



August-September 2017

the
wrench
Honda Technician Newsletter

On-Road

2017 CRF1000L/LD

Second Set-Up Instruction Published

VIN ~000455 and Higher

A second Set-Up Instruction (SUI) for the 2017 CRF1000L/LD motorcycle is posted on **iN**. During the 2017 model production, the crate packaging was changed and the Set-Up Instructions revised accordingly. The second SUI applies only to vehicles with VIN ~000455 and higher.

Important Set-Up Notice

VIN ~000455 and Higher

As indicated in the Set-Up Instructions (VIN ~000455 and higher) Front Wheel Installation procedure (page 8), the four shipping bolts must be removed and discarded from the front brake calipers prior to front wheel installation. The shipping bolts have a shiny finish and do not include thread lock. To install the front brake calipers you must use the 10 x 57 mm flange bolts, with pre-applied thread lock, included in the loose parts kit.

All Models

Service Those Classics

While working on older motorcycles can sometimes be a losing proposition, having a strict policy that arbitrarily excludes vehicles older than 10 years may not only be leaving money on the table, it can work against your dealership in the long run. Cultivating new service customers is never easy, so don't send one away just because their bike is old.

Now, more than ever, many motorcycle enthusiasts are riding older Honda motorcycles. Here are some key points to consider when it comes to servicing older motorcycles:

- Classic motorcycles are often owned by veteran riders who have the means to support their hobby. These riders often own multiple bikes.
- Veteran riders are the "go to" motorcycle guy within their work and social circles. Take care of them and they'll send business your way.
- Take a moment to qualify the customer's expectations before receiving their old bike into your service department. Do a thorough walk around and note any potential safety concerns. Discuss with the customer the value of their bike versus the potential repair bill. As there may be hidden problems, prepare the customer for potential expenses beyond their initial expectations.
- Many aftermarket parts distributors are expanding their offerings for older motorcycles. Make sure your parts department is keeping current with classic motorcycle parts offerings from the industry.

The Warranty Corner

***iN* Warranty Connect For Warranty Claim Reviews**

Sometimes a Warranty Claim Review Form (WCRF) is necessary to explain the circumstances surrounding a claim in order to get it approved. In the past, WCRF were submitted only by fax. Now, with the addition of **iN Warranty Connect** we encourage you to submit forms, and any supporting documents electronically.

Submitting review forms through *Warranty Connect* will speed up the review of your claim by automatically creating a case with Honda Warranty that includes your supporting documents, without the need for printing or faxing.

The WCRF is located on **iN** by following this path:

Service > Warranty and HondaCare > Policy and Reference Materials > Forms

Fill out the electronic form and then save it as a file to your desktop or preferred folder. Once

logged on to *Warranty Connect*, attach the WCRF along with the RO and any other supporting documents. Once submitted, you can monitor the status of your case using the new *Recent Case Status* tool by following this path:

Service > Warranty and HondaCare > Recent Case Status

Of course, if you prefer to fax the form and documents please do so through the Warranty fax number: (310) 783-3270

The Training Corner

HondaPro Tech Training

The 2017–2018 HondaPro Technical Training schedule is set and the Online University enrollment window is now open. These courses are offered only to you, the authorized Honda Dealer, to develop and maintain your technician's knowledge, skills, and efficiency. Service Managers should plan now to enroll Technicians at one of five regional Honda Training Centers. Please enroll early, as these classes fill quickly.

Open Training

5 consecutive days, Mon. - Fri. (9:00 am to 5:00 pm)

Choose from the following courses:

- Routine Maintenance
- Advanced Chassis and Suspension
- Advanced Fuel Induction
- Advanced ATV Service
- Advanced Engine Service
- Advanced SxS Service
- Advanced Electrical Service

For the complete HondaPro Technical Training schedule, log on to *iN Online University* by following this path:

iN > Online University > Training > Service Education Information Guide > Current Training Schedule

Enrollment

iN Training Administrator rights are required to enroll dealer personnel in Open Training Courses. Check with your Service Manager or dealership *iN* Administrator for enrollment details.

Service Management Training

The Service System Techniques (SST) program is designed to assist Service Managers and Service Writers in developing systems to enhance customer loyalty. It was developed with input from Service Managers around the nation to help manage the entire customer service transaction.

This course introduces scheduling systems and effective customer communication.

By attending the Honda two-day SST course, Service Managers, Service Advisors, General Managers, and Dealer Principals will gain knowledge and skills in the following areas:

- Reception & Communication
- Write-ups & Estimates
- Dispatching & Work Performance
- Efficiency & Productivity
- Quality Control
- Invoicing & Delivery
- Scheduling
- Time Management
- After-Service Follow-Up
- Handling Comebacks

Enrollment

SST seats are limited and available on a first-come first-serve basis, so be sure to plan ahead.

To enroll in a SST class, you must first complete the *SST Computer Based Training (CBT)* found on ***iN Online University***. For complete enrollment instructions, follow the path below:

iN > Online University > Training > Service Education Information Guide > Section 9: Introduction to Online Enrollment

2017 SST Schedule

Columbus, OH: September 22–23, 2017

St. Louis, MO: October 3–4, 2017

Las Vegas, NV: October 12–13, 2017

Birmingham, AL: October 17–18, 2017

Portland, OR: November 15–16, 2017



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