



Service Bulletin

American Honda Motor Co., Inc.

VTX1800C/R #2
DECEMBER 2004

SAFETY RECALL

2002 VTX1800C/R Side Stand Spring Hook Bolt Failure

American Honda's Motorcycle Division is conducting a Safety Recall to replace the side stand spring hook bolt and attaching hardware on affected 2002 VTX1800C/R models.

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.

AFFECTED UNITS

2002 VTX1800C units:

A type (49 state):
1HFSC460*2A000001 thru 1HFSC460*2A010902

AC type (CA model):
1HFSC461*2A000001 thru 1HFSC461*2A000967

2002 VTX1800R units:

A type (49 state):
1HFSC490*2A000001 thru 1HFSC490*2A000990

AC type (CA model):
1HFSC491*2A000001 thru 1HFSC491*2A000007

(*) denotes check digit

CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected 2002 VTX1800C/R motorcycles, informing them that they must bring their VTX1800C/R to a Honda motorcycle dealer to have the Safety Recall procedure performed.

Your assistance is needed to ensure your VTX1800C/R customers are informed of this Safety Recall. A copy of the customer letter is reproduced on page 4 of this Service Bulletin.

DEALER INVENTORY

Under no circumstances are you to sell a unit in your inventory without first completing the repair procedure in this Service Bulletin.

Refer to the REPAIR PROCEDURE section of this Service Bulletin.

REPAIR VERIFICATION

Before you begin the repair procedure, check if the repair has been performed on the unit. See the IDENTIFICATION section of this Service Bulletin for more details.

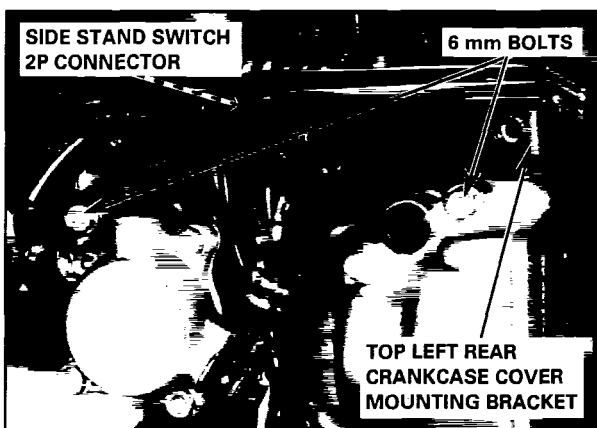
- If the unit has been repaired, there will be a punch mark at the end of the last digit of the VIN.

- If the unit has not been repaired, proceed to the REPAIR PROCEDURE section of this *Service Bulletin*.

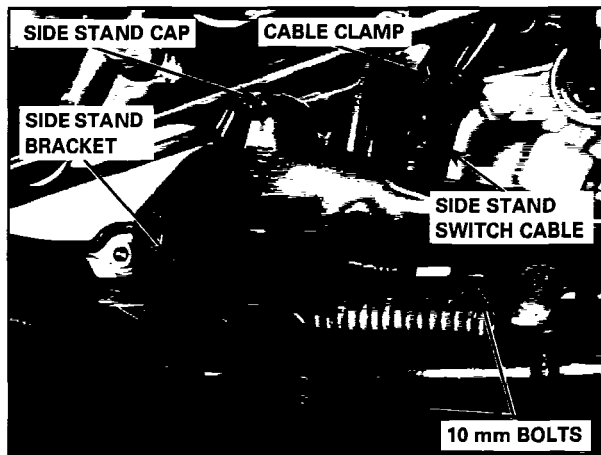
NOTE: Repair verification can also be found in the *Dealer Responsibility Report* and on **IN**.

REPAIR PROCEDURE

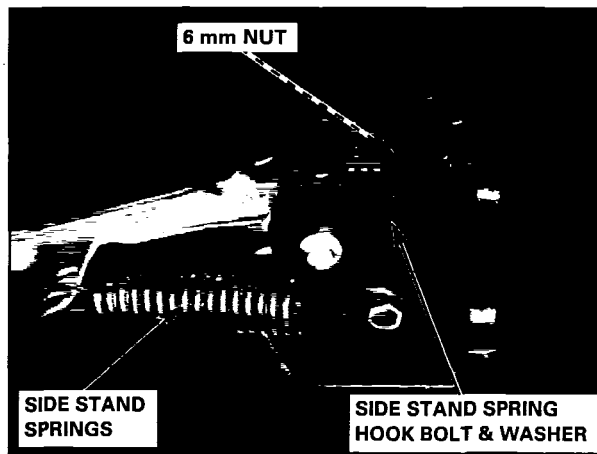
1. Remove the left rear crankcase cover by following the instructions in section 2 of the Service Manual on page 2-4.
2. Remove the two 6 mm bolts and top left rear crankcase cover mounting bracket.



3. Disconnect the side stand switch 2P connector.
4. Remove the side stand switch cable from the cable clamp and free the cable from the motorcycle. Be careful not to damage the cable or the 2P connector.
5. Carefully remove the chromed plastic side stand cap and place in a safe location.



6. Remove the three 10 mm side stand mounting bracket bolts and the mounting bracket from the frame.
7. Secure the side stand and mounting bracket assembly in a vice using soft jaws or a shop towel to protect the assembly.

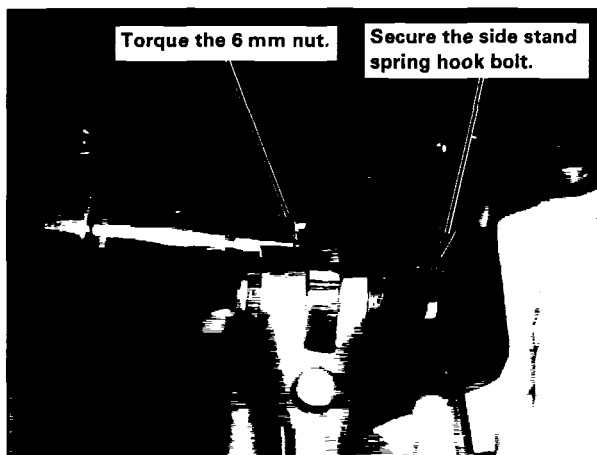


8. Wearing eye protection, remove the side stand springs using an appropriate tool.
9. Remove the 6 mm nut and then the side stand spring hook bolt and washer. Discard the nut, bolt, and washer.
10. Install the new side stand spring hook bolt and washer and tighten. It is very important that you **completely seat** the hook bolt against the washer and side stand bracket, and tighten to the specified torque.

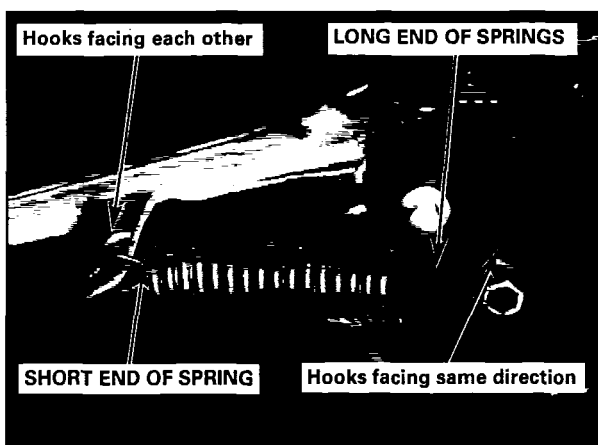
Torque: 10 N·m (1 kgf-m, 7 lbf-ft)

11. Install the new 6 mm nut and while **securely holding the hook bolt**, tighten.

Torque: 12 N·m (1.2 kgf-m, 9 lbf-ft)



12. Wearing eye protection, reinstall the springs using an appropriate tool, making sure to orient the springs correctly. The long-ends of both springs should be attached to the hook bolt with their hooks facing in the same direction. The short-ends of the springs should be attached to the side stand with their hooks facing each other.



13. Lubricate the side stand pivot with a lithium based multi-purpose grease.
14. Reinstall the side stand mounting bracket to the frame with the three 10 mm bolts and tighten them.

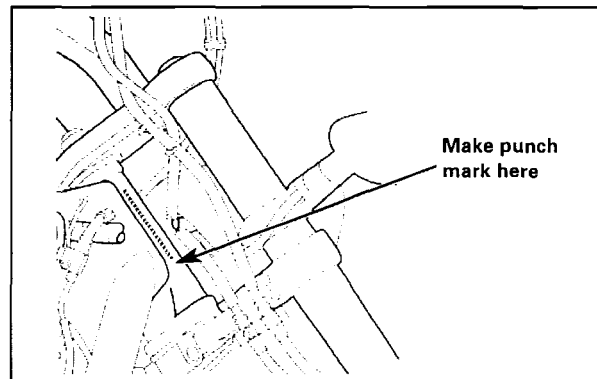
Torque: 39 N·m (4 kgf·m, 29 lbf·ft)

15. Route the side stand switch cable through the cable clamp and connect the 2P connector. Check for correct routing by checking the cable routing diagram in section 1 of the Service Manual on page 1-31.
16. Reinstall the top left rear crankcase cover mounting bracket and secure with the two 6 mm bolts.
17. Carefully reinstall the chromed plastic side stand cap.
18. Reinstall the left rear crankcase cover in the reverse order of removal.
19. Check the operation of the side stand switch by following the procedure detailed in section 3 of the Service Manual on page 3-24.

Proceed to the IDENTIFICATION section of this Service Bulletin.

IDENTIFICATION

Make a punch mark at the end of the last digit of the VIN.



PARTS INFORMATION

Do not order the required parts at this time. Initial parts will be automatically allocated by American Honda based on the number of units invoiced/retailed by your dealership. After initial allocations are completed, you will be advised of open order procedures.

REQUIRED PARTS

Side Stand Spring Hook Bolt Set.

P/N: 50536-MCH-305

H/C: 7984321

Contains:

- (1) side stand spring hook bolt
- (1) 6 mm nut
- (1) SK washer

WARRANTY

This Safety Recall will be in effect until all units have been repaired according to this Service Bulletin, regardless of the date of purchase.

Normal warranty claim submission requirements apply. After completing the Safety Recall, submit one warranty claim per unit with the following information:

2002 VTX1800C/R Side Stand Spring Hook Bolt Replacement

Template: P58A

Flat Rate Time: 0.5 hours

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 phone 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.