

**2004 ST1300/A CUSTOMER LETTER**

December 2004

**IMPORTANT SAFETY RECALL NOTICE**

Dear 2004 ST1300 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 2004 model year ST1300/A motorcycles. The main wire harness has a ground distribution connector. The connector was improperly wired and could overheat. If the connector overheats, power to various circuits could be lost. As a result, a loss of critical lighting or engine power could occur without warning, which could cause a crash.

**What should you do?**

Call any authorized Honda motorcycle dealer and make an appointment to have your ST1300 inspected. The dealer will inspect the ground distribution connector for overheating damage. If any damage is found, the dealer will replace the wire harness. If no damage is found, the dealer will install a properly assembled connector. The inspection and any necessary repairs will be performed *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 2004 ST1300/A 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 wire harness 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](http://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**

**ST1300/A WIRE HARNESS INSPECTION AND REPAIR**

If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of repairing or replacing the affected area of the wire harness. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected ST1300/A.
2. The wire harness repair or replacement, if applicable, must have been completed before December 20, 2004.
3. You must have had the wire harness repaired or replaced as a result of a failure of the affected area of the wire harness.
4. You must have a repair bill showing itemized parts and labor costs, identifying the ST1300/A 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 ST1300/A, 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.**