



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 241

Date Received

Repository ☐

58 08-JUN-2004

Reference No.
10078008

OWNER INFORMATION (Type or Print)

Name

Address

City GREER

State SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO

In the absence of an Signature of Owner NOT provide your name or address to the vehicle manufacturer.

Date 7/2/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1HFSC47063A

Make

HONDA

Model

GL1800

Model Year

2003

Date Purchased
25-APR-03

Dealer's Name and Telephone Number
SCHROEDER HONDA 800/446-5034

Engine:

No. Cylinders

Fuel Type:

Original Owner
☒

Dealer's City
HENDERSONVILLE

State
NC

Zip Code
28792

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

161000 STRUCTURE: FRAME AND MEMBERS

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-MAY-2004

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(es).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

CONSUMER RECEIVED RECALL 03 V 350 000 CONCERNING MOTORCYCLE FRAME WELDS. CONSUMER CONTACTED DEALER, AND DEALER REFUSED TO HONOR RECALL DUE TO LIABILITY. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

In support of Vehicle Owners Questionnaire Ref. No. 10076006 I offer the following:

On 4/28/03 I purchased a 2003 GL1800 Honda Trike from Schroder Honda of Hendersonville N.C. A authorized Honda dealer.--SEE EXIBIT NO.1

On Oct. 13 2003 I started to get recall notices from American Honda about a recall regarding cracked welds on the frame cross members---SEE EXIBIT NO. 2

In April 2004 I received a notice that GL1800s that had been converted to trikes OR side cars were not included in the recall.--SEE EXIBIT NO.3

On 5/4/04 I called American Honda because I was very concerned about riding a bike subject to broken welds on the cross members. I spoke to a lady who gave me a rehearsed speech that since my bike had been converted to a trike Honda refused to include it in the recall although it was converted by one of their authorized dealers. SEE EXIBIT NO 4

At this point I called Schroaders Honda and spoke to Terry Schtoader the owner.He stated that the defect was Honda's problem and no way was he going to do the rewelding required to make my bike a safe machine to ride. SEE EXIBIT NO 5

As a last resort I called the DOT HOTLINE



ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

SCHROADER'S HONDA

I, _____, state that the odometer (transferor's name - PRINT) of the vehicle described below now reads 2 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE HONDA	BODY TYPE MC	MODEL GL18003
VEHICLE ID-NUMBER LHFSC47063A		STOCK NUMBER
COLOR 2U6005	TRIM YW	YEAR 2003

TRANSFEROR'S PRINTED NAME (SELLER) SCHROADER'S HONDA		
TRANSFEROR'S STREET ADDRESS 220 MITCHELL DR.		
CITY HENDERSONVILLE	STATE NC	ZIP CODE 28792
DATE OF STATEMENT 04/28/2003	TRANSFEROR'S SIGNATURE (SELLER) x <i>Christy Bouens</i> x <i>Christy Bouens</i> PRINTED NAME OF PERSON SIGNING	

TRANSPEREE'S PRINTED NAME (BUYER) JOE HOUSTON ASHWORTH		
STREET ADDRESS 185 TANGER CIRCLE		
CITY GREER	STATE SC	ZIP CODE 29650
RECEIVED BY CONFIDENTIALITY x [REDACTED] TRANSPEREE'S SIGNATURE - BUYER x [REDACTED] PRINTED NAME OF PERSON SIGNING		DATE 4-29-03 4-29-03 DATE

WHITE - TRANSFEROR'S COPY • YELLOW - TRANSPEREE'S COPY
REORDER FROM: LOWE'S, INC. - 2180 Harry Byrd Hwy., Darlington, SC 29532 - (843) 393-6127
Fax (843) 395-0488 - National Watts 1-800-845-6062

HL-ODS

Salesperson Delivery Checklist/On-Road Motorcycle

SALESPERSON QUALITY CONTROL CHECK

- ☐ Unit checked against order to verify correct VIN
- ☐ Set-Up and Pre-Delivery Checklist complete/all signatures in place
- ☐ Vehicle is washed and clean
- ☐ Engine starts easily, idles at proper RPM
- ☐ Vehicle is free of coolant, fuel and oil leaks
- ☐ Fit and finish is acceptable
- ☐ Fuel tank is full

SALESPERSON ADMINISTRATION CHECK

- ☐ Title work in progress
- ☐ License and registration forms completed
- ☐ Financing application approved
- ☐ Insurance application forms completed/binder issued
- ☐ All requested accessories installed
- ☐ Warranty registration completed correctly
- ☐ Delivery file contains all documents needed for review (warranty policies, safety pamphlet, accessory brochure, dealership chain of command)

CUSTOMER INFORMATION CHECK

The customer has received the following documents:

- ☐ A copy of the "You and Your Motorcycle: Riding Tips & Practice Guide" booklet
- ☐ For Dual-Sport motorcycles only:
 - A copy of the "Tips & Practice Guide for the Off-Highway Motorcyclist"
- ☐ A copy and explanation of the warranty policy
- ☐ A list of local riding organizations and upcoming events
- ☐ Information regarding the Honda Rider's Club of America (HRCA)
- ☐ For GL1500SE only:
 - A copy of the current FCC Citizens Band Radio regulations
- ☐ An Owner's Manual and an explanation of its contents and of the importance of reading the manual
- ☐ A completed copy of the HondaCare Protection Customer Features Checklist
- ☐ Information about the Motorcycle Safety Foundation's (MSF) safety training courses and the toll free phone number (1-800-448-8227) to find the nearest MSF training location

The customer has received the following information:

- ☐ An explanation of and recommendation to use a D.O.T. approved helmet and other safety apparel
- ☐ An explanation of the importance of safe operation and the benefits of receiving professional training

CUSTOMER INFORMATION CHECK (cont.)

The customer has received the following information:

- ☐ A tour of the dealership, including a review of available accessories and safety apparel, introductions to the parts and service managers and/or receipt of their business cards. Mention of the dealership's days and hours of operation
- ☐ An explanation of the dealer's chain of command
- ☐ Location of tool kit and the Owner's Manual pouch
- ☐ A reminder of the 800 mile service (Not Applicable for GL1800/VTX1800)
- ☐ A review of all warning labels on the vehicle and their importance to the operator

SALESPERSON AND CUSTOMER VEHICLE FAMILIARIZATION

Inspection and operation procedures that should be performed before each ride and a review of pre-ride inspection procedures (perform as applicable):

- ☐ Tires - check condition and air pressure, check rims for damage
 - ☐ Spokes - check for tightness, damage
 - ☐ Drive chain - check adjustment and lube
 - ☐ Coolant - check level, check for leaks
 - ☐ Engine oil - check level, check for leaks
 - ☐ Fuel - check level, check for leaks
 - ☐ Front and rear brakes - check operation
 - ☐ Throttle - check for smooth opening and closing in all steering positions
 - ☐ Clutch - check operation
 - ☐ Lights and horn - check for proper function of headlight, taillight, turn signals, indicators and horn
 - ☐ Engine stop switch - check for proper function
 - ☐ Side stand ignition cut-off system - check for proper function
- Cosmetic inspection (while walking around motorcycle):
- ☐ Customer inspects motorcycle for scratches, dents, etc.
- Control Familiarization (while sitting on motorcycle):

- ☐ Throttle operation
 - ☐ Front and rear brakes
 - ☐ Lighting switches
 - ☐ Clutch
 - ☐ All accessories and controls
- Operating Procedures:

- ☐ Starting Procedures - electric & kick start
- ☐ Break-in procedures

Comments _____

(Initials) _____

I have reviewed the items checked above with the customer named below.

Salesperson Name Christy Bouwers

Salesperson Signature Christy Bouwers

Dealer Name SCHROEDER'S HONDA

Purchase Date 03/20/2003

Model GL1600

Dealer No. 08782 VIN 1HSTC470637

Date: 4-28-03

Phone: (704) 693-4101

I acknowledge the items checked above have been reviewed with me and explained to my satisfaction.

Customer Name _____

Phone () _____

Customer Signature _____

Date: _____

(parent or guardian must sign and indicate their relationship)

Title: Dealer

Capacity: Customer

Set-Up and Pre-Delivery Checklist

MCR 4477-8873 (02/01)

Reorder: 8026

October 13, 2003

Dear Honda Gold Wing Owner,

You may have heard from a dealer, fellow Gold Wing rider or another source that American Honda along with the National Highway Traffic Safety Administration (NHTSA) has been investigating reports of frame cracking on some GL1800 Gold Wings. As a result of this joint investigation, a recall campaign was initiated. I am glad to report that your Gold Wing is *not* part of this campaign. I want you to know about it so that if you hear of a "recall," you will not be confused or think it pertains to your motorcycle.

The Vehicle Identification Numbers (VINs) of motorcycles that are affected are:

'02 ABS Model: From VIN: 1HFSC474*2A102394 Thru VIN: 1HFSC474*2A102823
Non ABS Model: From VIN: 1HFSC470*2A111803 Thru VIN: 1HFSC470*2A113582
'03 ABS Model: From VIN: 1HFSC474*3A200001 Thru VIN: 1HFSC474*3A201126
Non ABS Model: From VIN: 1HFSC470*3A200001 Thru VIN: 1HFSC470*3A204860

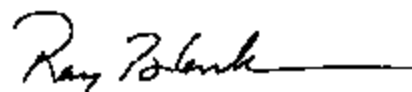
We will be taking care of those motorcycles with true Honda Care. We are conducting this recall at no expense to owners of the affected Gold Wing motorcycles. The recall procedure will be to add TIG welding to the frame where the lower cross member meets the side rails. This is TIG welding that your Gold Wing already has and we want the affected motorcycles to have, too. And yes, before you wonder, these welds are on the 2004 Gold Wing.

Owners of motorcycles that are included in this recall were notified first and dealers too have received the information they need. Required parts are already on hand and work is under way. When next you visit your local Honda Dealer you may see these activities in progress. If conducting this work impacts the service work you need from your Honda Dealer, we apologize for any inconvenience and hope you will understand.

Of course, if at any time you have any concerns, questions or any information regarding your frame that you believe we should know, we encourage you to contact us. To provide you with the best service experience possible our GL1800 customer's toll free number remains open 8:30 AM to 5 PM PDT at 1-866-784-1870.

I want to stress again that customer satisfaction is our priority. Thank you for your confidence.

Sincerely,


American Honda Motor Co., Inc.
Ray Blank, Vice President
Motorcycle Division

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2748
Phone (310) 783-2000

October 2003

IMPORTANT SAFETY RECALL NOTICE

Dear Gold Wing Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda Motor Co., Ltd. has decided that a defect relating to motor vehicle safety exists in certain 2002 and 2003 model year Gold Wings (GL1800/A). Certain frame welds do not meet manufacturing specifications. High loads created when riding on rough road surfaces or through potholes can cause the affected welds to crack. In the worst case, the welded area could break without warning, resulting in lower cross member separation and rear suspension collapse. This could result in a crash. However, no rear-wheel lockup, crashes or injuries have been reported.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your frame repaired. The dealer will coordinate scheduling with you. The affected welds will be reinforced according to a factory-prepared welding manual, *free of charge*.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Motorcycle Customer Support
Mail Stop 100-44-58
1919 Torrance Blvd.
Torrance, CA 90501-2748

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your motorcycle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

What to do if you feel this notice is in error.

Our records show that you are the current owner of a 2002 or 2003 GL1800/A involved in this recall. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Motorcycle Customer Support at (888) 784-1870. You may also visit our Web site at www.hondamotorcycle.com and click on "find a dealer" to locate a Honda dealer who can assist you.

We apologize for any inconvenience this campaign may cause you.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.
Honda Motorcycle Division

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 763-2000

October 17, 2003

Dear 2003 GL1800/A Owner:

Recently, you received an IMPORTANT SAFETY RECALL NOTICE stating that certain frame welds do not meet manufacturing specifications in certain 2002 and 2003 model year Gold Wings (GL1800/A).

About a week later, because of a computer sorting error, you received a letter dated October 13th that should have been mailed only to those Gold Wing owners not affected by the recall.

Your unit is included in the recall.

Please ignore the October 13th letter and follow the instructions in the earlier recall notice. Another copy of the original recall notice sent to you is enclosed.

We apologize for any confusion this error may have caused. We thank you for your understanding.

Regards,

American Honda Motor Co., Inc.
Motorcycle Division

Enclosure

MTB 10368 (0310)



SAFETY RECALL REMINDER

April 2004

Dear 2002-2003 GL1800/A Owner:

In September and December of 2003 we sent you notices about the GL1800 SAFETY RECALL for lower crossmember welds. In these notices we advised owners that certain frame welds do not meet manufacturing specifications.

We're sending you this letter because our records show that you have not had the RECALL completed on your GL1800. Now that the spring riding season is here, Honda dealers will be very busy. Therefore, we recommend that you contact your authorized dealer promptly for an appointment. The RECALL will be done at no charge to you for parts or labor.

If you have already had the RECALL done on your GL1800, we would like to update our completion records. Please let us know when you had the RECALL completed and by which Honda dealership. We have provided space on the enclosed, postage-paid *Information Change Card* to fill in this information.

If you need help locating a dealer near you, please visit our website at www.powersports.honda.com and click on "locate a dealer." If you have questions about this RECALL, please call our toll-free hotline at (866) 784-1870.

~~For the purpose of this RECALL, the following Honda models are excluded:~~ This RECALL campaign does not apply to GL1800's that have been converted into trikes or have a sidecar. If your GL1800 has either of these modifications, please complete the *Information Change Card* with the applicable information.

Thank you for your GL1800 purchase.

Sincerely,

American Honda Motor Co., Inc.
Motorcycle Division

MTB 10333-10544 (0403)

HONDA

AMERICAN HONDA MOTOR CO., INC.
P.O. Box 2220 Torrance, CA 90509-2220
(310) 532-9811

MOTORCYCLE CUSTOMER SATISFACTION SURVEY

GREER SC

Dear

Our Motorcycle Customer Service Representative told the others about you. Now we need your help. We want to know how well our staff responded to your needs.

Your opinions and those of your fellow Honda riders are important to American Honda, and we would appreciate your taking a few moments to complete this survey. We depend on your answers to guide our future decisions and redefine our products and procedures.

Thank you for taking the time to let Honda know how we are doing.

Sincerely,

American Honda Motor Co., Inc.
Customer Support Department
Motorcycle Division

YOUR CONTACT WITH HONDA

1. How did you contact HONDA with your request for assistance?

- ☐ By phone
☐ By mail
☐ In person

Did you have to call more than once to speak to HONDA?

☐ No

☐ Yes

Was the time you were put on hold reasonable?

☐ No

☐ Yes

2. What were the reasons for your contact? Did you need...

- ☐ Literature about Honda products
☐ A manual for your motorcycle
☐ Help with technical problems
☐ Information about parts availability

- ☐ Warranty service for your vehicle
☐ Non-warranty repairs
☐ Information about dealership locations
☐ Other (specify): _____

3. How was your request resolved by our HONDA Motorcycle Customer Service Representative?
(Choose one)

- ☐ By mail ☐ By phone ☐ In person
☐ No one contacted me after my call or letter to HONDA
☐ I required no further contact

4. Which one of the statements below best describes your feelings about the action taken by HONDA to resolve your request for assistance? I was...

- ☐ Not at all satisfied ☐ Somewhat satisfied ☐ Satisfied ☐ Extremely satisfied
☐ I am still waiting for resolution of my request

MAV06 D

TELECOM*USA*

Account Number

Detailed
Statement of
ChargesFor TELECOM*USA
Billing Questions,
Call 1 888 757-4800Miscellaneous Charges and Credits
Service Provider - TELECOM*USA

Date		Amount
1. 05/13	Federal Universal Service Fee	1.23
2. 05/20	Federal Universal Service Fee	.66
3. 05/27	Federal Universal Service Fee	.80
4. 06/03	Federal Universal Service Fee	.94
5. 06/10	Federal Universal Service Fee	.45
Total Miscellaneous Charges and Credits		4.08

Itemized CallsService Provider - TELECOM*USA-CENTRALDirect Dialed Calls

Date	Place Called	Number Called	Rate*	Time	Min	Amount
6. 05/02	987SHELBY NC	704 481-9070	AN	07:11PM	4	.51
7. 05/02	987SHELBY NC	704 480-6252	AN	08:16PM	40	1.59
8. 05/02	987LATTIMO NC	704 434-7709	AN	09:52PM	115	3.84
9. 05/04	987HENDERS NC	828 693-4103	AD	04:40PM	1	.42
10. 05/04	987HENDERS NC	828 693-4103	AD	04:41PM	2	.45
11. 05/04	987LATTIMO NC	704 434-7709	AE	09:31PM	75	2.64
12. 05/06	987SHELBY NC	704 481-9070	AD	04:03PM	1	.42
13. 05/06	987SHELBY NC	704 481-9070	AD	06:29PM	11	.72
14. 05/06	987LATTIMO NC	704 434-7709	AE	09:46PM	80	2.79
15. 05/07	987KINGS H NC	704 739-8876	AE	08:52PM	13	.78
16. 05/09	987LATTIMO NC	704 434-7709	AN	09:33PM	43	1.68
17. 05/12	987SHELBY NC	704 480-6252	AE	09:20PM	3	.48
18. 05/12	987LATTIMO NC	704 434-7709	AE	09:24PM	108	3.63
19. 05/13	987SHELBY NC	704 482-2657	AD	10:50AM	10	.69
20. 05/13	987SHELBY NC	704 418-0225	AD	11:37AM	5	.54
21. 05/13	987SHELBY NC	704 418-0225	AD	11:54AM	2	.45
22. 05/15	987LATTIMO NC	704 434-7709	AN	09:39PM	43	1.68
23. 05/16	987MYRTLE SC	843 340-3824	AN	04:48PM	1	.42
24. 05/16	987FAYETTE NC	910 867-2050	AN	09:38PM	33	1.38
25. 05/16	987LATTIMO NC	704 434-7709	AN	10:18PM	87	3.00
26. 05/17	987SHELBY NC	704 418-0225	AD	04:02PM	2	.45
27. 05/18	987LATTIMO NC	704 434-7709	AE	09:51PM	58	2.13
28. 05/21	987LATTIMO NC	704 434-7709	AD	09:25AM	4	.51
29. 05/23	987LATTIMO NC	704 434-5948	AN	05:43PM	1	.42
30. 05/23	987SHELBY NC	704 466-8444	AN	05:45PM	1	.42
31. 05/24	987LATTIMO NC	704 434-7709	AD	08:57AM	14	.81
32. 05/24	987HUDSON FL	727 856-9245	AD	09:48AM	1	.42
33. 05/24	987HUDSON FL	727 856-9245	AD	09:49AM	1	.42
34. 05/24	987HUDSON FL	727 856-9245	AD	09:50AM	1	.42
35. 05/24	987HUDSON FL	727 856-9245	AD	09:53AM	1	.42
36. 05/24	987POLLOCK LA	318 765-3223	AD	09:56AM	1	.42
37. 05/24	987HUDSON FL	727 856-9245	AD	10:27AM	2	.45
38. 05/24	987SUMMERY SC	843 875-9450	AD	04:24PM	22	1.05
39. 05/26	987LAMONDAL NC	704 538-9743	AD	10:23AM	16	.87
40. 05/26	987LATTIMO NC	704 434-7709	AD	12:58PM	7	.60
41. 05/27	987HUDSON FL	727 856-9245	AD	09:00AM	1	.42
42. 05/27	987HUDSON FL	727 856-9245	AD	09:02AM	1	.42
43. 05/27	987LATTIMO NC	704 434-7709	AD	10:23AM	19	.96
44. 05/27	987HUDSON FL	727 856-9245	AD	11:09AM	1	.42
45. 05/27	987LATTIMO NC	704 434-7709	AE	10:17PM	71	2.52
46. 05/29	987LATTIMO NC	704 434-7709	AN	03:06PM	21	1.02
47. 05/30	987LATTIMO NC	704 434-7709	AN	10:16PM	40	1.59

* Taxes and Rate Codes - Page 7

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**