



Service Bulletin

American Honda Motor Co., Inc.

CRF450L #1

REVISED: October 18, 2019

SAFETY RECALL

This bulletin replaces CRF450L #1, issued October 2019

2019 CRF450L HORN STAY BROKEN

BACKGROUND

Honda is launching a SAFETY RECALL on **ALL** 2019 CRF450L motorcycles to replace the horn assembly. Under certain conditions, the horn stay can break causing the horn to become loose or fall off.

Honda will provide an improved horn assembly to replace the defective part.

This Service Bulletin includes the recall repair procedure to replace the horn assembly, along with parts and warranty information.

Honda will notify customers via letter by December 2019, advising to make an appointment with an authorized Honda dealer to perform the recall repair by replacing the horn assembly with the improved part.

AFFECTED UNITS

| MODEL | VIN RANGE |
|--------------|-----------|
| 2019 CRF450L | ALL |

DEALER INVENTORY

Effective September 30, 2019, **YOU MUST NOT SELL** any **NEW OR USED** 2019 CRF450L motorcycle until it is repaired according to this Service Bulletin.

- To search for applicable recalls on a specific unit, you must use *Unit Information on iN*.
- To manage your affected inventory, you must use eResponsibility Report on *iN*.

PARTS INFORMATION

Parts are available through the normal parts ordering process.

| DESCRIPTION | P/N | QTY. |
|-------------|---------------|------|
| SET, Horn | 06380-MKE-306 | 1 |

TEMPLATE CLAIM INFORMATION

After completing the recall repair, immediately submit one template claim using the appropriate template information below.

| MODEL | TEMPLATE | FLAT RATE |
|---------|----------|-----------|
| CRF450L | KK4A | 0.4 |

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.

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your Honda. These procedures should not be attempted by any other individuals and you should not assume this bulletin applies to your Honda, or that your Honda has the condition described. To determine whether this information applies, contact an authorized Honda dealer.

WARRANTY QUESTIONS

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

Motorcycle Warranty Online:
iN > Service > Warranty & HondaCare > Warranty Connect

Or call (800) 421-1900, option 7.

TECHNICAL QUESTIONS

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

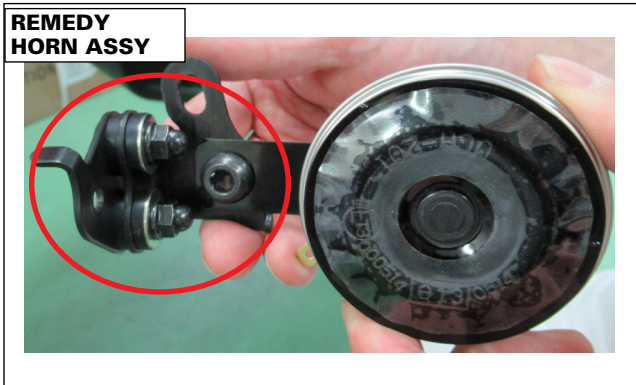
Motorcycle TechLine Online:
iN > Service > TechLine > TechLine Connect

Or call (800) 421-1900, option 9.

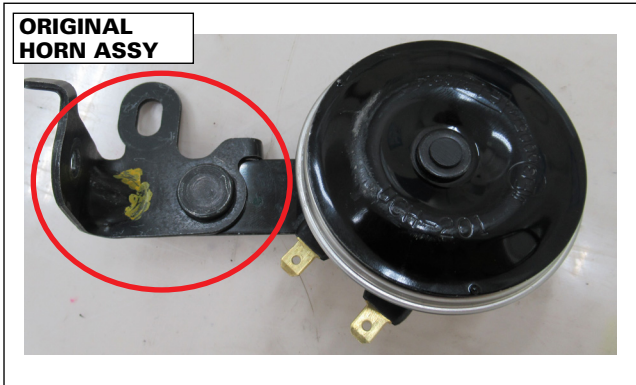
RECALL REPAIR IDENTIFICATION

Before performing the recall repair, inspect the motorcycle's horn assembly to determine if the repair has already been performed.

- If the **remedy** horn assembly (shown below) is currently installed, the recall repair has already been performed. No repair is needed.



- If the **original** horn assembly (shown below) is currently installed, the repair needs to be performed. Continue to the Recall Repair Procedure section.



RECALL REPAIR PROCEDURE

Refer to page 20-23 in the 2019 CRF450L Service Manual to perform the recall repair by replacing the original horn assembly with the remedy horn assembly.

NOTE: There are two new clips for the horn harness included in the remedy parts kit. Use these clips to replace the original clips, if damaged.

TEXT OF CUSTOMER LETTER

NEW
NEW
NEW
NEW



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

November 2019

NHTSA Recall 19V-703

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

Dear Honda Powersports Customer:

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 all 2019 CRF450L motorcycles. The horn stay was insufficiently designed to tolerate motor resonance. The horn stay can break and the horn can become unsecured. An unsecured horn can interfere with the motorcycle or fall into traffic, increasing the risk of a crash.

WHAT WILL HONDA DO?

The dealer will replace the horn and horn stay with a redesigned assembly free of charge.

WHAT SHOULD YOU DO?

Please call any authorized Honda motorcycle dealer and make an appointment to have the horn and horn stay replaced with a redesigned assembly free of charge. Once you schedule an appointment for your motorcycle, be advised that the replacement process may take approximately 30 minutes. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your motorcycle available for a longer period of time. If you are not the only rider of this motorcycle, please advise all other riders and passengers of this important safety information.

For assistance locating a Honda motorcycle dealer, you may call Honda Powersports Customer Service at: (866) 784-1870 or use the "find a dealer" option on www.powersports.honda.com.

CHECK YOUR MOTORCYCLE FOR OPEN RECALLS

You can check your motorcycle's eligibility for repair under this or any other recall. Please access the Honda recall lookup tool at www.powersports.honda.com/recalls.aspx and enter your VIN.

OWNER INFORMATION

You received this recall notice because government regulations require that notification be sent to the last known owner of record. Our records are based primarily on state registration and title data, which indicate that you are the current owner of this motorcycle. If this is not the case, or if any of the information is incorrect, please complete, sign and return the Information Change Card and we will update our records. If you are a lessor of this motorcycle, Federal Regulations require you to forward this notice to your lessee within ten days.

DO YOU STILL HAVE MORE QUESTIONS?

Should you have any questions about this recall, please contact your authorized Honda motorcycle dealer. Should you need additional assistance, you may contact Honda Powersports Customer Service toll free at (866) 784-1870.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your motorcycle free of charge, within a reasonable period of time (within 60 days from the date you first contacted the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA's toll-free Safety Hotline at 888-327-4236 (TTY 800-424-9153), or go to: www.nhtsa.gov.

We apologize for any inconvenience this recall may cause you.

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

Campaign #KK4 / Service Bulletin: CRF450L #1