

TEXT OF CUSTOMER LETTER

December 2004

IMPORTANT SAFETY RECALL NOTICE

Dear VTX1800C/R Owner:

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

What is the reason for this notice?

Honda Motor Co., Ltd. has decided that a defect relating to motor vehicle safety exists in certain 2002 model year VTX1800C/R motorcycles. The washer for the side stand spring bolt does not have sufficient hardness and may deform, which could cause the bolt to flex and eventually break during side stand operation. In limited circumstances, a retracted side stand could drop while riding, possibly activating the side stand ignition cut-off system. If the ignition is cut, the engine will stall without warning, which could cause a crash.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your VTX1800 repaired. The dealer will install an improved washer and a new spring bolt and nut, free of charge. Please plan to leave your motorcycle for the day to allow the dealer flexibility in scheduling.

Who to contact if you experience problems.

If you are not satisfied with the service you receive from your Honda dealer, you may write to:

American Honda Motor Co., Inc.
Motorcycle Customer Support
Mail Stop 100-4W-5B
1919 Torrance Blvd.
Torrance, CA 90501-2746

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your motorcycle, 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
400 Seventh Street, SW
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4236.

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

Our records show that you are the current owner of a 2002 VTX1800C/R involved in 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.

If you paid to have the side stand repaired sometime in the past, you may be eligible for reimbursement. Refer to the attached Request for Reimbursement for eligibility requirements and the reimbursement procedure.

If you have questions.

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Motorcycle Customer Support at (866) 784-1870. You may also visit our Web site at www.hondamotorcycle.com and click on "find a dealer" to locate a Honda dealer who can assist you.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Motorcycle Division

REQUEST FOR REIMBURSEMENT

**2002 VTX1800C/R
SIDE STAND SPRING HOOK BOLT REPLACEMENT**

If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of replacing the side stand spring hook bolt. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected 2002 VTX1800C/R.
2. The side stand spring hook bolt replacement must have been completed before December 20, 2004.
3. You must have had the side stand spring hook bolt replaced as a result of a failure of the part.
4. You must have a repair bill showing itemized parts and labor costs, identifying the VTX1800C/R model, year, and VIN; the name, address, and telephone number of the repair shop; and the date of the repair. There must be verification of payment, such as a copy of a cancelled check, cash receipt, or paid invoice.
5. To qualify for reimbursement, it is not necessary that you still own the affected 2002 VTX1800C/R, but you must have been the owner when the repair was performed. Only the owner at the time of repair may request reimbursement. Do not request reimbursement for the expenses of any other owner.

IF YOU ARE QUALIFIED FOR REIMBURSEMENT:

Fill in the blanks; please print clearly.

Name _____

Street Address _____

City _____ State _____

Telephone _____ ZIP _____

Vehicle Identification Number (VIN) _____

Total Amount Requested _____

Mail this form together with a copy of your repair bill and verification of payment to American Honda Customer Support:

American Honda Motor Co., Inc.
Customer Support, M/S 100-4W-5B
1919 Torrance Blvd.
Torrance, CA 90501-2746

Please allow 6-8 weeks for reimbursement processing.

This form is provided for dealer information and customer photocopies if needed.