

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

**Subject:** FW: Case Escalation  
**Date:** Friday, December 16, 2011 10:28:01 AM  
**Importance:** High

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**From:** hotline-inquiries, NHTSA (NHTSA)  
**Sent:** Thursday, December 15, 2011 4:27 PM

**Subject:** FW: Case Escalation  
**Importance:** High

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**From:** NHTSAHotline@ [mailto:telesishq.com NHTSAHotline@telesishq.com]  
**Sent:** Wednesday, December 14, 2011 6:12 PM  
**To:** hotline-inquiries, NHTSA (NHTSA)  
**Subject:** Case Escalation  
**Importance:** High

**Notification of Case Escalation (All times are GMT-0500)**

**Project:** NHTSA Hotline Center  
**Case:** Recall: 2001-10, 2012 Honda GL1800 Goldwing motorcycles - Rear Brakes  
Campaign ID #: 11V567000  
**Case** 409338  
**Number:**

**Escalation:** NHTSA      **Status:** Closed  
**Date:** 2011-12-14      **Time:** 18:12:01  
**Creation Date:** 2011-12-14      **Creation Time:** 16:05:40

**Description:**

*Entered on 12/14/2011 at 18:12:00 EST (GMT-0500) by TBent:*

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We have received your email and it has been forwarded to the appropriate NHTSA subject matter expert. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response,

please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

*Entered on 12/14/2011 at 16:05:39 EST (GMT-0500) by nhtsa.webmaster@dot.gov:*

Sender Name: [REDACTED] Sender Email: [REDACTED] Subject: Recall: 2001-10, 2012 Honda GL1800 Goldwing motorcycles - Rear Brakes Campaign ID #: 11V567000

Comments: I owned a 2003 Goldwing that shortly after having a brake job done heard unusually grinding from the rear wheel. When I took it to the dealer he told me the rotor and brakes were completely destroyed. He indicated that I must have ridden the rear brake even though the brakes are linked and the front brakes were in good condition. I have since purchase a 2009 Goldwing and asked the dealer for a refund on what should have been a warranty item. The dealer replied I would have to find the motorcycle that was traded in and have them reexam it before I could qualify for a refund. I guess that shows you the effect of a recall. More blame for the owner.

**Contact Information:**

Last Name: [REDACTED] First Name: [REDACTED]  
Email Address: [REDACTED] NHTSA ID: 340173  
Contact Source: Owner