



Service Bulletin

American Honda Motor Co., Inc.

CRF1100A/A4/D/D4 #1
September, 2023

Warranty Extension End Date
October 31, 2033

WARRANTY EXTENSION

2020 ~ 2022 CRF1100A/A4/D/D4 AFRICA TWIN MULTI-INFORMATION DISPLAY TOUCHSCREEN

BACKGROUND

American Honda has determined that the Multi-Information Display (MID) Touchscreen on all 2020~2022 model year CRF1100 Africa Twin models may not function correctly when subjected to high temperatures.

To ensure customer satisfaction, American Honda is extending the warranty of the MID touchscreen on affected 2020~2022 CRF1100 Africa Twin models until October 31, 2033.

DETERMINING UNIT ELIGIBILITY

This is a warranty extension for a **failed** MID touchscreen only, NOT a product update. It is the dealer's responsibility to make sure the repair is completed prior to the campaign end date of October 31, 2033. The unit eligibility can be confirmed by typing the VIN into "Unit Information" on the **iN**.

If a customer complains that the MID touchscreen of their 2020~2022 CRF1100 Africa Twin is not functioning properly, explain to the customer the terms of the warranty extension (above) and how it might apply in their case. With their approval, proceed to the DIAGNOSIS section of this Service Bulletin. This Warranty Extension does not apply to any CRF1100 Africa Twin that has a physically damaged MID touchscreen.

AFFECTED UNITS

- 2020 CRF1100 Africa Twin (all types)
- 2021 CRF1100 Africa Twin (all types)
- 2022 CRF1100 Africa Twin (all types)

CUSTOMER NOTIFICATION

All owners of 2020~2022 model year CRF1100 Africa Twin motorcycles will receive a letter notifying them of the extended warranty. If the MID touchscreen is malfunctioning, they should take their motorcycle to a Honda motorcycle dealer to have the touchscreen inspected and, if necessary, replaced. A copy of the customer letter is reproduced on page three of this Service Bulletin.

PARTS INFORMATION

Required Parts:

1. Multi-information Display (1), P/N: 37900-MLG-E08
2. Protective Film (1), P/N: 38500-MKS-E01

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 affirms this repair was properly performed.

WARRANTY CLAIM INFORMATION

After completing the Service Bulletin repair procedure, submit one warranty claim per unit with the following template number:

Year	Model	Template	Flat Rate
2020 2021 2022	CRF1100A/D	KP6A	1.0 hr
	CRF1100A4/D4	KP6B	1.2 hr

DEALER SUPPORT

TECHNICAL QUESTIONS

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

Motorcycle TechLine Online:

iN > Service > TechLine > TechLine > TechLine Connect

WARRANTY QUESTIONS

If you have any warranty administration questions relating to warranty claim templates, and claim filing procedures, please contact:

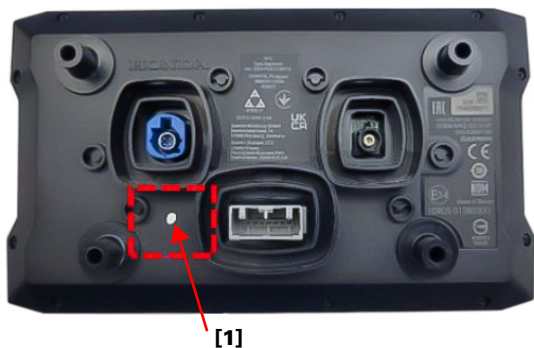
Motorcycle Warranty Online:

iN > Service > Warranty & HondaCare > Warranty Connect Filing

REPAIR IDENTIFICATION

A countermeasured multi-information display can be identified by a white permanent paint mark [1] on the back of the display, as shown.

If the repair has already been done before, and a failure of the countermeasured part is confirmed, contact Techline to report it.



DIAGNOSIS

If the customer complains that the MID touch function does not respond, the riding mode switches unexpectedly, and trip data resets, inspect the touchscreen using the following information.

The touchscreen failure will only occur while the engine is running and the motorcycle is not moving (0 mph, 0 km/h). The MID is still operable by the left handle switch.

1. Check that the display does not respond to touch.
2. Check to see if the contents of the Riding Mode [1] and Sub-information indicator [2] in the MID changes unexpectedly, or the trip data resets.



If any of the symptoms above apply, replace the MID following the repair procedure and parts information shown in this bulletin.

REPAIR PROCEDURE

To replace the MID, refer to Chapter 22 of the 2020~2022 CRF1100 Africa Twin *Service Manual*.

Retain all failed multi-information displays for return to American Honda.

TEXT OF CUSTOMER LETTER

IMPORTANT WARRANTY EXTENSION

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

October 2023

Warranty Extension End Date October 31, 2023

Dear FIRSTNAME LASTNAME,

To ensure customer satisfaction, American Honda is extending the warranty of the Multi-Information Display (MID) touchscreen on all 2020~2022 CRF1100A/A4/D/D4 Africa Twin models to October 31, 2023.

What is the reason for this warranty extension?:

American Honda has determined that the Multi-Information Display (MID) Touchscreen on all 2020~2022 model year CRF1100 Africa Twin models may not function correctly when subjected to high temperatures. A malfunctioning MID touchscreen can be identified by being non-responsive to touch commands, the Riding Mode changes unexpectedly, or the trip data resets.

What Honda will do:

Your Honda Powersports dealer will inspect and replace any Multi-Information Display (MID) Touchscreen that does not operate correctly for 2020~2022 model year CRF1100 Africa Twin models. Please note that is a Warranty Extension, NOT a Product Update. This Warranty Extension does not apply to any CRF1100 that has a physically damaged MID touchscreen.

What we need you to do:

If the MID touchscreen on your CRF1100 Africa Twin is operating normally, you do not need to do anything at this time. If you believe your 2020~2022 CRF1100 Africa Twin is showing signs of a malfunctioning MID touchscreen such as being non-responsive to touch commands, the Riding Mode changes unexpectedly, or the trip data resets, please call any authorized Honda motorcycle dealer and make an appointment to have your motorcycle inspected and, if necessary, repaired. Although the repair will take approximately one hour, please plan to leave your CRF1100 Africa Twin for a day to allow the dealer flexibility in scheduling.

If you have questions.

We encourage you to:

- visit <https://powersports.honda.com/>; or
- contact your local Honda Powersports dealer; or
- send Customer Relations a message via <https://powersports.honda.com/contact-us>; or
- call American Honda's Powersports Customer Relations at 1-866-784-1870 Monday through Friday, 8:30 a.m. to 4:30 p.m., Pacific Time.

If you paid out of pocket to have this specific repair performed on your vehicle, you may be eligible for reimbursement; please contact American Honda's Powersports Customer Relations at 1-866-784-1870 to determine potential eligibility and for instructions on how to request reimbursement.

If you no longer own this vehicle or if any of the information is not correct, please complete and return the enclosed prepaid Information Change Card as soon as possible.

We sincerely apologize for any inconvenience this may cause. Thank you for your CRF1100 Africa Twin purchase and your cooperation.

Sincerely,
American Honda Motor Co., Inc.