch mark – No further action is necessary.
- If there is no punch mark – You must proceed with the UPDATE 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 at:

**iN > Service > TechLine > TechLine Connect.**

## UPDATE PROCEDURE

1. Refer to page 2-12 of the 2012-2014 NC700X/XD Service Manual and remove the left and right air ducts.

**NOTE:** If the luggage box lid cannot be opened with the key, contact TechLine for further instructions.

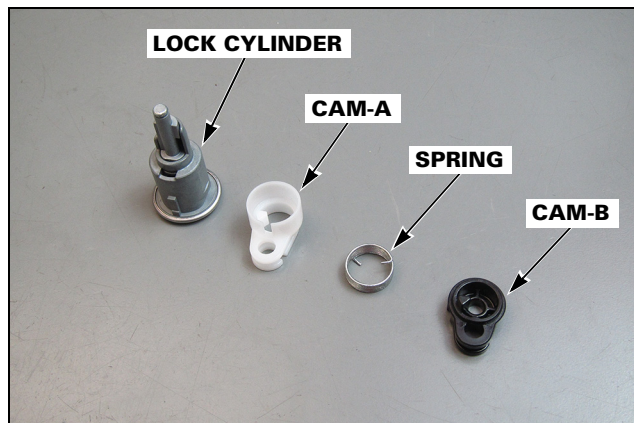
2. Refer to page 2-15 of the 2012-2014 NC700X/XD Service Manual and remove the center cover.

3. Refer to page 2-16 of the 2012-2014 NC700X/XD Service Manual and disassemble the center cover until the trunk/seat lock cylinder is free.

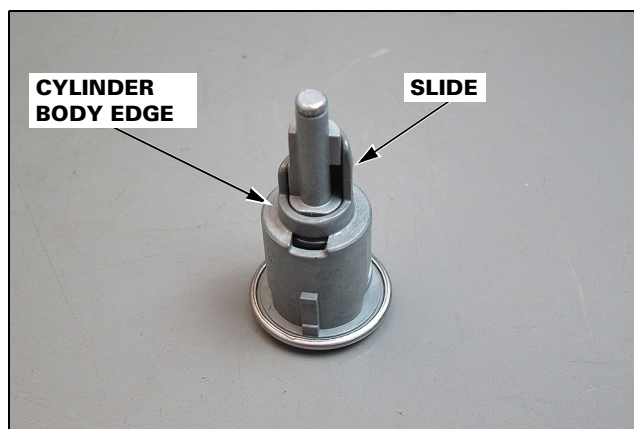
4. Remove the e-clip from the lock cylinder as shown.



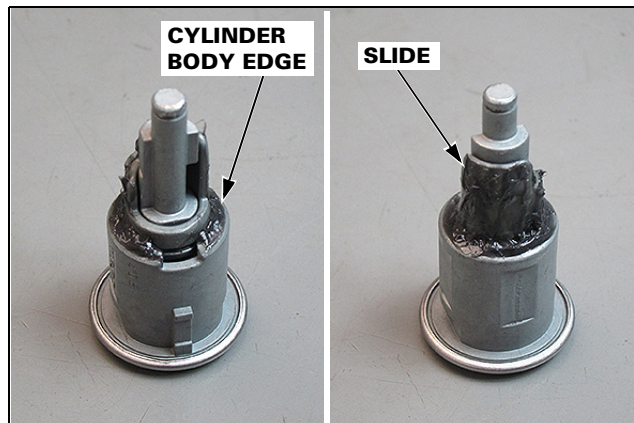
5. Remove the cam-B, spring, and cam-A from the lock cylinder as shown.



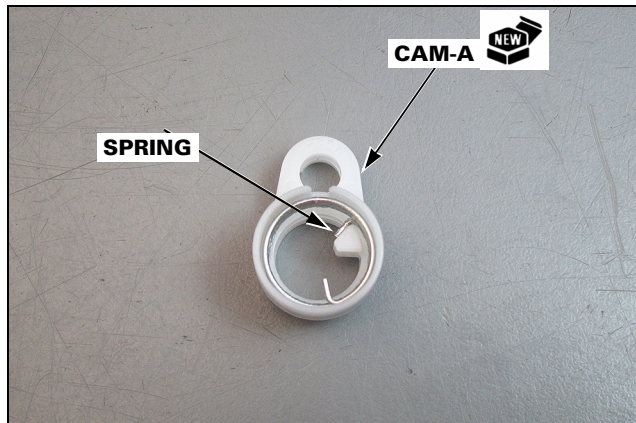
6. Spray commercially available contact cleaner onto a shop towel and thoroughly clean the slide and cylinder body edge.



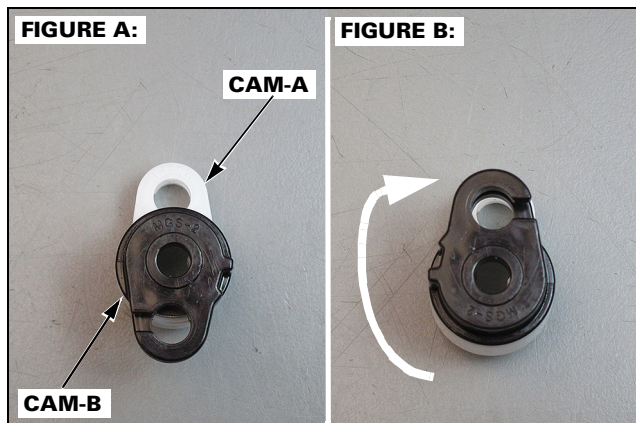
7. Generously apply the molybdenum grease, supplied with the seat lock cam kit, to the cylinder body edge and slide as shown.



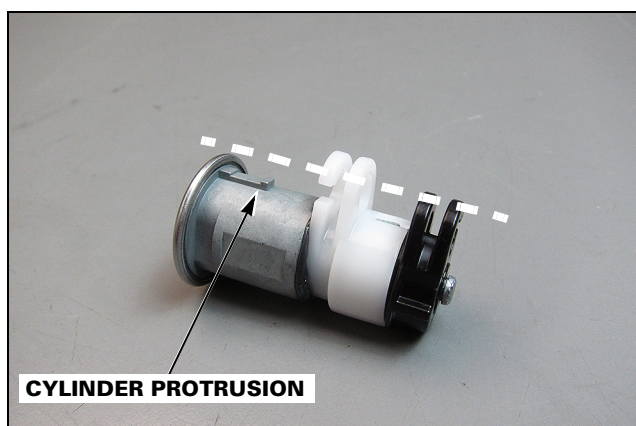
8. Set the spring into the new cam-A as shown.



9. Set cam-B into cam-A as shown in Figure A. Hold cam-A with one hand and rotate cam-B 180 degrees clockwise until the cable eyelets are aligned as shown in Figure B.



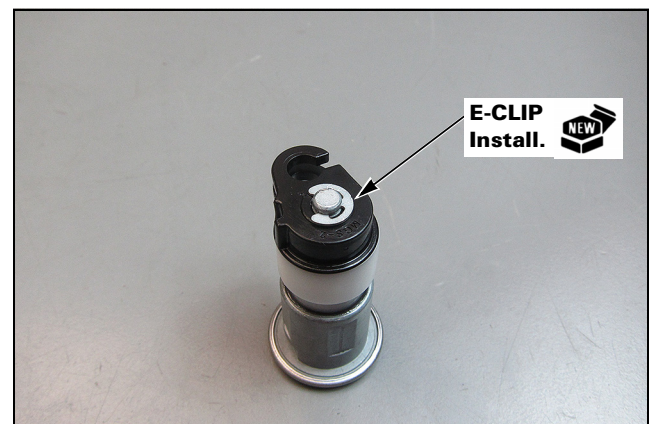
10. Keeping the eyelets of both cams aligned, slide them onto the lock cylinder so the eyelets are aligned with the cylinder protrusion as shown.



11. Remove any excess molybdenum grease from between cam-A and the cylinder body.



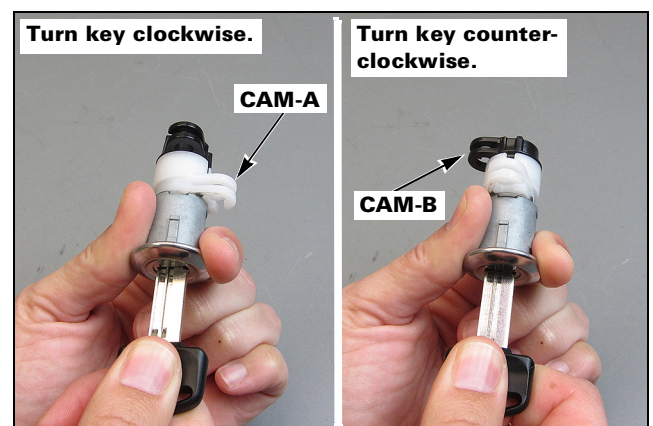
12. Install the new e-clip to the lock cylinder as shown.



13. Insert the ignition key and test the operation of the lock cylinder as shown.

Hold the cylinder with one hand and turn the key clockwise to operate cam-A.

Hold the cylinder with one hand and turn the key counter-clockwise to operate cam-B.

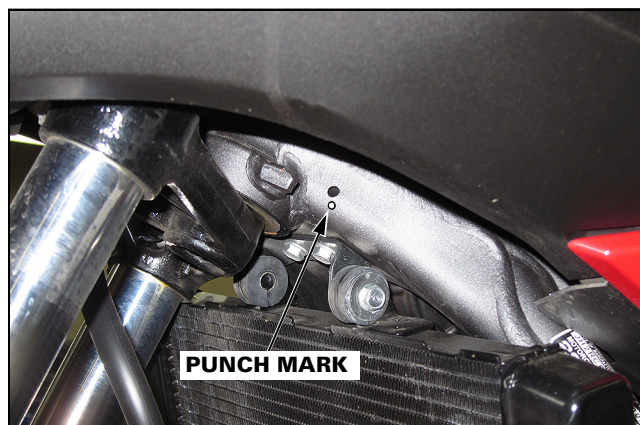


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14. Refer to page 2-16 of the 2012-2014 NC700X/XD Service Manual and reassemble the center cover.
15. Refer to page 2-15 of the 2012-2014 NC700X/XD Service Manual and reinstall the center cover.  
Close the luggage box lid and test the trunk and seat lock release with the key.
16. Refer to page 2-12 of the 2012-2014 NC700X/XD Service Manual and reinstall the left and right air ducts.

### IDENTIFICATION

When you have completed the update, place a punch mark on the **left side** of the frame, just below the drain hole as shown.



### CLAIM INFORMATION

This Product Update Campaign ends the last day of December, 2019. Normal claim submission requirements apply.

After completing the update procedure, submit one warranty claim per unit with the following information:

#### WARRANTY CLAIM TEMPLATE

Template: JM7A

Flat Rate Time: 0.4 hrs

### PARTS INFORMATION

Parts are available on open order.

#### REQUIRED PARTS

##### Seat Lock Cam Kit (1)

P/N 06770-MJL-306

##### Contents:

Cam A (1)

E-clip (1)

Molybdenum grease packet (1)



## TEXT OF CUSTOMER LETTER

December 2014

### IMPORTANT NOTICE OF PRODUCT UPDATE CAMPAIGN

Dear NC700X/XD Owner:

#### What is the reason for this notice?

Honda Motor Co., Ltd. is conducting a Product Update Campaign to repair the trunk lock mechanism on certain 2014 model year NC700X and NC700XD motorcycles. Our records indicate that you own an affected motorcycle.

#### What is the problem?

A plastic cam on the trunk lock cylinder assembly can be damaged when the lock is operated normally, preventing the trunk from opening with the key. Because your satisfaction with your NC700X/XD is important to us, Honda will repair the trunk lock free of charge for parts and labor.

#### What should you do?

A trunk lock repair kit is available to correct the above described condition. Please schedule a repair appointment with an authorized Honda Motorcycle dealer. Plan to leave your vehicle at the dealership for at least one day to allow for dealer scheduling. The dealer will repair the trunk lock free of charge.

**This Product Update Campaign ends the last day of December, 2019.**

#### Who to contact for help:

Contact your Honda motorcycle dealer for help. Should you need assistance in locating a Honda dealer, please visit our website and use the "Find a Dealer" option on <http://powersports.honda.com>

#### Who to contact if you experience a problem:

You may write to:

American Honda Motor Co., Inc.  
Motorcycle Customer Support  
Mail Stop 100-4C-7B  
1919 Torrance Blvd.  
Torrance, CA 90501-2746  
(866) 784-1870

#### What to do if you feel this notice is in error:

This notice was mailed to you according to the most current information we have available. If you no longer own this NC700X/XD or some information in this notice is incorrect, please fill out and return the included, postage-paid Information Change Card. This will help us to update our records.

We apologize for any inconvenience this may cause you. Thank you for your NC700X/XD purchase and your cooperation.

Sincerely,

American Honda Motor Co., Inc.  
Motorcycle Division