



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

November 12, 2013

[REDACTED]

Eagan, MN [REDACTED]

NVS-216 am
Ref. No. 10524422

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Honda Shadow Spirit (VT750 C2) Motorcycle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you noticed a strong fuel odor from your MY 2008 VT750 C2 motorcycle. You discovered the fuel valve was dripping fuel onto the primary cover of the motorcycle. You state that after doing research you found a related recall for this issue. You took the motorcycle to a dealership for the recall repair; however, you were informed that the recall was already completed. Furthermore, you would have to pay for the repair. You request that Honda refund the cost you paid for the repair.

We are aware of the recall (NHTSA Safety Recall Campaign No. 08V-141) that addresses a leaky fuel valve in certain MY 2007 and MY 2008 Honda VT750 C2 motorcycles. You indicate that you are the second owner of the motorcycle. The dealer informed you that the recall had already been completed which means the recall was performed by the first owner. Please note that a recall entitles an owner to one free repair. In addition, we cannot guarantee the success of a recall remedy installed by a dealer. Also, we do not have any reason to believe that the corrective action submitted by the manufacturer will not work. We recommend that you contact the American Honda Motor Company to pursue your request for a refund.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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