



# Service Bulletin

American Honda Motor Co., Inc.

## 2014 NC700X/XD Combination Meter Replacement PRODUCT UPDATE CAMPAIGN

Honda Motor Co., Ltd. is conducting a Product Update Campaign to replace the combination meter on all 2014 model year NC700X and NC700XD motorcycles. The trip meter reading of the combination meter may display mileage that is less than the actual mileage. Also, the fuel consumption display may not reset. An updated combination meter is available that corrects these conditions.

The UPDATE PROCEDURE outlined in this Service Bulletin will replace the combination meter on affected units. Only authorized Honda Motorcycle dealers can perform the update procedure.

### CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of 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 3 of this Service Bulletin.

### AFFECTED UNITS

#### 2014 NC700X (49 and 50 State Types)

All Units

#### 2014 NC700XD (49 and 50 State Types)

All Units

### DEALER INVENTORY

All affected units in your inventory must be updated before sale to the customer. Some affected units in your inventory may have been factory repaired, be sure to check *Unit Information* and *e-Responsibility Report on iN* to help identify non-repaired 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 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:

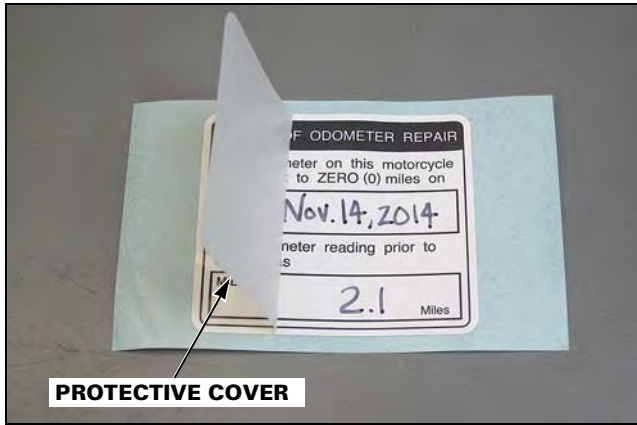
***iN > Service > TechLine > TechLine Connect.***

**UPDATE PROCEDURE**

1. Turn the ignition switch to ON and then record the original odometer mileage on the Repair Order.
2. Locate the *Notice of Odometer Repair* decal included with the update part.

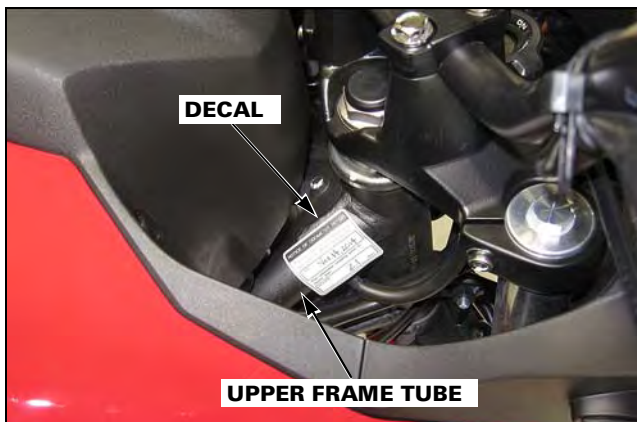
Open the protective cover and write the repair date and original mileage in the spaces provided with a fine point permanent marker.

Peel off the white adhesive backing and then finish applying the clear protective film over the remainder of the decal.



3. Peel off the blue adhesive backing from the decal and then apply the decal to the upper frame tube at the position shown.

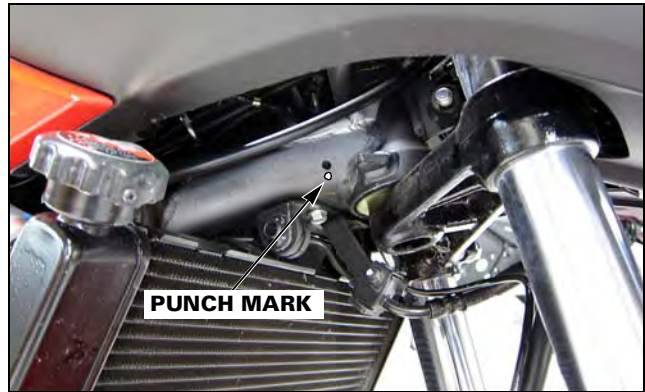
**NOTE:** If the original odometer indicates mileage, by law the decal must be applied. The decal is a one-use type and will self destruct if you try to remove it after initial application. Be sure to clean the frame surface with isopropyl alcohol and then apply the decal correctly the first time.



4. Using the procedures on page 22-7 of the Service Manual, replace the combination meter with the update part.

**IDENTIFICATION**

When you have completed the update, place a punch mark on the right 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**

|                 | NC700X | NC700XD |
|-----------------|--------|---------|
| Template:       | JL6A   | JL6B    |
| Flat Rate Time: | 0.3    | 0.3     |

**PARTS INFORMATION**

Parts are available on open order.

**REQUIRED PARTS**

**Set, Meter (1)**

| NC700X            | NC700XD           |
|-------------------|-------------------|
| P/N 06370-MJL-A31 | P/N 06370-MJL-A51 |

**Contents:**

- Combination meter assy. (1)
- Decal, *Notice of Odometer Repair* (1)
- Decal, "Wing Mark" (1) - Not used

## 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 update the combination meter on all 2014 model year NC700X and NC700XD motorcycles. Our records indicate that you own an affected motorcycle.

#### What is the problem?

The trip meter reading of the combination meter may display mileage that is less than the actual mileage. Also, the fuel consumption display may not reset. Because your satisfaction with your NC700X/XD is important to us, Honda will update the combination meter free of charge for parts and labor.

#### What should you do?

An updated combination meter 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 update the combination meter free of charge. The dealer will also apply a *Notice of Odometer Repair* decal to the frame as required by law.

**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:

If you are not satisfied with the service you receive from your Honda dealer, 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**