

TEXT OF CUSTOMER LETTER

February 2005

IMPORTANT SAFETY RECALL NOTICE

Dear Gold Wing 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 2001-2002 model year GL1800/A Gold Wing motorcycles. Certain frame welds may not have sufficient strength. High loads created when riding on rough road surfaces or through potholes can cause the affected welds to crack. In the worst case, the welded area could break without warning, resulting in lower cross member separation and rear suspension collapse. This could result in a crash.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your frame inspected. The inspection procedure will determine whether the welds are sufficient. If the welding is not sufficient, the dealer will reinforce the welds according to a factory-prepared welding manual. The inspection and any necessary repairs will be done *free of charge*.

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 2001-2002 GL1800/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 previously paid for a frame repair, you may be eligible for reimbursement. Please call Motorcycle Customer Support at (866) 784-1870 for assistance.

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. You may also visit our Web site at www.hondamotorcycle.com and click on "Locate 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

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Dear Gold Wing Owner:

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What is the reason for this notice?

Honda Motor Co., Ltd. has decided that a defect relating to motor vehicle safety exists in certain 2003-2004 model year GL1800/A Gold Wing motorcycles. Certain frame welds may not have sufficient strength. High loads created when riding on rough road surfaces or through potholes can cause the affected welds to crack. In the worst case, the welded area could break without warning, resulting in lower cross member separation and rear suspension collapse. This could result in a crash.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your frame repaired. The dealer will coordinate scheduling with you. If the welding is not sufficient, the dealer will reinforce the welds according to a factory-prepared welding manual, *free of charge*.

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:

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Our records show that you are the current owner of a 2003-2004 GL1800/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.

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Motorcycle Division**