



SAFETY RECALL

2020 - 2021 CRF1100D/D4 ECU Update

BACKGROUND

Honda is launching a SAFETY RECALL on CERTAIN 2020 thru 2021 CRF1100D/D4 (DCT ONLY) motorcycles to update the software of the Engine Control Unit (ECU). A potential defect with the ECU processing may result in engine stall, increasing the risk of a crash or injury.

AFFECTED UNITS

As of August 29, 2022, YOU MUST NOT SELL CERTAIN NEW or USED 2020 thru 2021 CRF1100D/D4 (DCT ONLY) motorcycles until they are 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 new inventory, use your dealer *eResponsibility Report* on *iN*.

Customer Notification

American Honda intends to mail customer letters to all owners of affected 2020 thru 2021 CRF1100D/D4 motorcycles in late October 2022. Customers will be informed that their motorcycle may be affected by a safety related defect and will be advised to make an appointment with an authorized Honda dealer for repair.

The ECU update software is available on *iN* by following this path:

iN > Service > TechLine > Diagnostic Tools > MCS > ECM Software Updates

REQUIRED SPECIAL TOOLS AND EQUIPMENT

The following special tools and equipment are required to perform this update.

LAPTOP (MCS)	With latest version of MCS software installed
MCI (TOOL)	With latest software version installed

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 CLAIM INFORMATION

After completing this Service Bulletin update, submit one warranty claim per unit with the following template number.

Year	Model	Template	Flat Rate
2020	CRF1100D	KN8A	0.4hrs
	CRF110D4	KN8B	
2021	CRF1100D	KN8C	
	CRF1100D4	KN8D	

DEALER SUPPORT

TECHNICAL QUESTIONS

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

Motorcycle TechLine Online:

iN > Service > TechLine > TechLine > Tech-Line Connect

Or call (800) 421-1900, option 9

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 PROCEDURE

Note:

- The ECU update procedure will take approximately four minutes. Failure to follow this procedure may result in the ECU being permanently damaged and will not be covered by AHM warranty.
- Prior to the update procedure, ensure your laptop screen saver, hibernate, or sleep modes are disabled. Be sure to monitor progress to ensure ECU update procedure is not interrupted.
- Use Windows 8 or Windows 10.
- Ensure the laptop used for the ECU update procedure is fully charged or connected to a power source.
- Before beginning the ECU update procedure, ensure the vehicle battery is fully charged with ≥ 12.4 V.
- Before starting the ECU update procedure, check that all connections are fully set.

CONFIRM MCS SOFTWARE VERSION

Verify that the Motorcycle Communication System (MCS) program on your computer has the latest software version (V2.037 or higher).

If an update is needed, download the latest MCS software on *iN* by following the path:

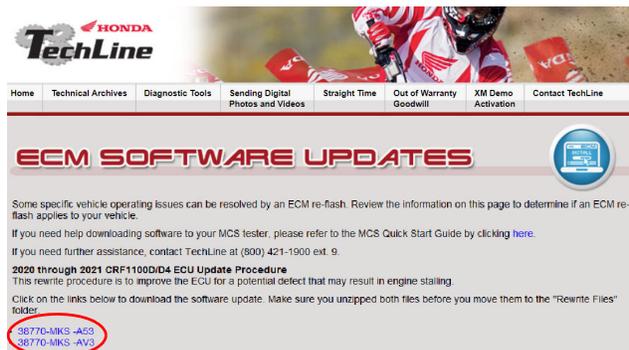
iN > Service > TechLine > TechLine > Diagnostic Tools > MCS > MCS Software Download

Download Updated Software

1. Navigate to the ECM Software Updates page on *iN* by following this path:

iN > Service > TechLine > TechLine > Diagnostic Tools > MCS > ECM Software Updates

2. Click the link 2020 through 2021 CRF1100D/D4 ECU Update Procedure to download the software.



3. Copy the file (.rwg) from the folder shown. Paste the file to the MCS directory in the laptop's hard drive (C:).

Note: Do not change the file name. Only save the rewrite file. Do not save the file folder that the file downloaded from.

C:\Motorcycle Communication System\Rewrite Files

Name	Date modified	Type
38770-MKS-A53_M1.rwg	7/6/2022 9:49 AM	RWG File
38770-MKS-AV3_M1.rwg	7/6/2022 9:49 AM	RWG File

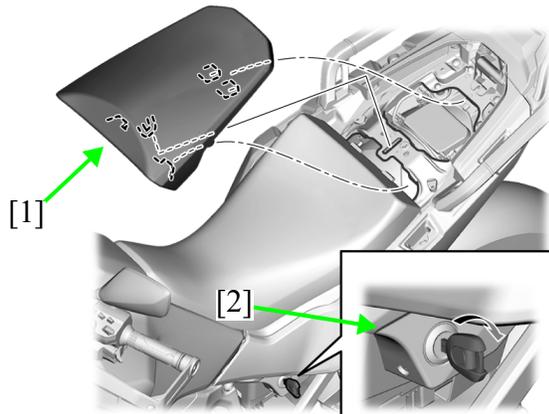
Note:

- 38770-MKS-A53_M1.rwg is for CRF1100D
- 38770-MKS-AV3_M1.rwg is for CRF1100D4

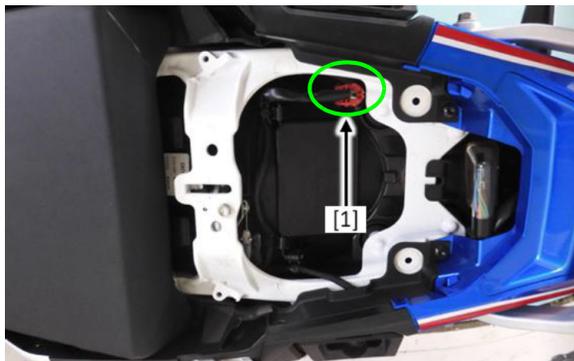
CONNECTING THE MCI

Use the following steps to connect the Motorcycle Communications Interface (MCI) to the computer and motorcycle.

1. Connect the MCI to the computer using the USB cable.
2. Locate the DLC connector by unlocking the pillion seat [1] using the key [2]. Remove the pillion seat.
 - Refer to the service manual for instructions.



3. Connect the MCI to the red DLC connector [1].



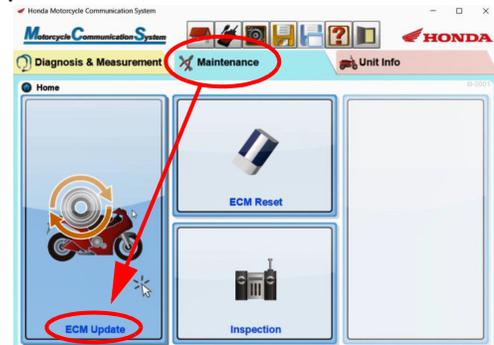
ECU UPDATE PROCEDURE

Note: To avoid possible damage to the ECU, ensure the battery is fully charged and battery cables remain secure. Do not loosen or disconnect during update.

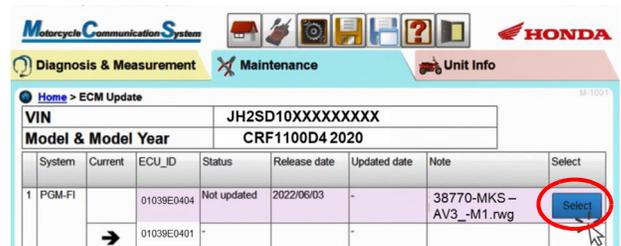
1. Start the MCS program. Key "On" the ignition. Enter the VIN, mileage, model and year, then click "OK".

Note: If there are stored DTCs, clear them using MCS before performing the update.

2. Select the Maintenance tab then ECM Update.



3. Select the PGM-FI file from the table as shown, click the Select button next to the software revision file.



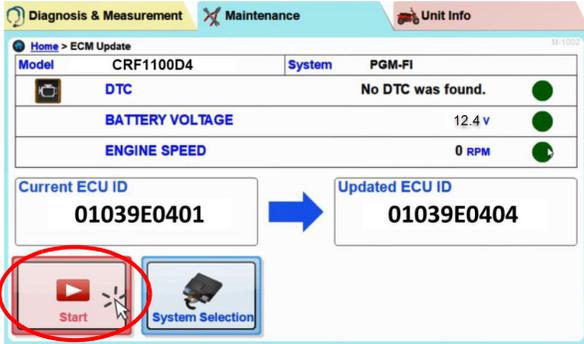
Note: If files are not saved correctly, an error may appear like shown below. Check the files are uploaded in the correct location (see Download the ECM Update File section above).



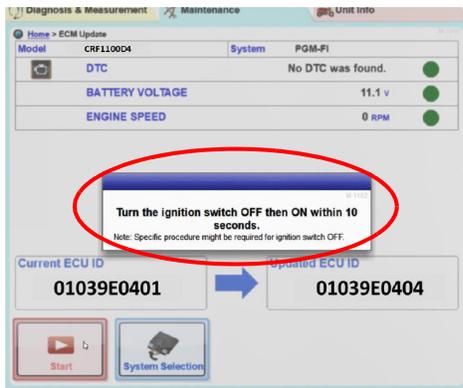
4. When the *Updated ECU ID* information populates on-screen as shown, click the Start button.

**CRF1100D/D4 #1
September, 2022**

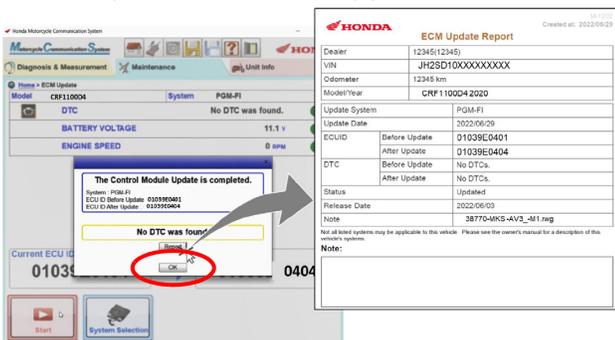
Note: ECU ID numbers will change for each vehicle type. The numbers shown below are for example only. The PGM-FI rewrite process will take approximately four minutes, indicated with a progress bar in green.



5. Once the rewrite process is complete, turn the ignition switch to the OFF position and back ON within ten seconds.



6. When the *Control Module Update Completed* window appears, click OK.

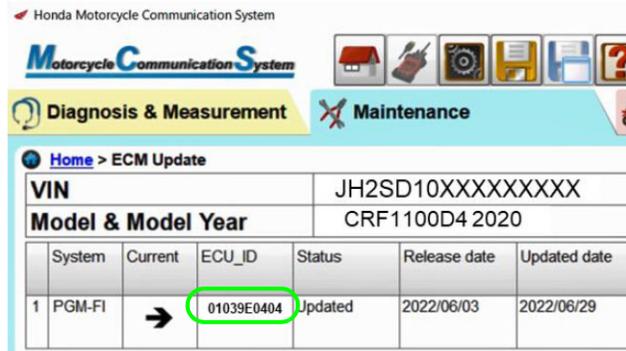


Note: A DTC may be triggered during the update. Simply clear the DTC using MCS.

The ECU ID should change from 01039E0401 or 01039E0403 (depending on the model and year) to 01039E0404.

* The leading eight (8) digits of the ECU ID will vary based on the model and year.

* See image below



7. For California registered vehicles please fill out the Vehicle Emission Recall - Proof of Correction certificate (example shown on page 5) and provide it to the customer after the Safety Recall repair has been completed.

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 repairs(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 KN8 as the Recall Number. The certificate may be requested by the California Department of Motor Vehicles at the time of vehicle registration renewal.

Write KN8 in this section.

Vehicle Emission Recall - Proof of Correction																								
License Number	Make	Year Model	Body Type	Vehicle Identification Number <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																				
Manufacturer _____			Recall Number _____																					
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.																								

TEXT OF CUSTOMER LETTER

TEXT OF CUSTOMER LETTER IS FORTHCOMING