

JAN 23 2015

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received 11-DEC-2014 Repository ☐ Reference No. 10663709	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number Evening Telephone Number E-mail Address NOEMAIL@UNK.GOV	
Name		Address		City	
State		CO		Zip Code	
PUEBLO					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
1. Digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make		Model	
JH2SC68L0CK		HONDA		GOLDWING	
Model Year		2012			
Date Purchased		Dealer's Name and Telephone Number		Engine:	
Sept. 2011		TIMME MOTOR SALES 719-547-4917		No: Cylinders	
Original Owner		Dealer's City		State	
☐		Pueblo West		CO	
Zip Code		81007			
Transmission Type		Antilock Brakes		Powertrain	
☐		☐		☐	
Cruise Control		Multiple Failure:		Incident Date(s)	
				14-MAY-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: BRAKES (PWS), 034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION				Failure Mileage	
COMPONENTS: DISC: ROTOR				3200	
				Failure Speed	
				40	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment		Failure Location:	
		☐ Prior Repair			
Tire Component Code		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash		Fire		Number of Persons Injured	
☐ Yes ☒ No		☐ Yes ☒ No		0	
				Number of Deaths	
				0	
				Reported to Police	
				N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2012 HONDA GOLDWING. WHILE DRIVING APPROXIMATELY 40 MPH, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE SHOOK. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE REAR BRAKE ROTOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHERE THE SECONDARY MASTER CYLINDER WAS REPLACED BUT THE FAILURE PERSISTED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 3,200.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

January
14, 2015

I purchased this 2012 Honda GoldWing in September of 2011. It was absolutely great for the first 3,500 miles, then the rear brakes developed a chatter, only when the outside temperature was 94* or above. It felt like you were riding on the rumble strips of a highway. I took it to the dealership where I bought the bike, Timme Motor Sales, in Pueblo West, Colorado. They replaced the rear rotor and brakes, which didn't help at all. The dealer said he had problems getting Honda to pay for service. My wife and myself both called Honda customer service and could get no where. The woman, Pat, kept saying I don't know how to ride the bike, which doesn't make sense because in cooler weather it does not chatter. If I don't know how to ride it would chatter all the time as I don't change my riding style. I talked to the Honda rep, and he said he'd have to ride it. By then it was winter and had to wait for warm weather. He finally was able to ride the bike

and felt the chatter. He had the dealer replace the secondary master cylinder and the bike was great for 3,500 miles, even in 107* weather. Then it started the chatter again. I called customer service again and was told they were done with my complaint and closed the file. Of course I was not happy with this and got in touch with the dealer. He agrees this is not right but can't do anything because Honda won't ok it. I then talked to the rep and he said he would talk to the dealer and have him replace some parts. I then went to the dealer and he said he hadn't seen nor talked to the rep. All I am getting is the run around. This has been going on for 3 1/2 years. Something needs to be done before the brakes fail completely and somebody gets hurt or dies. I have been riding GoldWings since 1978 and have never had this type of problem, ever. I worked in a Honda car dealership here in Pueblo for 40 years and whenever there was any kind of problem, Honda took care of it. I can't understand why they aren't standing behind the motorcycle. Supposedly the top of the line. Also I had to replace the left front brake pads at 18,000

miles while the right side was like new. On all my GoldWings, 8 in all, the brakes lasted till 35,000 36,000 miles before having to be replaced. I have disabled the secondary master cylinder, and don't have the problem, but this is not right nor is it safe.