



# Service Bulletin

American Honda Motor Co., Inc.

## SAFETY and EMISSIONS RECALL

### 2013–2015 CB500F/CBR500R FUEL LEVEL SENSOR REPLACEMENT

Honda is launching a Safety and Emissions Recall on all model year 2013 through 2015 CB500F/FA and CBR500R/RA motorcycles. Honda has determined that the fuel level sensor float arm can become disconnected, which results in an inaccurate fuel gauge display and a rattling noise within the fuel tank. An inaccurately displayed fuel level could cause the motorcycle to unexpectedly run out of fuel. In some instances the engine may stall or fail to start due to a blown FI fuse (15 A) caused by the float arm contacting the fuel pump terminals.

A redesigned fuel level sensor is available to correct this condition.

#### Safety Consequence

An engine stall while riding increases the risk of a crash.

#### Emission Consequence

While the fuel level sensor is an emission related component, a disconnected float arm does not create any emissions impact.

### CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected CB500F/FA and CBR500R/RA motorcycles, informing them that their motorcycle is being recalled for a safety and emissions related defect. The customer will be made aware of the safety risk and advised to

have a Honda dealer replace the fuel level sensor.

For your reference, a copy of the Customer Letter is reproduced on pages 6 and 7 of this Service Bulletin.

### DEALER INVENTORY

#### Do not sell any un-repaired units.

According to federal law, any affected units in your new inventory cannot be sold or leased until they are inspected or repaired with a replacement fuel level sensor, and Honda policy prohibits the sale of new or used un-repaired units. To identify affected units in your inventory, refer to *Unit Information* and your *eResponsibility Report on iN*. Then proceed with the REPAIR VERIFICATION section of this Service Bulletin.

### AFFECTED UNITS

<b>2013 CB500F/FA</b>	All units
<b>2014 CB500F/FA</b>	All units
<b>2015 CB500F/FA</b>	All units
<b>2013 CBR500R/RA</b>	All units
<b>2014 CBR500R/RA</b>	All units
<b>2015 CBR500R/RA</b>	All units

## REPAIR VERIFICATION

Before you begin the repair procedure, check if the repair has been performed on the unit. Some units within the affected VIN range may have been factory-repaired. See the IDENTIFICATION section of this Service Bulletin for details.

- If there is a punch mark:
  - No further action is necessary
- If there is no punch mark, check *Unit Information* on **iN** for completion status of this campaign (JT1):
  - If **iN Unit Information** shows this vehicle is **not repaired**, proceed with the REPAIR PROCEDURE section of this service bulletin.
  - If **iN Unit Information** shows this vehicle **is repaired**, take a picture of the frame serial number without punch mark and contact Honda Warranty (800-421-1900, option 7) before proceeding.

## REPAIR PROCEDURE

### Service Manual

Many steps of the Repair Procedure require that you follow procedures in the Service Manual. Make sure you have the Service Manual at hand before starting the repair procedure.

Electronic Service Manuals are also available on **iN HISP** by following the path below and typing in the VIN or selecting the model and year, and selecting *Service Manual* from the *Select Subject* drop down list.

### **SERVICE > Service Publications > HISP**

1. Drain the fuel from the fuel tank with a fluid extractor or similar tool.
2. Relieve the fuel pressure by following the procedure on page 7-6 of the Service Manual.
3. Disconnect the battery negative (-) cable by following the procedure on page 20-5 of the Service Manual.

4. Remove the fuel line quick-connect fitting by following the procedure on page 7-6 of the Service Manual.

### **Tool:**

**Fuel retainer compressor  
07AMF-001A100**

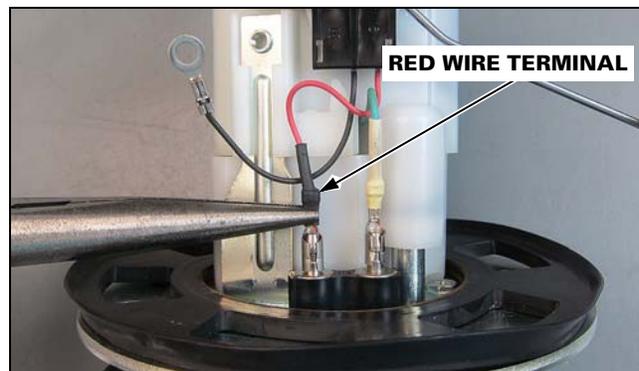
5. Remove the fuel tank by following the procedure on page 7-9 of the Service Manual.
6. Remove the fuel pump unit by following the procedure on page 7-10 of the Service Manual.

## REMOVE THE FUEL LEVEL SENSOR

7. Remove the screw, black wire terminal, and stopper plate as shown.

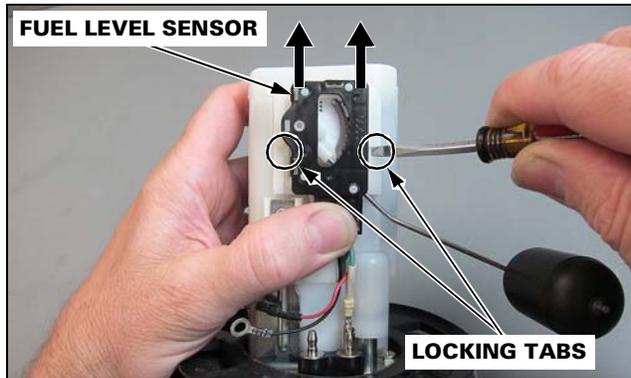


8. Remove the red wire terminal by pulling up on the black-rubber insulated section of the terminal as shown.
  - Do not disconnect the green wire terminal.



9. While pushing the fuel level sensor up with the thumb of one hand, push in the locking tabs with a small screwdriver as shown.

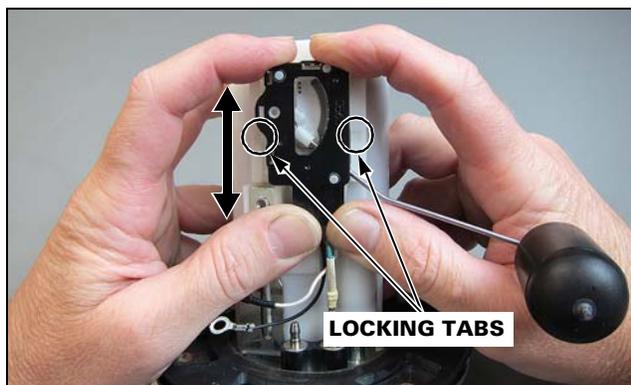
Slide the fuel level sensor up and off the fuel pump body.



### INSTALL THE NEW FUEL LEVEL SENSOR

10. Slowly slide the replacement fuel level sensor into place until the lock tabs engage.

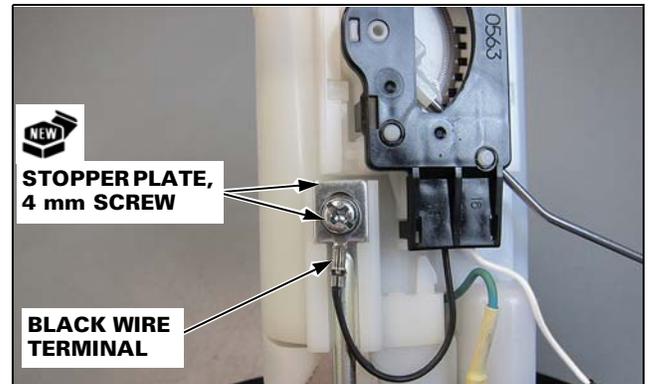
Ensure the locking tabs are fully engaged by pushing up and down on the fuel level sensor as shown.



11. Install the new stopper plate, black wire terminal, and new 4 mm screw to the pump body as shown.

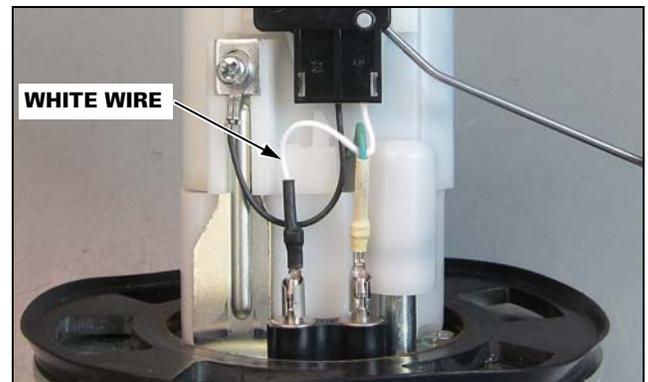
### TORQUE:

**1.0 N·m (0.1 kgf·m, 1.0 lbf·ft)**



12. Cross the white wire under the green wire and install it to the terminal post as shown.

Make sure the terminal is fully seated by pulling up and down on the terminal with your fingers.



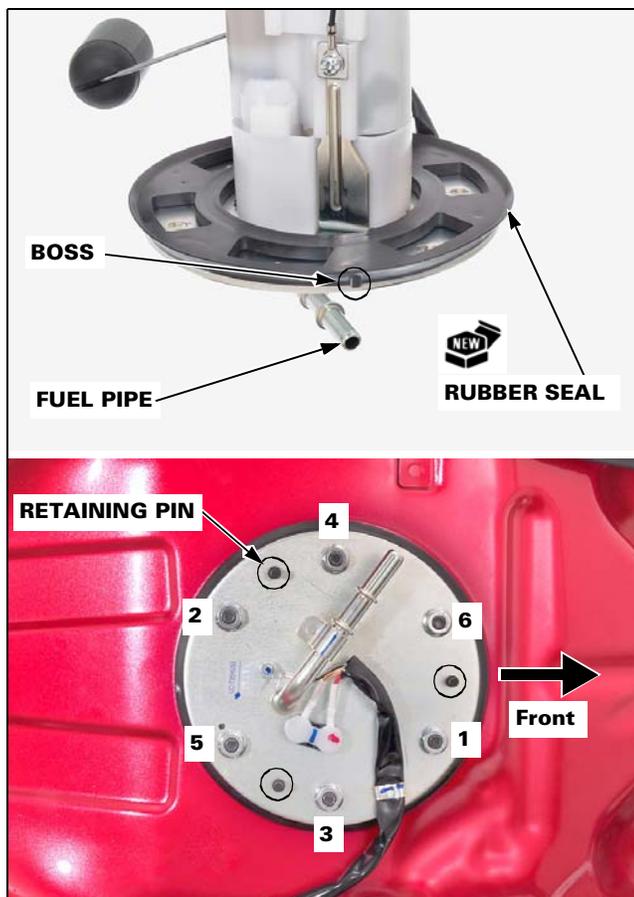
### INSTALL THE FUEL PUMP

13. Replace the fuel pump rubber seal with a new one.

- Clean the rubber seal seating areas of the fuel tank and fuel pump base plate, and be sure that no foreign materials are allowed into the fuel tank.
- Place the rubber seal with the boss facing toward the fuel pipe and pull the three retaining pins in the holes securely to seat it on the base plate.
- Tighten the six mounting nuts to the

specified torque in the sequence as shown.

**TORQUE:**  
**12 N·m (1.2 kgf·m, 9 lbf·ft)**



**REINSTALL THE FUEL TANK**

14. Install the fuel tank following the procedure on page 7-9 of the Service Manual.
15. Install the quick connect fitting with a new retainer and new joint rubber by following the procedure on page 7-7 of the Service Manual.
16. Connect the battery negative (-) cable by following the procedure on page 20-5 of the Service Manual.

**NORMALIZE THE FUEL PRESSURE**

17. Fill the fuel tank with 1/2 gallon of gasoline.
  - Make sure the fuel pump 3P (Black) connector is connected.
18. Turn the ignition switch ON with the engine stop switch to "O".
 

NOTE:

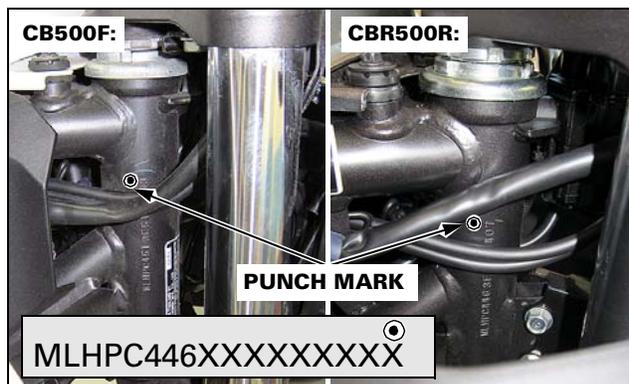
  - Do not start the engine.
  - The fuel pump will run for about 2 seconds, and fuel pressure will rise.
  - Turn the ignition switch OFF.
19. Repeat step 18 two or three times, and check that there are no leaks.

**REINSTALL THE REMOVED PARTS**

20. Reset the clock by following the procedure on page 21-14 of the Service Manual.
21. Reinstall the removed body panels by following the procedures in the Service Manual.

**IDENTIFICATION**

After you have completed the REPAIR PROCEDURE, apply a punch mark *above the last character of the frame serial number*, located on the right side of the steering head pipe, as shown.



## CLAIM INFORMATION

This Safety Recall will be in effect indefinitely for the symptoms described on page 1 of this Service Bulletin, regardless of the date of vehicle purchase.

Normal warranty claim submission requirements apply. After completing the Service Bulletin repair procedure, submit one warranty claim per unit with the following information:

**Template: JT1A**

**Flat Rate Time: 1.5 hours**

## PARTS INFORMATION

### REQUIRED PARTS

Initially, parts will be allocated to your dealership based upon your affected inventory. Later, parts will be available on open order.

### Set, Fuel Unit

P/N 06370-MGZ-305

#### Contents:

Fuel Level Sensor Assy.	(1)
Packing, Base	(1)
Retainer	(1)
Damper, Connector	(1)
Screw, 4 x 6.6 mm	(1)
Stopper	(1)

## DEALER SUPPORT

### Technical Questions

If you have any technical questions relating to repair procedures or parts information,

please contact:

Motorcycle TechLine Online:

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

Or call (800) 421-1900, option 9

### Warranty Questions

If you have any warranty administration questions relating to warranty claim templates, repair verification discrepancies, and claim filing procedures, please call:

Motorcycle Warranty, (800) 421-1900, option 7

## CALIFORNIA REGISTERED UNITS ONLY

The California Air Resources Board (CARB) requires vehicle emission recalls to be completed prior to California registration renewal. *Owners whose affected motorcycles have not received this Emissions Recall will not be able to renew their motorcycle's California vehicle registration.*

After completing the repair, and stamping the frame serial number with a punch mark, 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 **JT1** as the Recall Number. The certificate may be requested by the California Department of Motor Vehicles at the time of vehicle registration renewal.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
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			
_____	_____			
Return this certificate to DMV only when required - otherwise retain for your records.				

Write down JT1 as the recall number.

**TEXT OF CUSTOMER LETTER**

**TEXT OF CUSTOMER LETTER IS FORTHCOMING**

**TEXT OF CUSTOMER LETTER**

**Request For Reimbursement**

**2013-2015 CB500F/CBR500R Fuel Level Sensor Replacement**

**Use this form only if you have previously paid for this repair.** If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of the **fuel pump** replacement. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected Honda motorcycle or scooter identified in the Honda Service Bulletin, *CB/CBR500 #2: Fuel Level Sensor Replacement*.
2. The repair must have been required due to the failure that is the subject of this recall. Unrelated repairs will not be reimbursed.
- 3. The previous fuel pump repair must have occurred before August 28, 2015.**
4. You must have a repair bill showing itemized parts and labor costs, the model, year, VIN, name, address and phone number of the repair shop, and the date of the repair. There must be verification of payment, such as a copy of a cancelled check, cash receipt, or paid invoice.
5. To qualify for reimbursement, it is not necessary that you still own the affected Honda motorcycle, but you must have been the owner when the fuel pump was replaced. Only the owner at the time of the repair may request reimbursement. Do not request reimbursement for the expenses of any other owner.

IF YOU QUALIFY FOR REIMBURSEMENT:

Fill in the blanks; please print clearly.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_

Total Amount Requested: \_\_\_\_\_

Mail this form together with a copy of your repair bill and verification of payment to:

**American Honda Motor Co., Inc.  
Customer Support, M/S 100-4C-7B  
1919 Torrance Blvd.  
Torrance, CA 90501-2746**

**Please allow 6–8 weeks for reimbursement processing.**

**This form is provided for dealer information and customer photocopies if needed.**

MTB 15560 (1507)