2021 SXS520

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the wrench
Honda Technician Newsletter

SERVICE - GENERAL

WARRANTY CLAIM BEST FILING PRACTICES

Honda has recently received some regular claims that should have been filed as campaign template claims. If your dealership is performing a Safety Recall, or Product Update repair, be sure you file a warranty claim per the instructions in the associated campaign Service Bulletin.

In order to ensure timely processing of warranty claims, it is important that your dealership associates follow the proper filing steps. These steps are outlined in the Warranty Policy and Procedure Manual, located within the ***iN*** system:

iN > Service > Service Publications > Warranty Policy and Procedure Manual

As a best practice, post the First Warranty Claim Submission Checklist near your dealership's claim filing workstation. This is a helpful guide that summarizes all of the proper steps in the Warranty Policy and Procedure Manual. Having your dealership staff utilize this checklist will help ensure your dealership receives proper reimbursement for any warranty or campaign service work completed.

The checklist, along with other valuable training guides can be found within the ***iN*** system:

iN > Service > Warranty and HondaCare > Warranty Home > Claim Quick Start Guide

iN > Service > Warranty and HondaCare > Training

CHECK FOR OUTSTANDING SERVICE CAMPAIGNS

One of the known best practices when writing a repair order is to check the vehicle VIN in the iN Unit Information utility to see if there are any outstanding service campaigns.

For instance, when a customer calls to make an appointment for the recently announced SXS700/SXS1000 Pioneer Steering Shaft Joint "B" Safety Recall, check unit information to see if you can perform any other outstanding campaign for their vehicle when it is at your dealership.

Be sure to pay attention to the campaign end date to ensure it hasn't expired before performing the repair. Safety recalls do not expire, but PIC and PUD campaigns usually have expirations.

By checking this, you will ensure your customer's vehicle is up-to-date on any campaigns and you will also make an efficient use of time for both the customer and your service department.

NEW VEHICLES WITH MILEAGE AT PDI

On occasion, you'll notice that a new vehicle will arrive at your dealership with a few miles on the odometer. The reason is that vehicles need to comply with state and federal exhaust emissions and/or exhaust noise standards, so Honda randomly test new units at the factory.

Depending on the test, a new vehicle may accumulate up to 50 miles on the odometer. These tests, however, do not damage or affect the quality of the vehicle in any way, so you can move forward with normal Set-Up and PDI.

Be sure you do not replace the meter or odometer assembly as this is a violation of state and federal regulations.

CHECK OIL AT SET-UP

As outlined in the Set-Up and Pre-Delivery Checklist, it is your dealership's responsibility to check oil levels on all vehicles at set-up. This includes not only engine oil, but also final drives, sub-transmission oil, etc. on applicable vehicles.

Don't forget that inspecting the oil level of the REAR final drive on Talon models is different than the front final drive, and different than Pioneer models. The REAR final drive on Talon models has a fill hole AND a check hole. See the vehicle's Service Manual for more information.

TECHLINE OPERATING HOURS

American Honda Powersports Dealer TechLine regular office hours are:

Monday - 9:00 a.m. to 3:00 p.m. (PST)

Tuesday through Friday - 7:00 a.m. to 4:00 p.m. (PST)

We are closed daily from 11:30 a.m. to 12:30 p.m. (PST). The mid-day break allows our analysts time to have lunch, and also to troubleshoot problems and return calls to dealers for cases submitted via TechLine Connect.

As a reminder, you can also contact TechLine through TechLine Connect 24/7 through ***iN***.

OFF-ROAD

DELETION OF CLUTCH SWITCH ('21 CRF450R/RX/RWE)

To promote fast restarts during races, these competition motorcycles do not incorporate a clutch-interlock. As a result, if the engine is started without the transmission in neutral or the clutch lever pulled in, the rear wheel will immediately rotate which could cause the motorcycle to suddenly move. When servicing this model, be sure the transmission is in neutral and/or the clutch is pulled in before starting the motorcycle to avoid unexpected movement.

LITHIUM BATTERY CHARGING

Measured charging voltage for lithium battery equipped CRF models will be lower than conventional battery equipped models by as much as 1 V. If you are measuring charging voltage in the low 13 V range, this is a normal value with a lithium battery equipped CRF model.

Before inspecting the charging voltage, be sure the battery is fully charged using your Optimate Lithium charger. As detailed in the Service Manual, for a healthy battery:

The measured charging voltage should be greater than the measured battery voltage and less than 15.5 V at 5,000 rpm.

SXS

FOGGING METER LENS (SXS/ATV)

When troubleshooting issues or customer complaints about meters on a SXS or ATV, keep the following points and best practices in mind.

- The meter is made as resistant to water intrusion as possible from the factory. However, if the entire unit is submerged, or water is forced past seals, water can get into the meter.
- Water will cause corrosion and short out electrical circuits.
- As with any electrical part, do not aim a direct stream of water at the meter assembly when washing the unit.
- Condensation on the meter lens is not abnormal. Due to atmospheric venting, it is possible for humid air to enter the meter assembly and condense on the lens. The meter assembly has vent system to allow for evaporation and the fogging will disappear when the unit is parked in a dry, well ventilated place. Condensation will not damage the meter.
- Damage to the meter due to water intrusion is not covered under warranty.

STEERING ANGLE SENSOR INITIALIZATION ('20 -'21 TALON FOX LIVE VALVE)

Dealers have encountered the suspension light illuminating on Talon vehicles with Fox Live Valve. AH recommends after thoroughly checking grounds, as indicated in Wrench article Oct-Nov-Dec 2019, the next step is to initialize the steering angle sensor for the Fox Live Valve system.

Before performing the steering sensor initialization per the service manual, review/perform the following tips.

- Thoroughly familiarize yourself with the initialization procedure prior to beginning the steps to help to help avoid "timed out" issues and help make the initialization go smoothly.
- This steering angle sensor initialization is extremely time sensitive. When the procedure asks to release the button, make sure you release the button as soon as you see the light either come on or turn off. This also is true for when depressing the button. We suggest to leave your finger resting on the button during the procedure to be the most effective.
- When the initialization is completed properly the light may only blink one time, but if the initialization is not complete it will flash 2 times.
- When replacing the steering angle sensor, mark the alignment of the gearbox spindle with the u-joint before you disassemble and remove the original sensor. This will help avoid unintended steering offset after the new sensor is installed.

Follow the steps below, also in the Service Manual, to perform the initialization.

- Vehicle needs to be in 4WD.
- The seatbelt must be buckled.
- Place the vehicle on a very flat paved/concrete surface with a straight-away distance ahead.
    - Start with having the vehicle angled slightly to the left or right on the straight away with the steering wheel turned in the opposite direction.
    - Give a quick burst of accelerator then let the vehicle center itself without steering input.
    - Either coast to a stop or apply brakes gradually without steering input. Once stopped, place the vehicle in park.

The next step is to turn the engine off, plug in the special jumper/shorting connector (SCS Service Connector 070PZ-ZY30100), then follow the initialization sequence in the service manual.

ON-ROAD

DTC ON NEW VEHICLE ('18 AND NEWER GL1800)

If DTCs appear on a new 2018 and newer GL1800, these are likely ABS related and are generated when the factory runs the freshly built unit on a dyno to verify proper engine and transmission operation.

These stored codes are easily cleared using MCS, and will not return unless there is a problem related to the front (1-1) or rear (1-3) wheel speed sensors, or there is a CAN communication error (8-7) related to the ABS system.

HONDA SMART KEY ID TAG

The Honda SMART Key ID tag needs to be retained and then given to the customer at the time of delivery.

It is the only way a customer can operate the motorcycle if the Honda SMART Key Fob is lost, or not operational, and is the only way a spare key fob can be paired to the motorcycle.

If the ID Tag is lost or discarded, the only way to pair another key fob is to replace the SMART Control Unit, Key Fob and the Electronic Steering lock.

There is no warranty coverage for lost or discarded ID Tags.

Please inform dealer personnel, and advise the customer to keep the ID Tag in a safe place.

HONDA

THE WRENCH

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