



# Service Bulletin

American Honda Motor Co., Inc.

ADV150 #1  
September 2020

## 2021 ADV150 - EM COUPLER

### BACKGROUND

Honda is launching a **PRODUCT UPDATE CAMPAIGN** on **CERTAIN** 2021 ADV150 motor scooters to supply the EM Coupler that is missing from the tool kit. The EM Coupler can be used to unlock the ignition and start the motor scooter, in case the Smart Key is lost or inoperable.

This Service Bulletin includes information needed to perform the product update by placing the EM Coupler into the tool kit, located under the seat.

The EM Coupler will be auto-shipped to your dealership based on your inventory.

Honda will send the EM Coupler directly to customers, along with a letter that will explain what the EM Coupler is used for and direct customers to reference their Owner's Manuals for use and storage of this part.

### AFFECTED UNITS

Only CERTAIN 2021 ADV150 motor scooters are affected. The affected VIN range is below.

VEHICLE	VIN START	VIN END
2021 ADV150	██████████	██████████

### DEALER INVENTORY

The EM Coupler will be auto-shipped to your dealership based on your inventory.

### WARRANTY TEMPLATE CLAIM INFORMATION

There is no warranty claim needed for this product update.

### TECHNICAL QUESTIONS

If you have any technical questions relating to the update procedure, please contact:

Motorcycle TechLine Online:

***IN > Service > TechLine > TechLine Connect***

### UPDATE PROCEDURE

Follow the appropriate Owner's Manual to complete the product update by lifting the seat, placing the EM Coupler into the tool kit, then closing the seat.

### UPDATE IDENTIFICATION

This update does not require a physical punch mark to verify the update has been performed.

### DEALER REPAIR RESPONSIBILITY

- Repairs must be performed by a qualified technician.
- Performing this repair exactly as shown in Repair Procedure instructions is critical for the remedy to be effective. Carefully follow all instructions.
- Service Management should inspect and confirm the repair.
- Dealer submission of a warranty claim (if applicable) affirms this repair was properly performed.

CUSTOMER LETTER



American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

**October 2020**

**IMPORTANT PRODUCT UPDATE**

**Dear Honda ADV150 Owner:**

Honda is conducting a Product Update Campaign on CERTAIN 2021 ADV150 motor scooters to provide the EM Coupler that is missing from the tool kit. The EM Coupler can be used to unlock the ignition and start the engine in the event the Smart Key is lost or malfunctions. Our records indicate that you own one of these vehicles.

**What is the problem?**

As outlined on page 109 of the Owner's Manual, your vehicle should have come equipped with an EM Coupler in the vehicle's tool kit. During production at the factory, the EM Coupler was omitted from the tool kit.

**What will Honda do?**

Honda is providing you the missing EM Coupler with this letter.

**What should you do?**

Please refer to your Owner's Manual on the proper usage of the EM Coupler and how to store it in the tool kit, which is located under the seat.

**Who should you contact with further questions?**

If you have further questions not answered by your Honda dealer, you may contact:

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

**What should you do if you feel this notice is in error?**

If you no longer own this ADV150 motor scooter, or some information in this notice is incorrect, please contact Customer Support. This will help us to update our records.

We apologize for any inconvenience this may cause you. Thank you for your ADV150 motor scooter purchase, and your cooperation.

Sincerely,

**American Honda Motor Co., Inc.**  
**Powersports Products**

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