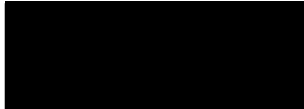




U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

January 17, 2012



NVS-216 nlm
Ref. No. 10441834

Dear 

Thank you for your correspondence concerning your model year (MY) 2003 Honda Goldwing motorcycle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that you heard an unusual grinding noise from the rear brake of your MY 2003 Honda Goldwing motorcycle after brake maintenance was performed. Upon inspection by the dealer you were told that the rear rotor and brakes were destroyed. You traded in the MY 2003 Honda Goldwing motorcycle for a MY 2009 Goldwing. However, subsequently Honda initiated a recall in December 2011, (NHTSA Safety Recall Campaign No. 11V-567) that addresses defective secondary master cylinders that cause the rear brake to drag in certain MY 2000 through MY 2012 Goldwing motorcycles. You state the dealer denied your request for reimbursement do to the motorcycle not being available for a rear brake inspection because you no longer own the motorcycle.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer.

Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, looping "R" and "R".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement