



On-Road

'06 & Later GL1800 with Navi **Strange Navigation Display**

TechLine has recently fielded calls from dealers who were struggling to troubleshoot abnormal navigation screen displays. Irregular display symptoms ranged from a blank black screen (but still back-lit) to displays showing incorrect information, such as the screen showing "000000 km" in the ODO field along with a half black, half white main field.



In several cases, it turns out the root cause of the trouble was the battery. At first, the technician didn't think there was a battery issue as the engine would start OK and there were no other electrical problems. However, when the battery was swapped for a known-good one, the display problems were eliminated. If you're ever faced with these kinds of navi display symptoms, first check and note the key-ON battery voltage and then test the vehicle with a known-good battery. If the battery swap fixes the problem, note the key-ON voltage of the new battery. Honda would like to further document this phenomenon, so please call TechLine with your troubleshooting results along with the old and new battery voltage readings.

All Models

Who Should I Call for Assistance?

There are several different entities at American Honda that offer administrative support to dealers, each with specific areas of responsibility. Your District Service Manager is your primary information source for overall service concerns.

800-421-1900 (ext 5), leave a message

Call these other departments for the following specific areas of responsibility.

Call TechLine or use TechLine Connect for:

- Technical repair assistance
- Claim authorization only when TechLine was previously involved in the diagnosis
- Release of TechLine Controlled Parts
- Reporting a quality issue on a new model

(800) 421-1900 (option 9 - TechLine) or

iN > Service > TechLine > TechLine Connect

Call the Warranty Help Line for:

- Warranty claim inquiries, such as claim discrepancies, returns, debits, credits, errors, etc.
- Warranty policy and procedure assistance.

(800) 421-1900 (option 7)

Call your facing Parts Center Analyst for:

- Parts assistance inquiries including parts related technical issues, back orders, and returns.
- Additional information including Parts Center and Regional Parts Administrator (RPA) contact information, please review the Parts System Guide

iN > Parts > Parts Publications > Parts System Guide

Call Motorcycle Accessories for:

- Accessory application questions
- Technical questions regarding size, color, etc

(877) 266-1070 (option 4)

The Training Corner

Technical Training Enrollment Now Open

To help you plan ahead for increased customer satisfaction and enhanced profitability, Honda has opened training enrollment even earlier this year. Due to last year's high demand, additional weeks have been added to the schedule. Visit **iN Online University** and take a look at the training options for Technicians. There are lots of options to enhance your skills and knowledge - with hands-on training available at the five regional Training Centers and distance learning available 24/7 through *OnLine University*. Remember, Honda Pro training is tuition-free and its long term value is well known, so classes fill up fast. Act now and don't let this opportunity pass you by.

The Tool Chest

TPMS Tester Tool Service

Some dealers have reported that their TPMS tester tool (T/N AEQVT55) is in need of service or repair. If your tool needs service, contact Ateq Corporation to make arrangements.

Ateq Corporation Tech Support
(734) 838-3100, extension 3

Update Your MCS Software and MCI Tester

The latest software update (MCS_2.006) for the MCS diagnostic tool was released on April 29, 2014. Make sure your MCS software and the MCI (interface box) are up to date for the latest models.

Download the software update to your service department laptop PC from **iN** by following this path:

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

Once the software is downloaded to the PC be sure to connect the MCI and update its on-board software as well.



Prying Painted Surfaces

As Honda motorcycle styling evolves, designers are using more snap-together panels that need to be carefully pried apart. You may be tempted to use a screwdriver or other metal tool to pry the panels, however these can mar painted surfaces in short order. Honda recommends using a plastic pry bar to lessen the chance of damaging painted surfaces.



The plastic pry bar shown can also be used to lift the center pin of some common trim clips. Available in packs of 10 from the Honda Tool & Equipment program.

iN > Service > Tools > Tool & Equipment Program
Model: SILTRIMTL10 (10 pack)



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