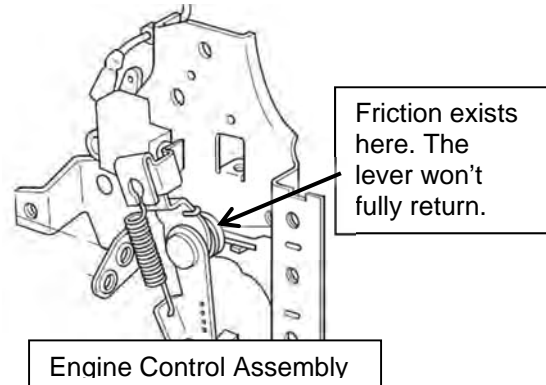


PLEASE PRINT THIS MESSAGE AND PROVIDE A COPY TO THE SERVICE MANAGER, SERVICE ADVISORS, AND ALL SERVICE TECHNICIANS

Subject: HRC216K3HXA Engine Throttle Control Lever Sticking

Background

American Honda (AHM) is investigating instances of the lever sticking at the engine control assy. When the throttle lever on the upper handlebar is moved to the stop position, the engine may not shut off. The symptom is caused by excessive friction at the lower throttle cable connection point (at the engine control assembly lever).



Symptom/Qualifiers

1. The unit is an HRC216K3HXA: MAK-A-1172449 or above (2015 or later production)
2. The lawn mower is in fair or good condition (commercial use is ok).
3. The throttle cable is not kinked, pinched, or significantly damaged.
4. There is no obvious damage to the throttle control assembly at the engine.
5. No lubricant has been applied to the throttle control assembly at the engine.
6. Beyond the warranty period is ok.

Requested Action

American Honda is attempting to retrieve the complete engine control assembly and throttle cable for analysis.

Please contact Techline at 1-800-222-7693 **before disassembling** for further instructions.

This message expires on 7/31/2018

Market Quality Group