



Service Bulletin

American Honda Motor Co., Inc.

Multiple Model: SXS700/1000 #1

Revised: September 03, 2020

SAFETY RECALL

SXS700/1000 (PIONEER) - LOWER STEERING JOINT B

BACKGROUND

On August 31, 2020, Honda issued a STOP SALE on specific **SXS700 and SXS1000 (Pioneer 700/1000) vehicles with Electric Power Steering (EPS)** to inspect the Lower Steering Joint B for a potential defect that could cause a loss of steering control, increasing the risk of a crash or injury.

ONLY vehicles equipped with EPS are affected by this campaign.

Honda powersports dealers will inspect vehicles for the defect, and repair the vehicle by installing a new Lower Steering Joint B and hardware (if needed).

This Service Bulletin includes the SAFETY RECALL inspection and Lower Steering Joint B replacement procedure information (including supporting video), parts information, and warranty template claim information.

Honda will notify customers with affected vehicles via letter in October 2020, advising to make an appointment with an authorized Honda dealer to perform the safety recall inspection, and Lower Steering Joint B replacement (if needed).

AFFECTED UNITS

Any **NEW or USED** 2017-2019 and **CERTAIN** 2020 SXS700 (Pioneer) vehicles with EPS.

Any **NEW or USED** 2016-2019 and **CERTAIN** 2020 SXS1000 (Pioneer) vehicles with EPS.

DEALER INVENTORY

Effective August 31, 2020, **YOU MUST NOT SELL** any affected NEW OR USED 2017-2020 SXS700 or 2016-2020 SXS1000 (Pioneer 700/1000) vehicle with EPS until it is inspected, and had the Lower Steering Joint B replaced (if needed), 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 inventory, you **MUST** use your dealer eResponsibility Report on **iN**.

PARTS INFORMATION

If a vehicle is inspected and determined the **LOWER STEERING JOINT B REPLACEMENT IS NOT NEEDED**, order the parts below to complete the inspection.

PART NAME	P/N	QTY
Bolt, Steering Yoke (8x28 mm)	90135-SB0-003	1
Washer, Toothed Lock	90511-671-003	1

If a vehicle is inspected and determined the **LOWER STEERING JOINT B REPLACEMENT IS NEEDED**, order the parts below to perform the replacement.

PART NAME	P/N	QTY
Bolt, Steering Yoke (8x28 mm)	90135-SB0-003	3
Washer, Toothed Lock	90511-671-003	3
Steering Joint B	53370-HL4-305	1

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 TEMPLATE CLAIM INFORMATION

After completing an inspection, or Lower Steering Joint B replacement (if needed), immediately submit the appropriate warranty template claim below.

RESULT	TEMPLATE	FLAT RATE
Inspection Only	KL2A	0.3
Joint Replacement	*KL2B	0.4

*For vehicles that needed a Lower Steering Joint B replacement, prior to claim filing, you **MUST** submit a Warranty Connect case (see Warranty Connect section) that includes the required photograph (see Recall Inspection Procedure).

CLAIM FILING QUESTIONS

If you have any warranty administration questions relating to template claims and/or claim filing procedures, please contact:

Motorcycle Warranty Online:

in > Service > Warranty & HondaCare > Warranty Connect

TECHNICAL QUESTIONS

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

Motorcycle TechLine Online:

in > Service > TechLine > TechLine Connect

RECALL REPAIR IDENTIFICATION

To determine if a unit has been inspected, or had the Lower Steering Joint B replaced, use *Unit Information* on **in**. Those vehicles with a "C" by the campaign have already been inspected, or had the Lower Steering Joint B replaced.

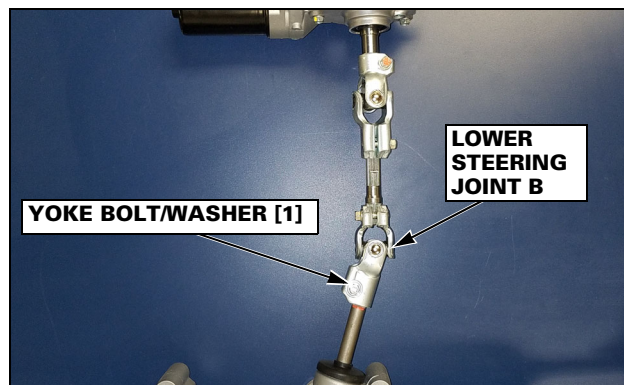
NOTE: This inspection/replacement procedure does not have a physical punch mark nor an identifying part to verify if the inspection/replacement has been performed.

RECALL INSPECTION PROCEDURE

Follow the steps below to perform the recall inspection to determine if a Lower Steering Joint B replacement is needed.

1. Safely position the vehicle either on a lift or on level ground with the wheels blocked. Be sure the transmission lever is in the Park position.

2. Remove the yoke bolt and toothed washer [1] from the Lower Steering Joint B.

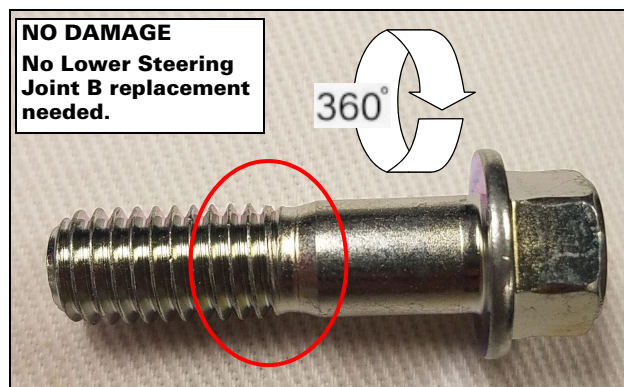


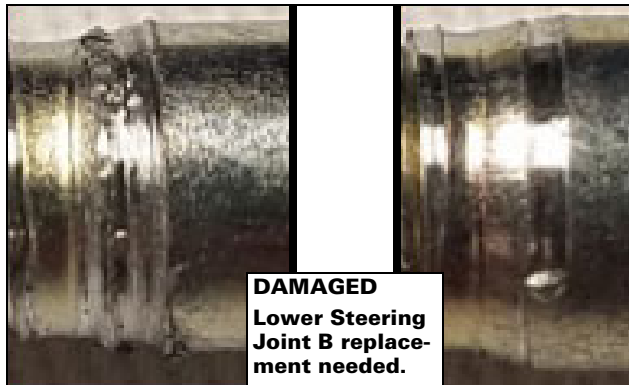
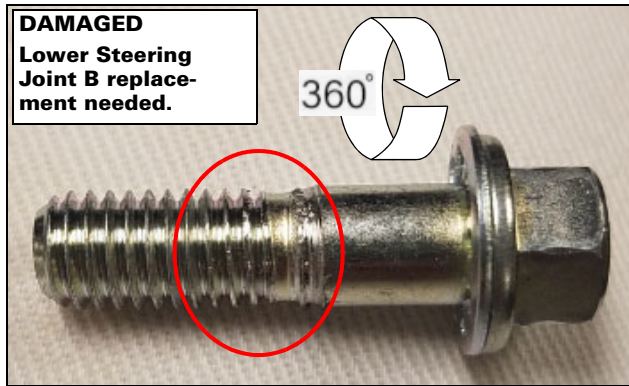
3. Carefully inspect the entire circumference (360 degrees) of the yoke bolt for damage in the area shown below.

NOTE: If the yoke bolt is physically damaged the Lower Steering Joint B **MUST BE** replaced. Physical damage can be defined as galling, scoring, marring, deformation, etc.

If the yoke bolt has no physical damage (corrosion is not physical damage), no Lower Steering Joint B replacement is needed.

If you cannot determine if the yoke bolt is physically damaged, contact TechLine for assistance.





4. If the yoke bolt is **DAMAGED**, proceed to the RECALL REPAIR PROCEDURE section of this Service Bulletin to perform the Lower Steering Joint B replacement.

If the yoke bolt is **NOT DAMAGED**, do not perform the Lower Steering Joint B replacement. Continue with the next steps to complete the inspection.

5. Clean the yoke bolt [1] hole and mating surface with contact cleaner and compressed air then install by hand a NEW yoke bolt and a NEW toothed washer in its place until it is seated against the Lower Steering Joint B.

NOTE: The yoke bolt should install by hand without binding.

6. Torque the yoke bolt to **20 lbf·ft (27 N·m)**.
7. Immediately file warranty template claim KL2A for Inspection Only.

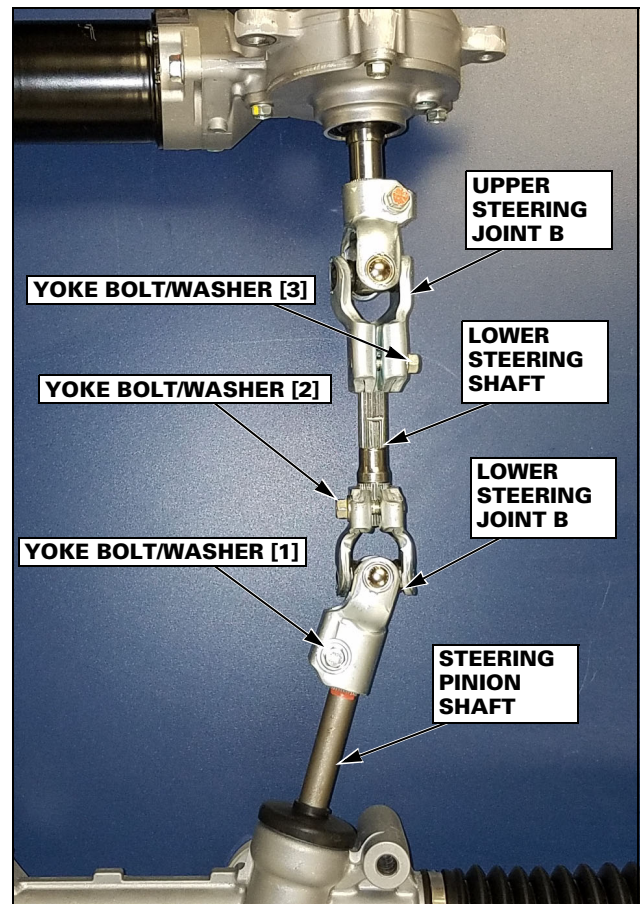
RECALL REPAIR PROCEDURE

Be sure to follow the recall repair procedure steps below in the order shown when replacing the Lower Steering Joint B.

A video supporting the written instructions to replace the Lower Steering Joint B can be viewed by clicking the link below.



Refer to the image below for all steps in the Lower Steering Joint B replacement procedure.



NOTE: Yoke Bolt/Washer [1] should already have been removed during the inspection procedure.

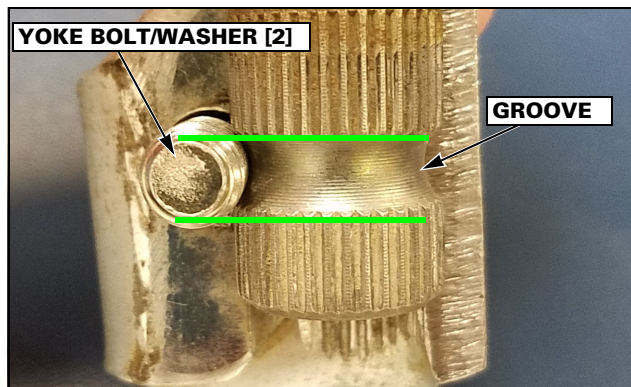
1. Remove yoke bolt and toothed washer [2].
2. LOOSEN yoke bolt and toothed washer [3], but DO NOT REMOVE.
3. Slide the Lower Steering Joint B up and off the Steering Pinion Shaft, then slide it down and off the Lower Steering Shaft, to remove it from the assembly.

NEW

NOTE: To maintain steering wheel alignment, do not move the steering wheel or wheels while the joint is removed.

4. Install a NEW Lower Steering Joint B onto the Steering Pinion Shaft, then slide the Lower Steering Shaft into the top of the Lower Steering Joint B.
5. Remove the previously loosened yoke bolt and toothed washer [3], then install by hand a NEW yoke bolt and a NEW toothed washer in its place until it is seated against the Upper Steering Joint B.
6. Install by hand a NEW yoke bolt and toothed washer [2] until it is seated against the Lower Steering Joint B.

NOTE: Be sure yoke bolt [2] is aligned with the Lower Steering Shaft relief groove.

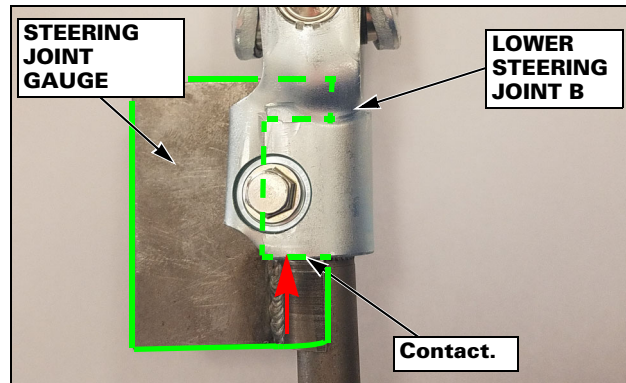


7. Install the Steering Joint Gauge into the lower portion of the Lower Steering Joint B where it attaches to the Steering Pinion Shaft.

NOTE: The Steering Joint Gauge (P/N 07AMJ-HL4A100) is a special tool that was auto-shipped to your dealership. The use of this special tool is required during the Lower Steering Joint B replacement procedure to properly set the Lower Steering Joint B onto the Steering Pinion Shaft.

NOTE: The Steering Joint Gauge should be positioned so it contacts the underside of the Lower Steering Joint B when installed.

NOTE: Leave the Steering Joint Gauge installed until instructed to remove.



8. Install by hand a NEW yoke bolt and a NEW toothed washer [1] until it is seated against the Lower Steering Joint B.

NOTE: The yoke bolt should install by hand without binding. If it binds, apply upward pressure to the Lower Steering Joint B to allow smooth installation of the yoke bolt.

9. Tighten yoke bolt [1] in a two-step torque process. Initially torque to **12 lbf-ft (16 N-m)**.
10. Take a photograph of the Steering Joint Gauge while installed (as shown above).

NOTE: This photograph **MUST BE** submitted by Warranty Connect case to the Honda Warranty department prior to warranty template claim filing. The purpose of this photograph is to ensure the Steering Joint Gauge was used to properly align the Lower Steering Joint B with the Steering Pinion Shaft.

11. Remove the Steering Joint Gauge.
12. Apply final torque to yoke bolt [1] to **20 lbf-ft (27 N-m)**.
13. Tighten yoke bolt [2] to **20 lbf-ft (27 N-m)**.
14. Tighten yoke bolt [3] to **20 lbf-ft (27 N-m)**.

NOTE: Yoke bolt [3] **MUST BE** tightened last.

15. Immediately submit a Warranty Connect case with the required photograph prior to template claim filing.
16. Submit template claim KL2B for Joint Replacement.

WARRANTY CONNECT - PHOTOGRAPH UPLOAD PROCEDURE

To find Warranty Connect, log in to **iN**, then follow the path below:
Service>Warranty and HondaCare>Warranty Connect
Available beginning September 09, 2020 for uploading.
NOTE: Be sure the vehicle’s full VIN is used as the image file name before uploading.

Required

Warranty Connect

Claim Information

DPTSID

SSN (Last 4 digits)

E-Mail

New Case

Yes

No

Claim Number

Vehicle Information

VIN

Mileage

Reasons for Contact

<< SELECT>>

<< SELECT>>

Customer Complaint

KL2B Steering Joint Gauge Photo

KL2B Steering Joint Gauge Photo

Warranty will respond to your request within one business day. Please include any attachments by following the link below.

Upload Attachment(s)

Attachments

5 of 6 ©2020 American Honda Motor Co., Inc. – All Rights Reserved

CUSTOMER LETTER

Text of Customer Letter is forthcoming.