



Service Bulletin

American Honda Motor Co., Inc.

SAFETY RECALL

2010-2016 VT750 SERIES - BANK ANGLE SENSOR REPLACEMENT

(This bulletin supersedes VT750C/C2B #5, dated June 2011)

Honda is launching a Safety Recall of 2010-2016 model year VT750C/CA/CS, VT750C2/C2F/C2S, and VT750C2B motorcycles for a potentially defective bank angle sensor.

Honda has determined that continuous engine vibration may cause the bank angle sensor wires to break, resulting an open circuit in the bank angle sensor. If an open in the bank angle sensor electrical circuit develops, the engine may stall.

An updated bank angle sensor kit is available to correct this condition.

Safety Consequence

An engine that stalls while riding increases the risk of a crash.

UNITS AFFECTED BY S/B VT750C/C2B #5

Some models within the affected VIN range for this campaign were previously recalled to replace the bank angle sensor. *This is a new recall for a different type of failure.* Be sure to apply this recall repair to any units also affected by S/B VT750C/C2B #5.

CUSTOMER NOTIFICATION

During the month of January 2016, Honda will mail a letter to all owners of affected motorcycles informing them that their motorcycle is being recalled for a safety related defect. The customer will be made aware of the safety risk and advised to have a Honda dealer replace the bank angle sensor.

DEALER INVENTORY

Do not sell any un-repaired units.

According to federal law, any affected units in your new inventory cannot be sold or leased until they are repaired with a replacement bank angle sensor, and Honda policy prohibits the sale of new or used un-repaired units.

To search for applicable recalls on a specific unit, refer to *Unit Information* on **iN**.

To manage your affected inventory, use *eResponsibility Report* on **iN**.

See AFFECTED UNITS on Pages 2 and 3.

AFFECTED UNITS

Model		Year	Type	VIN Range	
Shadow Aero	VT750C	2011	A	JH2RC500*BK700001 thru	JH2RC500*BK701715
			AC	JH2RC501*BK700001 thru	JH2RC501*BK700085
		2012	A	JH2RC500*CK800001 thru	JH2RC500*CK800628
			AC	JH2RC501*CK800001 thru	JH2RC501*CK800063
		2013	A	JH2RC500*DK900001 thru	JH2RC500*DK900628
			AC	JH2RC501*DK900001 thru	JH2RC501*DK900062
		2014	A	JH2RC500*EK100001 thru	JH2RC500*EK100471
			AC	JH2RC501*EK100001 thru	JH2RC501*EK100053
		2015	A	JH2RC500*FK200001 thru	JH2RC500*FK201363
			AC	JH2RC501*FK200001 thru	JH2RC501*FK200146
		2016	A	JH2RC500*GK300001 thru	JH2RC500*GK300083
			AC	JH2RC501*GK300001 thru	JH2RC501*GK300008
	VT750CA	2010	A	JH2RC504*AK600001 thru	JH2RC504*AK600003
			AC	JH2RC505*AK600001 thru	JH2RC505*AK600003
		2012	A	JH2RC504*CK700001 thru	JH2RC504*CK700419
			AC	JH2RC505*CK700001 thru	JH2RC505*CK700041
		2013	A	JH2RC504*DK800001 thru	JH2RC504*DK800418
			AC	JH2RC505*DK800001 thru	JH2RC505*DK800042
	VT750CS	2014	A	JH2RC504*EK900001 thru	JH2RC504*EK900313
			AC	JH2RC505*EK900001 thru	JH2RC505*EK900036
		2010	AC	JH2RC508*AK100009 thru	JH2RC508*AK100011
			AC	JH2RC508*DK200001 thru	JH2RC508*DK200050
		2013	AC	JH2RC508*EK300001 thru	JH2RC508*EK300027
			AC	JH2RC508*FK400001 thru	JH2RC508*FK400041
Shadow Spirit	VT750C2	2010	A	JH2RC530*CK400001 thru	JH2RC530*CK401135
			AC	JH2RC531*CK400001 thru	JH2RC531*CK400112
		2013	A	JH2RC530*DK500001 thru	JH2RC530*DK500314
			AC	JH2RC531*DK500001 thru	JH2RC531*DK500020
		2014	A	JH2RC530*EK600001 thru	JH2RC530*EK600381
			AC	JH2RC531*EK600001 thru	JH2RC531*EK600039
	VT750C2F	2012	A	JH2RC534*CK500001 thru	JH2RC534*CK500822
			AC	JH2RC535*CK500001 thru	JH2RC535*CK500081
		2013	A	JH2RC534*DK600001 thru	JH2RC534*DK600293
			AC	JH2RC535*DK600001 thru	JH2RC535*DK600026
		2014	A	JH2RC534*EK700001 thru	JH2RC534*EK700282
			AC	JH2RC535*EK700001 thru	JH2RC535*EK700029
	VT750C2S	2010	A	JH2RC53F*AK000002 thru	JH2RC53F*AK000004
		2013	AC	JH2RC53G*DK100001 thru	JH2RC53G*DK100022
		2014	AC	JH2RC53G*EK200001 thru	JH2RC53G*EK200019

(*) Denotes check digit.

Model		Year	Type	VIN Range	
Shadow Phantom	VT750C2B	2010	A	JH2RC537*AK000002 thru	JH2RC537*AK001481
			AC	JH2RC538*AK000003 thru	JH2RC538*AK000122
		2011	A	JH2RC537*BK100001 thru	JH2RC537*BK101710
			AC	JH2RC538*BK100001 thru	JH2RC538*BK100160
		2012	A	JH2RC537*CK200001 thru	JH2RC537*CK201700
			AC	JH2RC538*CK200001 thru	JH2RC538*CK200210
		2013	A	JH2RC537*DK300001 thru	JH2RC537*DK302236
			AC	JH2RC538*DK300001 thru	JH2RC538*DK300304
		2014	A	JH2RC537*EK400001 thru	JH2RC537*EK400845
			AC	JH2RC538*EK400001 thru	JH2RC538*EK400105
		2015	A	JH2RC537*FK500001 thru	JH2RC537*FK502563
			AC	JH2RC538*FK500001 thru	JH2RC538*FK500337
		2016	A	JH2RC537*GK600001 thru	JH2RC537*GK600091
			AC	JH2RC538*GK600001 thru	JH2RC538*GK600009

(*) Denotes check digit.

REPAIR VERIFICATION

Before you begin the repair procedure, check if this recall has been performed on the unit. See the IDENTIFICATION section of this Service Bulletin for details.

- If there is a punch mark **below** the first character of the frame serial number:
 - No further action is necessary
- If there is no punch mark at the indicated location:
 - You must proceed with the REPAIR PROCEDURE section of this Service Bulletin.

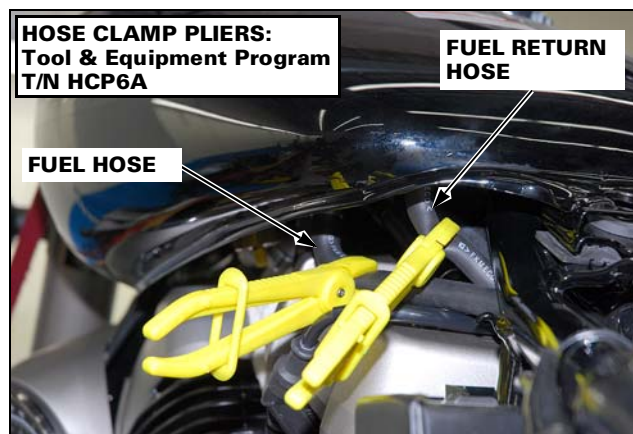
REPAIR PROCEDURE

1. Using the appropriate Service Manual, remove the following parts from the motorcycle.

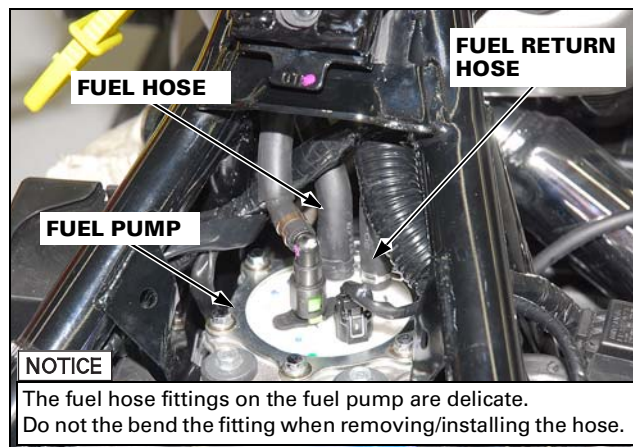
- Seat(s)
- Speedometer assembly
- Side covers
- Steering side covers

Disconnect the battery negative (-) cable from the battery.

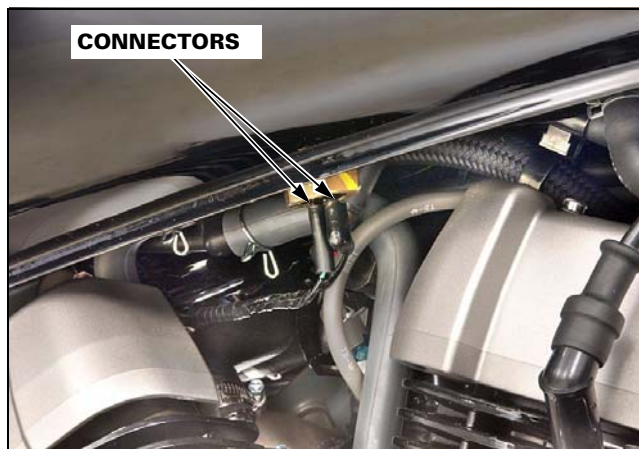
2. Prepare the fuel tank for removal by clamping the fuel hose and the fuel return hose at the fuel tank as shown.



3. Carefully remove the fuel hose and fuel return hose from the fuel pump as shown.



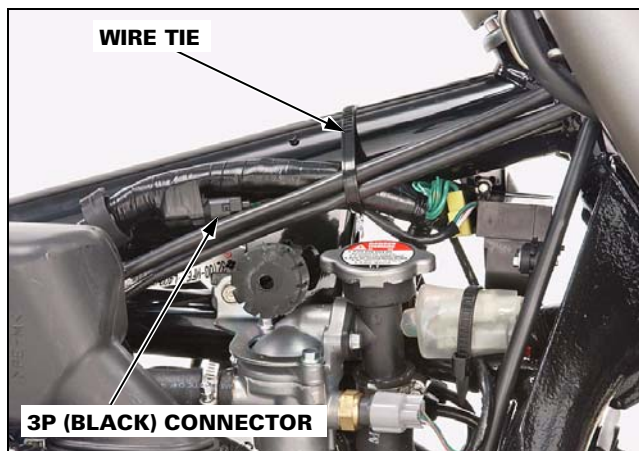
4. Disconnect the fuel reserve sensor connectors.



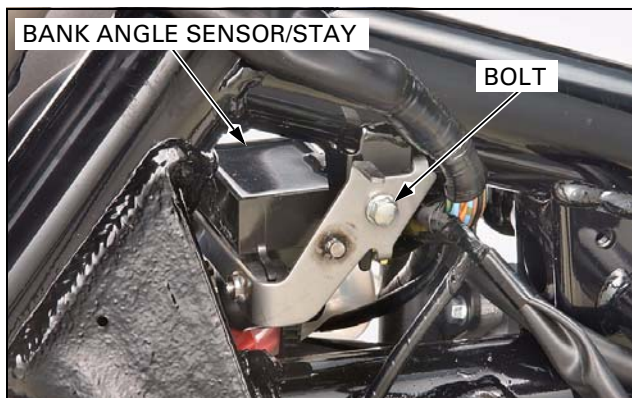
5. Disconnect the fuel tank breather hose.
Remove the fuel tank mounting bolt, washer, and collar.
Remove the fuel tank by moving it rearward.



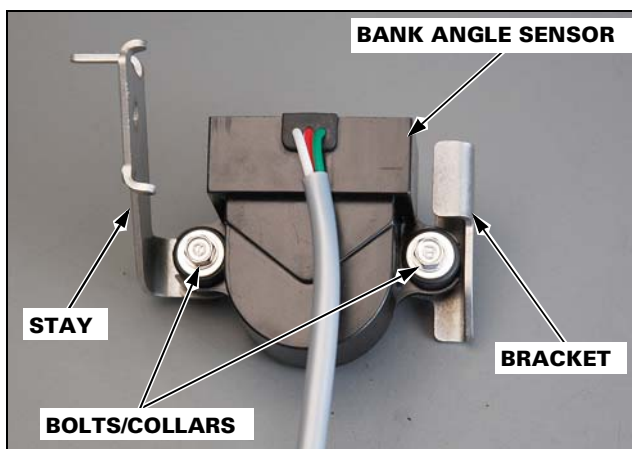
6. Remove the wire tie and disconnect the bank angle sensor 3P (Black) connector.



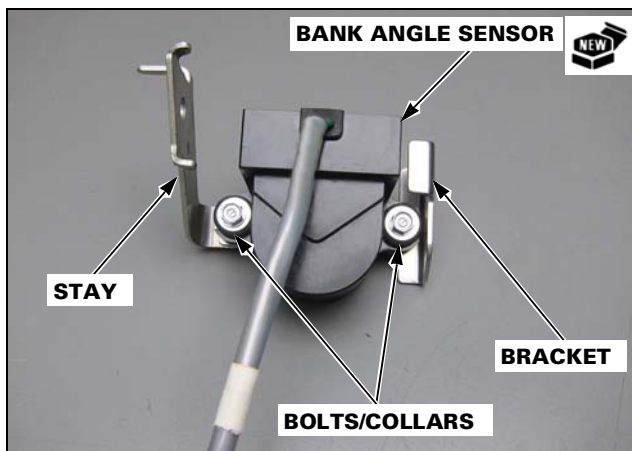
7. Remove the bolt and bank angle sensor/stay.



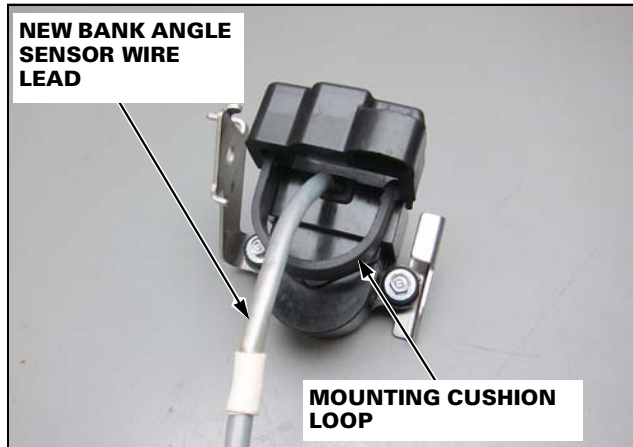
8. Remove the bolts, collars and bank angle sensor from the stay and bracket.
Save the bank angle sensor for warranty inspection.



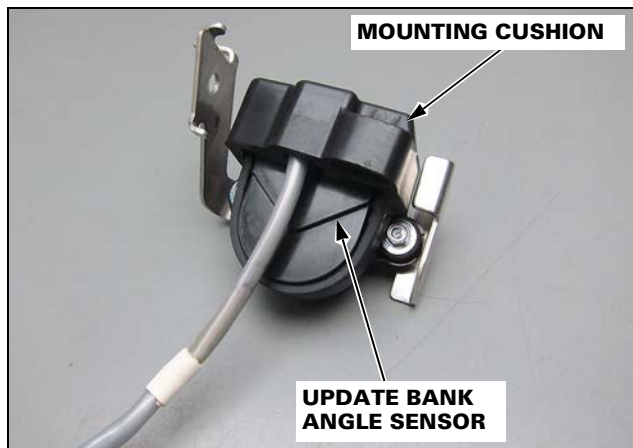
9. Install the new bank angle sensor (has white tape on wire lead) to the stay and bracket in the direction shown.
Install the collars and bolts, then tighten the bolts securely.



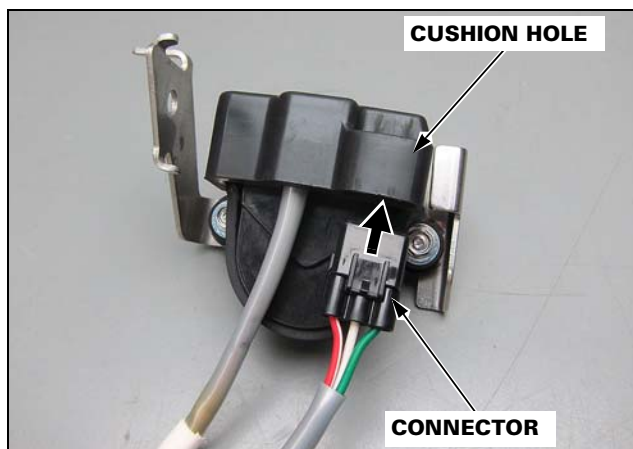
10. Pass the new bank angle sensor wire lead through the mounting cushion loop as shown.



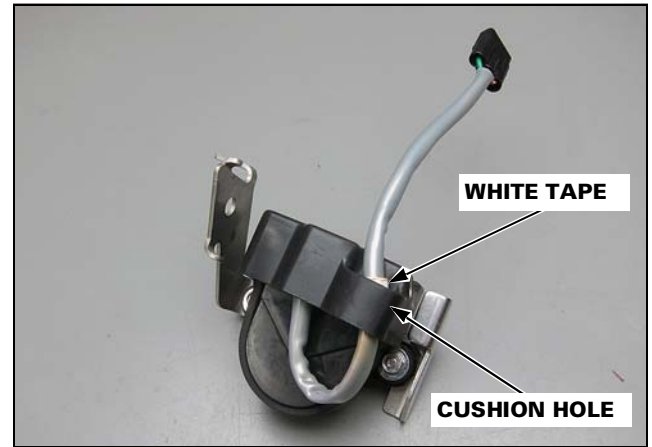
11. Install the mounting cushion onto the update bank angle sensor as shown.



12. Route the sensor wire lead upward and then pass the connector through the cushion hole.



13. Continue to pull the wire lead through the cushion hole until the white tape is aligned with the hole as shown.

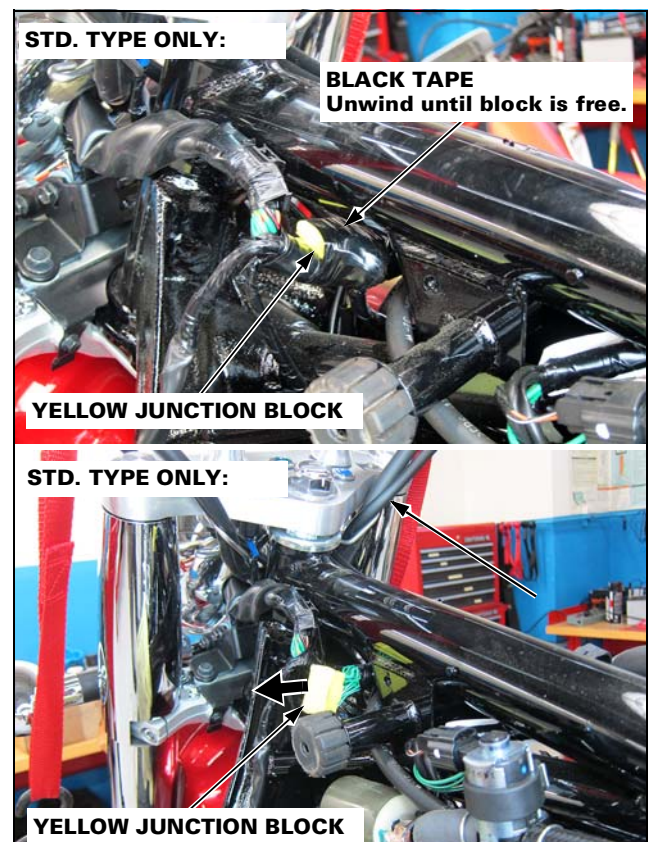


14. STD. (NON-ABS) TYPES ONLY

A: Locate the yellow ground-wire junction block, located under the frame backbone. Unwind the black tape surrounding the junction block until it is free.

B: When the yellow junction block is free of the black tape, pull the junction block toward the left side of the motorcycle as shown.

- Cut away the excess black tape.

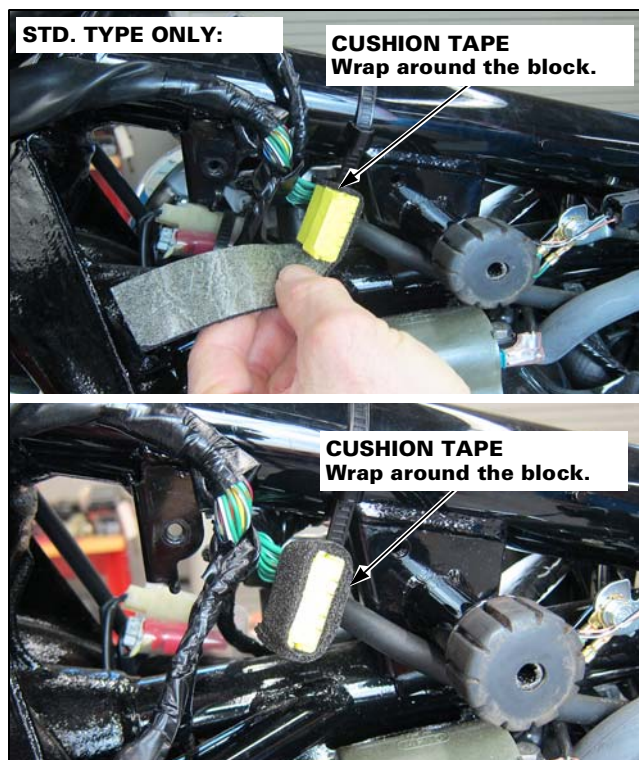


15. **STD. (NON-ABS) TYPES ONLY**

Remove the adhesive backing from the cushion tape.

Wind the supplied cushion tape around the body of the yellow junction block, starting at the narrow edge, as shown.

- Be sure to align the width of the tape with the junction block as shown.

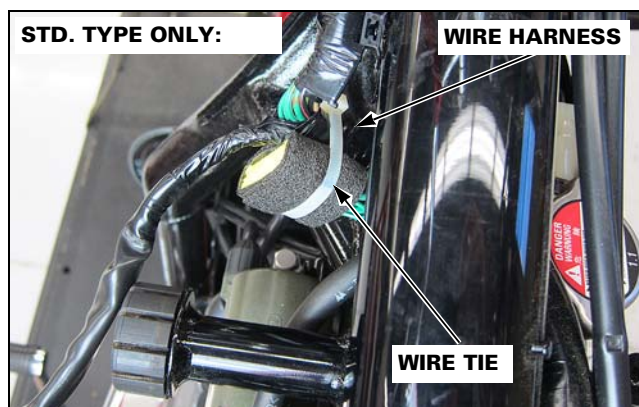


16. **STD. (NON-ABS) TYPES ONLY**

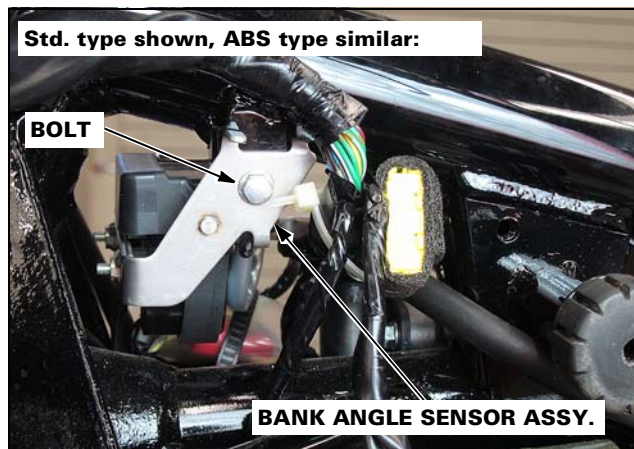
Secure the yellow junction block to the adjacent wire harness with the supplied wire tie as shown.

Wrap the wire tie around the junction block body at the narrow section of the block as shown.

- White wire tie shown for clarity.



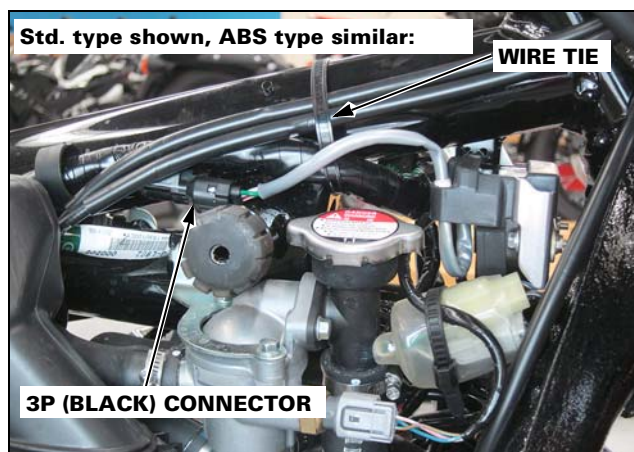
17. Install the new bank angle sensor assembly to the motorcycle with the bolt.



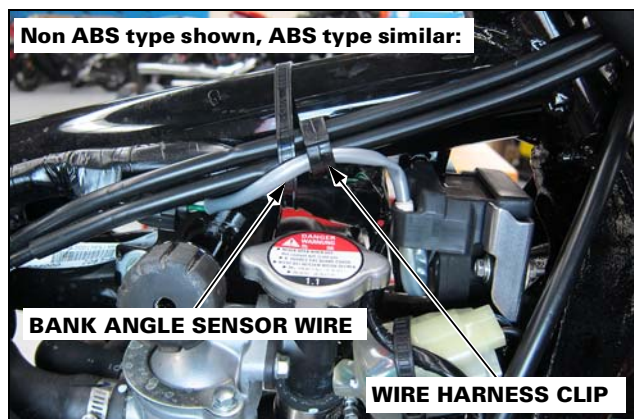
18. Connect the bank angle sensor 3P (Black) connector.

Reinstall the wire tie in the position shown.

- Make sure the bank angle sensor wire is outside the wire tie, as shown.



19. Secure the bank angle sensor wire lead to the throttle cables with the supplied wire harness clip as shown.



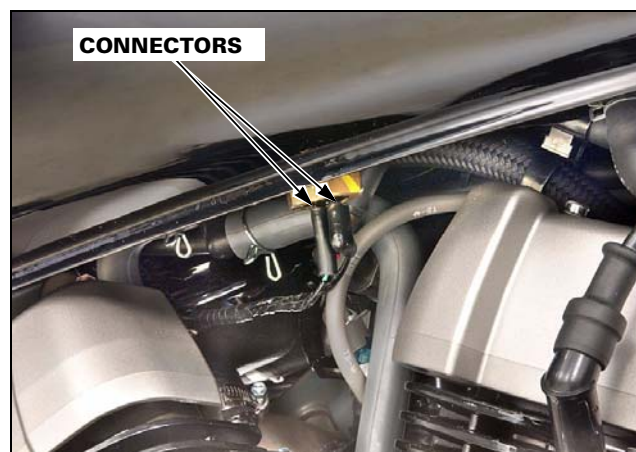
20. Reinstall the steering covers and check the location of the parts as shown.
Adjust the position of wire ties or harness clips as necessary to prevent interference.



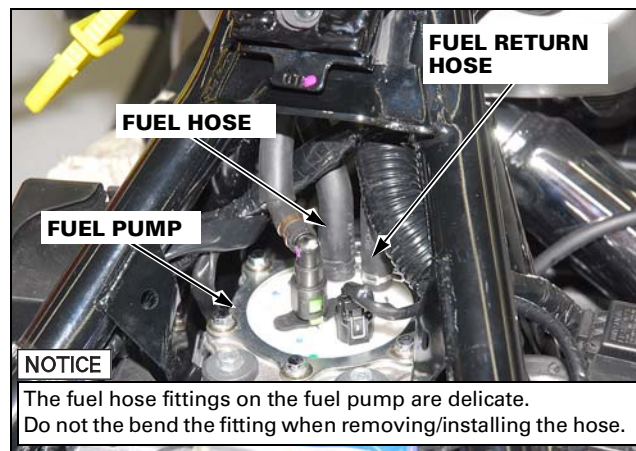
21. Reinstall the fuel tank.
Reinstall the fuel tank mounting collar, washer, and bolt.
Reconnect the fuel tank breather hose.



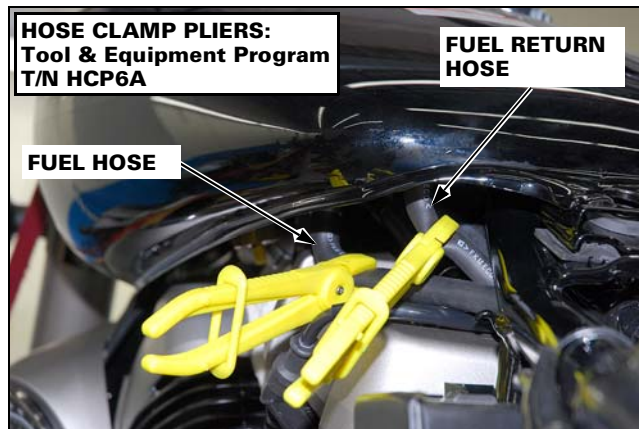
22. Reconnect the fuel reserve sensor connectors.



23. Reinstall the fuel hose and fuel return hose to the fuel pump as shown.



24. Remove the clamps from the fuel hose and the fuel return hose at the fuel tank.



25. Reinstall the remaining removed parts to the motorcycle using the appropriate Service Manual.

Reconnect the battery negative cable (-) to the battery.

- Side covers
- Speedometer assembly
- Seat (VT750C/CS: With supplied 6 mm special bolt)

IDENTIFICATION

After you have completed the REPAIR PROCEDURE, apply a punch mark *below the first character of the frame serial number*, located on the right side of the steering head pipe, as shown.



CLAIM INFORMATION

This Safety Recall will be in effect indefinitely for the symptoms described on Page 1 of this Service Bulletin, regardless of the date of vehicle purchase.

Normal warranty claim submission requirements apply. After completing the Service Bulletin repair procedure, submit one warranty claim per unit with the following information:

TEMPLATES

VT750C/CA (Std. Type): JW7A

Flat Rate Time: 0.9 hours

VT750C2/C2F/C2B (Std. Type): JW7B

Flat Rate Time: 0.9 hours

VT750CS (ABS Type): JW7C

Flat Rate Time: 0.8 hours

VT750C2S (ABS Type): JW7D

Flat Rate Time: 0.8 hours

PARTS INFORMATION

Parts are available on open order.

REQUIRED PARTS

Bank Angle Sensor Kit

VT750C2/C2F/C2S/C2B: P/N 06350-MJA-307

VT750C/CA/CS: P/N 06350-MJA-309

Contents:

Sensor, bank angle	(1)
Cushion, bank angle sensor	(1)
Cushion tape (Std. types only)	(1)
Wire tie (Std. types only)	(1)
Clip, wire harness	(1)
Bolt, 6 mm special	(1)
(06350-MJA-309, VT750C/CA/CS only)	

DEALER SUPPORT

TECHNICAL QUESTIONS

If you have any technical questions relating to repair procedures or parts information, please contact:

Motorcycle TechLine Online:

iN > Service > TechLine > TechLine Connect

Or call (800) 421-1900, option 9

WARRANTY QUESTIONS

If you have any warranty administration questions relating to warranty claim templates, repair verification discrepancies, and claim filing procedures, please call:

Motorcycle Warranty, (800) 421-1900, option 7

TEXT OF CUSTOMER LETTER

January 2016

NHTSA Recall 15V-874

IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dear Honda VT750C/CA/CS/C2/C2B/C2F/C2S Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has determined that a defect which relates to motor vehicle safety exists in certain 2010-2016 model year Honda VT750C/CA/CS, and VT750C2/C2B/C2F/C2S motorcycles. It is possible that long term exposure to engine vibrations may cause the bank angle sensor wiring to break, or be damaged. If the bank angle sensor wiring is damaged or broken, the engine may stall; if this occurs while riding, the risk of a crash will increase.

Even if you had your motorcycle's bank angle sensor replaced as part of NHTSA Recall 11V-310, your motorcycle is still affected by this recall and must have a new bank angle sensor installed.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your motorcycle's bank angle sensor replaced **at no cost to you.**

Once you make an appointment for your vehicle, be advised that the complete inspection and repair time may take approximately 0.9 hours; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

For assistance with locating a Honda motorcycle dealer, you may call Honda Motorcycle Customer Support at:

1-866-784-1870 or use the "find a dealer" option on www.powersports.honda.com

Who to contact if you experience a problem?

You may write to or call:

American Honda Motor Co., Inc.
Motorcycle Customer Support
Mail Stop 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746.
1-866-784-1870

If you believe that American Honda or the dealer has failed or is unable to remedy the safety defect in your vehicle, without charge, 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:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to:

<http://www.safercar.gov>

What to do if you feel this notice is in error.

Registration records indicate that you are the current owner of a 2010-2016 Honda VT750 involved in this campaign. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

What if you already had your vehicle repaired for this issue?

If you previously paid to have the bank angle sensor repaired or replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

Lessor Information:

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.
Motorcycle Division**

Campaign #JW7 / Service Bulletin: VT750 #6

MTB 15696 (1512)

TEXT OF CUSTOMER LETTER

Request For Reimbursement

2010-2016 VT750 Series - Bank Angle Sensor Replacement

Use this form only if you have previously paid for this repair. If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of the **bank angle sensor** replacement. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected Honda motorcycle identified in the Honda Service Bulletin, *VT750 #6*.
2. The repair must have been required due to the failure that is the subject of this recall. Unrelated repairs will not be reimbursed.
- 3. The previous bank angle sensor replacement must have occurred before January 31, 2016.**
4. You must have a repair bill showing itemized parts and labor costs, the model, year, VIN, name, address and phone number of the repair shop, and the date of the repair. There must be verification of payment, such as a copy of a cancelled check, cash receipt, or paid invoice.
5. To qualify for reimbursement, it is not necessary that you still own the affected Honda motorcycle, but you must have been the owner when the bank angle sensor was replaced. Only the owner at the time of the repair may request reimbursement. Do not request reimbursement for the expenses of any other owner.

IF YOU QUALIFY FOR REIMBURSEMENT:

Fill in the blanks; please print clearly.

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ E-mail: _____

Vehicle Identification Number (VIN): _____

Total Amount Requested: _____

Mail this form together with a copy of your repair bill and verification of payment to:

**American Honda Motor Co., Inc.
Customer Support, M/S 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746**

Please allow 6–8 weeks for reimbursement processing.

This form is provided for dealer information and customer photocopies if needed.

MTB 15696 (1512)