

## TEXT OF CUSTOMER LETTER

November 2007

### **IMPORTANT SAFETY RECALL NOTICE**

Dear VFR800 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?**

We recently sent you notification of a recall involving the wire harness ground connector on your 2002-2005 VFR800. At that time, parts were not available. This notification is to inform you that replacement parts are now available at your authorized Honda motorcycle dealer.

Honda Motor Co., Ltd. has decided that a defect related to motor vehicle safety exists in certain 2002-2005 model year VFR800 motorcycles. Under certain conditions, the ground wire terminals inside the main wire harness connector can overheat, resulting in melting of the connector and a loss of power to various circuits. A loss of critical lighting or engine power could occur without warning, which could cause a crash.

#### **What should you do?**

Please call your authorized Honda motorcycle dealer and make an appointment to have your VFR800 repaired. The dealer will install a newly designed front fairing wiring sub-harness free of charge. Please plan to leave your motorcycle for at least one day to allow the dealer flexibility in scheduling.

Honda strongly recommends that you do not ride your VFR until it has been repaired.

If you must operate the vehicle prior to repair, perform the following:

1. Remove or disconnect all electrical accessories – the additional electrical load of accessory circuits and higher than standard wattage headlamp bulbs can rapidly deteriorate the ground wire terminal.
2. Switch the headlamps to the low beam position and only ride during daylight hours – the additional electrical load of the high beam headlamps can accelerate any deterioration of the ground wire terminal which may already be present.
3. Closely monitor the behavior of the instrument panel indicator lamps and headlamp relay. Any flashing or abnormal behavior of the indicators or a buzzing sound from the headlamp relay (below instrument panel) is one of the first signs of a failing ground terminal connection.

### **⚠ WARNING**

Riding your VFR with a failing ground terminal connection could result in loss of lighting or engine stall which could lead to the rider being seriously hurt or even killed.  
Do not ride your VFR until the wiring harness has been repaired.  
If you must ride your VFR, follow the instructions above.

**TEXT OF CUSTOMER LETTER**

If you do not feel qualified to carry out the steps listed above, please do not ride your VFR until it has been repaired.

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 Service  
Mail Stop 100-4C-7B  
1919 Torrance Blvd.  
Torrance, CA 90501-2746  
(866) 784-1870

If you believe that American Honda or the dealer has failed or is unable to remedy the safety defect in your vehicle, 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  
1200 New Jersey Ave., SE  
Washington, DC 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to [http:// www.safercar.gov](http://www.safercar.gov).

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

Our records show that you are the current owner of a 2002-2005 VFR800 involved in this campaign. 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 have questions.**

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Honda Motorcycle Customer Service at (866)784-1870.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

**American Honda Motor Co., Inc.**  
**Motorcycle Division**

**TEXT OF CUSTOMER LETTER**

**Use this form only if you have previously paid for this repair.**

**Request For Reimbursement  
2002-2005 VFR800/A Wire Harness Replacement**

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

1. The vehicle must be a 2002-2005 VFR800/A.
- 2. The previous wire harness replacement must have occurred before 11/9/2007.**
3. You must have a repair bill showing itemized parts and labor costs, VFR800/A model, year, VIN, name, address and 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.
4. To qualify for reimbursement, it is not necessary that you still own the affected 2002-2005 VFR800/A, but you must have been the owner when the wire harness was replaced. 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: \_\_\_\_\_

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 Motor Co., Inc.  
Customer Support, M/S 100-4C-7B  
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.