

TEXT OF CUSTOMER LETTER

June 2009

IMPORTANT SAFETY RECALL NOTICE

Dear CBR1000RR 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 which relates to motor vehicle safety may exist in certain 2008 model year Honda CBR1000RR motorcycles.

Under sustained high-engine-speed usage, a coolant hose clamp located on the water pump cover on affected 2008 CBR1000RR motorcycles may be weakened by engine vibration. If weakened, the clamp may break and allow hot coolant to spray onto the rider's left lower leg.

Safety Consequence

Hot coolant spraying onto the rider's leg can result in scalding increasing the risk of a crash.

What should you do?

Please call your authorized Honda motorcycle dealer and make an appointment to have your CBR1000RR repaired. A new coolant hose clamp will be installed on your CBR1000RR free of charge. Although the repair will take less than one hour, please plan to leave your CBR1000RR for a day to allow the dealer flexibility in scheduling.

Note: This recall only affects the clamp that secures the coolant hose to the water pump outlet. The hose clamps used to secure other hose connections are not affected and therefore should not be interchanged during future maintenance. Repairs or maintenance of the cooling system which require removal of the affected hose clamp must follow the instructions provided in Honda Service Bulletin - CBR1000RR #6.

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 (800) 424-9153], or go to [http:// www.safer-car.gov](http://www.safer-car.gov).

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

Our records show that you are the current owner of a 2008 CBR1000RR 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

**Request For Reimbursement
2008 CBR1000RR Coolant Hose Clamp Replacement**

Use this form only if you have previously paid for this repair. If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of the coolant hose clamp replacement. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected 2008 CBR1000RR.
2. The repair must have been required due to the failure that is the subject of this recall. Unrelated repairs will not be reimbursed.
- 3. The previous hose clamp repair must have occurred before June 6, 2009.**
4. You must have a repair bill showing itemized parts and labor costs, CBR1000RR 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.
5. To qualify for reimbursement, it is not necessary that you still own the affected 2008 CBR1000RR, but you must have been the owner when the hose clamp was replaced. Only the owner at the time of the repair may request reimbursement. Do not request reimbursement for the expenses of any other owner.
6. Your previous repair may not have been performed using the latest hose clamp. In addition to any reimbursement for previous repairs you may request, please make an appointment with your Honda dealer to have this important safety recall repair completed.

IF YOU ARE QUALIFIED FOR REIMBURSEMENT:

Fill in the blanks; please print clearly.

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

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.