

PE05-047

HONDA

11/14/2005

ATTACHMENT Q2

(Q2 PART C OF C)

PART 3 OF 5

Case Report - M022005-07-2800516

Site/Caller Summary:

Site ID: 268435482
Site Name/Address: MUSSELMAN HONDA CENTER
2302 N STONE AVE
TUCSON, AZ 85705
Time Zone: None
Caller Name: ANDY TECH
Caller Phone: 20017012814
Alternate Phone:
Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 100095 - VFR800A - ABS LIGHT/ENGINE CUTS OFF
ID: M022005-07-2800516
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46442M
Contract:

Case History:

***NOTES LOG 07/28/2005 09:54:39 AM jyee

Complaint:
ABS light/engine cuts off

Contention:
dealer says:
customer complaining the ABS light came on, and when he tried to bring bike in, the engine shut off 5 times
customer says he was able to restart immediately by toggling run switch and releasing clutch while still
rolling.
bike had fallen over previously, on right side, and dealer bled brakes thinking it may have been related.
no ABS codes stored.
removed Power Commander
no other accessories, but headlight wattage unknown
was test riding, and engine cut off on highway
would not restart with starter motor (which did spin) until unit came to a full stop.
as he rolled to a stop, dash/speedo was still working.
found connector to the starter solenoid had gotten hot and melted, as had the base for 30A main fuse and the
starter cable battery subharness.
has ordered above parts for replacement

Recommendation:
advised dealer:
determine if rider ususally uses high beams.
replace parts, call with findings

*** SUBCASE M022005-07-2800516-1 7/28/2005 9:54:42 AM jyee

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	07/28/2005 09:55:45 AM	jyee	Status = Closed, Resoluti...
Modify	07/28/2005 09:55:33 AM	jyee	into WIP default and Stat...
Subcase Close	07/28/2005 09:55:31 AM	jyee	Number = M022005-07-28005...
Subcase Create	07/28/2005 09:54:42 AM	jyee	Number = M022005-07-28005...
Notes	07/28/2005 09:54:39 AM	jyee	Complaint: **ABS light/en...
Create	07/28/2005 09:54:38 AM	jyee	Contact = ANDY TECH, Prio...

No attachment to Case.

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VIEW MOTORCYCLE REPORT

Report Information

Report Number 7422

Brief Description * HEADLIGHTS AND TURN SIGNALS DON'T WORK

Report Method Visit

Reported By Field User

Last Updated Date 3/3/2005 2:19:47 PM

User Information

User Name Sam McCoy

Region Region4

District 04D

Attached Files

VFR800

☐ JH2RC466142M

PHOTO 1.JPG

VFR800

☐ JH2RC466142M

PHOTO 2.JPG

VFR800

☐ JH2RC466142M

PHOTO 3.JPG

Customer/Rider Information

Customer Name * LANCE DAWSON

Age 35

Weight 180

Riding Experience EXPERIENCED

Passenger NONE

Vehicle Information

VIN/HIN * JH2RC466142M

☒ VIN ☐ HIN ☐ Allow Multiple VINs

Unit Status Sold to Customer

1st Use Date (mm/dd/yyyy)* 6/18/2002

Model Year 2002

Model VFR800

Miles/Hours * 33,338 ☒ Miles ☐ Hours

Caught Fire No

Dealer Information

Dealer Number * 104505

Dealer Contact * JED KLAMUS

Phone Number (999-999-9999) 904-721-1186 Ext.

Claim Information

Cosmetic/Sound ☐Labor
Operation * 611 Wire HarnessLabor Op Full
Codes * 611100 WIRE HARNESS (MAIN)Vehicle
Condition/Usage
Information

GOOD CONDITION. WELL MAINTAINED

Accessories /
Modifications

NONE.

Failed Part
No. *

1. 32100-MCW-L00

2.

3.

4.

Customer
Contention *THE CUSTOMER CONTENDS THE HEADLIGHTS AND FRONT TURN SIGNALS HAVE
QUIT WORKING. HE CONTENDS HE HEARS A CLICKING NOISE INSIDE THE FAIRING.Actual
Problem *THE CLICKING NOISE THE CUSTOMER WAS HEARING IS THE TURN SIGNAL AND
HEADLIGHT RELAYS. THE TECH MEASURED A VOLTAGE DROP AT THE HEAD LIGHT
AND TURN SIGNAL RELAYS. FURTHER INVESTIGATION FOUND A SHORTED GROUND
WIRE IN THE COUPLER WHERE THE FAIRING HARNESS PLUGS INTO THE MAIN
HARNESS (SEE PHOTOS).Technical
Resolution *THE TECH MADE A TEMPORARY JUMPER WIRE TO GROUND THE FAIRING HARNESS
AND ALL THE LIGHTS AND TURN SIGNALS WORKED. THE TECH THEN REPLACED
THE WIRE HARNESS. A SUSPECTED LOSE OR POOR CONNECTION IN THE
HARNESS COUPLER WAS BLAMED FOR THE FAILURE.☒ Action Required

Case Report - M022003-05-0700226

Site/Caller Summary:

Site ID: 268439408
Site Name/Address: CYCLE CENTER OF FREMONT
41315 ALBRAE ST
FREMONT, CA 94538

Time Zone: None
Caller Name: JON TECH
Caller Phone: 00018777588
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 104867 - VFR800A - NO CODE STORED
ID: M022003-05-0700226
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46492M [REDACTED]
Contract:

Case History:

***NOTES LOG 05/07/2003 08:25:05 AM jyee

Complaint:
no code stored

Contention:

dealer says customer says FI light went on while riding on a rainy, but did not die on him
dealer could not retrieve any codes, could not induce light to come on again even after spraying with garden hose.
dealer says unit died once when idling when testing, but restarted immediately

Recommendation:

advised dealer check cam pulse generator for possible moisture, check pin fit and grease with dielectric grease.

*** SUBCASE M022003-05-0700226-1 5/7/2003 8:25:07 AM jyee

*** NOTES 05/12/2003 12:48:29 bjohnson Action Type: Call from Dealer
Steve states the connectors were OK. Dlr states the FI light actually just stays lit, and that on pg 5-11 of the service manual, it says it could be a faulty ECM. It also doesn't reference a page number for any troubleshooting information. Dlr did check for shorts in the service check connector circuit.
Do you have another VFR800 to borrow the ECM from?-----Yes.
Advised dlr to keep track of their time, OK to borrow the other bike's ECM to test on this bike, call back to report the results.

*** NOTES 05/14/2003 08:37:02 nhenkel Action Type: Call from Dealer

dlr states that they found a code for ecm failure and they tightened pin fit on the unit connectors

advised dlr to fax info attn norm

*** NOTES 06/03/2003 09:02:31 rdale Action Type: Call from Dealer

Dlr (Josh) stated unit came back to them on 5/27/03 and dlr worked on unit 5/31/03

dlr called and stated they have found alot of melted/burned ground wires under the fuel tank

have you removed the fuel tank? no...just propped it up

Advised dlr that I would like for them to refrain from further disruption of the situation...until I have spoken to their DSM

Did the cust try jump starting this unit? not..that we are aware of

Case History (Continued):

Are the tools in the tool kit...OK? yes...no problems
does the unit have any extras added to the unit? no
He hasn't added any suit heater? no

advised dlr that I will keep them appraised

*** NOTES 06/03/2003 14:14:27 rdale Action Type: Field/DSM
DSM called (MA68) and stated he may be able to swing by dlrship for an inspection of this unit tomorrow (6/4/03)

DSM stated that if he cannot do this tomorrow...he may have another opportunity on Friday (6/6/03)

*** NOTES 06/04/2003 16:05:34 rdale Action Type: Call from Dealer
Called dlr and spoke to Jon & Josh

Is there a possibility that the wires from the alternator replacement (see claim) could be chaffing and causing an A/C voltage situation? don't know...but, we inspected the stator and it's wires for bare spots

Have any fuses blown? no

Advised dlr that I have a feeling that whatever is causing this situation is coming from the A/C side of the system

Advised dlr to inspect the volt Reg/Rect. and assure there is a positive ground

dlr stated they are going to inspect the wires around the fuel rail next

*** NOTES 06/25/2003 08:34:25 ccompise Action Type: Call from Dealer
dlr states they replaced wire harness and unit is repaired
dr states they have test ridden and unit operates normally
dlr states they have 10.6 hours in total repair
dlr states MT72 wanted call back for autho

advised I would forward to MT 72 for time consideration

dlr agreed

*** NOTES 06/25/2003 10:42:06 rdale Action Type: Call to Dealer
called Dlr and spoke to voice mail of Steve

Advised dlr that I will try to call back later

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	06/25/2003 10:42:19 AM	rdale	Status = Closed, Resoluti...
Modify	06/25/2003 10:42:11 AM	rdale	into WIP Default and Stat...
Notes	06/25/2003 10:42:06 AM	rdale	called Dlr and spoke to v...
Reopen	06/25/2003 10:37:17 AM	rdale	with Condition of Open an...
Closed	06/25/2003 08:41:21 AM	ccompise	Status = Closed, Resoluti...
Modify	06/25/2003 08:41:19 AM	ccompise	into WIP default and Stat...
Modify	06/25/2003 08:34:50 AM	ccompise	into WIP default and Stat...
Modify	06/25/2003 08:34:32 AM	ccompise	into WIP default and Stat...
Notes	06/25/2003 08:34:25 AM	ccompise	dlr states they replaced ...
Reopen	06/25/2003 08:31:54 AM	ccompise	with Condition of Open an...
Closed	06/20/2003 03:24:15 PM	rdale	Status = Closed, Resoluti...
Modify	06/20/2003 03:24:12 PM	rdale	into WIP Default and Stat...
Modify	06/16/2003 07:34:54 AM	rdale	into WIP Default and Stat...
Modify	06/04/2003 04:05:38 PM	rdale	into WIP Default and Stat...
Notes	06/04/2003 04:05:34 PM	rdale	Called dlr and spoke to J...
Rule Action	06/04/2003 07:25:05 AM	sa	Action owner - 30 days of...
Notes	06/03/2003 02:14:27 PM	rdale	DSM called (MA68) and sta...
Modify	06/03/2003 09:02:43 AM	rdale	into WIP Default and Stat...
Notes	06/03/2003 09:02:31 AM	rdale	Dlr (Josh) stated unit ca...
Reopen	06/03/2003 08:44:41 AM	rdale	with Condition of Open an...
Closed	05/14/2003 08:37:06 AM	nhenkel	Status = Closed, Resoluti...
Modify	05/14/2003 08:37:05 AM	nhenkel	into WIP default and Stat...
Notes	05/14/2003 08:37:02 AM	nhenkel	dlr states that they foun...
Reopen	05/14/2003 08:36:07 AM	nhenkel	with Condition of Open an...
Closed	05/12/2003 12:48:41 PM	bjohnson	Status = Closed, Resoluti...
Modify	05/12/2003 12:48:38 PM	bjohnson	into WIP Follow up, techn...
Modify	05/12/2003 12:48:34 PM	bjohnson	into WIP Follow up, techn...
Notes	05/12/2003 12:48:29 PM	bjohnson	Steve states the connecto...
Reopen	05/09/2003 03:52:57 PM	bjohnson	with Condition of Open an...
Closed	05/07/2003 08:26:14 AM	jyee	Status = Closed, Resoluti...
Modify	05/07/2003 08:26:11 AM	jyee	into WIP default and Stat...
Subcase Close	05/07/2003 08:26:10 AM	jyee	Number = M022003-05-07002...
Subcase Create	05/07/2003 08:25:07 AM	jyee	Number = M022003-05-07002...

Activity Summary (Continued):

<u>Activity</u>	<u>Date/Time</u>	<u>Originator</u>	<u>Additional Information</u>
Create	05/07/2003 08:25:05 AM	jyee	Contact = JON TECH, Prior...
Notes	05/07/2003 08:25:05 AM	jyee	Complaint: **no code stor...

Case Report - M022004-09-1000521

Site/Caller Summary:

Site ID: 268439408
Site Name/Address: CYCLE CENTER OF FREMONT
41315 ALBRAE ST
FREMONT, CA 94538
Time Zone: None
Caller Name: JON TECH
Caller Phone: 00018777588
Alternate Phone:
Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 104867 - VFR800A - CUTS OUT WHEN LEANED OVER
ID: M022004-09-1000521
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4642
Part Number: MMCRC4642
Product Serial Number: JH2RC46492M
Contract:

Case History:

***NOTES LOG 09/10/2004 10:10:37 AM rsealey

Complaint:
cuts out when leaned over

Contention:
dlr states cust told unit has cut out three times when leaned over into a corner
dlr states both left and right turns cause unit to cut out
dlr states they have not been able to duplicate
dlr states key does NOT have to be cycled to restart engine

Recommendation:
advised dlr to have cust try to help them duplicate issue
advised possible ign key/lock or wiring being pulled when handle bars are turned

*** SUBCASE M022004-09-1000521-1 9/10/2004 10:10:40 AM rsealey

*** NOTES 09/16/2004 10:16:47 jye Action Type: Call from Dealer

UPDATE:
dealer says:
inspected bank angle sensor, was fine.
found several areas of the wire harness were melted.
wires from ignition switch are brittle, cannot bend harness.
harness on left side under tank, near injector, where the bulge normally is, the green wires are melted.
wires from stator to harness connector black and hard, but from connector in towards regulator, 2 of the yellow
wires have insulation burned off.
still charges, maximum 14.5 volts.
battery terminals tight, headlight bulbs stock.
had replaced wire harness 16 months earlier, 25,000 miles earlier, for running problems resulting from harness
melting in some spots under the tank.
no problems in the interim.
has not been able to lean bike over enough to duplicate contention.
no accessories, all stock.

RECOMMENDATION:
advised dealer:
replace wire harness again, stator, ignition switch base
inspect stator wires for pinching from campaign, and wire routing per campaign.
check for chassis grounds - possible paint in bolt holes.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
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Activity Summary (Continued):

<u>Activity</u>	<u>Date/Time</u>	<u>Originator</u>	<u>Additional Information</u>
Closed	09/16/2004 10:17:27 AM	jyee	Status = Closed, Resoluti...
Notes	09/16/2004 10:16:48 AM	jyee	UPDATE:•dealer says:•in...
Reopen	09/16/2004 09:56:13 AM	jyee	with Condition of Open an...
Closed	09/10/2004 10:10:59 AM	rsealey	Status = Closed, Resoluti...
Subcase Close	09/10/2004 10:10:56 AM	rsealey	Number = M022004-09-10005...
Subcase Create	09/10/2004 10:10:40 AM	rsealey	Number = M022004-09-10005...
Create	09/10/2004 10:10:37 AM	rsealey	Contact = JON TECH, Prior...
Notes	09/10/2004 10:10:37 AM	rsealey	Complaint: •cuts out whe...

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VIEW MOTORCYCLE REPORT

Report Information

Report Number 7667

Brief Description * Headlight Failure / Wire Harness Shorted

Report Method Visit ☒Reported By Field User ☒

Last Updated Date 6/15/2005 12:05:54 PM

User Information

User Name Jeremy Taylor

Region Region1

District 01E

Attached Files

☐ DSCN0552.JPG☐ DSCN0553.JPG☐ DSCN0555.JPG

Customer/Rider Information

Customer Name *

Age 28

Weight 180

Riding Experience 10+ years ☒Passenger None ☒

Vehicle Information

VIN/HIN * JH2RC46162M
☒ VIN ☐ HIN ☐ Allow Multiple VINsUnit Status Sold to Customer ☒

1st Use Date (mm/dd/yyyy) * 7/15/2002

Model Year 2002

Model VFR800

Miles/Hours * 12,579 ☒ Miles ☐ HoursCaught Fire No ☒

Dealer Information

Dealer Number * 102334

Dealer Contact * Kurt

Phone Number (999-999-9999) 515-243-6217 Ext.

Claim Information

Cosmetic/Sound ☐

Labor
Operation * 611 Wire Harness

Labor Op Full
Codes * 611100 WIRE HARNESS (MAIN)

Vehicle
Condition/Usage
Information

Used and in good condition

Accessories /
Modifications

None

Failed Part
No. *

1. 32100-MCW-L00

2.

3.

4.

Customer
Contention *

Customer experienced headlight failure while riding.

Actual
Problem *

Dealer found relay buzzing and blue harness coupler shorted and burned where fairing sub-harness plugs into main harness.

Technical
Resolution *

Replaced harness.

☒ Action Required



Case Report - M022004-10-0801026

Site/Caller Summary:

Site ID: 355512983
 Site Name/Address: CYCLE RIDERS SUZUKI OF ORLANDO
 3450 W COLONIAL DR
 ORLANDO, FL 32808
 Time Zone: None
 Caller Name: JEFF SA
 Caller Phone: 10017892007
 Alternate Phone:
 Alt. Site ID:
 Alt. Site Name/Address:
 Alt. Contact Name:

Case Summary:

Case Title: 105572 - VFR800 - MELTED H/LT CONNECTOR
 ID: M022004-10-0801026
 Call Type: Problem
 Severity: N/A
 Priority: N/A
 Condition/Status: Closed/Closed
 Part Description: MMCRC4612
 Part Number: MMCRC4612
 Product Serial Number: JH2RC46192M
 Contract:

Case History:

***NOTES LOG 10/08/2004 02:14:56 PM rdale

Complaint:
 melted H/lt connector

Contention:

Cust contends the unit will quit running and the head light is inop
 Dlr stated they found the intermittant short and tracked it down to a melted H/lt connector on the wire harness
 (32100-MCW-L00)
 Do you know which wires? no

Are you aware that another dealer performed some electrical work on this unit...in July...and filed claims for
 repairs? no...our computers are down...because the roof is off the building because of the weather

Recommendation:

Advised dlr that if they feel there is a manufacturing defect...replace the parts and file the claim

*** SUBCASE M022004-10-0801026-1 10/8/2004 2:14:59 PM rdale

*** HPP CHECK 10/08/2004 02:15:27 PM rdale

The following HPP information was found
 ; IN2002000000282; MATZAT ; KEVIN ; 105298; 2003-03-09; 2007-03-09; ACTIVE

*** WARRANTY Check 10/08/2004 02:15:27 PM rdale

03/08/2002; 03/08/2002; 03/22/2002; ; 03/08/2002; 03/08/2003; ; ; Yes;
 No; 03/09/2003; 03/09/2007; ; No; ; ; ;

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	10/08/2004 02:15:32 PM	rdale	Status = Closed, Resoluti...
Modify	10/08/2004 02:15:29 PM	rdale	into WIP Default and Stat...
HPP lookup	10/08/2004 02:15:28 PM	rdale	HPP CHECK 10/08/2004 02:1...
Extended warran	10/08/2004 02:15:28 PM	rdale	WARRANTY Check 10/08/2004...
Subcase Close	10/08/2004 02:15:21 PM	rdale	Number = M022004-10-08010...
Subcase Create	10/08/2004 02:14:59 PM	rdale	Number = M022004-10-08010...
Create	10/08/2004 02:14:56 PM	rdale	Contact = JEFF SA, Priori...
Notes	10/08/2004 02:14:56 PM	rdale	Complaint: **melted H/lt ...

Case Report - M022003-08-1200625

Site/Caller Summary:

Site ID: 360933744
Site Name/Address: NORTH VALLEY HONDA
14827 NORTH CAVE CREEK
PHOENIX, AZ 85032

Time Zone: None
Caller Name: MARK TECH
Caller Phone: 60017060715
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105618 - VFR800 - SHORT IN HARNESS.
ID: M022003-08-1200625
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46152M [REDACTED]
Contract:

Case History:

***NOTES LOG 08/12/2003 10:14:12 AM azemlin
Complaint:
Short in harness.

Contention:

Dlr states that the unit came in for turnsignal/headlight issues which the dlr traced to a poor ground.
Dlr ran a separate ground for the fairing subharness which eliminated the problems.
Dlr states that he tried to separate the fairing and main harness coupler to determine the cause for the ground issue but states that the connector between the main harness and fairing harness is melted together.
Dlr has not determined cause yet.
Dlr is requesting a replacement plug.

Recommendation:

Advised dlr that AHM will send a used but serviceable main harness plug.
Advised dlr to determine cause before replacement.

*** SUBCASE M022003-08-1200625-1 8/12/2003 10:14:16 AM azemlin

*** NOTES 08/21/2003 09:59:15 sgehrke Action Type: Call from Dealer
Dealer found main harness ground corrosion. Dealer soldered on connector and wires to main harness and replaced sub-harness. Dealer had 2 hours invested in the repair. Unit has HPP.

Resolution

Advised Dealer to submit claim and fax documents to my attention for review and authorization.

*** NOTES 08/21/2003 17:17:32 sgehrke Action Type: Letter/Fax
W/C # 907890 R.O. date 8/6/03.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	08/21/2003 06:48:19 PM	sgehrke	Status = Closed, Resoluti...
Notes	08/21/2003 05:17:32 PM	sgehrke	W/C # 907890 R.O. date 8/...
Notes	08/21/2003 09:59:15 AM	sgehrke	Dealer found main harness...
Reopen	08/21/2003 09:57:02 AM	sgehrke	with Condition of Open an...
Closed	08/12/2003 10:14:46 AM	azemlin	Status = Closed, Resoluti...
Subcase Close	08/12/2003 10:14:45 AM	azemlin	Number = M022003-08-12006...

Activity Summary (Continued):

<u>Activity</u>	<u>Date/Time</u>	<u>Originator</u>	<u>Additional Information</u>
Modify	08/12/2003 10:14:42 AM	azemlin	into WIP Today and Status...
Subcase Create	08/12/2003 10:14:16 AM	azemlin	Number = M022003-08-12006...
Create	08/12/2003 10:14:12 AM	azemlin	Contact = MARK TECH, Prio...
Notes	08/12/2003 10:14:12 AM	azemlin	Complaint: ••Short in har...

Case Report - M022005-04-2101563

Site/Caller Summary:

Site ID: 268440393
Site Name/Address: CALLAWAY MOTORSPORTS
1575 UNIVERSITY AVE
RIVERSIDE, CA 92507

Time Zone: None
Caller Name: JIM SM
Caller Phone: 50017068286
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105543 - VFR800 - ENGINE CUTS OUT. OUT OF WARRANTY.
ID: M022005-04-2101563
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46192M [REDACTED]
Contract:

Case History:

***NOTES LOG 04/21/2005 04:23:18 PM bjohnson
Complaint: Engine cuts out.

Contention: Dlr states unit does have a Power Commander, but customer says it ran OK for quite a while before now. Dlr states the headlights don't come on at all, and the low beam relay buzzes constantly. The engine will start and run OK, but if either left or right turn signal is turned on, the engine will immediately cut out. The turn signal that was activated doesn't flash. If a turn signal is turned on with the key on, then the start button is pushed, the engine won't start. Dlr noticed while starting the engine that the FI light is flashing.

Will the engine still cut out if you pull in the clutch and activate the turn signal?-----Yes, it still cuts out.

Recommendation: Advised dlr to pull the code and see if it provides a clue as to what's happening. Also, if you jump Br/Bu wire to Bu/W, and the headlights come on, it could mean the starter switch is bad, but that doesn't explain why the engine cuts out. Dlr to call back.

*** SUBCASE M022005-04-2101563-1 4/21/2005 4:23:21 PM bjohnson

Case History (Continued):

*** NOTES 04/22/2005 09:46:20 Jritenou Action Type: Call from Dealer

Dir stated that they have tried to pull the codes and the FI light stays on.

Have you tried to clear the code? Yes nothing happens.

Have you checked the service connector wire for a short to ground? Yes the wire has good continuity and no path to ground.

Have you swapped a ECM? No

Advised dir to swap a ECM and retest the unit.

Dir to call back with findings.

*** NOTES 05/03/2005 14:39:55 Jyee Action Type: Call from Dealer

update:

unable to repair

unit now at dealer 105066, who says several vacuum lines were improperly connected.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	05/03/2005 02:40:08 PM	jyee	Status = ...
Notes	05/03/2005 02:39:55 PM	jyee	update:...
Reopen	05/03/2005 02:37:46 PM	jyee	with Cond...
Closed	04/22/2005 09:46:25 AM	jritenou	Status = ...
Modify	04/22/2005 09:46:24 AM	jritenou	into WIP ...
Notes	04/22/2005 09:46:20 AM	jritenou	Dir.state...
Reopen	04/22/2005 09:44:10 AM	jritenou	with Cond...
Subcase Close	04/21/2005 04:24:22 PM	bjohnson	Number = ...
Closed	04/21/2005 04:24:22 PM	bjohnson	Status = ...
Modify	04/21/2005 04:24:01 PM	bjohnson	into WIP ...
Subcase Create	04/21/2005 04:23:21 PM	bjohnson	Number = ...
Notes	04/21/2005 04:23:18 PM	bjohnson	Complaint...
Create	04/21/2005 04:23:17 PM	bjohnson	Contact =...

Case Report - M022005-05-0401088

Site/Caller Summary:

Site ID: 268439723
Site Name/Address: CORONA MOTORSPORTS
363 AMERICAN CIRCLE
CORONA, CA 92880

Time Zone: None
Caller Name: GEORGE TECH
Caller Phone: 00020107179
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105066 - VFR800 - ENGINE SURGES AND DIES OUT
ID: M022005-05-0401088
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46192M [REDACTED]
Contract:

Case History:

***NOTES LOG 05/04/2005 09:57:36 AM jye

Complaint:
engine surges and dies out

Contention:
dealer says:
customer says unit would intermittently surge and die out
customer started working on bike for this complaint, then took to dealer 105543.
confirmed contention - at constant rpm about 6000-7000 rpm, would surge.
no codes
when key turned on, hears slight whirring sound from dash area.
has Power Commander, slip-on exhaust, and aftermarket air filter.
removed power commander
refer to case M022005-04-2101563.
inspected bike, found several hoses incorrectly hooked up, not sure if customer or other
dealer did "repair".
connected properly.
inspected variable air intake control valve
found no suction to bypass solenoid
bypass control solenoid valve energizes - has power, but ground not activated.
found continuity to ECM, but ECM supplies ground.

Recommendation:
advised dealer:
ground is supplied only when above 5000rpm IN GEAR, will not activate in neutral.
must bypass neutral light to test, or ground directly

Case History (Continued):

verify speedometer and tach working

*** SUBCASE M022005-05-0401088-1 5/4/2005 9:57:46 AM jyee

*** NOTES 05/05/2005 13:32:55 jyee Action Type: Call from Dealer

update:

dealer says:

tried above test, same results.

recommendation:

advised dealer:

try grounding bypass control solenoid valve directly.

check noise source with stethoscope.

*** NOTES 05/05/2005 14:30:41 jyee Action Type: Call from Dealer

update:

dealer says:

tach and speedo work fine.

buzzing likely from fuel cut relay cycling rapidly, but not making noise now

verified ECM ground good

ran direct ground to bypass control solenoid valve, and it activates, and appears to run fine.

recommendation:

advised dealer:

check TPS and MAP sensors.

try ECM in known good unit.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	05/05/2005 02:30:48 PM	jyee	Status = ...
Notes	05/05/2005 02:30:41 PM	jyee	update:...
Reopen	05/05/2005 02:10:31 PM	jyee	with Cond...
Closed	05/05/2005 01:33:05 PM	jyee	Status = ...
Notes	05/05/2005 01:32:55 PM	jyee	update:...
Reopen	05/05/2005 01:29:00 PM	jyee	with Cond...
Closed	05/04/2005 09:58:45 AM	jyee	Status = ...
Modify	05/04/2005 09:58:41 AM	jyee	Into WIP ...
Subcase Close	05/04/2005 09:58:40 AM	jyee	Number = ...
Subcase Create	05/04/2005 09:57:46 AM	jyee	Number = ...
Notes	05/04/2005 09:57:36 AM	jyee	Complaint...
Create	05/04/2005 09:57:35 AM	jyee	Contact =...

Case Report - M022005-02-1701344

Site/Caller Summary:

Site ID: 268440129
Site Name/Address: MACH 1 MOTORSPORTS
510 COUCH ST
VALLEJO, CA 94590

Time Zone: None
Caller Name: KEN SM
Caller Phone: 70020086070
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105346 -GX- VFR800 - CUTS OUT
ID: M022005-02-1701344
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46172M4 [REDACTED]
Contract:

Case History:

***NOTES LOG 02/17/2005 04:10:33 PM rsealey

Complaint:
cuts out

Contention:
dlr states when unit reaches operating temp (219 degrees), unit will cut and there is a
strange purring noise under front of fuel tank
dlr states if key is cycled noise stops and unit will restart

Recommendation:
advised dlr to run unit on a bench until hot with cowling removed
advised dlr when unit stops see if a relay is causing noise
advise dlr to try swapping BAS

*** SUBCASE M022005-02-1701344-1 2/17/2005 4:10:37 PM rsealey

*** NOTES 02/24/2005 14:08:54 Jritenou Action Type: Call from Dealer
Dlr stated that when the unit stalls the head light relays will buzz.
Dlr stated that they have unplugged the relays and the unit will still stall.
Have you inspected the fuel cut relay? No
Have you checked the engine stop relay? No

Case History (Continued):

Advised dlr that the fuel cut and engine stop relay share the same basic wiring.
Advised dlr to check those relays.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	02/24/2005 02:09:04 PM	jritenou	Status = ...
Modify	02/24/2005 02:09:03 PM	jritenou	into WIP ...
Notes	02/24/2005 02:08:54 PM	jritenou	Dir state...
Reopen	02/24/2005 02:06:25 PM	jritenou	with Cond...
Closed	02/17/2005 04:10:58 PM	rsealey	Status = ...
Subcase Close	02/17/2005 04:10:56 PM	rsealey	Number = ...
Subcase Create	02/17/2005 04:10:37 PM	rsealey	Number = ...
Create	02/17/2005 04:10:33 PM	rsealey	Contact =...
Notes	02/17/2005 04:10:33 PM	rsealey	Complaint...

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VIEW MOTORCYCLE REPORT

Report Information

Report Number 8680

Brief Description * Motor Dies Intermittently

Report Method Visit

Reported By Field User

Last Updated Date 8/23/2005 8:13:18 AM

User Information

User Name Don Buckley

Region Region1

District 01C

Attached Files

☐ DSCN1442.JPG☐ DSCN1443.JPG☐ DSCN1446.JPG

Print

Customer/Rider Information

Customer Name *

Age

Weight

Riding Experience Intermediate

Passenger None

Vehicle Information

VIN/HIN *

JH2RC46172M

☒ VIN ☐ HIN Multiple VINs

Unit Status

Sold to Customer

1st Use Date (mm/dd/yyyy) *

4/27/2002

Model Year

2002

Model

VFR800

Miles/Hours *

9,543

☒ Miles ☐ Hours

Caught Fire

No

Dealer Information

Dealer Number *

105346

Dealer Contact *

KEN

Phone Number (999-999-9999)

707-643-2548

Ext.

Claim Information

Cosmetic/Sound ☐

Labor Operation * 611 Wire Harness

Labor Op Full Codes * 611100 WIRE HARNESS (MAIN)

Vehicle Condition/Usage Information

Very good condition, very well maintained. Rides to work once in awhile, and on the weekend when he gets a chance.

Accessories / Modifications

None

Failed Part No. *

1. 32100-MCW-L00
- 2.
- 3.
- 4.

Customer Contention *

Customer states unit will die intermittently. Has been in the dealer once before for the same stalling problem. Dealer not able to duplicate it at the time. Now when the customer uses the left turn-signal, the unit dies on him intermittently.

Actual Problem *

Main wire harness has broken and split wires at the ground connector block. This is located on the left side of the bike, just abover the frame rail, and just to the side of the throttle body. It was hot enough at some point to melt the black tape around it, and the connector.

Technical Resolution *

Replace the main wire harness.

☒ Action Required



Case Report - M022005-06-2401180

Site/Caller Summary:

Site ID: 268439830
Site Name/Address: I-90 MOTORSPORTS
200 NE GILMAN BLVD
ISSAQUAH, WA 98027
Time Zone: None
Caller Name: REMCO SM
Caller Phone: 10017002583
Alternate Phone:
Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: X-105145 - VFR800 - MELTED WIRE HARNESS
ID: M022005-06-2401180
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46132M
Contract:

Case History:

***NOTES LOG 06/24/2005 03:17:50 PM bdeal

Complaint:
melted wire harness

Contention:
Dlr states ground cap melted.
Has the wire harness ever been manipulated in any way?
" no "
How did this happen?
" customer was riding, saw smoke , it quit running a couple times, gauges went blank and rode into dealer.

Recommendation:
Advised dlr to send photos for evaluation.

*** SUBCASE M022005-06-2401180-1 6/24/2005 3:17:54 PM bdeal

*** NOTES 06/24/2005 15:26:39 bdeal Action Type: Call from Dealer
What type headlight bulbs are in this unit?
They all appear to be stock.
Dlr states unit is owned by a 60 year old customer.
Dlr states bike is all stock.
Dlr states unit has stock charging system all stock unit.

*** NOTES 06/28/2005 09:36:51 bdeal Action Type: Call to Dealer
Rec'D E-Mail from dlr:

*"Remko" <Remko@i-90motorsports.com> 06/25/2005 01:20 PM • To: "HONDA TECH" <mcdalersup@ahm.honda.com> cc:
Subject: Fw: BERNIE*

Thank you,

Remko Oosterhof
service manager

----- Original Message -----
From: Remko
To: HONDA TECH

Case History (Continued):

Sent: Saturday, June 25, 2005 8:50 AM
Subject: ATTN: BERNIE

DEALER # 105145
VIN # JH2RC46132M
MILES 5025

After close inspection unit has a battery tender lead.
unit has a flasher unit that I guess runs the rear turn signals as running lights at half power so they are dim when bike is running. this unit is wired separately outside of harness and right to bulbs in rear of bike? and it just replaced the stock flasher? I did not tear into it further till you tell me what you want me to do. I can look further into this if Honda would like. other than that unit is completely stock?

Thank you,

Remko Oosterhof
service manager

Advised dlr after talking with product specialist this is not a mfg defect and the harness has been manipulated not Honda warranty when after market products induced into electrical system.
Advised dlr this will be a customer pay issue.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	06/28/2005 09:43:33 AM	bdeal	Status = Closed, Resoluti...
Modify	06/28/2005 09:43:31 AM	bdeal	into WIP techline and Sta...
Notes	06/28/2005 09:36:51 AM	bdeal	Rec'D E-Mail from dlr:***...
Reopen	06/28/2005 09:30:36 AM	bdeal	with Condition of Open an...
Closed	06/24/2005 03:26:50 PM	bdeal	Status = Closed, Resoluti...
Modify	06/24/2005 03:26:48 PM	bdeal	into WIP techline and Sta...
Notes	06/24/2005 03:26:39 PM	bdeal	What type headlight bulbs...
Reopen	06/24/2005 03:21:41 PM	bdeal	with Condition of Open an...
Closed	06/24/2005 03:18:26 PM	bdeal	Status = Closed, Resoluti...
Modify	06/24/2005 03:18:19 PM	bdeal	into WIP techline and Sta...
Subcase Close	06/24/2005 03:18:19 PM	bdeal	Number = M022005-06-24011...
Subcase Create	06/24/2005 03:17:54 PM	bdeal	Number = M022005-06-24011...
Notes	06/24/2005 03:17:50 PM	bdeal	Complaint: **melted wire ...
Create	06/24/2005 03:17:49 PM	bdeal	Contact = REMCO SM, Prior...

Case Report - M022004-03-1601011

Site/Caller Summary:

Site ID: 268439830
Site Name/Address: I-90 MOTORSPORTS
200 NE GILMAN BLVD
ISSAQUAH, WA 98027
Time Zone: None
Caller Name: REMCO SM
Caller Phone: 10017002583
Alternate Phone:
Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: QPD-R-105145 - VFR800 - HIGH BEAM RELAY
ID: M022004-03-1601011
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4612
Part Number: MMCRC4612
Product Serial Number: JH2RC46172M [REDACTED]
Contract:

Case History:

***NOTES LOG 03/16/2004 02:01:27 PM ccompise

Complaint:
high beam relay

Contention:

dlr states relay is making "clicking" sound
dlr states high beam works, when starter button pressed, when starter button let go, engines stops
dlr states manual points to high beam relay
does high beam relay test bad? No
dlr states turn signals also dim and flash erratically when unit does this
dlr states DSM visiting later today they will run by him

Recommendation:

advised I would document in system
advised to call if further help needed

*** SUBCASE M022004-03-1601011-1 3/16/2004 2:01:49 PM ccompise

*** NOTES 05/14/2004 15:59:22 sgehrke Action Type: Call from Dealer
Dealer found that the wire harness was bad. Dealer replaced harness and corrected situation.

Resolution

Advised Dealer to submit claim.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	05/14/2004 03:59:28 PM	sgehrke	Status = Closed, Resoluti...
Notes	05/14/2004 03:59:22 PM	sgehrke	Dealer found that the wir...
Reopen	05/14/2004 03:57:58 PM	sgehrke	with Condition of Open an...
Closed	03/16/2004 02:02:26 PM	ccompise	Status = Closed, Resoluti...
Modify	03/16/2004 02:02:23 PM	ccompise	into WIP default and Stat...
Subcase Close	03/16/2004 02:02:23 PM	ccompise	Number = M022004-03-16010...
Subcase Create	03/16/2004 02:01:49 PM	ccompise	Number = M022004-03-16010...
Modify	03/16/2004 02:01:46 PM	ccompise	into WIP default and Stat...
Modify	03/16/2004 02:01:40 PM	ccompise	into WIP default and Stat...
Notes	03/16/2004 02:01:27 PM	ccompise	Complaint: ** high beam r...
Create	03/16/2004 02:01:26 PM	ccompise	Contact = REMCO SM, Prior...

No attachment to Case.

Case Report - M022005-09-0700861

Site/Caller Summary:

Site ID: 268438022
Site Name/Address: HONDA PENINSULA DUCATI
1289 W EL CAMINO REAL
SUNNYVALE, CA 94087

Time Zone: None
Caller Name: JON S/W
Caller Phone: 30020277476
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 103997 - VFR800 - UNIT WOULD NOT START
ID: M022005-09-0700861
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46163M [REDACTED]
Contract:

Case History:

***NOTES LOG 09/07/2005 10:52:58 AM amackenz

Complaint:
unit would not start

Contention:
customer states that the unit would not start with the head light fuse installed
dealer states that they received the unit with out the headlight fuse installed
dealer states that they put the fuse in to duplicate the problem and the unit has had no
problems
dealer states the unit is in great shape and is very clean

Recommendation:
advised the dealer to find out if the customer had washed the unit prior to the mishap
or if anything was done with the unit before the no start condition to see if the
dealer may be able to recreate the problem
dealer to call back with findings

*** SUBCASE M022005-09-0700861-1 9/7/2005 10:52:59 AM amackenz

*** NOTES 09/07/2005 11:08:02 Jritenou Action Type: Call from Dealer
Dir stated that they have spoken to the cust.
Dir stated that the cust uses a damp cloth to clean the unit.

Case History (Continued):

Dlr stated that the cust stated that the unit has popped the headlight fuse twice.

Is the fuse blown now? No

Dlr stated that the unit is running now.

Have you inspected the 18P blue connector under the left fairing.

Advised dlr to inspect the 18P blue connector under the left cowl.

Advised dlr to look for any abnormal burn marks, corrosion, or anything that looks wrong with that connector.

*** NOTES 09/07/2005 13:26:13 Jritenou Action Type: Call from Dealer

Dlr stated that they have inspected the 18P blue connector and the connector is fine.

Dlr stated that they connections was loose and it did snap together when they inspected the unit.

Does the unit still pop the fuse? Not sure have check.

Advised dlr to test the unit and see if the fuse is still blowing.

Dlr to call back with findings.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	09/07/2005 01:26:16 PM	jritenou	Status = ...
Notes	09/07/2005 01:26:13 PM	jritenou	Dlr state...
Reopen	09/07/2005 01:23:45 PM	jritenou	with Cond...
Closed	09/07/2005 12:40:19 PM	jritenou	Status = ...
Modify	09/07/2005 12:40:15 PM	jritenou	into WIP ...
Modify	09/07/2005 11:08:06 AM	jritenou	into WIP ...
Notes	09/07/2005 11:08:02 AM	jritenou	Dlr state...
Modify	09/07/2005 11:01:55 AM	jritenou	into WIP ...
Reopen	09/07/2005 11:01:51 AM	jritenou	with Cond...
Closed	09/07/2005 10:54:18 AM	amackenz	Status = ...
Modify	09/07/2005 10:54:14 AM	amackenz	into WIP ...
Subcase Close	09/07/2005 10:54:13 AM	amackenz	Number = ...
Subcase Create	09/07/2005 10:52:59 AM	amackenz	Number = ...
Notes	09/07/2005 10:52:58 AM	amackenz	Complaint...
Create	09/07/2005 10:52:57 AM	amackenz	Contact =...

Case Report - M022005-05-1001327

Site/Caller Summary:

Site ID: 268437270
Site Name/Address: FUN BIKE CENTER
5755 KEARNY VILLA RD
SAN DIEGO, CA 92123

Time Zone: None
Caller Name: IAN SW
Caller Phone: 30017004634
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: X - 103534 - VFR800A - THRTTL CBLS ARE RUBBING THE BTTM OF THE IGN SW - REG/RECT
ID: M022005-05-1001327
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4643
Part Number: MMCRC4643
Product Serial Number: JH2RC46493M [REDACTED]
Contract:

Case History:

***NOTES LOG 05/10/2005 02:16:48 PM rdale

Complaint:

Throttle cables are rubbing the bottom of the ignition switch

Contention:

Cust contends there is tension on the throttle cables when in a hard right turn and the throttle opens

Cust contends that the cables are rubbing the bottom of the ignition switch base

dlr verified and stated they replaced the cables...previously (claim [REDACTED])

Dlr stated the cables are rubbing off the protective covering around the cable

did you route the cables properly when you installed them? yes

did the unit leave your dealership with tight cables? no

So...when you checked your work in Aug 03...after replacing the cables the rpms didn't rise

when the handlebars were turned to the right? that's correct

so...what changed? not sure....the cust has the dealer perform the services

Is there any "free play" in the throttle? yes

has the unit been in an accident? not that we can see

Recommendation:

Advised dlr that I am at a loss as to the cause of their issue with this unit...and I do not

wish to just "throw" parts at the unit with out determining root cause of problem

advised dlr that due to nature of issue...I will ask DSM for assistance...because we either have an installation issue or a repeat failure

Case History (Continued):

*** SUBCASE M022005-05-1001327-1 5/10/2005 2:16:55 PM rdale

*** NOTES 05/10/2005 17:03:55 rdale Action Type: Note-General
Note: I noticed that I inadvertently wrote Aug 03 when I meant Aug 04

*** NOTES 05/10/2005 17:35:03 rdale Action Type: Note-General
Sent DSM assistance request

*** NOTES 06/08/2005 10:27:51 rdale Action Type: Note-General
CR rep called (MT40)

CR stated that cust is still waiting on reply from AHM regarding replacement of the throttle cables on his unit

Advised dlr that DSM was to inspect this unit...but, it was not available when he at the dealership last month...and I did not assign case for follow-up

Advised MT40 that I will forward particulars to model specialist and ask if he has noticed a high incidence of replacement of throttle cables for this unit
Advised MT40 that I suspect that the dealer may not have routed the cable properly...when they replaced them in Aug 04 (clm 046523)

Advised MT40 that I will cc them the e-mail that I send to the model specialist

*** CLAIM CHECK 06/08/2005 03:34:22 PM rdale
The following Claim History information was found
0; 2004-05-05; 103534; 003796; 510; 411100A ; FAIRING (LEFT)

*** NOTES 06/08/2005 16:31:03 rdale Action Type: Note-General
Sent message to MT36

*** NOTES 06/09/2005 08:44:02 rdale Action Type: Note-General
received note from MT36

no problems with cables or routing on this model

*** NOTES 06/09/2005 08:44:24 rdale Action Type: Note-General
sent note to MT40

*** NOTES 06/09/2005 12:34:13 rdale Action Type: Call to Dealer
Called dlr and spoke to Susan

dlr stated that Ian is not available and she doesn't have any open repair orders under this VIN or cust name
Dlr stated she will take a message to pass to Ian

Advised dlr to ask Ian to call T/L regarding this unit...and ask for Rick

*** NOTES 06/09/2005 12:42:13 rdale Action Type: Note-General
Previous DSM for this district...denied assistance in June 04 (M042004-06-1800876) for this

Case History (Continued):

issue...citing that no problem was found

dlr filed a claim two months later for replacement of the cables...that went through on it's own merits

I will not be able to assist with repairs for this unit for this issue and will forward case notes and claim to warranty dept for review

*** NOTES 06/09/2005 18:07:26 rdale Action Type: Call to Dealer

Called dlr and spoke to lan

Advised dlr that I will not be able to assist with replacement of the cables on this unit

dlr stated they have replaced the cables for the cust and not charged him for the replacement

Dlr stated there is another problem

what other problem? the reg/rect. was over charging the unit

Why do you think that? the head light bulb sockets were melting

What was the voltage that the battery was receiving? 15.9volts at idle

This seems to be a corrosion issue or a bad connection...causing a high amperage draw on the unit...causing connectors to melt? no...reg/rect issue

But, the reg/rect was working

OK...So did you put an amp shunt on the battery to determine the amp draw at idle or the breakeven speed? no

Is the vehicle still at the dealer? no

Dlr stated they charged the cust for repairs...but, cust has called CR stating that he doesn't feel he should be responsible for the issue

Dlr is asking if we will be able to assist cust with goodwill assistance regarding this matter

Advised dlr that I am not convinced that the unit is repaired...the reg/rect was operational...just throwing alot of amps back to the battery...so the battery could distribute it to the system

Advised dlr that I suspect from what they are indicating to me...the unit will return...

Advised dlr that if I have the breakeven speed and know the key on amp draw...and convinced that the unit is operating properly...I will consider goodwill

*** NOTES 06/21/2005 15:53:51 jyee Action Type: Call from Dealer

update:

dealer says:

amp shunt test result was 3.2 - 3.5 ohms at 5000 rpm.

replaced one high beam bulb a month ago, had replaced one at 15163 miles also original reg/rect replaced on 6-2005, and was charging at 14.9 volts

recommendation:

advised dealer:

charge and load test battery.

try known good rectifier.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	08/09/2005 06:23:48 AM	rdale	Status = ...
Modify	08/09/2005 06:23:47 AM	rdale	into WIP ...
Modify	07/11/2005 07:43:52 AM	rdale	into WIP ...
Modify	07/11/2005 07:43:40 AM	rdale	into WIP ...
Modify	07/11/2005 07:43:10 AM	rdale	into WIP ...
Modify	07/11/2005 07:43:00 AM	rdale	into WIP ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Notes	06/21/2005 03:53:51 PM	jyee	update:...
Modify	06/09/2005 06:10:52 PM	rdale	into WIP ...
Modify	06/09/2005 06:08:57 PM	rdale	into WIP ...
Modify	06/09/2005 06:08:40 PM	rdale	into WIP ...
Notes	06/09/2005 06:07:26 PM	rdale	Called dl...
Modify	06/09/2005 01:39:23 PM	rdale	into WIP ...
Modify	06/09/2005 01:07:30 PM	rdale	into WIP ...
Modify	06/09/2005 12:48:06 PM	rdale	into WIP ...
Modify	06/09/2005 12:42:26 PM	rdale	into WIP ...
Notes	06/09/2005 12:42:13 PM	rdale	Previous ...
Modify	06/09/2005 12:34:55 PM	rdale	into WIP ...
Modify	06/09/2005 12:34:20 PM	rdale	into WIP ...
Notes	06/09/2005 12:34:13 PM	rdale	Called dl...
Notes	06/09/2005 08:44:24 AM	rdale	sent note...
Notes	06/09/2005 08:44:02 AM	rdale	received ...
Modify	06/08/2005 04:31:16 PM	rdale	into WIP ...
Modify	06/08/2005 04:31:09 PM	rdale	into WIP ...
Notes	06/08/2005 04:31:03 PM	rdale	Sent mess...
Claims lookup	06/08/2005 03:34:22 PM	rdale	CLAIM CHE...
Modify	06/08/2005 10:27:56 AM	rdale	into WIP ...
Notes	06/08/2005 10:27:51 AM	rdale	CR rep ca...
Reopen	06/08/2005 10:22:17 AM	rdale	with Cond...
Closed	05/10/2005 05:35:18 PM	rdale	Status = ...
Modify	05/10/2005 05:35:15 PM	rdale	into WIP ...
Notes	05/10/2005 05:35:03 PM	rdale	Sent DSM ...
Notes	05/10/2005 05:03:55 PM	rdale	Note: I ...
Reopen	05/10/2005 02:18:12 PM	rdale	with Cond...
Closed	05/10/2005 02:17:57 PM	rdale	Status = ...
Modify	05/10/2005 02:17:53 PM	rdale	into WIP ...
Subcase Close	05/10/2005 02:17:50 PM	rdale	Number = ...
Subcase Create	05/10/2005 02:16:55 PM	rdale	Number = ...
Notes	05/10/2005 02:16:48 PM	rdale	Complaint...
Create	05/10/2005 02:16:46 PM	rdale	Contact =...

Flight Quality Report online

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VIEW MOTORCYCLE REPORT

Report Information

Report Number 8974

Brief Description * Stalled on freeway

Report Method Visit

Reported By Field User

Last Updated Date 10/17/2005 9:39:55 AM

User Information

User Name Tom Schmeling

Region Region1

District 01A

Attached Files

- ☐ 30 amp harness.JPG
- ☐ Accy connection.JPG
- ☐ Accy connection at batt.JPG
- ☐ headlight connector.JPG
- ☐ overall view.JPG

[Remove](#)

Customer/Rider Information

Customer Name *

Age 38

Weight 160

Riding Experience 10 yrs. street,
20K miles yr

Passenger rarely

Vehicle Information

VIN/HIN *

JH2RC46493M

☒ VIN ☐ HIN ☐ Allow Multiple VINs

Unit Status

Sold to Customer

1st Use Date (mm/dd/yyyy) *

4/15/2004

Model Year

2003

Model

VFR800A

Miles/Hours *

26,540

☒ Miles ☐ Hours

Caught Fire

No

Dealer Information

Dealer Number *

103534

Dealer Contact *

Rob or Phil

Phone Number (999-999-9999)

858-278-6635

Ext.

Claim Information

Cosmetic/Sound ☐

Labor
Operation *

611 Wire Harness

Labor Op Full
Codes *

611115 FAIRING SUB-HARNESS

Vehicle
Condition/Usage
Information

Excellent condition, well maintained and documented. Ridden daily, weekends also. Regular trips to San Francisco, Las Vegas, Phoenix etc. min 2 "tour/vacation type" rides per summer.

All info taken directly from customer.

Accessories /
Modifications

M/C has Hondaline hardbags, Throtte Miester lock, Two Brothers slip on's. Hard wire kit for Valentine One radar dectector. This kit attaches directly to the battery both positive and negative and is installed on top of the cable ends.

All stock lights in place and stock replacements are used as needed.

Failed Part
No. *

1. 32102-MCW-A00

2.

3.

4.

Customer
Contention *

Customer states "bike died after riding on freeway for a couple of miles. Cust. reports high beams were on at the time the bike died." Unit was towed to dealer and had fairing subharness replaced (failed part # listed above). During any daytime riding the high beams are used.

Actual
Problem *

Poor connection at sub-harness connector

Technical
Resolution *

Replace fairing sub-harness and battery cable harness.

☒ Action Required

Case Report - M022004-10-2601244

Site/Caller Summary:

Site ID: 268439765
Site Name/Address: HONDA OF MILPITAS
620 S MAIN ST
MILPITAS, CA 95035

Time Zone: None
Caller Name: ERIC TECH
Caller Phone: A0017079762
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105089 - VFR800 - HEADLIGHTS WOULD GO OUT
ID: M022004-10-2601244
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46153M [REDACTED]
Contract:

Case History:

***NOTES LOG 10/26/2004 02:13:50 PM sgehrke

Complaint:
Headlights would go out

Contention:
Dealer states they verified. Deale found fairing sub-harness corrosion and poor pin fit at blue 22 pin connector on left side of fairing. Dealer cleaned corrosion and corrected pin fit/diaelectric greased (9/21/04). Customer called and had lights go out again while riding. Unit not in shop yet.

Recommendation:
Advised Dealer to inspect repair and verify complaint. Call back with findings.

*** SUBCASE M022004-10-2601244-1 10/26/2004 4:44:20 PM sgehrke

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	10/26/2004 04:44:30 PM	sgehrke	Status = ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Subcase Close	10/26/2004 04:44:27 PM	sgehrke	Number = ...
Subcase Create	10/26/2004 04:44:20 PM	sgehrke	Number = ...
Create	10/26/2004 02:13:50 PM	sgehrke	Contact =...
Notes	10/26/2004 02:13:50 PM	sgehrke	Complaint...

Case Report - M022004-06-2800808

Site/Caller Summary:

Site ID: 268440323
Site Name/Address: SPORTY'S HONDA
636 SPORTS ST
FAIRBORN, OH 45324

Time Zone: None
Caller Name: FRANK TECH
Caller Phone: 40017010023
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105466 - VFR800 - PARTS QUESTION
ID: M022004-06-2800808
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46133M [REDACTED]
Contract:

Case History:

***NOTES LOG 06/28/2004 09:36:10 AM rsealey
Complaint:
parts question

Contention:
dlr states they have been waiting two months for a wire harness

Recommendation:
advised dlr P061 shows no orders for that part
advised dlr to put part on a CBO

*** SUBCASE M022004-06-2800808-1 6/28/2004 9:36:12 AM rsealey

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	06/28/2004 09:37:40 AM	rsealey	Status = Closed, Resoluti...
Subcase Close	06/28/2004 09:37:37 AM	rsealey	Number = M022004-06-28008...
Subcase Create	06/28/2004 09:36:12 AM	rsealey	Number = M022004-06-28008...
Notes	06/28/2004 09:36:10 AM	rsealey	Complaint: **parts questi...
Create	06/28/2004 09:36:08 AM	rsealey	Contact = FRANK TECH, Pri...

No attachment to Case.

Case Report - M022005-09-0601865

Site/Caller Summary:

Site ID: 268436506
Site Name/Address: IRON HORSE MOTORCYCLES
1600 W. ROOSEVELT BLVD
MONROE, NC 28110

Time Zone: None
Caller Name: BRIAN TECH
Caller Phone: A0017383453
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 102465 - VFR800 - UNIT STALLED
ID: M022005-09-0601865
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46103M [REDACTED]
Contract:

Case History:

***NOTES LOG 09/06/2005 03:03:56 PM Jritenou

Complaint:
unit stalled

Contention:

Dir stated that the unit stalled on the cust.
Dir stated that they found that the headlight relays were always clicking.
Dir stated that they have found that the 18P blue connector is melted.
Dir stated that the G ground wire going into the blue connector has a constant 10Volts.

Recommendation:

Advised dir that MT93 will get with the PS and call back with info.

*** SUBCASE M022005-09-0601865-1 9/6/2005 3:03:58 PM Jritenou

*** NOTES 09/07/2005 13:43:17 Jritenou Action Type: Call from Dealer

TT Brian at the dir.

is the 30 AMP main fuse blown? No

Is there any discoloration on the 30 AMP main fuse? No

has the unit every been crashed? No

Case History (Continued):

Is there any other products used or wired into the unit? No the unit is stock.
Does the cust ride two up? Cust does ride with his wife but not all that much.
How old is the cust? mid 30's.
Did the cust mention that he read this on the Internet? No cust just stated that the unit would stall.
Have you checked the main frame ground to verify that it is tight? No
Have you inspected the battery sub-harness? Yes everything from the battery is fine.
Dir stated that this morning they went back to check the unit.
Dir stated that they can start the unit and all the lights work.
Dir stated that if they grab the 18P blue connector and wiggle it the lights will go out and the unit will stall.
Dir stated that they checked the G wire and now the wire does not have any voltage on it.

Advised dir that I will give the info to the PS.

*** NOTES 09/08/2005 14:29:06 jritenou Action Type: Call from Dealer
TT Dennis at the dir.
Advised dir to take pic's of the 18P blue connector and any wires that are also melted.

*** NOTES 09/13/2005 09:21:33 jritenou Action Type: Call from Dealer
Advised dir that AHM has reviewed the pic's
Advised that the PS would like the dir to replace the main harness and the sub harness.
Dir to call back after the repair is done.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	09/13/2005 09:22:44 AM	jritenou	Status = ...
Modify	09/13/2005 09:22:13 AM	jritenou	into WIP ...
Modify	09/13/2005 09:21:41 AM	jritenou	into WIP ...
Notes	09/13/2005 09:21:33 AM	jritenou	Advised d...
Modify	09/09/2005 07:34:35 AM	jritenou	into WIP ...
Add Attachment	09/09/2005 07:34:32 AM	jritenou	Added att...
Add Attachment	09/09/2005 07:34:25 AM	jritenou	Added att...
Add Attachment	09/09/2005 07:34:20 AM	jritenou	Added att...
Add Attachment	09/09/2005 07:34:15 AM	jritenou	Added att...
Add Attachment	09/09/2005 07:34:07 AM	jritenou	Added att...
Modify	09/08/2005 02:29:14 PM	jritenou	into WIP ...
Modify	09/08/2005 02:29:11 PM	jritenou	into WIP ...
Notes	09/08/2005 02:29:06 PM	jritenou	TT Dennis...
Modify	09/07/2005 01:47:50 PM	jritenou	into WIP ...
Notes	09/07/2005 01:43:17 PM	jritenou	TT Brian ...
Reopen	09/07/2005 01:30:29 PM	jritenou	with Cond...
Subcase Close	09/06/2005 03:04:18 PM	jritenou	Number = ...
Closed	09/06/2005 03:04:18 PM	jritenou	Status = ...
Modify	09/06/2005 03:04:14 PM	jritenou	into WIP ...
Modify	09/06/2005 03:04:11 PM	jritenou	into WIP ...
Modify	09/06/2005 03:04:09 PM	jritenou	into WIP ...
Subcase Create	09/06/2005 03:03:58 PM	jritenou	Number = ...
Notes	09/06/2005 03:03:56 PM	jritenou	Complaint...
Create	09/06/2005 03:03:55 PM	jritenou	Contact =...

Attachments to Case:

File Name	Location
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Attachments to Case:

File Name	Location
3	X:\CRMS\MC Division\Techline\2006\September 05\M022005-09-0601865-3.jpg
4	X:\CRMS\MC Division\Techline\2006\September 05\M022005-09-0601865-4.jpg
1	X:\CRMS\MC Division\Techline\2006\September 05\M022005-09-0601865-1.jpg
2	X:\CRMS\MC Division\Techline\2006\September 05\M022005-09-0601865-2.jpg
5	X:\CRMS\MC Division\Techline\2006\September 05\M022005-09-0601865-5.jpg

Case Report - M022005-06-0900265

Site/Caller Summary:

Site ID: 393749791
Site Name/Address: LIBERTY CYCLE WAREHOUSE
921 S MILWAUKEE AVE
LIBERTYVILLE, IL 60048

Time Zone: None
Caller Name: DAN GM
Caller Phone: A0020240331
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105821 - VFR800 - MAIN FUSE STARTING TO BURN
ID: M022005-06-0900265
Call Type: Administrative
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46143M [REDACTED]
Contract:

Case History:

***NOTES LOG 06/09/2005 08:43:56 AM amackenz

Complaint:
main fuse starting to burn

Contention:
the 30a fuse is turning brown-
resistance check on the ground wires is good
the blue connector is starting to melt together
where is that blue connector?.... its the one with the hot wire going to the main fuse
dealer states that he has talked to T/L before and many of them have heard of this
problem-
and good willed the repair for the unit
unit has no HPP and only one claim- one year out of warranty

Recommendation:
advised dealer:
can not find a blue connector with a hot wire going to the main fuse-
look into the problem further and call back with your findings

*** SUBCASE M022005-06-0900265-1 6/9/2005 8:44:00 AM amackenz

*** NOTES 06/13/2005 10:23:13 rdale Action Type: Call from Dealer

Case History (Continued):

Dlr called Dan

dlr asked to speak to MT39

advised dlr that presently...she is not a vailable

Dlr stated they are working with MT39 regarding the possibility of obtaining some goodwill towards the repair of this unit

Wht is wrong with the unit? Dlr stated they have determined the 18P Bu connector for the H/lt assy has been melting

Why? It's overheating

That connector is for the H/lt and front t/sigs...are there any extra lights on this unit?

no

Why would this connector melt? don't know...but the wire for the 30 Amp main fuse is also melted

Internal note: the R/W wire for the 30amp main fues also runs to the 18P Bu connector and exits this connector on the BI/W tracer...to be distributed around the unit

What is the key off draw? don't know

What is the key on draw? don't know

what is the break even speed? don't know

Advised dlr that my assistance is strictly technical in nature...cust is responsible for all repairs

advised dlr that I would like to determine if they have an exceptionally high amp draw causing wires/connectors to melt

Advised dlr to call back with findings/observations

*** NOTES 06/13/2005 15:04:55 amackenz Action Type: Call from Dealer

UPDATE:

Key off amp:

Key on amp:

break even speed:

didn't do the amperage test.

fuel pump relay lead:

key on, engine off w/ fuel pump running- 0 amps

engine running, fuel pump running: 11.9 amps at all times

faulty part is found as the ground lead in the harness which has too much resistance

Advised dealer:

until we have an amperage test AHM cannot asses what may

be making some of the components melt-

dealer to call back with main fuse amperage draw tests

*** NOTES 07/12/2005 12:32:08 amackenz Action Type: Call from Dealer

update:

dealer states;

key off: .238 milliamps

brake even speed: 1200 RPM's

charging @ idle

main fuse B is the one browning

it is the plastic part is deformed and brown

advised dlr I would look into the problem for a possible solution

Internal note:

need to ask if the head light turns off when starting the unit and what the key on draw is...

also need to know if the red/ yellow wire is burned at all as well

Case History (Continued):

*** NOTES 07/25/2005 08:29:08 amackenz Action Type: Call from Dealer
UPDATE:

TT Dan and advised that the unit will have to be returned
back to stock before AHM can help, advised dealer
that this would not be warrantable and is a customer pay situation

Dealer thank me for my time and said it was OK

*** NOTES 07/25/2005 08:29:24 amackenz Action Type: Call from Dealer
UPDATE:

Spoke with Dan
advised dealer that the customer is going to have
to put the wiring back to stock before AHM can help
advised dealer that this is not warrantable through AHM
and the customer will have to pay for those repairs

Dealer said and thank me for my time

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	07/25/2005 08:29:44 AM	amackenz	Status = ...
Modify	07/25/2005 08:29:28 AM	amackenz	into WIP ...
Notes	07/25/2005 08:29:24 AM	amackenz	UPDATE:...
Notes	07/25/2005 08:29:08 AM	amackenz	UPDATE:...
Modify	07/22/2005 01:13:04 PM	amackenz	into WIP ...
Add Attachment	07/22/2005 01:12:59 PM	amackenz	Added att...
Add Attachment	07/22/2005 01:12:50 PM	amackenz	Added att...
Add Attachment	07/22/2005 01:12:39 PM	amackenz	Added att...
Reopen	07/22/2005 01:11:29 PM	amackenz	with Cond...
Closed	07/12/2005 12:32:24 PM	amackenz	Status = ...
Modify	07/12/2005 12:32:22 PM	amackenz	into WIP ...
Notes	07/12/2005 12:32:08 PM	amackenz	update:...
Reopen	07/12/2005 08:34:07 AM	amackenz	with Cond...
Closed	06/13/2005 03:05:00 PM	amackenz	Status = ...
Modify	06/13/2005 03:04:58 PM	amackenz	into WIP ...
Notes	06/13/2005 03:04:55 PM	amackenz	UPDATE:...
Reopen	06/13/2005 02:32:01 PM	amackenz	with Cond...
Closed	06/13/2005 10:23:20 AM	rdale	Status = ...
Modify	06/13/2005 10:23:16 AM	rdale	into WIP ...
Notes	06/13/2005 10:23:13 AM	rdale	Dir calle...
Reopen	06/13/2005 09:52:13 AM	rdale	with Cond...
Closed	06/09/2005 08:44:34 AM	amackenz	Status = ...
Modify	06/09/2005 08:44:31 AM	amackenz	into WIP ...
Subcase Close	06/09/2005 08:44:28 AM	amackenz	Number = ...
Subcase Create	06/09/2005 08:44:00 AM	amackenz	Number = ...
Create	06/09/2005 08:43:56 AM	amackenz	Contact =...
Notes	06/09/2005 08:43:56 AM	amackenz	Complaint...

Attachments to Case:

File Name	Location
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M022005-06-0900265-1

X:\CRMS\MC Division\Techline\2006\July 05\M022005-06-0900265-1.JPG

Attachments to Case:

File Name	Location
M022005-06-0900265-2	X:\CRMS\MC Division\Techline\2006\July 05\M022005-06-0900265-2.JPG
M022005-06-0900265-3	X:\CRMS\MC Division\Techline\2006\July 05\M022005-06-0900265-3.JPG

Case Report - M022004-06-0701701

Site/Caller Summary:

Site ID: 268438961
Site Name/Address: ENGELHART SPORTS CENTER
1589 GREENWAY CROSS
MADISON, WI 53713

Time Zone: None
Caller Name: MIKE TECH
Caller Phone: 50017011128
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 104598 - VFR800 - WILL START AND DIE OUT WHEN HEADLIGHT GOES ON
ID: M022004-06-0701701
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46143M [REDACTED]
Contract:

Case History:

***NOTES LOG 06/07/2004 03:05:03 PM jyee

Complaint:
will start and die out when headlight goes on

Contention:
dealer says:
when cranking over, will start fine, but when H/L goes back on, engine will die out.
will run fine with H/L fuse removed.
customer rode down road with h/l fuse removed, was fine, but when turn signal turned on, engine died.
found ground wire in blue 18 pin connector has melted both harness and subharness connectors.
can replace subharness, but would like to get connector to use instead of replacing harness.
engine stop and lowbeam headlight relays are buzzing as soon as key turned on.
has stock wattage bulbs

Recommendation:
advised dealer:
check if grounding green wire of subharness before the connector will restore function
try swapping relays.
call back if harness needs replacement.

*** SUBCASE M022004-06-0701701-1 6/7/2004 3:05:05 PM jyee

*** NOTES 06/09/2004 14:00:54 jyee Action Type: Call from Dealer

UPDATE:
dealer says:
only damage is to the connector housing, which cannot be re-used

RECOMMENDATION:
advised dealer:
order harness and use connector housing off of it, rather than replace harness.
save failed part and remainder of new harness.

*** NOTES 06/14/2004 14:48:09 wwright Action Type: Call from Dealer

UPDATE:
Spoke w/Mike, They have installed the Frt. Sub-Harness, and repaired the connector.
Now they have no spark and the T/Signals are inoperative.
What Sub-Harness did you install ?
"NPS# 32102-MCW-C60" Stated Mike.
Advised that harness is for an 04 YM, needs to order NPS# 32102-MCW-A00 and install before trying to diagnose.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
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Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Closed	06/14/2004 02:48:15 PM	wwright	Status = Closed, Resoluti...
Notes	06/14/2004 02:48:09 PM	wwright	UPDATE:**Spoke w/Mike, T...
Reopen	06/14/2004 02:43:48 PM	wwright	with Condition of Open an...
Closed	06/09/2004 02:00:59 PM	jyee	Status = Closed, Resoluti...
Notes	06/09/2004 02:00:54 PM	jyee	UPDATE:**dealer says:**on...
Reopen	06/09/2004 01:58:22 PM	jyee	with Condition of Open an...
Closed	06/07/2004 03:05:57 PM	jyee	Status = Closed, Resoluti...
Modify	06/07/2004 03:05:54 PM	jyee	into WIP default and Stat...
Subcase Close	06/07/2004 03:05:52 PM	jyee	Number = M022004-06-07017...
Subcase Create	06/07/2004 03:05:05 PM	jyee	Number = M022004-06-07017...
Notes	06/07/2004 03:05:03 PM	jyee	Complaint: **will start a...
Create	06/07/2004 03:05:02 PM	jyee	Contact = MIKE TECH, Prio...

Case Report - M022005-06-0100446

Site/Caller Summary:

Site ID: 268438087
Site Name/Address: MOUNTAIN MOTORSPORTS
1025 N MOUNTAIN AVE
ONTARIO, CA 91762

Time Zone: None
Caller Name: BILL TECH
Caller Phone: 60020106917
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 104016 - VFR800 - COMBO METER GROUND PROBLEM
ID: M022005-06-0100446
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46183M [REDACTED]
Contract:

Case History:

***NOTES LOG 06/01/2005 09:32:22 AM thaven
Complaint: Combo meter ground problem

Contention: The ground wire inside the combo meter connector lost contact, dealer could not get the wire out or the connector apart

Recommendation: Dealer ran a separate ground wire from the connector to the harness ground to repair the unit. Harness replacement not necessary

*** SUBCASE M022005-06-0100446-1 6/1/2005 9:32:25 AM thaven

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	06/01/2005 09:32:46 AM	thaven	Status = ...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Subcase Close	06/01/2005 09:32:46 AM	thaven	Number = ...
Subcase Create	06/01/2005 09:32:25 AM	thaven	Number = ...
Create	06/01/2005 09:32:22 AM	thaven	Contact =...
Notes	06/01/2005 09:32:22 AM	thaven	Complaint...

Case Report - M022005-01-2101227

Site/Caller Summary:

Site ID: 268440181
Site Name/Address: G & C HONDA
2415 EAST 70TH ST
SHREVEPORT, LA 71105

Time Zone: None
Caller Name: JIM SM
Caller Phone: 80017001842
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105381 - GX - VFR800 - RUNS FOR ONLY 15 SECONDS - HPP
ID: M022005-01-2101227
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46103M [REDACTED]
Contract:

Case History:

***NOTES LOG 01/21/2005 03:06:04 PM jyee

Complaint:
runs for only 15 seconds

Contention:
dealer says
customer says unit would start and run, but dies after only 15 seconds.
when failed, lights dimmed.
found 18 pin harness connector to the headlight subharness had a poor contact on green wire, and melted the
green wire and the harness connector.
has almost 4 hours troubleshooting.

Recommendation:
advised dealer:
replace wire harness and subharness under HPP.

*** SUBCASE M022005-01-2101227-1 1/21/2005 3:06:09 PM jyee

*** NOTES 02/01/2005 12:53:49 sgehrke Action Type: Call from Dealer
Dealer states unit repaired and ready to submit claim. W/C # 011605 R.O. date 1/18/05. Dealer has 8.1 hrs
including wire harness replacement and diagnosis.

Resolution
Advised Dealer to fax documents to my attention for review and authorization. Will call you back on the labor
time.

*** NOTES 02/03/2005 15:01:49 sgehrke Action Type: Call from Dealer
Wire harness was requested back and returned to AHM.

*** NOTES 02/03/2005 15:03:30 sgehrke Action Type: Call from Dealer
(Cont) Advised Dealer to submit claim, will authorize 8.1 hrs clocked. Docs recd.

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	02/03/2005 03:03:34 PM	sgehrke	Status = Closed, Resoluti...

Activity Summary (Continued):

Activity	Date/Time	Originator	Additional Information
Notes	02/03/2005 03:03:30 PM	sgehrke	(Cont) Advised Dealer to ...
Notes	02/03/2005 03:01:49 PM	sgehrke	Wire harness was requeste...
Reopen	02/03/2005 03:01:20 PM	sgehrke	with Condition of Open an...
Closed	02/01/2005 04:37:47 PM	sgehrke	Status = Closed, Resoluti...
Modify	02/01/2005 04:37:43 PM	sgehrke	into WIP works and Status...
Reopen	02/01/2005 04:37:32 PM	sgehrke	with Condition of Open an...
Closed	02/01/2005 12:53:56 PM	sgehrke	Status = Closed, Resoluti...
Notes	02/01/2005 12:53:49 PM	sgehrke	Dealer states unit repair...
Reopen	02/01/2005 12:51:35 PM	sgehrke	with Condition of Open an...
Closed	01/21/2005 03:07:21 PM	jyee	Status = Closed, Resoluti...
Modify	01/21/2005 03:07:19 PM	jyee	into WIP default and Stat...
Subcase Close	01/21/2005 03:07:17 PM	jyee	Number = M022005-01-21012...
Subcase Create	01/21/2005 03:06:09 PM	jyee	Number = M022005-01-21012...
Notes	01/21/2005 03:06:04 PM	jyee	Complaint: **runs for onl...
Create	01/21/2005 03:06:03 PM	jyee	Contact = JIM SM, Priorit...

Case Report - M022004-06-1100389

Site/Caller Summary:

Site ID: 268439901
Site Name/Address: HONDA WEST
3112 ALTA MERE DR
FORT WORTH, TX 76116

Time Zone: None
Caller Name: JAMES S/M
Caller Phone: 30017002712
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105143 - VFR800 - BLOWS FUSES
ID: M022004-06-1100389
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC46143M [REDACTED]
Contract:

Case History:

***NOTES LOG 06/11/2004 09:22:55 AM rsealey

Complaint:
blows fuses

Contention:

dlr states cust has called CR (confirmed)
dlr states they have been trying to cure issue with harness, but they have reached the point where harness needs replacing
dlr states unit is 5 months outside warranty
dlr states cust is very well known at dlrship and is a good loyal Honda cust
dlr is asking if AHM will cover replacement of harness

Recommendation:

advised dlr I have TT CR analyst and they have agreed to cover harness replacement

*** SUBCASE M022004-06-1100389-1 6/11/2004 9:22:56 AM rsealey

*** NOTES 08/24/2004 13:15:36 rdale Action Type: Call from Dealer
Dlr called (James)

dlr stated the unit is still giving him problems
Dlr stated the fuse holder cover is starting to dis-color
are you blowing fuses? not at this time

Does the unit have heated grips on it? not now...did in the past

Have you performed an amp draw test and tested for break-even speed? no

advised dlr that I suspect the cust is using more amperage than the system is returning to the battery

Advised dlr to perform an amp draw test and I would be interested in obtaining the draw on the battery under the following conditions: 1. key off 2. key on...motor off...without brake lights or high beams activated 3. key on...motor off...with brake lights...high beams and any accessories the cust has added activated 4. motor running and the break-even speed...without the high beams or brake lamps or accessories 5. motor running and the break-even speed...with the high beams...brake lamps and all accessories
Advised dlr to call back with findings/observations

Advised dlr that my assistance is strictly...technical in nature...with no implication of monetary assistance
Advised dlr to obtain autho for diagnostic test from cust

*** NOTES 09/01/2004 13:41:23 ccompise Action Type: Call from Dealer

dlr states unit break-even speed is 1600rpm, 12.8v brake lights on headlight on, heated grips on

Case History (Continued):

dlr states fuse box gets to 183 degrees then main 30a fuse blows
accessories? heated grips, brake light modulator, high beam modulator,
will unit blow fuse with acc not installed? Yes, at an idle
charge rate at 5000rpm? 13.52v
did you replace relays when harness replaced? No, installed same relays
in the same connectors? Yes

advised dlr to perform light bulb test for short
advised to diagnose component and wiring when bulb goes out
advised to call with findings

*** NOTES 09/14/2004 15:13:24 rsealey Action Type: Call from Dealer
dlr states light bulb never glows bright even though fuse will still blow

advised dlr it sounds like a high resistance connection or component that is causing fuse to over heat and
blow
advised dlr to leave accessories disconnected and remove fuses A, B, C, D, E and F one at a time to see if any
will lower the heat in the main fuse

*** NOTES 09/15/2004 10:13:07 rsealey Action Type: Call from Dealer
dlr states when fuse F is disconnected fuse box temp goes down
dlr states fuse box temp is now rising to almost 200 degrees and it is starting to smoke (with fuse back in
place)
advised dlr to perform light bulb tests and each fuse individually (A, B, C, D, E, F and main fuse B)
dlr states dlr to chk clutch diode
advised dlr to disconnect Bu 18P connector at front of unit, turn ign on and see if fuse box heats up again

*** NOTES 09/15/2004 13:57:22 rsealey Action Type: Call from Dealer
dlr states voltage drop test from battery to all connections and fuses on R/W wire and Bl/P wire after blue 18P
connector have proved to be OK
dlr states they have noticed that R/W wire at reg/rec has a loop wire of same color coming out of connectore and
returning to same connector at a different place
dlr states this wire is dis-colored and very hot
dlr states when the put a jumper wire in place of this wire, everything operates normally

advised dlr to replace loop wire in reg/rec connector and re-test unit to see if issues with fuses have gone
away

*** NOTES 09/17/2004 13:28:27 rsealey Action Type: Call from Dealer
dlr states unit is now running great
dlr states fuse holder temp does not exceed 90 degrees
dlr states they have 4.0 hours in repair time and they are asking who will cover repair

advised dlr AHM is willing to share costs at 50/50

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	10/01/2004 03:50:16 PM	rsealey	Status = Closed, Resoluti...
Modify	09/17/2004 01:37:37 PM	rsealey	into WIP techline and Sta...
Notes	09/17/2004 01:28:27 PM	rsealey	dlr states unit is now ru...
Notes	09/15/2004 01:57:22 PM	rsealey	dlr states voltage drop t...
Notes	09/15/2004 10:13:07 AM	rsealey	dlr states when fuse F is...
Notes	09/14/2004 03:13:24 PM	rsealey	dlr states light bulb nev...
Reopen	09/14/2004 03:10:05 PM	rsealey	with Condition of Open an...
Closed	09/01/2004 01:41:26 PM	ccompise	Status = Closed, Resoluti...
Modify	09/01/2004 01:41:25 PM	ccompise	into WIP default and Stat...
Notes	09/01/2004 01:41:23 PM	ccompise	dlr states unit break-eve...
Reopen	09/01/2004 01:15:46 PM	ccompise	with Condition of Open an...
Closed	08/24/2004 01:15:46 PM	rdale	Status = Closed, Resoluti...
Modify	08/24/2004 01:15:43 PM	rdale	into WIP Default and Stat...
Notes	08/24/2004 01:15:36 PM	rdale	Dlr called (James)***dlr...
Reopen	08/24/2004 12:41:17 PM	rdale	with Condition of Open an...
Closed	06/11/2004 09:23:12 AM	rsealey	Status = Closed, Resoluti...
Subcase Close	06/11/2004 09:23:10 AM	rsealey	Number = M022004-06-11003...
Subcase Create	06/11/2004 09:22:56 AM	rsealey	Number = M022004-06-11003...
Notes	06/11/2004 09:22:55 AM	rsealey	Complaint: •blows fuses•...
Create	06/11/2004 09:22:54 AM	rsealey	Contact = JAMES S/M, Prio...

Case Report - M022005-01-1400829

Site/Caller Summary:

Site ID: 268440151
Site Name/Address: SPORTLAND MOTORSPORTS
1602 N LINCOLN
URBANA, IL 61801

Time Zone: None
Caller Name: WARREN SM
Caller Phone: 00017006995
Alternate Phone:

Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105320 - GX - VFR800 - UNIT STARTS, BUT QUILTS - HPP
ID: M022005-01-1400829
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4613
Part Number: MMCRC4613
Product Serial Number: JH2RC461X3M
Contract:

Case History:

***NOTES LOG 01/14/2005 12:51:58 PM sgehrke

Complaint:
Unit starts, but quits

Contention:

When releasing starting button-engine would stop-buzzing sound from fairing. Dealer found burnt wire harness blue connector that connects front harness to rear harness was melted. Damaged the ground wire (green in that connector). Stock unit. Repaired wire harness-still buzzing sound from fairing-unplugged dash and replugged and buzzing stopped. Dealer has 5.5 hrs invested. Dealer did find moisture in front wire harness under wire harness tape wrapping. Dealer will test a little more, need to still test ride (weather). Unit has HPP.

Recommendation:

Advised Dealer to call back with findings.

*** SUBCASE M022005-01-1400829-1 1/14/2005 12:52:39 PM sgehrke

*** NOTES 01/17/2005 14:01:31 sgehrke Action Type: Call from Dealer
Dealer states that they dried wire harness & connections. Dealer has been unable to reproduce the problem again. Feel unit is fixed. W/C # 024351 R.O. date 01/13/05. Dealer will take 5.5 hrs labor, plus headlight bulbs.

Case Report - M022005-09-2301293

Site/Caller Summary:

Site ID: 389602576
Site Name/Address: CHICAGO CYCLE, INC.
3450 W. TOUHY AVE.
LINCOLNWOOD, IL 60712
Time Zone: None
Caller Name: TJ TECH
Caller Phone: 30020283697
Alternate Phone:
Alt. Site ID:
Alt. Site Name/Address:
Alt. Contact Name:

Case Summary:

Case Title: 105783 - VFR800A - INTERMITTENT ELECTRICAL POWER <<PICS>>
ID: M022005-09-2301293
Call Type: Problem
Severity: N/A
Priority: N/A
Condition/Status: Closed/Closed
Part Description: MMCRC4644
Part Number: MMCRC4644
Product Serial Number: JH2RC46444M
Contract:

Case History:

***NOTES LOG 09/23/2005 03:06:52 PM sgehrke

Complaint:
Intermittent electrical power

Contention:

Dealer verified. Dealer states that the wire harness doesn't have power to the front of the unit? Dealer states that the electrical wrap around the ground connector block in the wire harness is melted, but block is not and intact. Dealer states that you can shake the wire harness and power will come & go to the front of the unit. Dealer states that the ECM smells when the power is turned on and states that it is fried. No signs of external damage to anything or that anybody has fooled around with the wiring-battery-ECM-etc.

Recommendation:

Advised Dealer to replace wire harness first and check operation with old ecm installed. If still problem, will try new ecm.

*** NOTES 09/23/2005 15:07:22 sgehrke Action Type: Call from Dealer
(Cont)-Make sure that you have Customer authorization for inspection & repairs.

*** SUBCASE M022005-09-2301293-1 9/23/2005 4:08:26 PM sgehrke

*** NOTES 09/27/2005 13:41:42 bdeal Action Type: Call from Dealer

T/T TJ
Dlr states the gray connector is melted.

Advised dlr to send photos
Advised dlr AHM will send digital camera for photos.
Dlr states to send attn xavier

*** NOTES 10/06/2005 09:31:36 bdeal Action Type: Call from Dealer
T/T MT36

Was advised by MT36 to Have them replace the main harness and the headlight sub-harness.
Advised dlr to send used wiring harness back priority overnight when complete.
Advised dlr to keep track of time.

*** NOTES 10/10/2005 10:54:37 bdeal Action Type: Call to Dealer
Rec'd hand note from MH05 stating Xavier called and stated unit needs a ECM also.
Called dlr advised to replace ECM.

Case History (Continued):

*** NOTES 10/12/2005 09:45:29 sgehrke Action Type: Call from Dealer
Dealer replaced wire harness and ecm. Now unit has ABS warning light. Dealer tested ABS control unit and it tested bad.

Resolution

Advised Dealer to replace ABS control unit. Call back when done.

*** NOTES 10/14/2005 13:18:01 jyee Action Type: Call from Dealer
update:
dealer says:
ordered front subharness #32102-MCW-C60
had blue/yellow wire in wrong place - put in correct connector location, and ABS light goes off.
reassembled bike
now Hazard lights will not work
found subharness has no red/blue wire in connector to match the one on the main harness connector.

recommendation:
advised dealer:
order another front subharness, inspect first, call with findings

Activity Summary:

Activity	Date/Time	Originator	Additional Information
Closed	10/14/2005 01:18:05 PM	jyee	Status = Closed, Resoluti...
Notes	10/14/2005 01:18:01 PM	jyee	update:•dealer says:•or...
Reopen	10/14/2005 01:06:35 PM	jyee	with Condition of Open an...
Closed	10/12/2005 09:46:13 AM	sgehrke	Status = Closed, Resoluti...
Notes	10/12/2005 09:45:29 AM	sgehrke	Dealer replaced wire harn...
Reopen	10/12/2005 09:38:16 AM	sgehrke	with Condition of Open an...
Closed	10/11/2005 02:39:27 PM	jritenou	Status = Closed, Resoluti...
Reopen	10/11/2005 02:39:19 PM	jritenou	with Condition of Open an...
Closed	10/10/2005 10:54:42 AM	bdeal	Status = Closed, Resoluti...
Modify	10/10/2005 10:54:41 AM	bdeal	into WIP techline and Sta...
Notes	10/10/2005 10:54:37 AM	bdeal	Rec'd hand note from MH05...
Reopen	10/10/2005 10:51:56 AM	bdeal	with Condition of Open an...
Closed	10/06/2005 09:31:49 AM	bdeal	Status = Closed, Resoluti...
Modify	10/06/2005 09:31:47 AM	bdeal	into WIP techline and Sta...
Notes	10/06/2005 09:31:36 AM	bdeal	T/T MT36•Was advised by ...
Reopen	10/06/2005 09:28:03 AM	bdeal	with Condition of Open an...
Closed	10/03/2005 01:24:07 PM	bdeal	Status = Closed, Resoluti...
Modify	10/03/2005 01:24:04 PM	bdeal	into WIP techline and Sta...
Reopen	10/03/2005 01:23:48 PM	bdeal	with Condition of Open an...
Closed	10/03/2005 01:23:36 PM	bdeal	Status = Closed, Resoluti...
Modify	10/03/2005 01:23:31 PM	bdeal	into WIP techline and Sta...
Add Attachment	10/03/2005 01:23:06 PM	bdeal	Added attachment -11 with...
Add Attachment	10/03/2005 01:22:41 PM	bdeal	Added attachment -10 with...
Add Attachment	10/03/2005 01:22:31 PM	bdeal	Added attachment -9 with ...
Add Attachment	10/03/2005 01:22:20 PM	bdeal	Added attachment -8 with ...
Add Attachment	10/03/2005 01:22:00 PM	bdeal	Added attachment -7 with ...
Add Attachment	10/03/2005 01:21:43 PM	bdeal	Added attachment -6 with ...
Add Attachment	10/03/2005 01:21:25 PM	bdeal	Added attachment -5 with ...
Add Attachment	10/03/2005 01:21:00 PM	bdeal	Added attachment -4 with ...
Add Attachment	10/03/2005 01:20:46 PM	bdeal	Added attachment -3 with ...
Add Attachment	10/03/2005 01:20:38 PM	bdeal	Added attachment -2 with ...
Add Attachment	10/03/2005 01:16:33 PM	bdeal	Added attachment -1 with ...
Reopen	10/03/2005 01:14:10 PM	bdeal	with Condition of Open an...
Closed	09/28/2005 08:43:23 AM	bdeal	Status = Closed, Resoluti...
Modify	09/28/2005 08:43:21 AM	bdeal	into WIP techline and Sta...
Notes	09/27/2005 01:41:42 PM	bdeal	T/T TJ•Dlr states the gr...
Reopen	09/27/2005 01:37:04 PM	bdeal	with Condition of Open an...
Closed	09/23/2005 04:08:38 PM	sgehrke	Status = Closed, Resoluti...
Subcase Close	09/23/2005 04:08:36 PM	sgehrke	Number = M022005-09-23012...
Subcase Create	09/23/2005 04:08:26 PM	sgehrke	Number = M022005-09-23012...
Notes	09/23/2005 03:07:22 PM	sgehrke	(Cont)-Make sure that you...
Notes	09/23/2005 03:06:52 PM	sgehrke	Complaint: •Intermittent...
Create	09/23/2005 03:06:52 PM	sgehrke	Contact = TJ TECH, Priori...

Attachments to Case:

File Name	Location
-3	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-3.JPG
-4	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-4.JPG
-7	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-7.JPG
-8	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-8.JPG
-11	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-11.JPG

Attachments to Case:

<u>File Name</u>	<u>Location</u>
-1	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-1.JPG
-2	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-2.JPG
-5	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-5.JPG
-6	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-6.JPG
-9	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-9.JPG
-10	X:\CRMS\MC Division\Techline\2006\October 05\M022005-09-2301293-10.JPG