



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 100148

Date Received

Repository [ ]

18-JAN-2008
19 PM 2:33

Reference No.
10215332

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City DAYTON State OH Zip Code [Redacted]

Daytime Telephone Number [Redacted]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [ ] NO
Signature of Owner [Redacted] Date 2/8/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1HFSC4743 [Redacted]
Make HONDA Model GOLDWING Model Year 2002
Date Purchased 28-AUG-01 Dealer's Name and Telephone Number HONDA KWASKI 5134225471 Engine: No: Cylinders Fuel Type: Gas
Original Owner [X] Dealer's City FRANKLIN State OH Zip Code 45005
Transmission Type AUTOMATIC 5 speed [ ] Antilock Brakes [ ] Cruise Control Powertrain UNKNOWN Vehicle Component Code 131000 VISIBILITY:WINDSHIELD Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-AUG-2006 Failure Mileage 52000 53,000/11000 Stopped 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 (ies).)

Crash [ ] Yes [X] No Fire [ ] Yes [X] No Number of Persons Injured 0 Number of Deaths 0 Reported to Police N

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

THE CONTACT OWNS A 2002 HONDA GOLDWING GL-1800. WHILE DRIVING AT VARIOUS SPEEDS, THE WINDSHIELD DOES NOT ADJUST AND LOCKS IN AN UPWARD POSITION. THE FAILURE REDUCES THE CONTACT'S VISIBILITY. THE DEALER REPAIRED THE BODY ADJUSTER, CAM B ADJUSTER, CAM A ADJUSTER, CIR-CLIP, AND THE HOLDER ADJUSTER, HOWEVER, THE FAILURE RECURRED A YEAR LATER. HE TOOK THE VEHICLE BACK TO THE DEALER AND THEY STATED THAT THE CAM B AND CAM A ADJUSTERS FAILED AGAIN AND THEY DISABLED THE CENTER LOCK. THE CONTACT FILED A FORMAL COMPLAINT WITH THE MANUFACTURER. THE ENGINE SIZE, NUMBER OF CYLINDERS, AND POWERTRAIN WERE UNKNOWN. THE FAILURE MILEAGE WAS 52,000 AND CURRENT MILEAGE WAS 62,000.

See Attached

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.

[REDACTED]  
Dayton, OH

Ph: [REDACTED]

e-mail: [REDACTED]

December 5, 2007

Motorcycle Division  
American Honda Motor Co., Inc.  
P.O. Box 2220  
Torrance, CA 90509-2220  
mailstop: 100-4W-5B

GL 1800, 2002, VIN 1HFSC47432A [REDACTED]  
Purchased: 9/28/01  
Honda Kawasaki Yamaha - Middletown  
3711 Commerce Drive  
Franklin, OH 45005

I wish to report failures of the windshield lock as a Safety Defect. Mine has failed with it locked in the full up position two times. Both times I was caught in rain with the windshield in the full up position. I needed the windshield lowered so I could see over it. The first time I dropped the motorcycle and broke the right mirror in my attempt to lower the windshield. I was in a remote area of Canada, so I had to ride many miles with the windshield full up limiting my visibility in the rain and with only one rearview mirror.

I have solved the problem by having the center windshield lock disabled, but I think Honda should redesign the locks and issue a recall. I also think you should refund my cost of repair. I am enclosing copies of the two invoices for repair.

Sincerely,

[REDACTED]

TL\*THE CONTACT OWNS A 2002 HONDA GOLDWING GL 1800. THE WINDSHIELD IS DESIGNED TO ADJUST UP AND DOWN A FEW INCHES. ADJUSTMENT PROCEDURE REQUIRES:

"TO LOWER:

MOVE THE WINDSHIELD UP TO THE UPPER MARK, LOWER IT ALL THE WAY, THEN RAISE IT TO THE DESIRED POSITION"

THE FAILURES OCCURRED WHEN THE WINDSHIELD WAS MOVED TO THE UPPER MARK IT WOULD LOCK IN THIS POSITION AND COULD NOT BE LOWERED. THIS WAS A SAFETY FACTOR IN THAT IN RAIN ON THE WINDSHIELD IT COULD NOT BE LOWERED TO ALLOW THE RIDER TO SEE OVER IT. TO REPAIR THE DEALER REPLACED THE BODY ADJUSTER, CAM B ADJUSTER, CAM A ADJUSTER, CIR-CLIP, AND THE HOLDER ADJUSTER; HOWEVER, THE FAILURE RECURRED A YEAR LATER. THE DEALER STATED THAT THE CAM B AND CAM A ADJUSTERS HAD FAILED AGAIN., BUT THE OWNER HAD THEM TO DISABLE THE CENTER LOCK RATHER THAN REPLACE THE PARTS AGAIN. THE OWNER FILED A FORMAL COMPLAINT WITH THE MANUFACTURER AND THE DEALER. THE ENGINE IS 1800CC, SIX CYLINDERS, FIVE SPEED, AND SHAFT DRIVE. THE FIRST FAILURE WAS AT ABOUT 53000 MILES AND THE SECOND AT ABOUT 61000 MILES.

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