

CL-10524422-2139

June 28, 2013

JUL - 9 2013

American Honda Motor Co., Inc.
Motorcycle Customer Service
Mail Stop 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746

RE: 2007-2008 VT750C/C2 Fuel Valve Diaphragm Recall

Motorcycle info:

Make/model: 2008 Honda Shadow Spirit 750 (VT750C2)

VIN: JH2RC53008K [REDACTED]

To whom it may concern,

I am the proud owner of a 2008 Honda Shadow Spirit. I purchased the bike from a private party who had only put 2200 miles on it in his 5 years of ownership. About a month after the purchase, I noticed a strong gas smell in the garage. After some tinkering, I was able to locate the cause of the scent: the fuel valve was dripping fuel onto the primary cover.

After doing some research online, I came to find this was a common problem and there was a related recall for this exact issue. I contacted Motoprime in Lakeville, MN, the closest Honda dealer to my home, and they informed me the recall had already been fulfilled on this bike and I would have to pay for the repair out of pocket.

I am requesting that Honda stand by their products and refund the \$112.24 it cost to repair the known defective part.

Kind regards,

[REDACTED]
Eagan, MN [REDACTED]
[REDACTED]

Enc. Parts replacement bill

cc: Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
Washington, DC 20590

NAM
71013
SMD

Motoprimo South

16640 Kenrick Ave
Lakeville, MN 55044
952-465-0500

Repair Order Invoice

R/O Number: 30457

Invoice Number: 4331655

Date In: 6/17/2013

Today Date: 6/27/2013

Date Promised: 6/17/2013

Date Closed: 6/27/2013

Cashier: Nick Brackett

Repair Order For:

Description:

EAGAN, MN

h:

Units For This Repair Order

Service Writer: Robert Goeman

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles In/Out
2008	HONDA	VT750C2	JH2RC53008K			2835 /

Job: 23 POINT SAFETY INSPECTION

Job For: 2008 HONDA VT750C2 JH2RC53008K

Description

- 1.Fork seal condition/leaks.
- 2.Suspension condition and linkage operation.
- 3.Engine oil leak and engine gasket condition.
- 4.Coolant level and condition
- 5.Cooling system hoses and fan operation.
- 6.Frame and weld condition.
- 7.Brake pad condition, front and rear
- 8.Brake fluid level and condition
- 9.Rider and passenger footpeg components.
- 10.Front & rear tire condition.
- 11.Front & rear tire pressure
- 12.Handle bar condition and clamp tension.
- 13.Steering head bearing operation.
- 14.Light, horn, and flasher operation.
- 15.Sidestand switch and pivot condition.
- 16.Fuel system hoses and leaks.
- 17.Fluid leaks. (brake and coolant)
- 18.Chain and sprocket condition and tension. Clean lube and adjust as necessary.
- 19.Chasis fastener tension.
- 20.Throttle cable operation and tension
- 21.Clutch operation and cable/fluid condition
- 22.Engine condition and run ability.
- 23.Overall test ride condition

Labor

Description	Job Code	Technician	Line Total
SAFETY INSPECTION		Anthony Verhoeven	\$74.70
Labor Subtotal			\$74.70

Recommendations

Resolution

PERFORMED 23 POINT SAFETY INSPECTION

FORK SEALS LOOK GOOD.DUST SEAL IS WEATHER

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Description:

Job: 23 POINT SAFETY INSPECTION (Continued)

Job For: 2008 HONDA VT750C2 JH2RC53008K

CRACKING BUT NOT A SAFETY ISSUE.

FRONT AND REAR TIRE 75% LIFE

BRAKES LOOK ABOUT 75% FRONT AND REAR.

REAR END FLUID LOOKS CLEAN AND IS FULL.

PETCOCK LEAKS WILL REPLACE UPON AUTHO. FROM CUSTOMER.

Other Charges

Shop Supplies	\$7.47
EPA/Tire Disposal	\$1.00

Job Subtotal \$83.17

Job: FUEL LEAK

Job For: 2008 HONDA VT750C2 JH2RC53008K

Description

CUSTOMER STATES FUEL IS LEAKING FROM THE PETCOCK AREA. ALL LINES SEEM TO LOOK OK. INSPECT FUEL LEAK AND ADVISE.

Parts

Part Number	Quantity	Description	Each Price	Extension
16953-KEA-023	1	COVER SET, COCK	\$37.99	\$37.99
Parts Subtotal				<u>\$37.99</u>

Labor

Description	Job Code	Technician	Line Total
		Anthony Verhoeven	\$67.50
Labor Subtotal			<u>\$67.50</u>

Recommendations

FOUND PETCOCK TO BE LEAKING.

Resolution

REPLACED PETCOCK..

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EAGAN, MN

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Description:

Job: FUEL LEAK (Continued)

Job For: 2008 HONDA VT750C2 JH2RC53008K

REPLACE PETCOCK ASSY.

FUEL LEAK IS GONE.

Other Charges

Shop Supplies

\$6.75

Job Subtotal

\$112.24

Customer Job Totals

Parts \$37.99

Labor \$142.20

Other \$15.22

Total of Customer Jobs \$195.41

Repair Order Subtotal \$195.41

Sales Tax \$2.71

Repair Order Total \$198.12

Total Amount Due \$198.12

Tendered: Sale Approved \$198.12

Change Due \$0.00

Thank You For Your Business.

There is a \$30.00 charge, plus 18% interest and any collection costs on bad checks.

CAUTION!!!! NEW TIRES REQUIRE BREAK IN.

I hereby authorize the repair work to be done, along with any necessary material, and hereby grant you and/or your employee's permission to operate the said vehicle on the street/highway for the purpose of testing and/or inspection.

Dealer is not responsible for the unavailability of parts or delay in parts shipments beyond dealer control.

Customer acknowledges that storage charges (\$7 per day) will start after notification that their bike is ready for pick-up. Customer may elect to have their vehicle delivered to their home at cost based on their home location within the 48 hour

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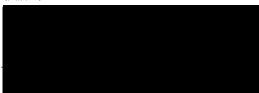
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EAGAN, MN

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Description:

period. Minimum shop charge is \$45.00. All damage estimates have a minimum fee of \$135.00.

Motoprimo is not responsible for loss or damage to vehicles or articles left on or in vehicle in case of fire, theft or any other cause beyond our control. We are not responsible for any articles and or parts left and not picked up after 30 days.

At Motoprimo we take extreme care of our customer vehicles, but due to the nature of our business, inadvertent dings, scratches or other minor damage may occur while your vehicle is in for service. Customers acknowledge that Motoprimo is not responsible for these discrepancies while in service nor after the vehicle has left the dealership.

An expressed mechanics lien is hereby acknowledged on said vehicle to secure amount of repairs there to.

X _____ DATE ____/____/____

===== Transaction Receipt =====

Motoprime South
16640 Kenrick Ave
Lakeville, MN 55044
952-465-0500

Merchant: 0040
Date: 6/27/2013 4:37:14 PM

Account #: 
Card Type: 

Source ID: 88121
Tran ID: aEb0831787785303
Auth #: 117107
AP

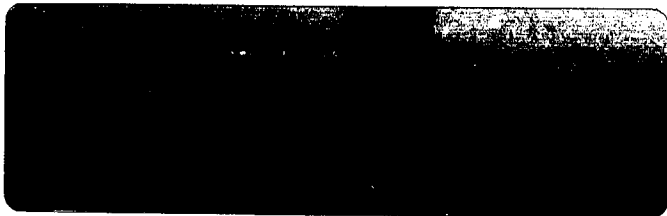
Amount: 198.12

Sale Approved

I AGREE TO PAY THE ABOVE AMOUNT PURSUANT
TO THE CARD ISSUER AGREEMENT.

X_____

WHITE COPY-BUSINESS YELLOW
COPY-CUSTOMER



FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1M \$ 00.66⁰
0004274593 JUN 28 2013
MAILED FROM ZIP CODE 55155

