



Service Bulletin

American Honda Motor Co., Inc.

Multiple Model: SXS/TRX #1

Revised: September, 2021

Campaign end date:
July 31, 2030

NEW

2019-2020 SXS500/700/1000, TRX420/500/520 FUEL PUMP (PIONEER, TALON, RANCHER, FOREMAN, FOREMAN RUBICON)

(This bulletin has been revised to correct the parts information for the Talon S4)

BACKGROUND

Honda is launching a **PRODUCT UPDATE CAMPAIGN** on **CERTAIN** 2019-2020 SXS500/700/1000 (Pioneer, Talon) and **CERTAIN** 2019-2020 TRX420/500/520 (Rancher, Foreman, Foreman Rubicon) vehicles to update the fuel pump. This campaign will be available for affected vehicles until July 31, 2030.

It has been found that some parts of the fuel pump installed in these vehicles can malfunction, causing the fuel pump to stop working. A fuel pump that stops working will cause the engine to stop running or not start.

This Service Bulletin includes the update repair procedure, special tool information, parts information, and warranty template claim information.

Honda will notify customers with affected vehicles via letter in the near future, advising to make an appointment with an authorized Honda dealer to perform the update repair.

AFFECTED UNITS

Only **CERTAIN** 2019-2020 SXS500/700/1000, **CERTAIN** 2019-2020 SXS1000S2R/S2X/S4/S4D and **CERTAIN** 2019-2020 TRX420/500/520 vehicles are affected.

To search for applicable campaign on a specific unit, you must use **Unit Information** on **iN**.

DEALER INVENTORY

This repair must be performed before delivery of the vehicle to a customer.

- To search for applicable campaign on a specific unit, you must use **Unit Information** on **iN**.
- To manage your affected inventory, you must use **eResponsibility Report** on **iN**.

PARTS INFORMATION

Order the applicable part from the list below, depending on which vehicle is being repaired.

VEHICLE	P/N	QTY
SXS500/700/1000 (Pioneer)	06160- HL3 -305	1
SXS1000S4 (Talon 4P)	06160- HL3 -305	1
SXS1000S2 (Talon 2P)	06160- HR3 -305	1
TRX420/500/520	06160- HR3 -305	1

NOTE: Refer to the model designator (**HL3**, **HR3**) of the P/N for the proper repair procedure of the specific model.

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.

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NEW

SPECIAL TOOL INFORMATION

The special tools listed below are necessary to perform the repair.

SPECIAL TOOL	P/N	QTY
*Fuel Tank Lock Ring Wrench	OTC6599	1
**Fuel Module Separator	07AAF-T5RA100	1 (two pieces)

*The Fuel Tank Lock Ring Wrench is a required Special Tool and was auto-shipped to your dealership in 2014. If missing, this tool can be ordered through the Special Tool and Equipment program.

**The Fuel Module Separator tool was auto-shipped to your dealership, August 05, 2020.

TEMPLATE CLAIM INFORMATION

After completing the update repair, immediately submit one template claim using the appropriate information below

MODEL	TEMPLATE	FLAT RATE
SXS500	KL0A	2.9
SXS700	KL0B	1.8
SXS1000 (Pioneer)	KL0C	1.2
TRX420/500/520	KL1A	1.5
SXS1000S2 (Talon)	KL0D	2.1
SXS1000S4 (Talon)	KL0E	2.1

The "0" is a number zero, not a letter o (oh).

CLAIM FILING QUESTIONS

If you have any warranty administration questions relating to template claims and/or claim filing procedures, please contact:
Powersports Warranty Online:
iN > Service > Warranty & HondaCare > Warranty Connect Filing

TECHNICAL QUESTIONS

If you have any technical questions relating to the repair procedure, please contact:
Powersports TechLine Online:
iN > Service > TechLine > TechLine Connect

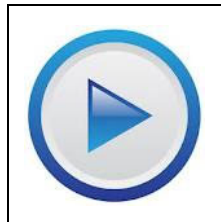
UPDATE REPAIR IDENTIFICATION

Before performing the update repair, use *Unit Information* on **iN** to ensure the repair has not been completed. Those with a "C" by the campaign have already been repaired.

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

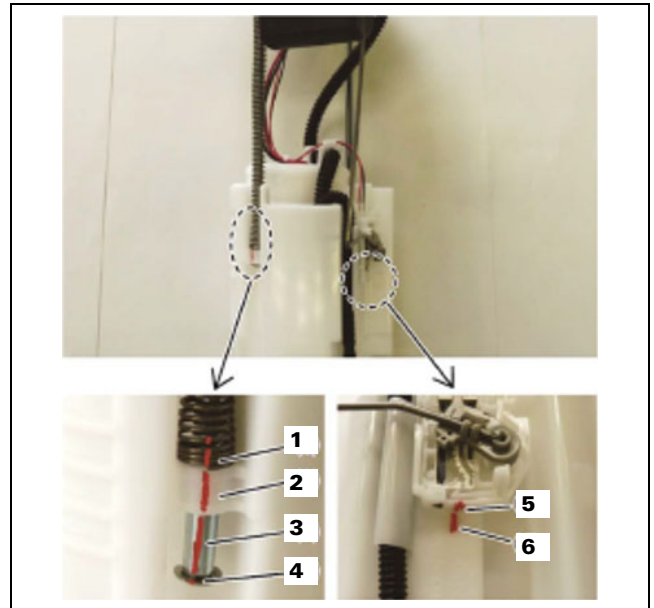
UPDATE REPAIR PROCEDURE

Use the video below and the following written steps to perform the update on the fuel pump.



NOTE: Special tools are required to perform this update repair. See Special Tools section for information.

1. Follow the appropriate Service Manual to remove the fuel pump from the vehicle.
2. Mark the spring (1), sliding shaft guide (2), sliding shaft (3), e-ring (4), fuel sender (5) and reservoir part (6) with permanent marker before disassembly to avoid installing incorrect parts during assembly.

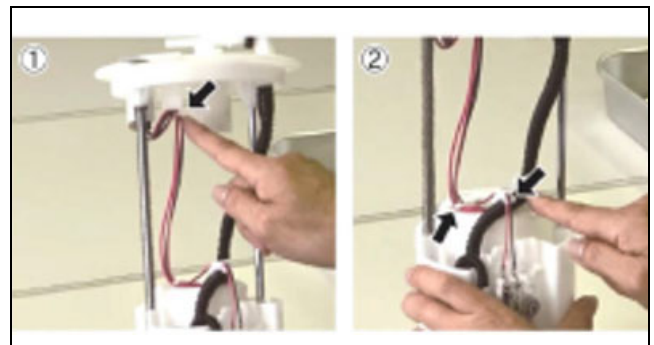


3. Check the routing condition of the wire harness and fuel tube so the routing is the same during assembly. It may be helpful for assembly to take pictures during disassembly.

NOTE: HL3 and HR3 have different routing. Be sure to follow the appropriate instructions during assembly for the appropriate vehicle.

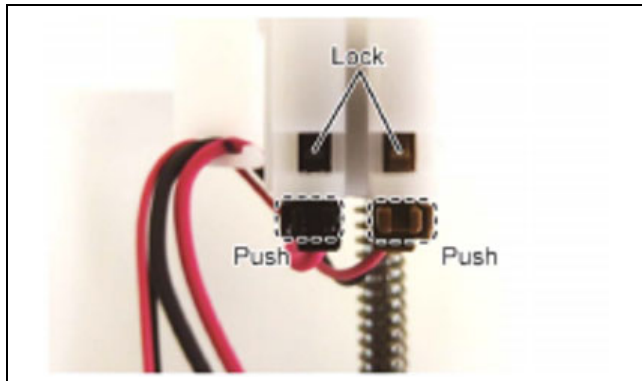
4. Remove the wire harness from the clamps.

NOTICE: Be careful when removing the harness. If a clamp is spread too wide, the clamp may be damaged. If the harness is forced out of a clamp, the harness may be damaged.

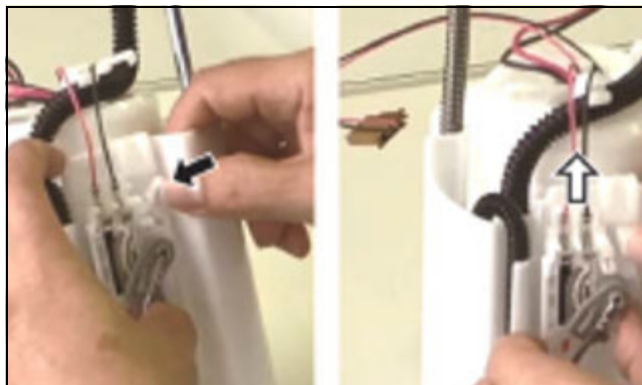


5. While pressing the connector lock, remove the wire harness connector.

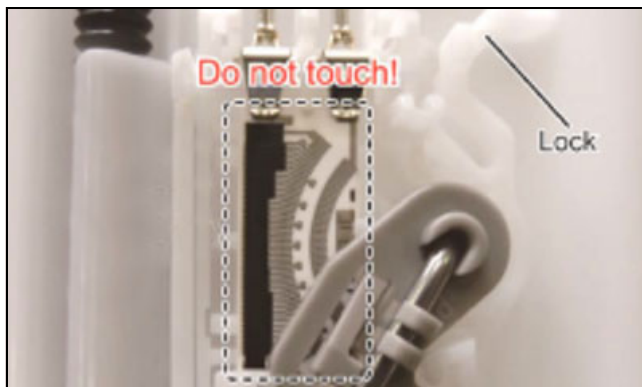
NOTICE: Use your fingers to pull out the connector. Using a tool could damage the connector.



6. Remove the fuel sender by releasing the lock then pushing up from below.



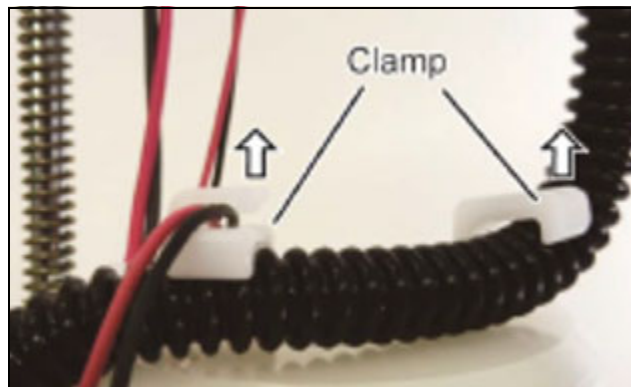
NOTE: Be careful not to bend the fuel sender arm or touch the electrical contacts.



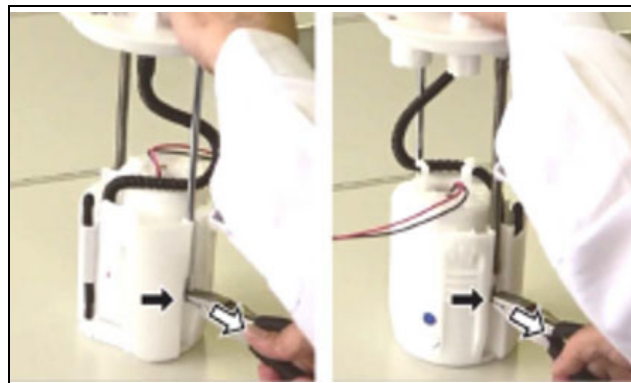
Step 7 is for HL3 only. Skip to step 8 for HR3.

7. Remove the fuel tube from the clamp.

NOTICE: Spread the clamp with your fingers to avoid damaging the clamp or tube.



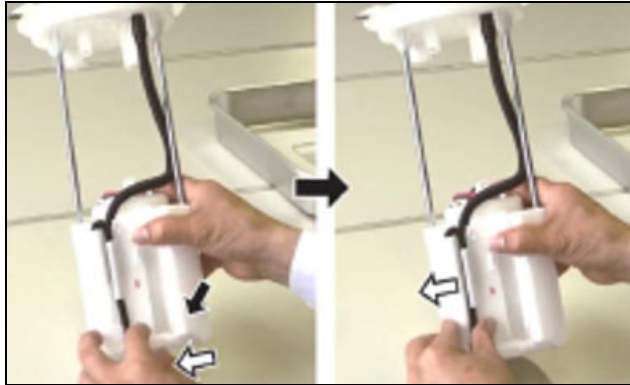
8. Remove the e-ring by using pliers.



9. Pull out the sliding shaft then remove the spring.

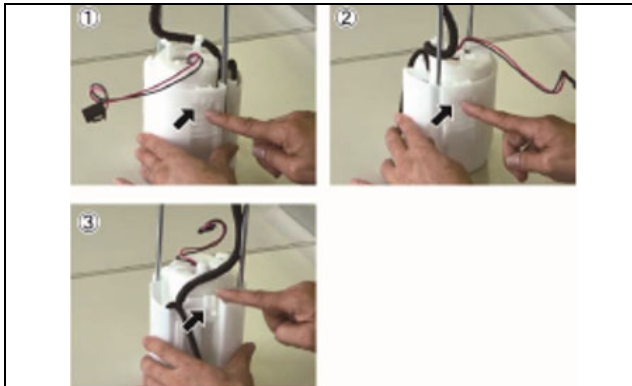


10. Remove the lower fuel tube from the reservoir by releasing the lock tab.



11. Remove the bracket by releasing the three lock tabs in the locations shown.

NOTICE: Be careful to not spread the clamp too wide or it may be damaged.



12. Insert the protruding part of the Special Service Tool (SST) in the lock tab (under the claw). Press the SST up until it clicks. Repeat this process using a second SST for the second lock tab.

NOTE: After insertion, make sure the lock tab is raised.

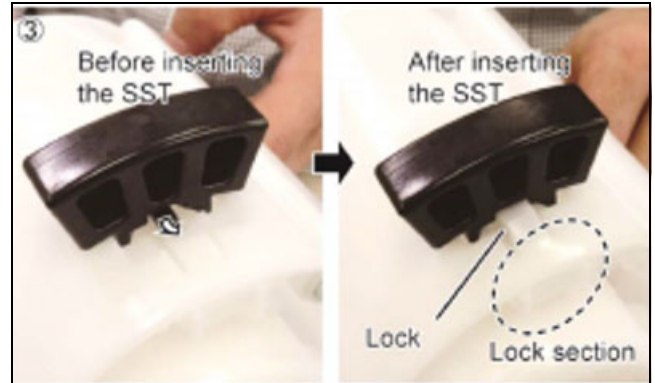
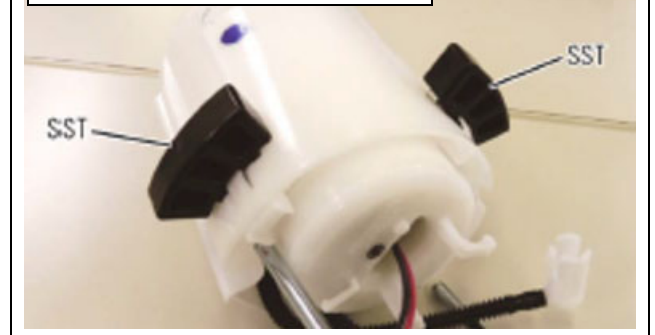


Image of installed SST.



13. With the two lock tabs released, use a screwdriver to remove the remaining lock tab.

NOTICE: Be careful to not spread the lock tab too wide or it may be damaged.



14. Pull out the strainer from the reservoir.



15. Remove the fuel pump by releasing the three lock tabs in the locations shown.



16. If necessary, use a tool to push out the fuel pump.



17. Remove the wire harness and spacer from the fuel pump.

NOTE: The fuel pump, wire harness, and spacer cannot be reused. Be sure to mark these parts with permanent marker to avoid accidentally reinstalling these parts.



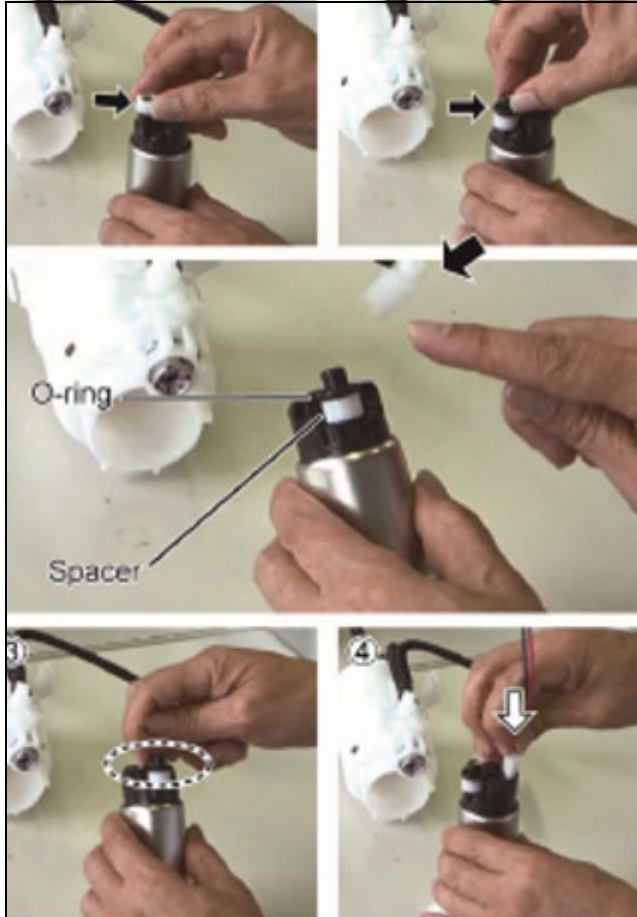
18. If the o-ring remains on the strainer, use a flathead screwdriver wrapped in protective tape to remove the o-ring to avoid damaging the o-ring seat.

NOTE: If this o-ring is not removed, and double o-rings are installed, the vehicle will not operate correctly. The o-ring should be immediately cut to avoid accidentally being reused.

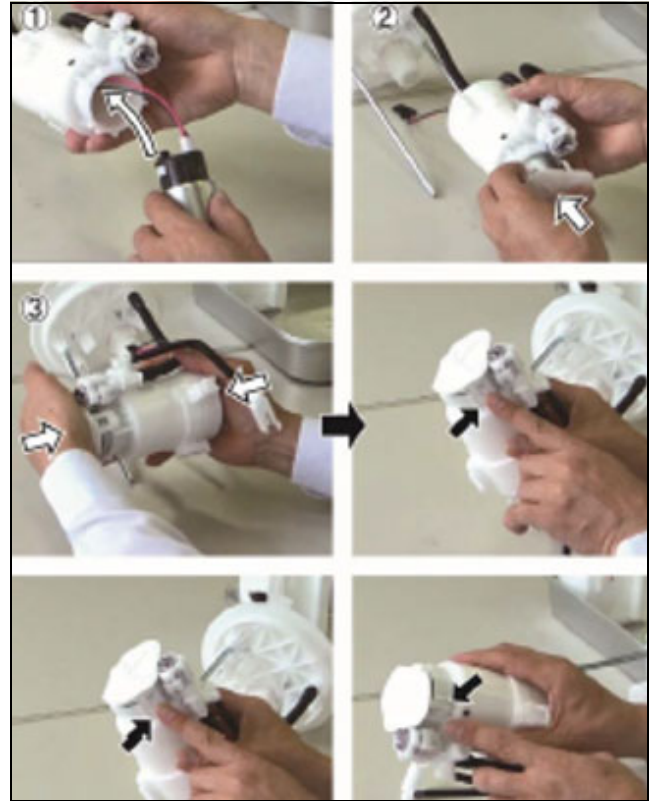


19. Install the new spacer, o-ring, and wire harness onto the replacement fuel pump.

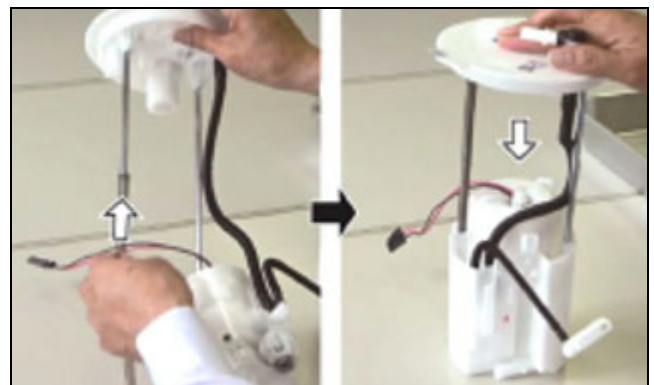
- The spacer does not have an orientation and can be installed in either direction.
- Install the o-ring fully against the spacer.
- Apply a small amount of Honda genuine engine oil to the o-ring.
- Insert the wire harness, making sure the connector lock tab is secure.



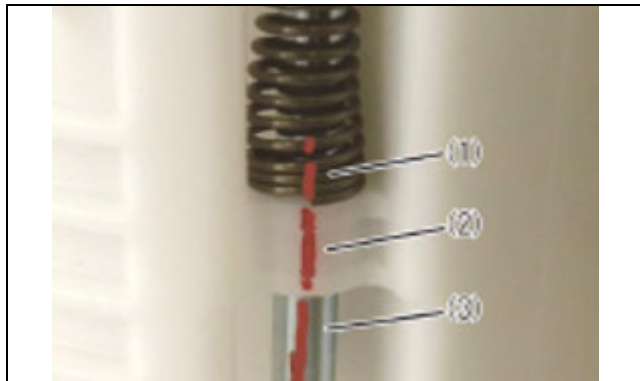
20. Insert the fuel pump in the strainer, making sure the three lock tabs are fully installed.



21. Insert the spring onto the sliding shaft then insert both of the sliding shafts into the openings of the reservoir.

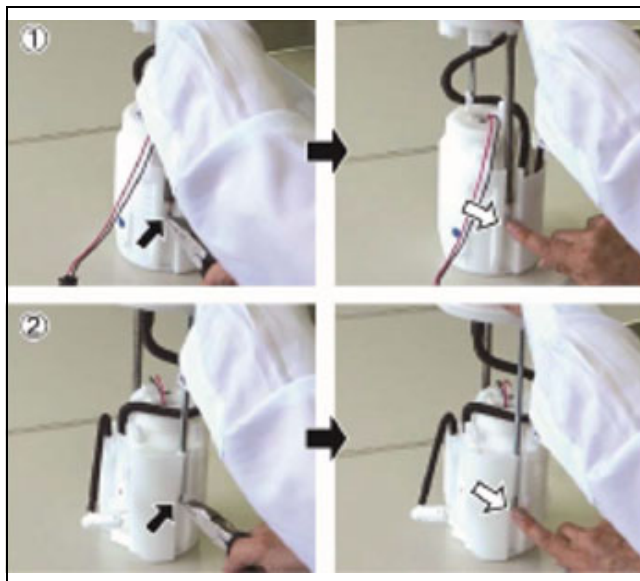


NOTE: Be sure the orientation of the parts are as-shown and not turned 180 degrees by making sure the marks applied to the spring, sliding shaft guide, and sliding shaft during disassembly match before installing.



22. Install the new e-ring.

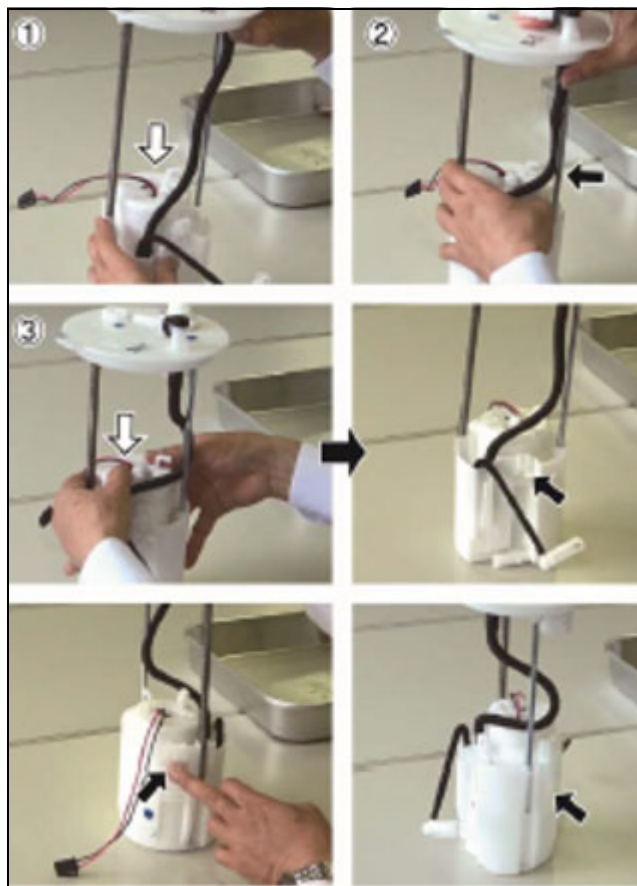
NOTE: Install the e-ring using pliers. Installation is correct if the e-ring can be rotated with your finger once installed.



23. Install the strainer in the reservoir.

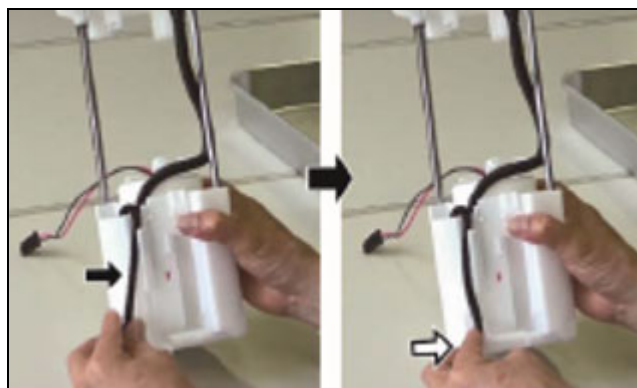
NOTE: Ensure the upper fuel tube is routed properly over the top of the strainer as shown below (HL3 only).

NOTE: Pull on the strainer and be sure the three lock tabs have been fully installed.



24. Install the lower fuel tube onto the reservoir.

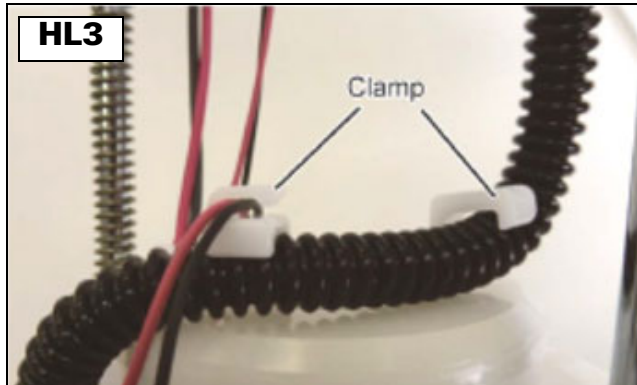
NOTE: Ensure the lower fuel tube is routed properly and securely set.



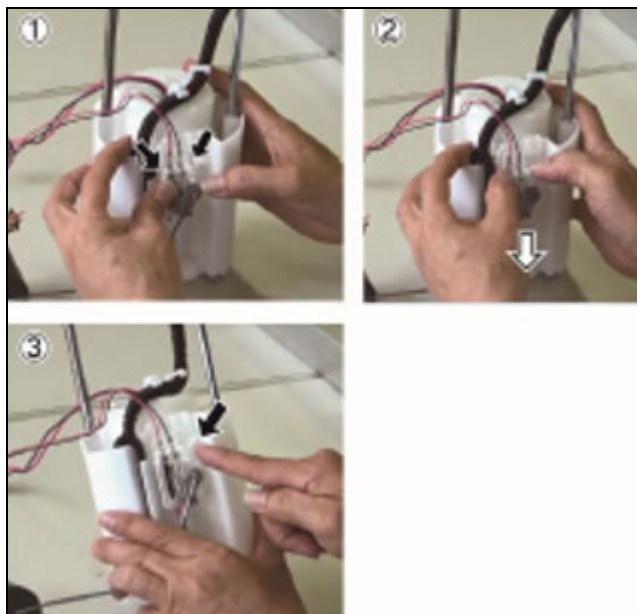
25. Install the upper fuel tube into the clamps (HL3 only).

NOTICE: Be careful not to damage the fuel tube.

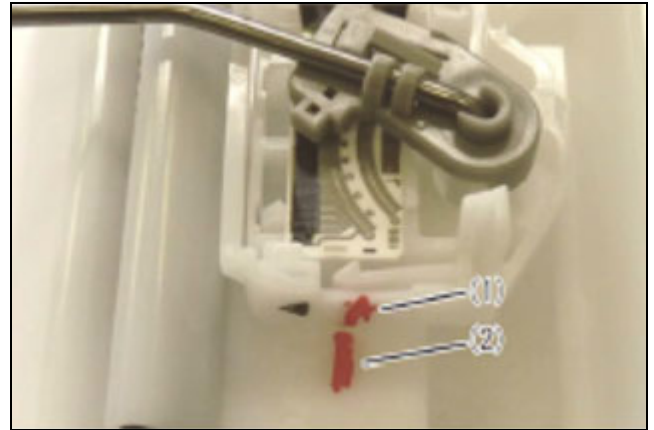
NOTE: The HL3 and HR3 vehicles have different routing for the upper fuel tube. Refer to the appropriate image below.



26. Install the fuel sender into the reservoir.

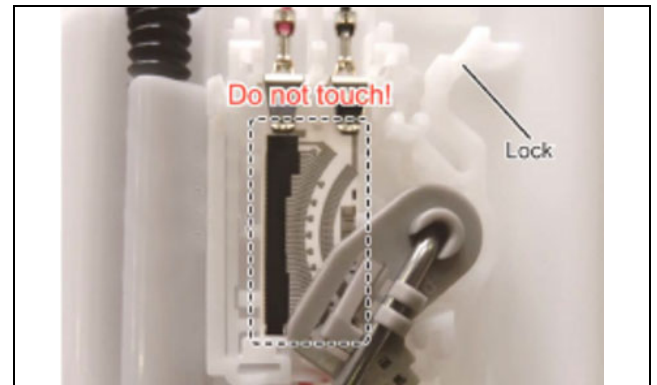


NOTE: Be sure the marks applied to the fuel sender and reservoir during disassembly match during installation.

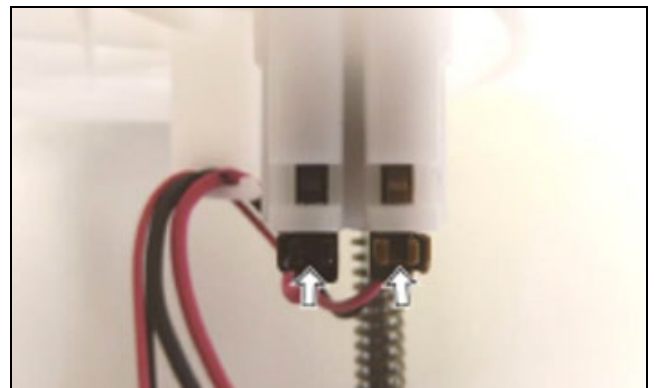


NOTE: Be careful not to bend the fuel sender arm or touch the electrical contacts.

NOTE: Be sure the lock tab is secure.



27. Install the wire harness connectors until they lock into place.



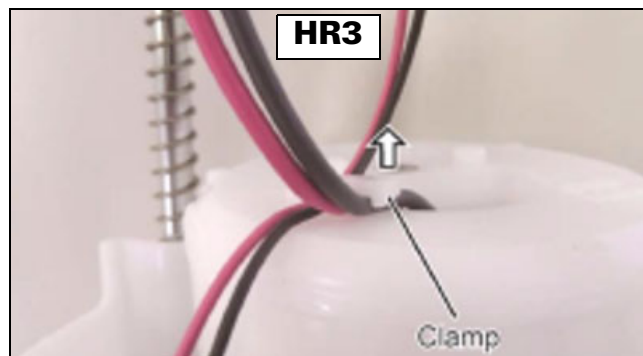
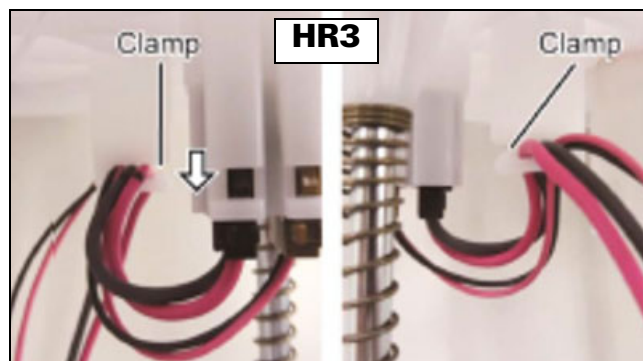
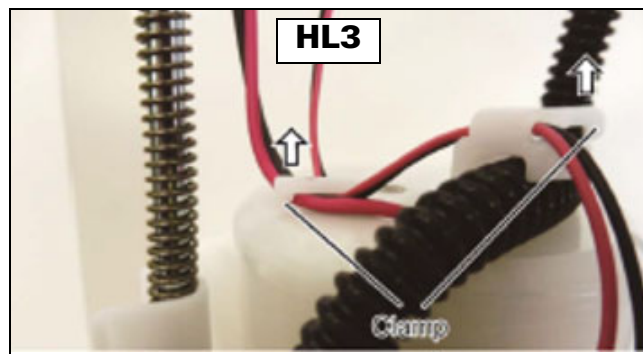
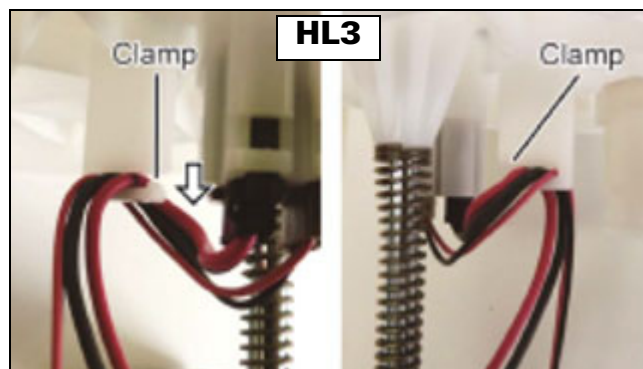
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28. Install the wire harness into the clamps.

NOTE: The HL3 and HR3 vehicles have different routing. Use the appropriate image below.

NOTE: Route the smaller gauge fuel sender wires first, then the larger gauge fuel pump wires into the clamps.



29. Use the appropriate Service Manual to reinstall the fuel pump into the vehicle.

NOTE: A new fuel pump lock ring, fuel line quick connect insert, and damper are included in the parts kit. Be sure to install these new parts instead of reusing the original parts.

CUSTOMER LETTER



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

August 2021

IMPORTANT PRODUCT UPDATE

Dear Honda SXS or TRX Owner:

Honda is conducting a PRODUCT UPDATE CAMPAIGN for CERTAIN 2019-2020 SXS500, SXS700, SXS1000 (Pioneer), CERTAIN 2019-2020 SXS1000S2R/S2X/S4/S4D (Talon) and CERTAIN 2019-2020 TRX420, TRX500, TRX520 (Rancher, Foreman, Foreman Rubicon) vehicles to update the fuel pump. Our records indicate that you own one of these vehicles.

What is the problem?

Honda has found that certain 2019-2020 SXS and 2019-2020 TRX vehicles were assembled with fuel pumps that can malfunction causing the fuel pump to stop working. A fuel pump that stops working will cause the engine to stop running or not start.

What will Honda do?

An authorized Honda dealer will replace the defective fuel pump with an improved part, free of charge for affected vehicles through July 31, 2030.

What should you do?

Call any authorized Honda SXS or TRX dealer and make an appointment to have your vehicle repaired, free of charge. Please ask the Honda dealer for the latest parts supply information and for the specific time your vehicle will need to stay at the dealership.

Who should you contact for help?

Only an authorized Honda SXS or TRX dealer can help. To locate a Honda SXS or TRX dealer, please visit our website at: <http://powersports.honda.com>.

Who should you contact if you experience a problem?

If you are not satisfied with the service received from a Honda dealer, you may contact:

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

What should you do if you feel this notice is in error?

If you no longer own this SXS or TRX vehicle, 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 SXS or TRX vehicle purchase, and your cooperation.

Sincerely,

**American Honda Motor Co., Inc.
Powersports Products**

MTB 17546 (2006)