



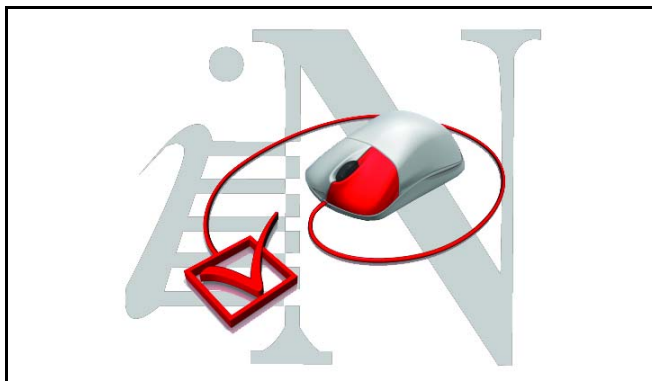
November 2010



***iN*formation**

Some Survey Answers

Recently the American Honda Motorcycle Division surveyed dealer personnel about their ***iN*** usage. Almost 250 people responded to the survey and we'd like to thank you for doing so. We feel the data and comments you sent us will help us to make ***iN*** an even better resource for you. We're still tabulating the results but there were a few things we wanted to share with you immediately. The following is information to help clear up some misconceptions about ***iN*** revealed by the survey.



Service and Owner's Manuals on *iN*

Some survey respondents' comments indicate that not all dealership service personnel know there are numerous Service and Owner's Manuals on ***iN***. In fact there are currently over 70 Service Manuals and almost 800 Owner's Manuals. The manuals are located in the ***iN*** Service Menu under *Service Publications, HISP (Service Manuals)*. For more information about the manuals and other information on HISP read the articles in the January, April, and May 2010 issues of *The Wrench*.

Service Bulletin Notification

There was some concern noted in the survey responses about the timeliness of *Service Bulletin* notifications. Without exception, dealers are noti-

fied of any *Service Bulletin* before any Honda public announcement or direct customer notification. The announcement to the dealer is communicated via an ***iN*** Message sent by *Motorcycle Service Communications*. It is critical to check ***iN*** Messages frequently, at the very least once a day, to ensure you get these important announcements in a timely manner. To see all Service Bulletins go to *iN > Service > Service Bulletins*.

Updated Flat Rate Manuals

Survey responses show that some dealership personnel don't know that Flat Rate Manual data is updated shortly after a new model is released. Released 2011 model data is already available. Go to *Service > Service Publications > Flat Rate Manual* to view the information.

Printing the Flat Rate Manual

Some survey respondents indicate they don't know *Flat Rate Manual* data can be printed. Once you've found the *Labor Operation* and *Defect Code* information from a search of the major and minor repair areas of the model, just click on the red ***Print*** button at the upper-right of the screen. The printed page will show everything that you see on the screen page.

Slow Loading of Pages

A complaint about ***iN*** pages loading slowly was voiced by some survey respondents. The most common reason any internet page or other content loads slowly is due to inadequate connection speed and computer processing power. The minimum requirements for an ***iN*** connected computer in your dealership are listed in *iN Support > iN Quick Support > iN Minimum Requirements* and includes the following recommendations:

Processor: 2.0 Ghz

Hard Drive Space: 100 GB

Virtual Memory: 2,500 MB

Operating System: Windows XP, Vista, or 7

Memory (RAM): 2 GB

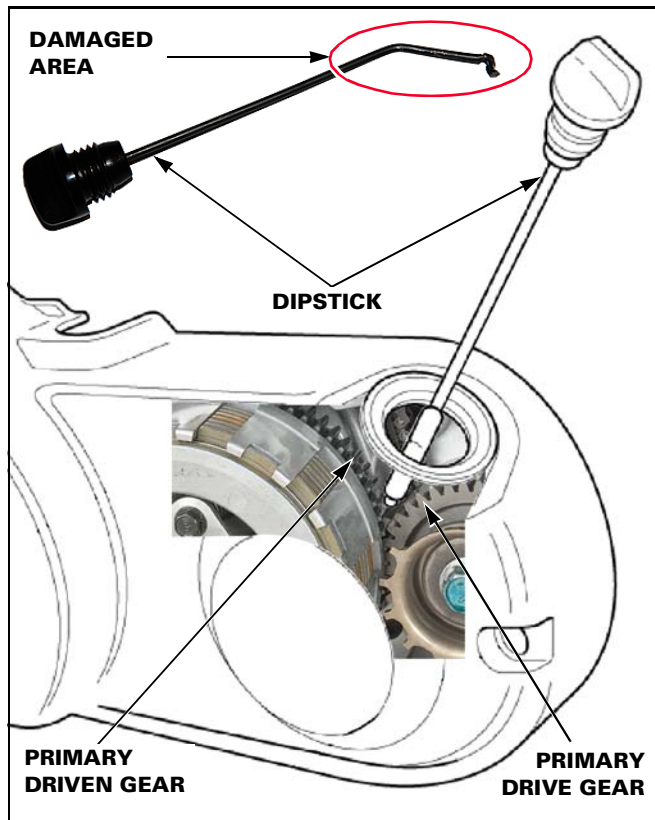
Min. Connection Speed: 256-640 kbps line speed (depending upon number of computers)

On-Road

2004-2008 VT750C
2007-2009 VT750C2
2010 VT750C2B

Engine Knock Cause

If the dipstick on a VT750C, VT750C2, or VT750C2B is removed or installed while the engine is running, or was not fully installed and was left sitting on the case threads, it's likely the metal end of the dipstick will become lodged between the primary drive and driven gears. As a result, primary gear teeth will be damaged and a knocking noise will develop. The dipstick will also be damaged as shown below.



Remind your technicians and your customers that the dipstick should only be removed/installed with the engine off. Also, any damage caused by this issue is not covered under warranty or Hondacare. If the engine has a knock coming from the primary drive case, look for telltale damaged teeth on the primary drive and driven gears even if the dipstick shows no damage; dipsticks are often replaced. Most likely the damage was caused by this issue.

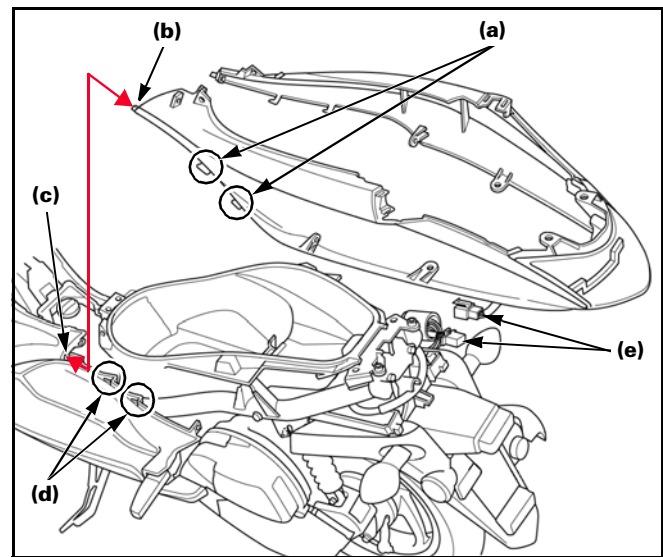
Scooter

2011 PCX125

Body Cover Care

When servicing the PCX125 engine, the body side covers and tail light need to be removed as an assembly. See page 3-16 of the Service Manual for detailed instructions.

When removing the assembly, the correct procedure must be used and care taken to not break the two plastic hooks (a) on the lower edges and the tab (b) on the front tip of each side panel.



To remove the side panels/tail light assembly, first remove the two bolts and six screws as indicated in the Service Manual. Then when removing the assembly, work on one side at a time. First pull the side panel rearward by about 6 mm, this will allow the forward tab to clear the notch (c). The two hooks (a) can then be removed from their slots (d) by slightly pulling upward and then straight back. If you pull outwards on the panels the hooks will break.

To install, first push the hooks into their slots. Then, making sure the front tabs are in line with their notches, push the panel forward to locate the tabs into the notches.

Applying Honda Spray Polish to the hook and tab areas will help them slide in and out more easily. Remember to reconnect the taillight plug (e) before assembling.

Off-Road

2009-2011 CRF450R
2010-2011 CRF250R

PGM-FI Tuning Kit

The HRC PGM-FI Tuning Kit/Setting Tool for the CRF250R and CRF450R allows adjustment of the fuel mixture and ignition timing to alter engine power characteristics to suit rider preference and track conditions.



Making correct adjustments can be a little tricky, even if you know how fuel injection works. Here are a few tips to make the task a little less intimidating and to help you complete the job:

- Understand how the CRF250R/450R PGM-FI system and its components function by doing the following:

Watch the CRF450R information in the *2009 Off-Road Technical Update* on **IN**.

Download the *PGM-FI How It Works* and *2009 CRF450R HRC FI Setting Tool Help Guide* from the TechLine Technical Reference page on **IN**.

Take the Advanced Fuel Induction Service course at one of the Honda Training Centers; see information on the back page of this issue.

- Read the manual and instructions included with the Setting Tool software. Get familiar with how the setting tool works, what each parameter controls, and how to adjust it.
- Always save a base map E2P file, with parameters set to "0", before you start any adjustment. This will make it easy to set them back to the factory setting if you need to start over.

- Stay within each parameter's safe adjustment area. If the adjustment you're attempting turns red, you should reconsider making the change. Keep in mind that 1 or 2 percent/degrees can make a lot of difference.
- Download the available five settings for the 2009 CRF450R (2010 & 2011 settings will be available soon) from the HRC website given below. Each of the settings can be fine tuned with the tool to suit your needs and saved on your computer.
<http://hrca.honda.com/publications/technical-downloads/>

Order the PGM-FI Tuning Kit through the regular parts ordering process.

Model	Year	Part Number
CRF450R	2009	06380-N1C-670
CRF450R	2010-2011	06380-N1C-770
CRF250R	2010	06380-N1D-670

MUV

2009-2010 MUV700

MUV Accessory Parts

With the popularity of Honda MUV Genuine Accessories, you might need to repair the windscreen, winch, or roof on a customer's vehicle.

To avoid having to replace entire assemblies the following service parts are available separately:

Pivoting Windscreen	
Description	Part Number
Kit, Wind Deflector Low	08R80-HL1-200R1
Latch Assembly (L&R)	08R80-HL1-200R2
Kit, Upper Hinge (2) Windscreen	08R80-HL1-200R3
Winch Kit	
Description	Part Number
Harness, Remote SW	08L94-HL1-200R4
Cable Set, Elect. Winch	08L94-HL1-200R1
Switch, Remote Winch	08L94-HL1-200R3
Contact, Winch Kit	08L94-HL1-200R2
Hard Roof	
Description	Part Number
Hardware Kit (roof)	08R85-HL1-100R1

Order the accessory service parts through the regular parts ordering process.

Training

Increase Efficiency & Income

Nothing helps technicians correctly and efficiently service and repair Honda powersports products or bill more flat rate hours in a day than having knowledge. A professional technician should know how components work, how to service them correctly, how to troubleshoot problems, and how to properly use diagnostic and other tools. Having knowledgeable, efficient technicians creates a professional, respected, trusted, and profitable service department. This is what every Honda dealer should strive for, but how can you create such a service department? Training!



Honda offers that training with the HondaPro Technical Training Program. The program has two main components, online self-study courses and hands-on workshop training at Honda's training centers. The training is based on the concept of Individual Skills Training (IST), which allows each participant to work through the material at their own speed and bypass topics they already know

by passing a knowledge quiz. This allows students to efficiently work through the curriculum by focusing on learning new skills.

Both the self-study and hands-on components are a part of the Service Recognition Program (SRP), which recognizes technicians for working through the HondaPro training with Bronze, Silver, and Red Level awards. The awards include a certificate or plaque and HondaPro branded hat, shirt, or jacket. The November HondaPro SRP Edition of *The Wrench* recognizes those technicians who received training awards this year.

More important than the awards, however, is the knowledge and confidence technicians gain through training. This helps them in their job and benefits the dealership where they work.

If you're a technician, talk to your Service Manager or Dealer Principal about training. If you are a Service Manager or Dealer Principal, consider creating and putting into practice a plan to increase your technician's knowledge through HondaPro training to further improve your dealership's service department.

For more information about HondaPro training and to enroll in classes visit the *Online University* section of **IN**. Self-study courses are available 24 hours, 7 days a week. See the list below for upcoming hands-on Training Center courses.

Torrance California	Mt. Laurel New Jersey	Alpharetta Georgia	Troy Ohio	Irving Texas
Nov. 29	Nov. 15	Jan. 10 (E)	Nov. 15	Nov. 15
Dec. 6	Dec. 6 (E)	Jan. 17 (E)	Dec. 6 (E)	Jan. 24 (E)
Jan. 10 (E)	Dec. 13 (E)	Feb. 28	Dec. 13 (E)	Jan. 31 (E)
Jan. 17 (E)	Jan. 24	Mar. 7	Jan. 10	Feb. 28
Jan. 31	Jan. 31		Jan. 17	Mar. 7
Feb. 7	Feb. 14		Feb. 7	
	Feb. 21		Feb. 14	

(E) = Electrical Sessions, all others are open sessions

HondaPro also has a two-day Personal Watercraft course held in Orlando, Florida (classes on January 25-26 and March 8-9), and a five-day ST1300PA Police Bike course held in Torrance, California (class on March 21-25).



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