



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

April 23, 2014

[REDACTED]  
Jefferson City, MO [REDACTED]

NVS-216 am  
Ref. No. 10550202

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Honda Goldwing 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 vehicles or items of 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 your MY 2013 Honda Goldwing motorcycle has bad gas mileage. In addition, the dealer told you the motorcycle's brake pads were bad and charged you to replace them. You went to another dealer who told you the brake pad problem was caused during the brake production and assembly. You state that your motorcycle is still under warranty; therefore, you request a refund for the brake repair. Also, you want to know what the best front tire is for your motorcycle.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to brake problems in MY 2013 Honda Goldwing motorcycles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. By law NHTSA cannot make recommendations or endorsements that pertain to manufacturers and their motor vehicles, motor vehicle equipment, and tires. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm)

You state that your motorcycle's fuel economy improved after the brake pads were replaced. In the future, please contact the Environmental Protection Agency (EPA) for all fuel economy and emission related inquires. You can contact the EPA by visiting their web site at [www.epa.gov](http://www.epa.gov), by telephone at (202) 272-0167, or by writing to: Environmental Protection Agency, Ariel Rios Building, 1200 Pennsylvania Avenue, N.W., Mail Code 3213A, Washington, DC 20460.


Your request for a refund does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Missouri Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Honda district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at (877) 382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB). The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB at, (800) 955-5100.

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](http://www.nhtsa.gov) or call the Auto Safety Hotline at (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,



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