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To: Michael Jordan Fax: 202 366 7867
 From: _____ Date: 5 June 2005
 Re: Recall Parts Pages: 3
 CC: _____

Urgent For Review Please Comment Please Reply Please Recycle



NHTSA Campaign No.
 04V-549 or
 04V-568

NAR
 (Answered via Telephone)
 WJF 01/11/05



Hall, Tari

From:

Sent: Wednesday, January 05, 2005 11:40 AM

To: Hall, Tari

Subject: American Honda motorcycle recall

Pasadena MD

05 January 2005

Attn: Tari Hall, CSR

Administrator

National Highway Traffic Safety Administrator

400 Seventh Avenue, SW

Washington DC 20590

Re: Honda Motorcycle Safety Recall (ST1300/A Wire Harness Inspection and Repair)

VIN# JH2SC51443

Model: ST1300ABS, Year: 2003

American Honda Case Number: MT43

Dear Sir or Madam:

I am having difficulty getting American Honda to comply with their Safety Recall of my motorcycle. The problem centers on the fact that American Honda issues parts required by the recall to the Selling Dealer (The dealer who sold the motorcycle).

Since I bought my motorcycle in Ohio and do not currently reside there, I am unable to return the motorcycle to the Selling Dealer (Andrews Cycles, 13134 Alliance Road, Salem Ohio Phone: 800-596-6199) for repair.

On January 5th, 2005, pursuant to the instructions of the recall, I contacted Honda PowerSports of Crofton (745 MD Route 3 South Gambrills, MD 21054. Telephone 410 923-4944). I spoke with Frank who informed me that parts are not available for the recall.

I then contacted American Honda, Customer Support (Mail Stop 100-4W-5B, Torrance, CA 90501-2746. Telephone 866-784-1870) and spoke with Shantay and Julie (Employee # MT43) who informed me that parts should be available in 2 weeks. However she also told me that parts for my motorcycle would be issued to the Selling Dealer only (i.e.: Andrews Cycles) and could not be shipped to my Local Dealer (Honda PowerSports of Crofton).

1/5/2005

Great! Now I know that the parts will be shipped to Andrews, So I called there and spoke with Gary in the service Department and asked that the parts (when they arrive) be shipped either to me or to Honda PowerSports of Crofton. Gary told me that they could do neither for reasons of liability and that it was up to American Honda. So now, American Honda won't ship to my Local Dealer and neither will the Selling Dealer.

Without parts the recall repair cannot be completed and the motorcycle cannot be operated safely. In the words of American Honda's recall notice: "...a loss of critical lighting or engine power could occur without warning which could cause a crash."

In fairness, I was also informed that "eventually" parts would be made available for my unit but I would have to wait. American Honda was unable to say how long this would take however.

I feel that my situation is certainly not unique. People buy vehicles and go from place to place all the time. Why should this unnecessary "run-around" be handed to the customer at a time when safety is an issue? It is for this reason that I make this complaint. Thank you for your kind attention to this matter.

Yours truly,

1/5/2005