

June 29, 2005

Motorcycle Division
American Honda Motor Co.
PO Box 2220
Torrance, Ca 90509-220
mailstop 100-4W-5B

10130209

2005 JUL 15 AM 9:23

Re: 2002 Honda GL1800 Goldwing
VIN #1HFSC47052A [REDACTED]
Purchased June 2002
From: Honda Of Florence
6507 Dixie Hwy
Florence, Ky. 41042
859-371-1212

Problem: Front end wobble between 35 & 40 miles per hour

This is my fourth letter concerning this problem and I've called several times since June of 2003. The problem can be fixed and has been fixed on my motorcycle. Honda told me that I rode with no hands on the handlebars and that caused the wobble problem, instead of addressing the problem.

Over the past year and half I've heard and spoken to other people who have had the same problem and concerns about the wobble. The GWRRA Wingworld magazine had an article about "The Case of the Abused Bearings". This guy who had the problem took his bike to a motorcycle shop in Tempe AZ. where they replaced the two sets of ball bearings with two sets of tapered rolling bearings.

I checked with my Honda dealer, Florence Honda, and found out they had replaced the header bearings on a 2004 Goldwind, didn't replace the tires, and the owner was very pleased with the results. Since I was due for my 24,000 maintenance and another set of tires, I made the decision to replace the header bearings with the tapered rolling bearings at the same time. I'm very pleased with the results. There is no wobble at 40 miles an hour with or without your hands on the handlebars. The motorcycle rides better than it ever has.

Honda Technical Department said there was nothing wrong and offered NO HELP! It's hard to believe that other people know your design issues and know how to correct them. I was told by someone else that they've been replacing the header bearings on the sport bikes for years to eliminate the wobble, yet Honda does not view this as a problem. If Honda ever does accept responsibility for this problem I hope the people who corrected the problem on their own will be re-reimbursed for their expense.

USA
all
7/14/05

I will also send a copy of this letter to the National Highway Traffic Safety Administration (NHTSA) with the hope that maybe they will investigate this further. Maybe they can check with GWRRA about the article in the January 2005, Wingworld magazine, on page 44. I doubt that I will get any reply from Honda.

Thanks

Florence, Ky.

cc: NHTSA