



ON-ROAD

'18 -'19 GL1800 Navi Update

On November 09, 2018, American Honda informed dealers that a second navigation software update for the 2018-2019 Gold Wing would be available in January 2019. Honda has released the update (version HG.ACM.18.11.29.08.16.00) that includes the improvements below.

- Waypoints increased to 99 locations per route
- XM source hold in low-signal areas improved
- iPhone® X user acknowledgment simplified

Dealers and customers can now download the software from the Honda Powersports web site then upload to the 2018-2019 Gold Wing. Go to the web site below to view the instructions and access the update. It is important to use a name-brand flash drive and follow the instructions exactly.

<https://powersports.honda.com/goldwin-update.aspx>

Apply this update to any unsold units. Customer owned units can also be updated, but this update is not eligible for warranty reimbursement.

If you have any questions, please contact AHM TechLine or contact your District Service Manager.

2018 GL1800 Loose Handlebar Repair

If a customer complains of loose handlebars on a 2018 GL1800, the problem may be due to improper torquing of the steering stem nut at the factory. First, verify the complaint with the proper inspection outlined in the Service Bulletin GL1800 #1, then if the handlebars are loose continue to follow the instructions to perform the repair. Service Bulletin GL1800 #1 (Feb. 21, 2019) can be viewed by following the path below then searching for GL1800 #1.

Service > Service Publications > Service Bulletins

SXS / TRX

SXS1000 - Overheating

If a customer complains the cooling fan does not turn on and the engine is overheating, the problem may lie within the Engine Control Module (ECM) fan control programming. The remedy involves re-flashing the ECM with updated software. Navigate to the path below to view Service Bulletin: SXS1000 #7 related to this update.

iN > Service > TechLine > TechLine > Diagnostic Tools > MCS > ECM Software Updates

Be sure to read the article "Avoid ECM Damage During Updates" under the Tech Tips section.

SXS700 - Overheating

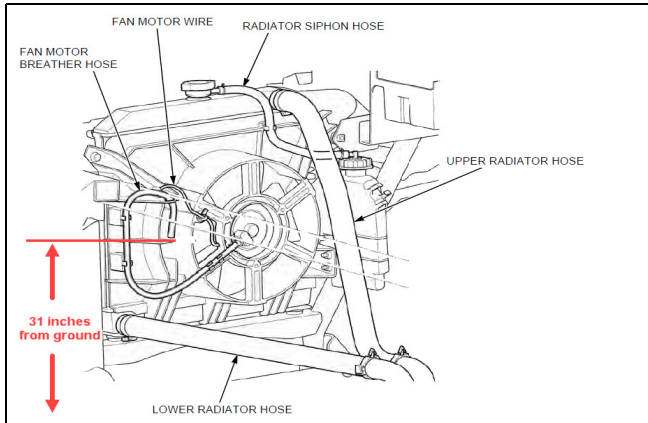
Same engine overheating as above, but a different cause. If a customer complains the cooling fan does not turn on and the engine is overheating, the problem may be due to the cooling fan's clear vent tube end being submerged in water. The temperature differential between the cool water and the hot cooling fan motor draws water into the cooling fan motor through the vent tube, damaging it. To check, follow these the steps below:

1. Check if the cooling fan fuse is blown and for evidence of water or debris in the cooling fan's clear vent tube (see below) - both could be evidence of water ingestion.



2. Apply 12 V directly to the fan.

- If the cooling fan operates normally, replace the fuse and be sure the vent tube is clean. Replace the vent tube if it cannot be cleaned of debris. Be sure the vent tube is routed correctly and is at least 31 inches above the ground (see below).

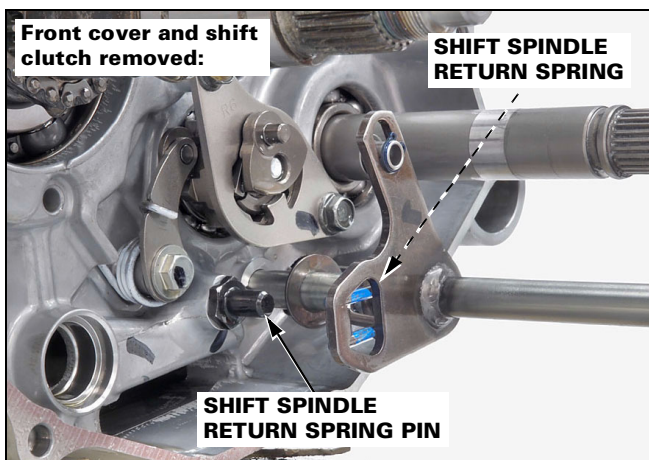


- If the cooling fan does not operate normally, the fan will need to be replaced.

Inform the customer Honda recommends driving the vehicle in no deeper than 10 inches of water. This is not a defect and the repair will not be covered by warranty.

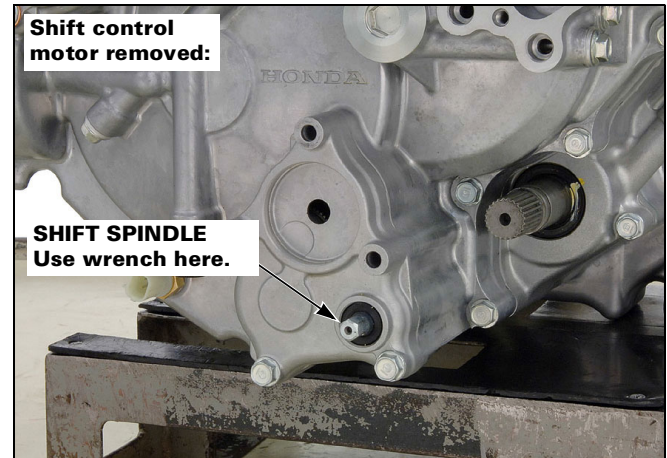
Erratic Shifting but No DTC ('14 - Current TRX420/500 FA Only)

If a customer complains of erratic shifting first verify the shifting problem is repeatable then verify there are no Diagnostic Trouble Codes (DTC). It is possible the gear shift spindle return spring pin may be broken. The pin, along with the shift return spring, returns the shift spindle to its "at rest" position.



To check whether the gear shift spindle return spring pin is broken:

- Remove the shift control motor.
- Then, check for spring tension on the shift spindle by attaching an 8 mm box-end wrench to the end of the spindle and turning the wrench in both directions.



You should be able to feel the spring tension from the shift spindle return spring. If there is no tension, the shift spindle return spring pin is broken and needs to be replaced. There is a new part (P/N 24652-HR3-A40) and the torque spec has changed from 24 N m to 29 N m.

TECH TIPS

Avoid ECM Damage During Updates

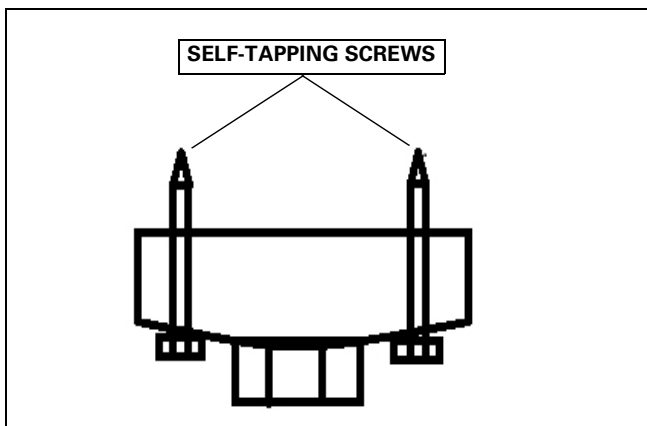
An ECM can easily be damaged during a software update. Most damage comes from accidental interruption of power to the ECM during the process. To avoid damage, here are a few tips to follow while performing an update.

- Check the vehicle battery voltage. If battery voltage is below 12.4 V, charge the battery.
- Be sure battery cables are secure and do not loosen or disconnect during update.
- Make sure the sleep setting on the laptop is delayed long enough to not disrupt the update.
- Do not key off the ignition while the update is being performed unless instructed to do so in the procedure.

Loosen Stuck-On Oil Filters

A stuck-on engine oil filter can turn a small job in to a chore. Here are some tips which might help.

- Be sure to use a clean Honda filter wrench.
- Place a thick paper towel between the filter and the wrench to remove any gaps for extra grip.
- Try a different style of filter wrench: socket-style, strap-style.
- Modify a filter wrench. Drill two holes in the face of the wrench then start threading self-tapping screws into the holes (shown below). Insert the filter wrench onto the filter then tighten the screws until they pierce the filter housing. This will provide extra grip to help loosen the filter.



i4WD Modulator Initialization

After replacing the i4WD modulator on a vehicle, an initialization procedure must be performed. If the procedure is not performed, the HSA light will flash. Follow the steps below to initialize:

1. While grounding the Service Check Connector, turn the ignition ON. The HSA light comes on for two seconds then goes off for 3.6 seconds.
2. Push the HSA switch within two seconds from when the HSA lamp turns off.
3. After the HSA light is off for 3.6 seconds, the I-4WD light will come on then push the HSA switch within two seconds.
4. After 3.6 seconds has passed from when the HSA light came on again, the system starts storing and blinking. The VSA warning light will blink at intervals for 0.2 seconds.
5. If storing the zero levels of each sensor finishes completely, all lamps will turn off. The procedure is complete.

Short-Cut to Find Shorts

Use an old turn signal, headlight, or other small light, and a couple of two-foot lengths of wire to create a handy electrical short finder. Attach one end of the wires to the test light and attach male spade connectors to the other ends. Be sure to use spade connectors that will fit into the blown fuse terminal without damaging the terminal pins. Isolate the two wire ends so they don't contact each other. Connect one wire into the battery side of the terminal and the other into the load side. The turn signal or headlight should light (may have to key-on ignition). Now, start unplugging components until the light goes out, or dims. When the light changes, this is likely the affected circuit. Start inspecting this circuit for the short.

PARTS

Suspension Supplier Change - TRX500FM/FE

The supplier of shocks for TRX500FM/FE models has changed from RYDE FX to Showa. Parts information has been updated online in the *iN* parts catalog.

iN-FORMATION

HISP Navigation / Tips

If your dealership has a new tech, or you would like some refresher tips on using HISP, remember there is a quick start guide published on *iN*. You can view the guide by following the path:

Service > TechLine > TechLine > Technical Library > Technical Reference > HISP Quick Start Guide

Also, don't forget about the multiple other reference materials and tips that can be found in the TechLine section on *iN* by following the path:

iN > Service > TechLine > TechLine

New Service and Sales Training Modules - Talon

Sales and service training modules for Talon R/X are now available. Be sure your staff is informed by taking this valuable training on the *iN*.

iN > HondaPro Training > Training > Course Catalog >

- Department = Sales
- Subject = New Model

TRAINING

Spotlight on HondaPro Technical Training



Congratulations to David Knox of Heartland Honda in Springdale, AR who earned his HondaPro Red Level status this year. Honda District Service Manager Ryan Anderson presented the award and interviewed David about HondaPro training.

Q) How has completing the Honda training helped you in your technical repair skills?

A) More confidence in my abilities. Working on different units at school then when I see at the dealership so when that need arises I feel comfortable doing the repair.

Q) What is the best part of attending Honda technical training?

A) Meeting other techs from different areas and sharing tips and tricks with them. Learning everything Honda has to offer in training outside of the dealership.

Q) Has the training resulted in increased efficiency?

A) Yes, I run around 110%, systems and training are key to that.

Q) Any specific comment [you] would like to share with others?

A) It's a total feeling of accomplishment when you reach Honda's highest level of training and they hand you the Red Level Award.

TOOLBOX

MCS Software Update

A new version of MCS software (v2.025) is available on *iN*. Be sure to update your MCS with the latest software version by following the path:

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

If you need help updating MCS, refer to the MCS User Manual information by following the path:

Service > TechLine > TechLine > Diagnostic Tools > MCS > MCS User Manuals

WARRANTY

Submitting a Template Warranty Claim - Simplified

When submitting a Template Warranty Claim, it is not necessary to complete the Parts Cost or Labor Amount fields. Template Warranty Claims are designed to process with predetermined parts and labor information based on the template number entered. Simply choose the Template Warranty Claim type, then enter the Template Number and Submit.

A screenshot of a web-based form titled "Template Warranty Claim". The form includes fields for "Template Number" (KJ8A), "Claim No." (104016), "Repair Order Number" (123456), "VIN" (MLHPC4408D5000504), "Repair Order Date" (04/01/2019), "Mileage" (33126), and "Work Completed Date" (04/01/2019). There are also sections for "Submitted Dealer Warranty Claim Calculation" showing "Parts Cost" (0), "Labor Amount" (0), "Parts Allowance" (0.00), and "Submitted Claim Total" (0.00). The form has "Submit", "Save", and "View Claim" buttons, along with a "CHANGE CLAIM TYPE" dropdown menu.

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Editor: Tye Piercy

E-mail *The Wrench* at EditorTheWrench@ahm.honda.com

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