



# Service Bulletin

American Honda Motor Co., Inc.

SXS1000 #3

ISSUED: September 2017

## 2016-2017 SXS1000 Series - Clutch Slipping PRODUCT IMPROVEMENT CAMPAIGN

Campaign End Date: September 30, 2020

### BACKGROUND

Honda is conducting a Product Improvement Campaign of the clutch oiling system on model year 2016 and 2017 Pioneer 1000 vehicles affected by clutch slipping.

Under driving conditions where the No. 1 clutch operates within the slip/engagement zone for prolonged periods, the No. 1 clutch may over-heat, leading to accelerated wear of the clutch components.

This campaign will inform the customer of the driving conditions that can lead to No. 1 clutch overheating and damage, and reinforce the

proper driving techniques outlined in the vehicle Owner's Manual - *Driving Guidelines*.

The available clutch improvement kit increases oil flow to the No. 1 clutch, decreases component temperatures, and improves clutch durability on units where the No. 1 clutch operates within the slip/engagement zone for prolonged periods.

The kit is available for in-service, customer owned vehicles as well as dealer inventory units pending sale to a customer who may operate the vehicle in the above noted conditions. See the DISCLOSURE section on pages 9 and 10 of this bulletin.

### AFFECTED UNITS

2016 SXS1000M3/M3P/M5P/M5D	All
2017 SXS1000M3/M3P/M3L/M5P/M5D/M5L	All

### PARTS INFORMATION

Initially the campaign parts will be controlled by TechLine. If the following parts are not available on open order, contact TechLine to order the parts:

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

Or call (800) 421-1900, option 9

Required Parts	Part Number	Contents	
Remedy Parts: Clutch Cover Set A (1)  <b>and</b>	06113-HL4-305	Cover, clutch (1)	
		Orifice, clutch cover (1)	
		Guide, clutch (1)	
		Bearing, radial ball (1)	
Associated Service Parts: Clutch Cover Set C (1)  <b>and</b>	06113-HL4-307	Washer, drain plug (2)	O-ring, 13 x 1.5 (3)
		Ring, seal 21.2 mm (2)	O-ring, 35 x 2.2 (1)
		Gasket, clutch cover (1)	O-ring, 11 x 1.9 (1)
		Gasket, solenoid cover (1)	O-ring, 29 x 2.4 (1)
		Filter, secondary (1)	O-ring, 7 x 1.7 (2)
Pro Honda GN4 10W-30 oil (2 qt)	N/A	N/A	

### WARRANTY CLAIM INFORMATION

After completing the Service Bulletin repair procedure, submit one warranty claim per unit with the following information:

Claim Template	Flat Rate Time	Campaign End Date
KH5A	1.6 hours	September 30, 2020

1 of 10

### CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of 2016 and 2017 model year Pioneer 1000 vehicles informing them that if their usage necessitates the improvement kit, or if they are experiencing clutch slipping problems, they are entitled to receive this Product Improvement at no charge.

Customers will be instructed to call a Honda Pioneer dealer to make an appointment. For your reference, a copy of the Customer Letter is reproduced on pages 7 and 8 of this Service Bulletin.

### DEALER INVENTORY

#### DISCLOSURE OF PIC TO CUSTOMER

Dealers are required to notify each prospective 2016-2017 Pioneer 1000 customer that a Product Improvement Campaign (PIC) of the clutch system affects the unit before the sales transaction. Refer to the DISCLOSURE section on pages 9 and 10 of this bulletin, print the *Customer Notification of Product Improvement Campaign* form and follow the *Honda Dealer* instructions on the form. Make sure to print and hand to the customer the *Pioneer 1000 Driving Guidelines* on page 10.

If after reviewing and acknowledging the disclosure, the customer requests the installation of the clutch improvement kit, refer to the PARTS INFORMATION and the IMPROVEMENT PROCEDURE sections of this Service Bulletin.

### DEALER SUPPORT

#### TECHNICAL QUESTIONS

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

Motorcycle Warranty Online:

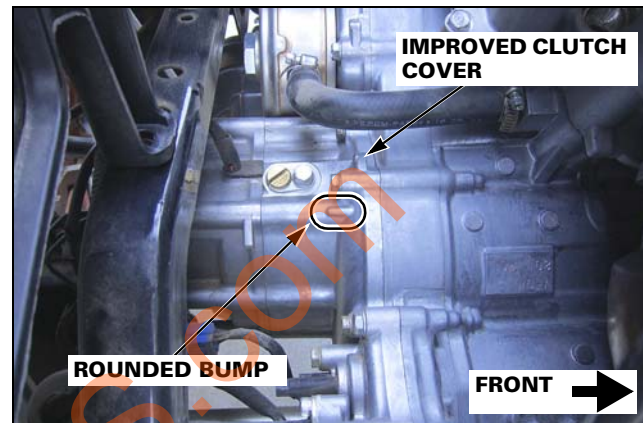
**IN > Service > Warranty and HondaCare > Warranty Connect**

Or call (800) 421-1900, option 7

### REPAIR VERIFICATION

Before you begin the improvement procedure, check if it has already been performed on the unit by looking for the improved clutch cover which can be identified by the rounded bump cast into the cover at the location shown.

- Raise the cargo bed.
- Remove the rear footwell lid (5P).



- If the improved clutch cover **is installed** – No further action is necessary.
- If the improved clutch cover **is not** installed – You may proceed with the IMPROVEMENT PROCEDURE section of this Service Bulletin.

If you have any questions about repair verification, please contact Motorcycle TechLine:

(800) 421-1900, option 9 or Online at:

**IN > Service > TechLine > TechLine Connect**

### IMPROVEMENT PROCEDURE

#### DEALER INVENTORY UNIT

If the customer requests the product improvement on a brand new unit, proceed to CLUTCH IMPROVEMENT KIT INSTALLATION.

#### IN-SERVICE UNIT WITH REQUEST FOR PRODUCT IMPROVEMENT

Test drive the unit to check for a slipping No. 1 clutch.

- If the **clutch is slipping** during acceleration from a stand-still, call TechLine for further instructions.
- If the **clutch does not slip** during acceleration from a stand-still, proceed to CLUTCH IMPROVEMENT KIT INSTALLATION

## SERVICE MANUAL

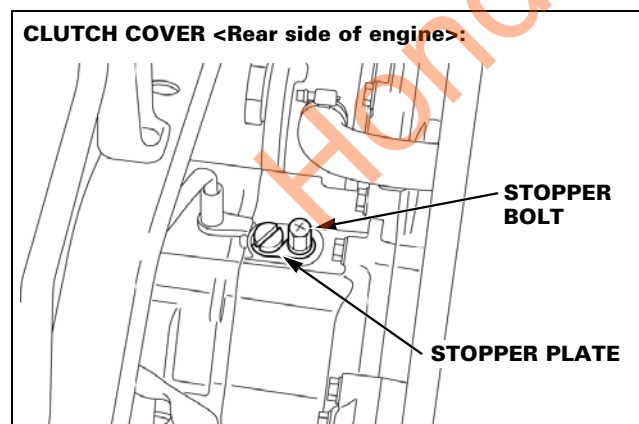
Many steps of the Repair Procedure require following procedures in the Service Manual.

So that page references within the improvement procedure are accurate, use only the Electronic Service Manual 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**

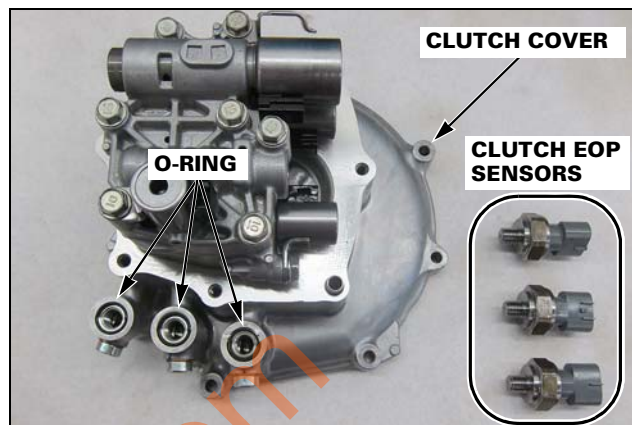
## CLUTCH IMPROVEMENT KIT INSTALLATION

- Following the procedures in the Service Manual remove the following:
  - Rear side covers
  - Rear footwell (5P)
  - Skid plate.
- Disconnect the CLUTCH EOP SENSOR connectors by following the procedure on page 11-58 of the Service Manual.
  - Mark each harness connector for correct re-installation.
- Remove the emergency valve stopper bolt and plate from the top of the clutch cover as shown.

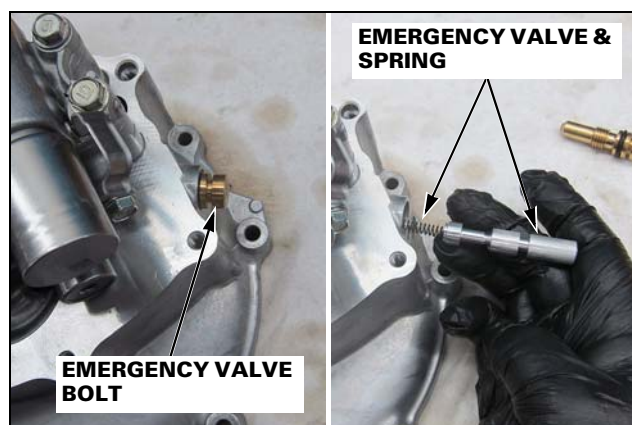


- Remove the CLUTCH COVER assembly by following the procedure on page 11-49 of the Service Manual.
  - Place an oil drain pan under the clutch cover to catch spilled engine oil.

- Remove the SOLENOID COVER by following the procedure on page 11-46 of the Service Manual.
- Remove the clutch EOP sensors and O-rings from the clutch cover as shown.



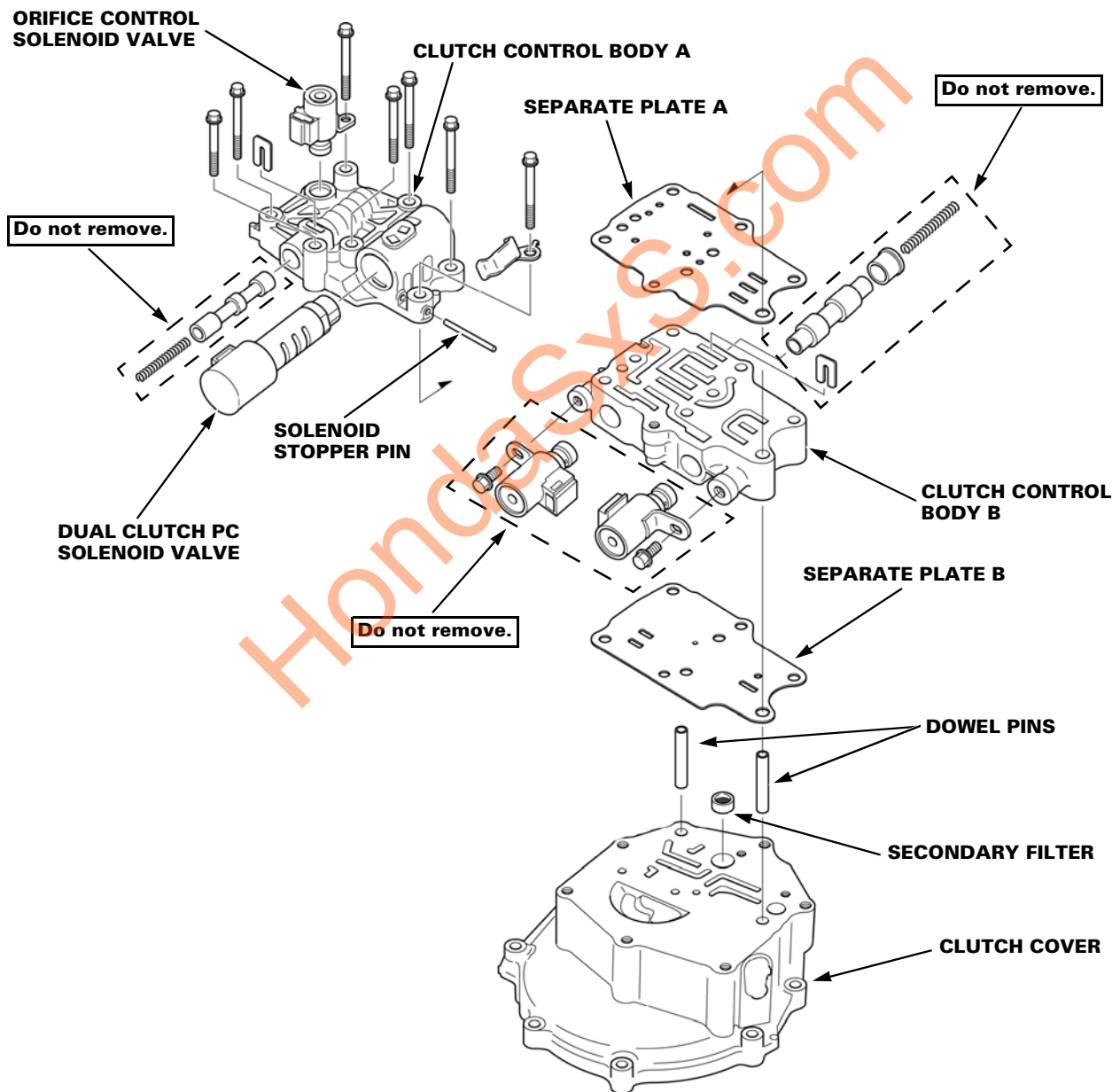
- Remove the OIL GUIDE COLLAR from the clutch cover by following the procedure on page 11-50 of the Service Manual.
  - Remove the emergency valve bolt from the clutch cover by unscrewing it as shown.
- Remove the emergency valve and spring from the clutch cover as shown.



- Remove the CLUTCH CONTROL BODY from the clutch cover by following the procedure on page 11-47 of the Service Manual.

**CLUTCH CONTROL BODY DISASSEMBLY**

1. Remove the Orifice Control Solenoid Valve from control body A.
2. Remove Clutch Control Body A from the clutch cover.
3. Remove the Solenoid stopper Pin from control body A.
4. Remove the Dual Clutch PC Solenoid Valve from control body A.
5. Remove Separate Plate A from clutch control body B.
6. Remove Control Body B from separate plate B.
7. Remove Separate Plate B from the clutch cover.
8. Remove the Secondary Filter and Dowel Pins from the clutch cover.
  - Save the original equipment clutch cover for warranty inspection.

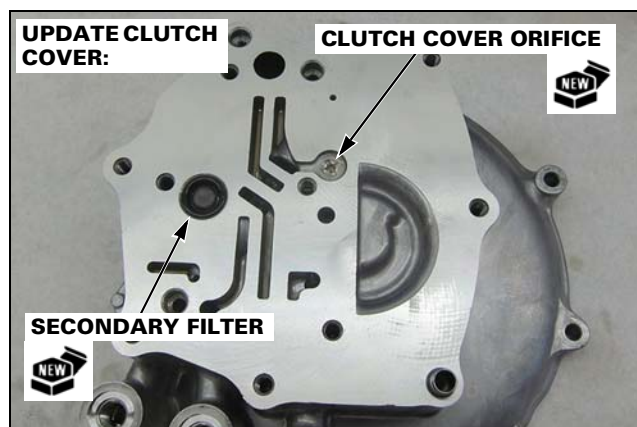




**CLUTCH CONTROL BODY ASSEMBLY**

1. Install the update secondary filter into the update clutch cover in the direction shown.

Install the update clutch cover orifice by pushing it into the update clutch cover at the location shown.



2. Assemble the Clutch Control Body onto the new clutch cover in the reverse order of disassembly.

- Use new gasket, O-rings, and seals included in the update parts kit.

**CLUTCH COVER ASSEMBLY**

1. Install the emergency valve spring and valve into the update clutch cover as shown. Install the emergency valve bolt into the update clutch cover as shown.



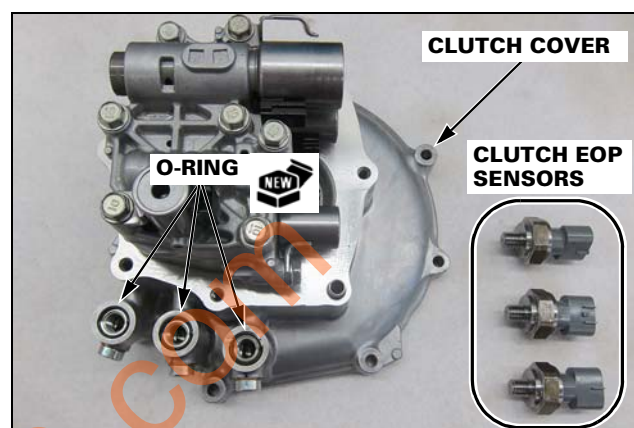
2. Install the OIL GUIDE COLLAR into the update clutch cover with new O-rings using the procedure on page 11-50 of the Service Manual.

3. Apply engine oil to the new clutch EOP sensor O-rings and install them into the clutch cover as shown.

Install the clutch EOP sensors and tighten them.

NOTE: The three clutch EOP sensors are identical.

**TORQUE: 20 N·m (2.0 kgf·m, 14 lbf·ft)**



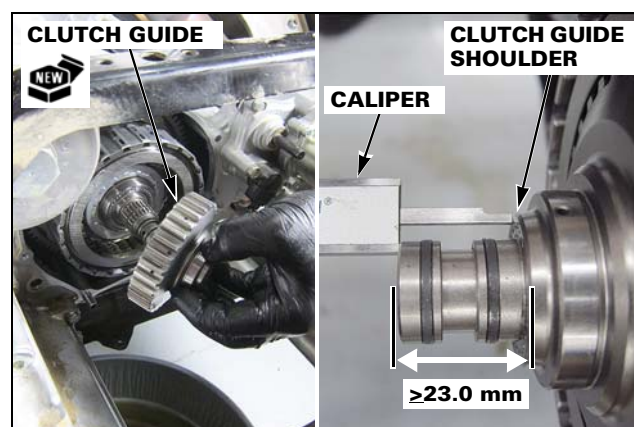
4. Install the SOLENOID COVER to the clutch cover by following the procedure on page 11-46 of the Service Manual.

5. Replace the No. 1 clutch guide with the update part as shown.

Measure the depth of the clutch guide installation between the clutch guide shoulder and end of the mainshaft with a caliper as shown.

**Minimum Depth: 23.0 mm**

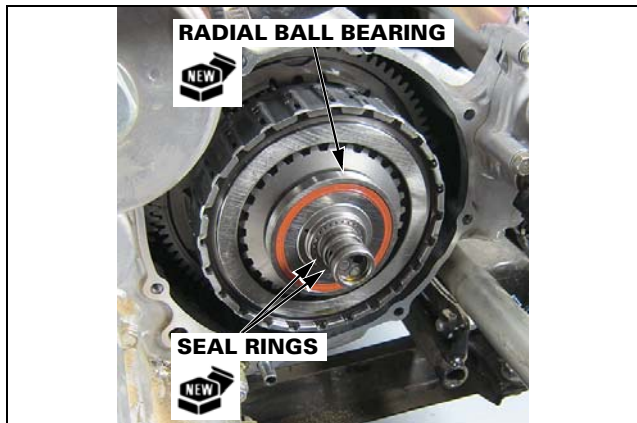
If the clutch guide installation depth is less than 23.0 mm, turn the guide back and forth while pushing it in until it seats fully.



6. Replace the radial ball bearing with the update part as shown.

- The ball bearing seal (orange) should face out as shown.

Install the new seal rings onto the main-shaft as shown.

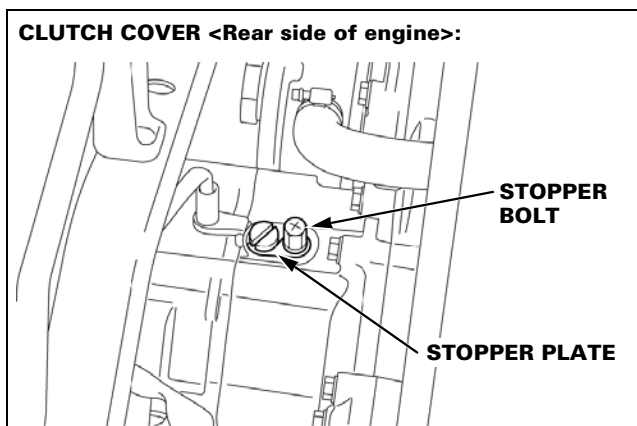


7. Install the update CLUTCH COVER assembly with a new gasket by following the procedure on page 11-49 of the Service Manual.

**NOTICE**

- Carefully install the clutch cover and make sure it is fully seated (flush) before tightening the cover bolts.
- If the cover does not sit flush against the engine case, review Step 5 until the No. 1 clutch guide is fully seated.
- Failure to ensure the clutch guide is fully seated before installing the cover and tightening the bolts will damage the No. 1 clutch assembly.

8. Install the emergency valve stopper plate and bolt into the top of the clutch cover as shown.



9. Connect the CLUTCH EOP SENSOR connectors by following the procedure on page 11-58 of the Service Manual.

10. Add approximately 1.5 qt engine oil until the oil level is between the upper level mark and lower level mark on the dipstick.

11. Install the removed parts in the reverse order of removal.

- Skid plate
- Rear footwell
- Rear side covers

12. Perform a test drive to confirm transmission function.

Check for and correct any fluid leaks.

TEXT OF CUSTOMER LETTER

September 2017

**IMPORTANT NOTICE OF PRODUCT IMPROVEMENT CAMPAIGN**

**Dear Honda Pioneer 1000 Owner:**

American Honda Motor Co., Inc. is conducting a Product Improvement Campaign to reinforce the proper driving techniques outlined in the vehicle Owner's Manual – *Driving Guidelines*, and to improve the durability of the No. 1 clutch assembly on all model year 2016 and 2017 SXS1000 series vehicles. Our records indicate that you own a vehicle that is eligible for product improvement.

**What is the improvement?**

Under driving conditions where the No. 1 clutch operates within the slip/engagement zone for prolonged periods, the No. 1 clutch may overheat, leading to accelerated wear of the No. 1 clutch components. Conditions such as towing with the sub-transmission in high-range, or operating your vehicle for extended periods in the clutch slip/engagement zone, can overheat and damage the No. 1 clutch. By observing the driving guidelines outlined in the vehicle Owner's Manual, drivers can avoid overheating the No. 1 clutch.

A Clutch Improvement Kit is available which allows the No. 1 clutch to operate at a lower temperature, potentially preventing clutch damage under the conditions described above. Because your satisfaction with your Pioneer 1000 is important to us, if necessary, Honda will install the Clutch Improvement Kit free of charge for parts and labor.

Potential No. 1 clutch overheating and damage will affect only a small percentage of the total eligible vehicles. Even without the Clutch Improvement Kit, most customers will have excellent vehicle performance if they observe the driving guidelines outlined in the vehicle Owner's Manual.

**What should you do?**

To ensure that your Pioneer 1000 continues to deliver satisfactory performance, please review the ***Driving Guidelines*** information on the reverse side of this notice. If you experience a slipping clutch problem, please schedule a product improvement appointment with an authorized Honda Pioneer dealer. Plan to leave your vehicle at the dealership for at least two days to allow for dealer scheduling. The dealer will inspect your vehicle for No. 1 clutch slipping/damage and, if necessary, install the Clutch Improvement Kit free of charge. Initially, improvement parts will be in limited supply, please check with your Honda dealer for the latest parts supply information.

**This Product Improvement Campaign ends September 30, 2020 or at the end of the Honda SXS/MUV Limited Warranty period, whichever comes later.**

**Who to contact for help:**

Contact your Honda Pioneer dealer for help. Should you need assistance in locating a Honda dealer, please visit the Honda website and use the "Find a Dealer" option on <http://powersports.honda.com>

**Who to contact if you experience a problem:**

You may write to:  
American Honda Motor Co., Inc.  
Motorcycle Customer Support  
Mail Stop 100-4C-7B  
1919 Torrance Blvd.  
Torrance, CA 90501-2746  
(866) 784-1870

**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 2016-2017 Pioneer 1000 or some information in this notice is incorrect, please fill out and return the included, postage-paid Information Change Card. This will help us to update our records.

We apologize for any inconvenience this may cause you. Thank you for your Pioneer purchase and your cooperation.

Sincerely,

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

Over >>

## TEXT OF CUSTOMER LETTER

**Pioneer 1000 Driving Guidelines to Prevent Clutch Overheating**

The satisfactory performance of any vehicle depends upon the operator fully understanding the basic operation of the vehicle as well as its technical features. This is especially true for the Honda Pioneer 1000 series, which feature several modes of operation that will help deliver maximum performance, no matter what the terrain or task. As the vehicle owner, it is your responsibility that all operators review the Owner's Manual prior to operating the vehicle, primarily to ensure driver and occupant safety, and to operate the vehicle within its design limits.

**Understanding Dual Clutch Transmission Operation**

The Pioneer 1000 features a Dual Clutch Transmission (DCT). As the name suggests, two clutches (No. 1 Clutch and No. 2 Clutch) enable both smooth take-off and smooth transition from one gear to the next. During take-off in both reverse and 1st gear, only the No. 1 clutch is utilized. During shifts from one gear to the next, both clutches are active. During take-off (the moment in time that the wheels transition from stationary to turning) the No.1 clutch momentarily slips before fully engaging. This is the clutch "friction zone." To avoid overheating the No. 1 clutch, drivers should focus on minimizing time spent in the friction zone during take-off.

When the throttle is applied, yet the wheels are not turning, the No.1 clutch is operating within the friction zone and is subject to overheating. Clutch overheating occurs when holding the vehicle on an incline with the throttle, or when the vehicle is stuck in mud and the wheels will not turn, or attempting to tow an immovable object such as a tree stump.

**So what can the driver do?**

- Use the brake to hold the vehicle on an incline.
- Get a tow when the vehicle is stuck in mud and the wheels will not turn.
- Do not try to tow an immovable object; use another method to accomplish the task.
- During slow, technical driving, such as rock crawling or technical trail riding, where speed is low and there is frequent stop-and-go, shift the shift select lever into low-range (L) position.
- When towing heavy loads and speed is low or there is frequent stop-and-go, shift the shift select lever into low-range (L) position.

Using low-range (L) will minimize the amount of time the No. 1 clutch operates in the friction zone, as the clutch will fully engage more quickly.

**Driving Guidelines for Towing and Hill Climbing**

As outlined in the Pioneer 1000 *Owner's Manual*, these guidelines will help ensure satisfactory vehicle performance while towing, hill climbing, or in engaged in low-speed technical driving.

Selecting a Shift Position

**High-range (H):** Used when driving on hard surfaces, with light cargo, or at higher speeds.

**Low-range (L):** Used when driving in the following situations:

- When driving with heavy cargo or towing heavy loads
- When ascending steep hills
- When driving over large obstacles or on low-speed technical trails such as rock crawling
- When driving at a constant low speed (5 mph [8 km/h] or below)

Driving with Cargo or Pulling a Trailer

The added weight of carrying cargo or pulling a trailer will affect how your vehicle accelerates, brakes, and handles. The added weight and length of a trailer will affect your directional control.

Please follow these guidelines whenever you carry cargo or pull a trailer:

- Do not exceed the cargo limit and towing limits (See the Owner's Manual).
- When driving with heavy cargo or towing heavy loads, shift the shift select lever into low-range (L) position.
- Keep speed low, particularly when driving on hills.

Driving Up a Hill

If you decide it is safe to drive your Honda SXS up a hill:

- Select an appropriate drive mode for the hill. When ascending steep hills, shift the shift select lever into low-range (L) position.
- Approach the hill with enough speed to smoothly start up the hill.
- Maintain a steady speed as you climb the hill.



## DISCLOSURE



ISSUED: September 2017

## CUSTOMER NOTIFICATION OF PRODUCT IMPROVEMENT CAMPAIGN CLUTCH IMPROVEMENT KIT

### AFFECTED MODELS

2016 SXS1000M3/M3P/M5P/M5D	All
2017 SXS1000M3/M3P/M3L/M5P/M5D/M5L	All

### BACKGROUND

The Honda Pioneer 1000 model you are considering for purchase is affected by a Product Improvement Campaign to reinforce the proper driving techniques outlined in the vehicle Owner's Manual - *Driving Guidelines* and to improve the durability of the No. 1 clutch assembly on affected vehicles.

Under driving conditions where the No. 1 clutch operates within the slip/engagement zone for prolonged periods, the No. 1 clutch may overheat, leading to accelerated wear of the No. 1 clutch components. Conditions such as towing with the sub-transmission in high-range, or operating your vehicle for extended periods in the clutch slip/engagement zone, can overheat and damage the No. 1 clutch. By observing the driving guidelines outlined in the vehicle Owner's Manual, drivers can avoid overheating the No. 1 clutch.

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eligible vehicles. Even without the Clutch Improvement Kit, most customers will have excellent vehicle performance if they observe the driving guidelines outlined in the vehicle Owner's Manual.

If you plan to use this vehicle for towing, hill climbing, or low-speed technical driving, the Clutch Improvement Kit can be applied to your vehicle before delivery, at any time within the *Honda Limited Warranty* period, or within the improvement campaign period, whichever comes later.

**This Product Improvement Campaign ends the September 30, 2020.**

### PARTS AVAILABILITY

Initially, the Clutch Improvement Kit parts supply will be limited. Please consult with your Honda dealer for the latest kit availability.

### DRIVING GUIDELINES

To ensure that your Pioneer 1000 continues to deliver excellent performance, please review the *Driving Guidelines* information on the reverse side of this notice.

### Honda Dealer:

*You are required to present this notification to each potential model year 2016 or 2017 Pioneer 1000 customer.*

*When the sale of a Pioneer 1000 affected by this campaign is complete, have the customer initial this form and save it in the unit sales file.*

Customer Name: \_\_\_\_\_ Initial: \_\_\_\_\_ Date: \_\_\_\_\_

Dealer Name: \_\_\_\_\_ Dealer Initial: \_\_\_\_\_

Dealer No.: \_\_\_\_\_

## **DISCLOSURE**

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