



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

September 2015

NHTSA Recall 15V-475

### **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle.

Dear CB500F/FA, CBR500R/RA Owner:

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 and emissions regulations exists in certain 2013-2015 model year CB500F/FA and CBR500R/RA motorcycles. After exposure to a combination of several environmental and roadway conditions, it is possible for the fuel level sensor float arm holder to deform and allow the float arm to separate from the fuel level sensor body.

#### **Safety Consequence**

If the float arm separates, the fuel meter will display incorrectly. In some cases the separated metal float arm may contact both the terminals at the base of the fuel pump, causing a short that results in a blown fuse. Either condition could result in an engine stall, increasing the risk of a crash.

#### **Emission Compliance**

The fuel pump is an emission-related part, and therefore, this recall must also comply with emissions regulations.

#### **What should you do?**

Call any authorized Honda motorcycle dealer and make an appointment to have your vehicle repaired. The dealer will replace the fuel level sensor assembly.

The repair process may be completed in approximately 90 minutes; however, your vehicle may need to be at the dealer for a longer period of time. We recommend that you plan to leave your vehicle for half a day to allow the dealer flexibility in scheduling. This work will be done *free of charge*.

#### **California Owners Only:**

The DMV will not renew your registration until this emissions recall has been completed. After completing the repair procedure, your dealer will give you a *Vehicle Emission Recall – Proof of Correction* certificate. Please make sure the dealer completes and gives you the certificate. Keep the certificate for your records as proof that the emissions recall was completed. Submit the certificate to the DMV only if the DMV requests it.

#### **Emissions Warranty:**

In order to ensure your full protection under the Honda Emissions Warranty provisions, it is recommended that you have your vehicle repaired as soon as possible. Failure to do so could be determined as lack of proper maintenance.

#### **Who to contact if you experience a problem?**

You may write to or call:

American Honda Motor Co., Inc.  
Motorcycle Customer Support  
Mail Stop 100-4C-7B  
1919 Torrance Blvd.  
Torrance, CA 90501-2746.  
1-866-784-1870

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If you believe that American Honda or the dealer has failed or is unable to remedy the safety defect in your vehicle, without charge, 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:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to:  
[http:// www.safercar.gov](http://www.safercar.gov)

**Lessor Information:**

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**If you have questions:**

If you have any questions about this notice, or need assistance with locating a Honda motorcycle dealer, please call Honda Motorcycle Customer Support at:  
1-866-784-1870 or use the "find a dealer" option on [www.powersports.honda.com](http://www.powersports.honda.com)

**What to do if you feel this notice is in error.**

This notice was mailed to you according to the most current information we have available. If you no longer own this CB500F/FA, CBR500R/RA or some information in this notice is incorrect, please fill out and return the included, postage-paid, Information Change Card. This will help us update our records.

**What if you already had your vehicle repaired for this issue?**

If you previously paid to have the fuel pump replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.  
Motorcycle Division**

Campaign #JT1 / Service Bulletin: CB/CBR500 #2