

TEXT OF CUSTOMER LETTER

September 2009

IMPORTANT SAFETY RECALL NOTICE

Dear VTX1800C 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 determined that a defect which relates to motor vehicle safety exists in certain 2002 model year Honda VTX1800C motorcycles. The swingarm may have been improperly welded.

Safety Consequence

The swingarm could break while riding which could cause the rider to lose control. This could lead to a crash in which the rider could be seriously injured or killed.

What should you do?

Please call your authorized Honda motorcycle dealer and make an appointment to have the swingarm on your VTX1800C inspected. If necessary, the dealer will replace the swingarm. These procedures will be performed free of charge. Please plan to leave your VTX1800C for at least one 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 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.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 VTX1800C 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 previously had your swingarm replaced due to the problem described in this notice, please use the attached form to request reimbursement.

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

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Request For Reimbursement
2002 VTX1800C Swingarm 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 swingarm replacement. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected 2002 VTX1800C.
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 swingarm repair must have occurred before Sept 25, 2009.**
4. You must have a repair bill showing itemized parts and labor costs, VTX1800C 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 2002 VTX1800C, but you must have been the owner when the swingarm 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.

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.