



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

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

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
12-AUG-2016	Reference No. 10895396
SEP 23 2016	

**OWNER INFORMATION (Type or Print)**

Name	[Redacted]	Daytime Telephone Number	[Redacted]	E-mail Address	[Redacted]
Address	[Redacted]	Evening Telephone Number	[Redacted]		
City	WAVERLY	State	IL	Zip Code	[Redacted]

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**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1HFSC47053A [Redacted]	HONDA	GOLDWING	2003
Date Purchased	Dealer's Name and Telephone Number	Engine:	Fuel Type:
	Niehans Cycle Sales 217-324-6565	No: Cylinders 4	945
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
	Witchfield	IL	62056
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Manual	<input type="checkbox"/> Cruise Control		Incident Date(s) 01-AUG-2016

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 162000 STRUCTURE: BODY	Failure Mileage	Failure Speed
	83947	

**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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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**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 2003 HONDA GOLDWING. THE DEALER INSPECTED THE VEHICLE AND FOUND PREMATURE CRACKS IN TWO PLACES UNDER THE PASSENGER SIDE FLOORBOARDS. THE MECHANIC WAS TO FURTHER DIAGNOSE THE MOTORCYCLE TO DETERMINE WHAT PARTS NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS NOT AVAILABLE.

*Attached sheet*

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.

**Reference # 10895396**

**On August 4, 2016 I took my 2003 Honda Goldwing GL1800 in to Niehaus cycle in Litchfield IL. to get a recall repaired on the secondary master cylinder. When I got the Goldwing from the shop I was told that it had two cracks in the frame under the passenger floor board, one on each side. I was also told that they are finding the cracks on a lot of the Goldwings built from 2001-2003 and that Honda was repairing them up to about 2 months before, then they told the dealers they are not going to warranty any more. Honda started out by replacing the frame and paying all the labor for repairs, then they would just replace the frame but not pay the labor, Then they stopped backing it all together. I was then told by Brian Niehaus that I could try to call Honda myself because it doesn't do any good for them to call. The other options was to replace the frame or to take it to a shop in Litchfield that has been repairing them by welding extra support over the cracks and that would cost about \$1000 to \$1500. Brian also told me that he believes there is a lot of Goldwings between 2001 and 2003 around that have this cracks and the owners don't even know it. Because most of the ones that has been in the shop lately that they have been inspecting for the cracks has had them. I did ask if they sent in a warranty repair request and Brian told me no that it wouldn't do any good, that he had the rep from Honda tell him vary bluntly they were not backing anymore of the bikes of those years with cracks.**

**I called the Honda customer support and talked to a rep named Massi ID# MHF9 but all I got was a run around because he acted like he didn't understand where I was telling him where the cracks was, So I told him I would call Niehaus to get what they call the exact location of the cracks and I did. When I called back I talked to a different person I didn't get his name, when I told about the cracks he seemed to be vary familiar with problem and proceeded to tell me very bluntly that Honda was repairing the Goldwings but after supposedly doing a investigation of the problem they determined that the frames were cracking because the owners either pulling a motorcycle trailer (which I do) or they converted them into trikes. So I ask how could a small trailer with a tong weight of about 25 pounds cause the frame to crack and he told me that's what Honda determined. Then I ask why in 2004 Honda knew they had a problem and started making the frame stronger in that area and he played it off as a design change. I believe I asked him if they where any Goldwings that had cracks that didn't have hitches on them or wasn't a trike and he told me no. After I told him that that was a bunch of bull that Honda knows they have a major problem with these bikes and don't want to back them and seen I wasn't getting anywhere I ended the call.**

**After talking to Honda Customer Support I called Niehaus Honda in Litchfield IL. 217-324-6565 and Sport City Honda in Jacksonville IL. 217-243-6402 to ask them about the cracks in the frame being on Goldwings that doesn't pull trailers or hasn't been triked and the answer was the same at both places, That they have found the cracks in the frames in the same places on Goldwings between the years of 2001 and 2003 that hasn't had anything done to them they are plain Goldwings. The owner of Sport City said he has been dialing in Hondas for 43 years and he would guest about 70% of the Goldings built in those years has cracks in the frame and can't believe Honda isn't doing anything about it.**

**I did find out through Honda that back in 2005 that Honda had another recall on my Goldwing for yet another crack in the frame, I believe under the motor and it was fixed before I purchased the motorcycle about a year later.**

**I hope that NHTSA can do something about this problem before someone gets hurt or killed if it hasn't happened already. Thank You**



American Honda Motor Co., Inc.  
1919 Torrance Boulevard  
Torrance, CA 90501-2746  
Phone (310) 783-2000

December 2015

NHTSA Recall 15V-700

### IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dear GL1800 Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

What is the reason for this notice?

Honda has decided that a defect which relates to motor vehicle safety exists in certain 2001-2012 model year Honda GL1800 motorcycles. In September 2014 you received notice from Honda that the secondary master cylinder repair, identified in 2011 as part of NHTSA recall 11V-567, was not sufficient in preventing the rear brake from dragging and that a remedy to correct the safety defect identified in 11V-567 was not yet available. This letter is to inform you a remedy is now available for your motorcycle.

As previously stated in NHTSA recalls 11V-567 and 14V-472, there is a possibility the secondary master cylinder may cause the rear brake to drag. Unexpected braking increases the risk of a crash and riding the motorcycle with the rear brake dragging may generate enough heat to cause the rear brake to catch fire.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your motorcycle's secondary master cylinder and rear brake master cylinder replaced *at no cost to you*.

While parts are available to conduct secondary master cylinder replacements at the time of this notice, there is a possibility that parts may be unavailable at the time you call.

You can continue to ride your motorcycle if you carefully inspect it before and after each ride. Please read and follow the accompanying instructions regarding steps you can take to inspect your motorcycle for this issue.

Once you make an appointment for your vehicle, be advised that the repair may take approximately 2.7 hours; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

*\*After the recall is completed, continuing to adhere to your motorcycle's brake fluid maintenance schedule is essential to the performance of your motorcycle and your safety. As stated in your Owner's Manual, brake fluid should be inspected every 4,000 miles and replaced every 2 years or 12,000 miles, whichever comes first. To ensure the performance of the braking system, Honda strongly recommends having your motorcycle serviced by an authorized Honda motorcycle dealer using only Pro Honda DOT 4 Brake Fluid.*

For assistance with locating a Honda motorcycle dealer, you may call Honda Motorcycle Customer Support at:

1-866-784-1870 or use the "find a dealer" option on [www.powersports.honda.com](http://www.powersports.honda.com)

Who to contact if you experience a problem?

You may write to or call:

American Honda Motor Co., Inc.  
Motorcycle Customer Support  
Mail Stop 100-4C-7B  
1919 Torrance Blvd.  
Torrance, CA 90501-2746  
1-866-784-1870

If you believe that American Honda or the dealer has failed or is unable to remedy the safety defect in your vehicle, without charge, within a reasonable period of time (60 days from the date you first contact the dealer for a repair appointment), you may submit a complaint to:

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

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to:  
<http://www.safercar.gov>

What to do if you feel this notice is in error.

Registration records indicate that you are the current owner of a 2001-2012 GL1800 affected by this recall. If this is not the case, or the name/address information is not correct, please fill out and return the enclosed, postage-paid *Information Change Card*. We will then update our records.

What if you already had your vehicle repaired for this issue?

If you previously paid to have the secondary master cylinder replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the eligibility requirements and the reimbursement procedure.

Lessor Information:

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Motorcycle Division

Campaign #JV6P / Service Bulletin: GL1800#23

MTB 15624 (1510)

# Niehaus Cycle Sales

718 Old Route 66 North  
Litchfield, IL 62056  
(217) 324-8565

# Repair Order

R/O Number: [REDACTED]  
Date In: 7/11/2016  
Date Promised: 7/11/2016

Today Date: 8/4/2016  
Date Closed:

**Repair Order For:**

**Unit Name**

**Location**

[REDACTED]

WAVERLY, IL [REDACTED]  
c [REDACTED]

**Units for this Repair Order**

Service Writer: 01 Brian Niehaus

Year	Make	Model	VIN / Serial No.	Color	Plate	Key Board	Miles In/Out
2003	HONDA	GL 1800	1HFSC47053A [REDACTED]	RED			83947 /

**Job: INSTALL UPDATE KIT (Warranty Claim Number: [REDACTED])**

Job For: 2003 HONDA GL 1800 GOLD WING 1HFSC47053A [REDACTED]

**Description**

**Parts**

Part Number	Quantity	Description	Each Price	Extension
06454-MCA-306	1	M/C SET, SECOND	Warranty	Warranty
08203-0004	6	BRAKE FLUID DOT 4	Warranty	Warranty
<b>Parts Subtotal</b>				<b>Warranty</b>

**Labor**

Description	Job Code	Technician	Line Total
INSTALL UPDATE KIT	JV6A	ROBERT EFLING	Warranty
<b>Labor Subtotal</b>			<b>Warranty</b>

**Recommendations**

**Resolution**

FRAME IS CRACKED ON BOTH SIDES

INSTALLED UPDATE KIT

LED FRONT FENDER ACCENT DOES NOT WORK

*passenger floor board*

**Job Subtotal** Warranty

**Repair Order Subtotal** \$0.00

Sales Tax \$0.00

**Repair Order Total** \$0.00

**Total Amount Due** \$0.00

STORE HOURS: LABOR RATE 85.00 PER HR.  
MONDAY - FRIDAY 9 AM TO 6 PM / SATURDAY 9 AM TO 4 PM  
VISIT OUR WEBSITE AT WWW.NIEHAUSCYCLE.COM



