



# Service Bulletin

American Honda Motor Co., Inc.

Multiple Model: CRF1000/1100 #1

December 2020

## SAFETY RECALL

### CRF1000/1100 (AFRICA TWIN) - FUEL FILTER CLOGGING

#### BACKGROUND

On December 15, 2020, Honda issued a **STOP SALE NOTICE** in support of a **SAFETY RECALL** on ALL 2018-2019 CRF1000L2/D2 and CERTAIN 2020 CRF1100L4/D4 (Africa Twin Adventure Sports) motorcycles to repair a fuel filter clogging issue. Contaminants present in the fuel tank can clog the fuel filter. A clogged fuel filter can cause the motorcycle's engine to hesitate or stall, increasing the risk of a crash or injury.

**ONLY Africa Twin Adventure Sports models (large capacity fuel tanks) are affected. Standard Africa Twin models are not affected.**

This Service Bulletin includes the fuel tank cleaning procedure and fuel pump repair procedure (including supporting videos), parts information, and warranty template claim information.

Honda will notify customers with affected vehicles via letter in February 2021, advising to make an appointment with an authorized Honda dealer to perform the recall repair by cleaning the fuel tank and replacing specific components of the fuel pump.

#### AFFECTED UNITS

Any **NEW or USED** 2018-2019 CRF1000L2/D2 motorcycle.

Certain **NEW or USED** 2020 CRF1100L4/D4 motorcycles.

- To search for applicable recalls on a specific unit, you **MUST** use *Unit Information* on **iN**.

#### DEALER INVENTORY

Effective December 15, 2020, **YOU MUST NOT SELL** any NEW OR USED 2018-2019 CRF1000L2/D2 OR CERTAIN affected 2020 CRF1100L4/D4 Africa Twin Adventure Sports motorcycles until it has been 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 your dealer eResponsibility Report on **iN**.

#### PARTS INFORMATION

Parts are available through the normal parts ordering process.

| PART NAME        | P/N           | QTY |
|------------------|---------------|-----|
| *FUEL FILTER KIT | 06160-MKK-305 | 1   |

\*Kit includes: Suction Filter, Fuel Filter, Pressure Regulator Assy, Pressure Regulator O-ring, Fuel Pump O-ring, Fuel Chamber, Fuel Pump Packing Base

#### 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.

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**WARRANTY TEMPLATE CLAIM INFORMATION**

After completing the recall repair, **immediately submit** the appropriate warranty template claim below.

| REPAIR       | TEMPLATE | FLAT RATE |
|--------------|----------|-----------|
| CRF1000L2/D2 | *KL4A    | 3.0       |
| CRF1100L4/D4 | *KL4B    | 2.8       |

\*Templates include an additional \$6.00 to cover the cost of fuel used in the fuel tank cleaning procedure.

**CLAIM FILING QUESTIONS**

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

Powersports Warranty Online:

***iN > Service > Warranty & HondaCare > Warranty Connect***

**TECHNICAL QUESTIONS**

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

Powersports TechLine Online:

***iN > Service > TechLine > TechLine Connect***

**RECALL REPAIR IDENTIFICATION**

To determine if a unit has been repaired, use *Unit Information* on ***iN***. Those vehicles with a "C" by the campaign have already been repaired.

**RECALL REPAIR PROCEDURE**

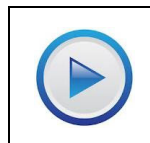
Follow the appropriate Service Manual and the written instructions in this Service Bulletin to perform the fuel tank cleaning procedure and recall repair.

In addition, two videos have been included to support the written instructions. These videos include tips to perform the fuel tank cleaning procedure and the fuel pump rebuild.

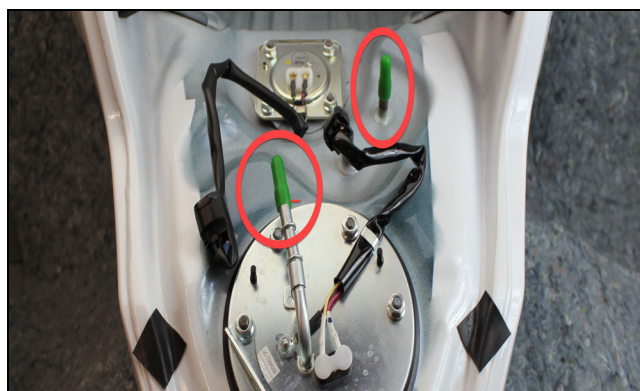
NOTE: Prior to starting the repair, carefully inspect the fuel tank for any external cosmetic damage and document any damage found.

NOTE: Take great care to protect the fuel tank and other painted surfaces of the motorcycle from damage while performing the repair.

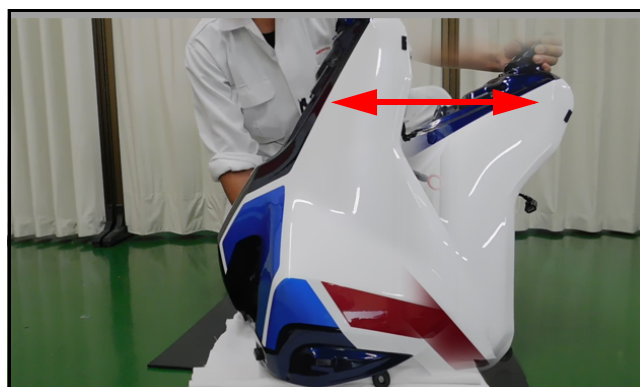
Click the link below to view the fuel tank cleaning tips video.



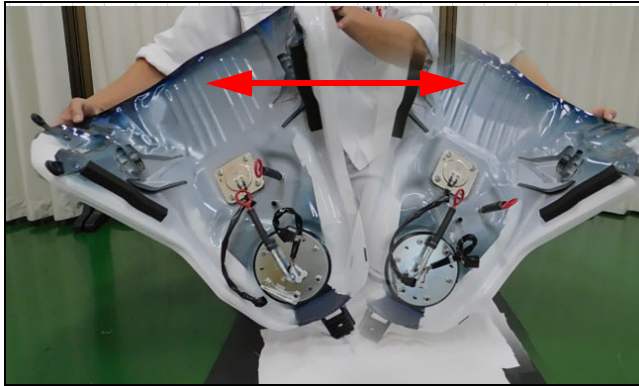
1. Using a siphon pump or equivalent, remove all the fuel from the fuel tank. Place removed fuel into a clean container as the fuel will be returned to the fuel tank once the repair is complete.
2. Following the Service Manual, remove the fuel tank from the motorcycle.
3. Be sure to place the fuel tank on a non-abrasive surface when cleaning the fuel tank to avoid cosmetic damage.
4. Plug the fuel vent tube and fuel outlet tube to avoid fuel leaks (as shown).



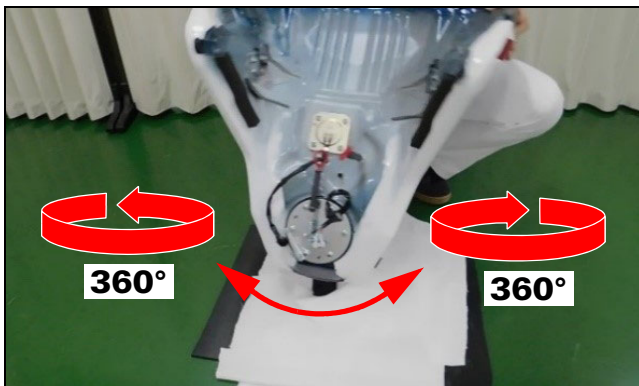
5. Add one gallon of the removed fuel back into the fuel tank to be used as part of the fuel tank cleaning procedure.
6. Place the fuel tank onto its front stay as shown. Rock the tank from front to back 40 times (front to back counts as one time), using the front stay of the tank as a pivot.



7. Place the fuel tank onto its back stay as shown. Rock the tank from side to side 20 times (side to side counts as one time), using the back stay of the tank as a pivot.



8. While resting on the back stay, position the fuel tank as shown. Rotate the top of the tank 360° counter clockwise 20 times, then rotate 360° clockwise 20 times.



9. Following the Service Manual, remove the fuel pump from the fuel tank.

NOTE: Be careful when removing the fuel pump due to possible excess pressure build up during the fuel tank cleaning procedure.

10. Carefully remove as much of the contaminated fuel as possible using a siphon pump or equivalent.

11. Stand the fuel tank up on its back stay and, using a baster, remove any leftover fuel and contaminants from the fuel tank.

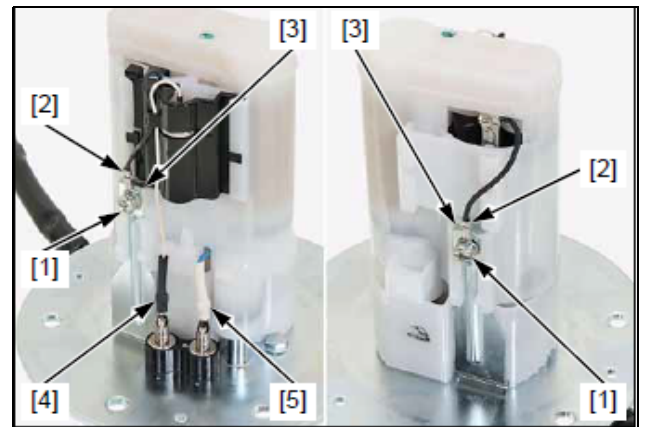
NOTE: The one gallon of fuel used for the cleaning procedure will not be reused. Properly dispose of this fuel.

Click the link below to view the fuel pump rebuild tips video.



12. Begin to disassemble the fuel pump by removing the screws [1], Black wire terminals [2], and stoppers [3]. Disconnect the White wire connector [4] and Blue wire connector [5].

NOTICE: When removing the screws, be sure to use a #2 Phillips head screwdriver with sufficient hand pressure to avoid damaging the screw heads.



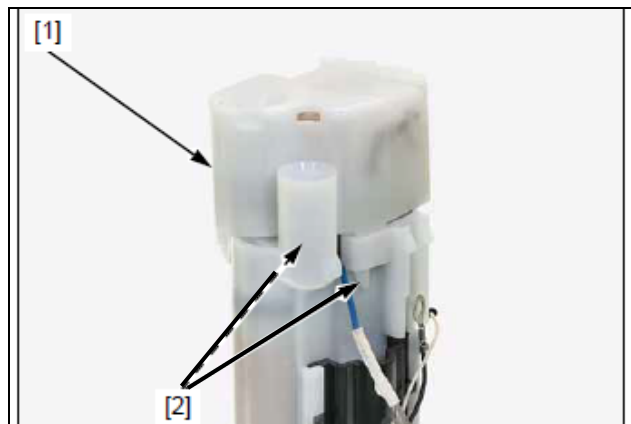
13. Remove the fuel filter assembly [1] and O-ring [2] from the fuel pump stay [3].

NOTICE: When removing the fuel filter assembly, it may be necessary to gently pry against both sides of the base of fuel pump to lift the assembly away from the base being careful not to damage the base or fuel filter assembly.



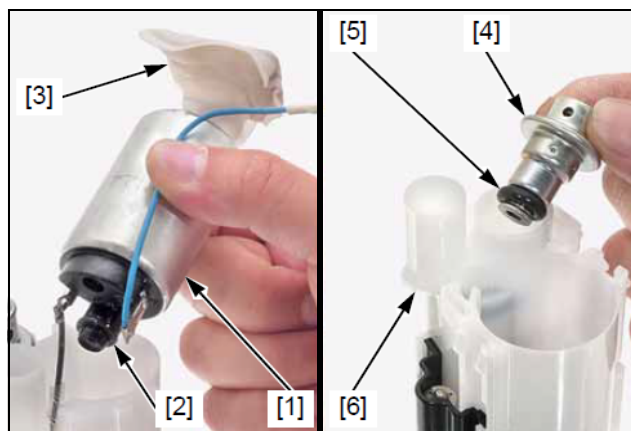
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14. Remove the chamber [1] by releasing the tabs [2].

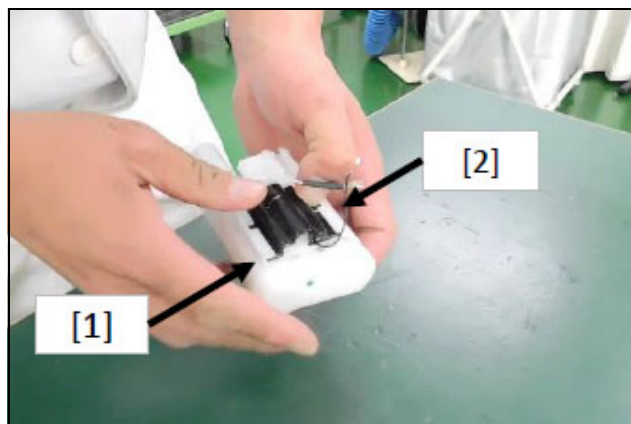


15. Remove the fuel pump [1] and O-ring [2]. Remove the suction filter [3] from the fuel pump. Remove the pressure regulator [4] and O-ring [5] from the fuel filter [6].

NOTE: It may be necessary to use pliers and a twisting motion to remove the pressure regulator from the fuel filter.

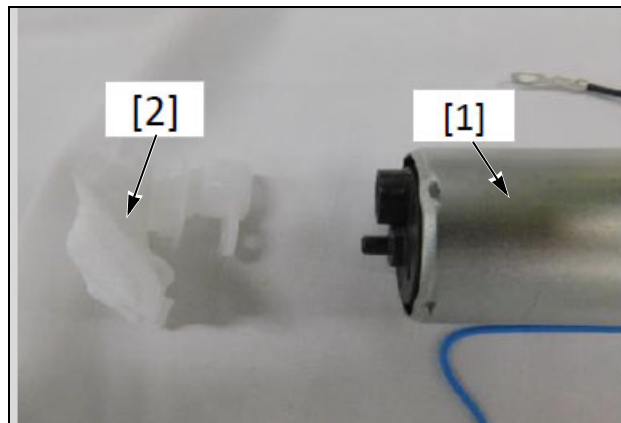


16. Press the tabs on both ends of the reserve sensor [2] then pull out the fuel filter [1].

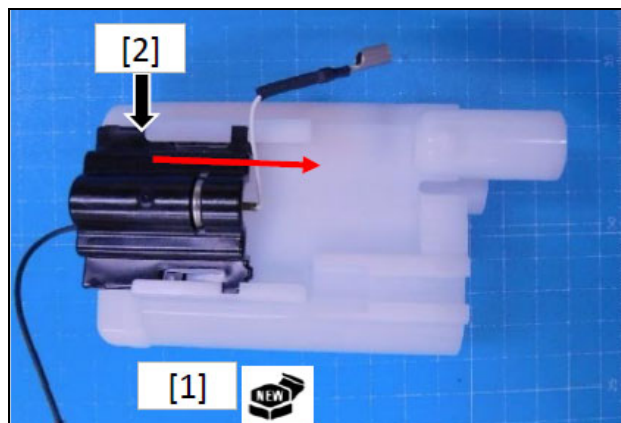


17. Remove the suction filter [2] from the fuel pump [1].

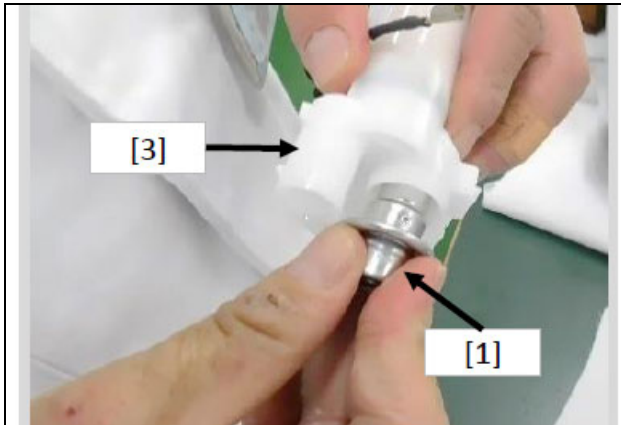
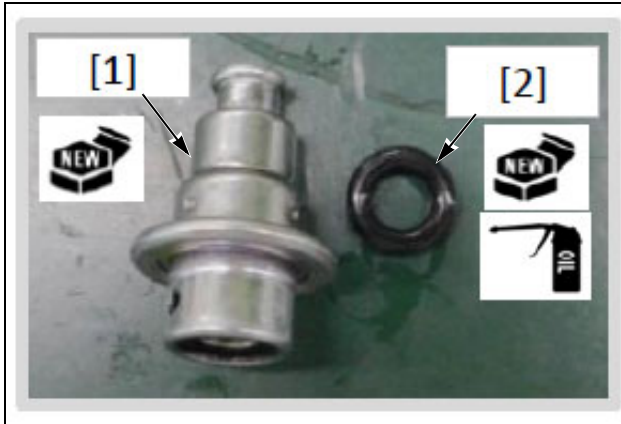
NOTE: Make sure to not let foreign matter into the fuel pump suction or discharge ports.



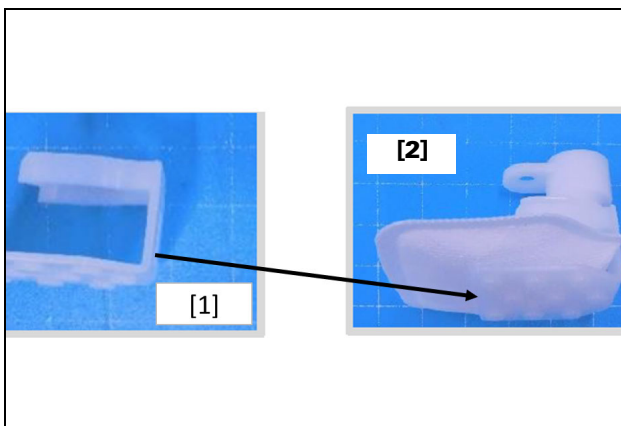
18. Assemble the reserve sensor [2] to the new fuel filter [1] by sliding it until it locks in place.



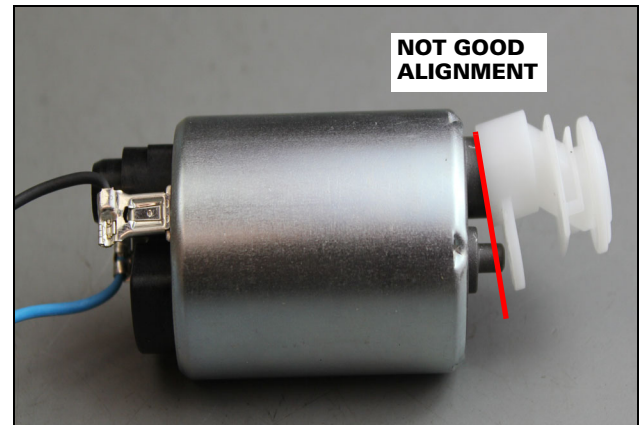
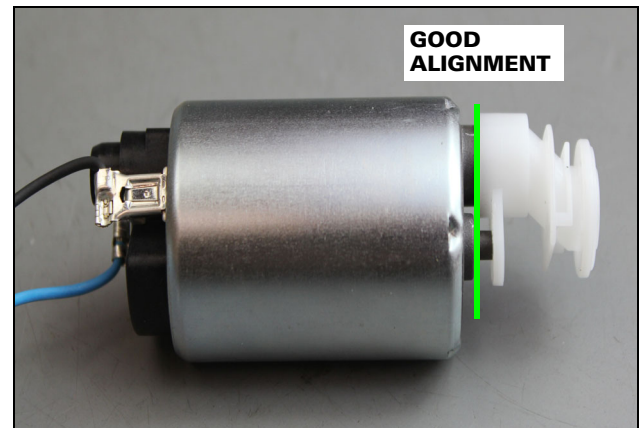
19. Apply engine oil to a new O-ring [2]. Install the O-ring to new pressure regulator [1]. Install the pressure regulator into the fuel filter [3].



20. Remove the suction filter cover [1] from the new suction filter [2] to prevent damage to the suction filter cover during installation.



21. Position the suction filter so that it is aligned evenly with the fuel pump before applying pressure to seat it fully.

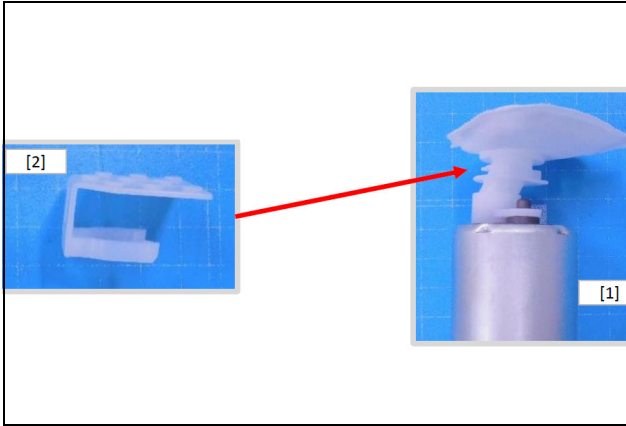


NOTE: Once the suction filter is installed, make sure there is no more than 0.5mm gap between the suction filter and the fuel pump body measured by a feeler gauge in the areas shown.

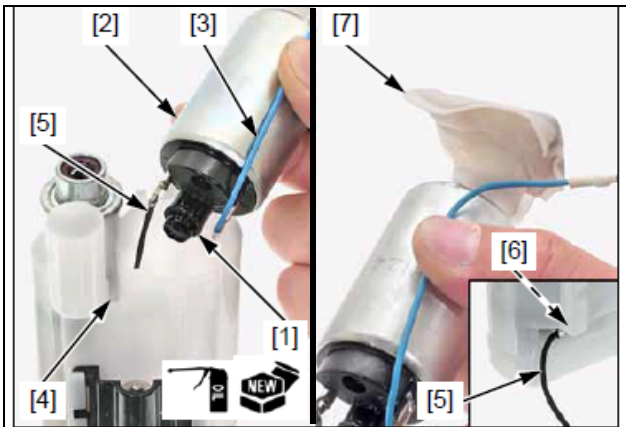


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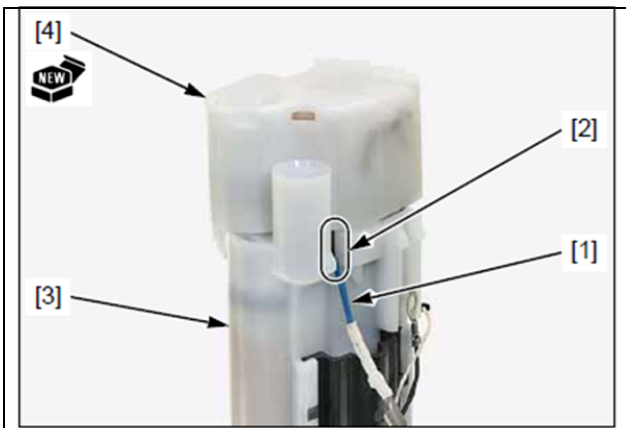
22. Install the suction filter cover [2] to the suction filter [1].



23. Apply engine oil to a new O-ring [1]. Install the O-ring to the fuel pump [2]. Install the fuel pump to the fuel filter. Align the Blue wire [3] with the fuel filter groove [4]. Lead the Black wire [5] through the hole [6] of the fuel filter as shown.

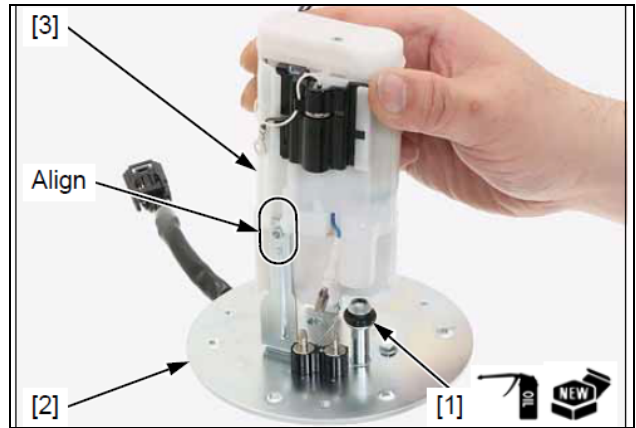


24. Set the Blue wire [1] through the groove [2] of the fuel filter [3] as shown. Install a new chamber [4].



25. Apply engine oil to a new O-ring. Install the O-ring [1] to the fuel pump stay [2]. Install the fuel filter assembly [3] by aligning the groove with the fuel pump stay tab.

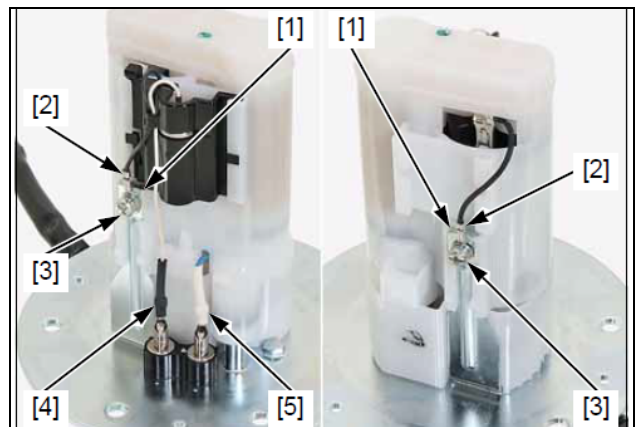
NOTE: Completely seat the fuel filter assembly to the fuel pump base using hand pressure until the fuel pump stay tabs are aligned.



26. Install the stoppers [1], Black wire terminals [2], and fuel pump/reserve sensor terminal screws [3]. Tighten the fuel pump/reserve sensor terminal screws with a #2 Phillips head screwdriver to the specified torque below.

TORQUE: 1.0 N·m (0.1 kgf·m, 0.7 lbf·ft)

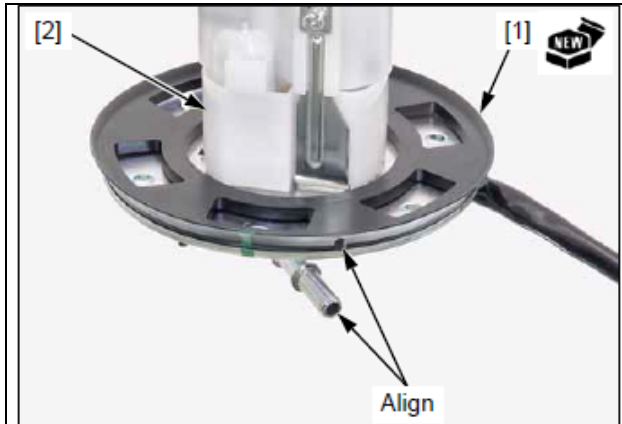
Connect the White wire connector [4] and Blue wire connector [5].



27. Install a new packing [1] onto the fuel pump unit [2].

NOTE: Be careful not to pinch any dirt or debris between the fuel pump unit and packing.

NOTE: Align the packing tab with the fuel pipe.



28. Using the Service Manual, re-install the fuel pump into the fuel tank, and re-install the fuel tank.

29. Re-fill the fuel tank with the fuel removed in the initial removal procedure.

NOTE: Add one gallon of additional fuel to compensate for the fuel used in the cleaning procedure.

**CALIFORNIA REGISTERED VEHICLES ONLY**

The California Air Resources Board (CARB) requires vehicle emission related recalls to be completed prior to California registration renewal. Owners whose affected vehicles have not received the required recall repair(s) will not be able to renew their vehicle’s California vehicle registration.

After completing the repair, dealers must issue a completed Vehicle Emission Recall - Proof of Correction certificate to the vehicle owner. California dealers (and any dealer repairing a California registered unit) must order the Proof of Correction certificates (item no. S0425) from Helm, Inc. Fill in the appropriate information on the certificate and give it to the customer. (See the sample below.)

NOTE: It is critical that you write down **KL4** as the Recall Number. The certificate may be requested by the California Department of Motor Vehicles at the time of vehicle registration renewal.

Write **KL4** in this section.

| <b>Vehicle Emission Recall - Proof of Correction</b>   |      |   |  |  |
|--|------|---|--|--|
| License Number   | Make | Year Model                              | Body Type                                    | Vehicle Identification Number<br><div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> |
| Manufacturer _____   |      |   | Recall Number <u>          KL4          </u> |  |
| The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws. |      |   |  |  |
| Dealer’s Name _____  |      | Address, City, State and Zip _____      |  |  |
| Date _____   |      | Dealership’s Authorized Signature _____ |  |  |
| X  |      |   |  |  |
| Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.  |      |   |  |  |



**CUSTOMER LETTER**

Text of Customer Letter is forthcoming.