



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

November 2021

NHTSA Recall 21V-690

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle:

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 decided that a defect which relates to motor vehicle safety exists in certain 2019 – 2020 model year CB500X ABS and CBR500R ABS motorcycles. Excessive grease was applied to the O-ring of the reservoir piston in the ABS modulator. After continued use, the grease can become contaminated and cause brake fluid to leak. If this occurs, the braking distance (without ABS activation) can increase, increasing the risk of a crash or injury.

### WHAT WILL HONDA DO?

The dealer will inspect the ABS modulator's lot number and replace affected ABS modulators for free.

### WHAT SHOULD YOU DO?

Please call any authorized Honda Powersports dealer and make an appointment to have the ABS modulator inspected and, if necessary, replaced with a new modulator for free. Once you schedule an appointment for your motorcycle, be advised that the inspection process may take approximately 30 minutes and the replacement may take over 2 ½ hours. 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 Powersports dealer, you may call Honda Powersports Customer Relations at:

(866) 784-1870 or use the "find a dealer" option on [www.powersports.honda.com](http://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](http://www.powersports.honda.com/recalls.aspx) and enter your VIN.



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### 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 Powersports 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 without charge and within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to <http://www.safercar.gov>.

We apologize for any inconvenience this recall may cause you.

Sincerely,

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

Campaign #KM6 / Service Bulletin: MTB 17758