



# Service Bulletin

American Honda Motor Co., Inc.

## SAFETY RECALL

### 2002 VTX1800C Swingarm, Final Drive Flange Weld Inspection

American Honda's Motorcycle Division is conducting a Safety Recall to inspect the swingarm-to-final drive flange weld on certain 2002 VTX1800C models.

Certain units could have an improperly positioned drive flange weld that lacks sufficient penetration. If the weld breaks while riding, it could cause the rider to lose control and lead to a crash.

#### CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected 2002 VTX1800C units, advising them to take their motorcycle to a Honda Motorcycle dealer to have the Safety Recall inspection and, if necessary, repair performed.

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

#### AFFECTED UNITS

A limited number of 2002 VTX1800C models within the following VIN ranges:

1HFSC460\*2A007853 thru 1HFSC460\*2A008262  
1HFSC460\*2A010163 thru 1HFSC460\*2A010447

#### DEALER INVENTORY

**According to federal law, any affected units in your new or used inventory cannot be sold or leased until they are repaired.**

Refer to the REPAIR VERIFICATION and REPAIR PROCEDURE sections 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 there is a punch mark – No further action is necessary.
- If there is no punch mark – The unit has not been repaired, and you must proceed with the REPAIR PROCEDURE section of this Service Bulletin.

**NOTE:** Your *Dealer Responsibility Report* and *IN* can also provide helpful campaign information.

However, the identification mark on the unit itself is the best indication of campaign repair verification.

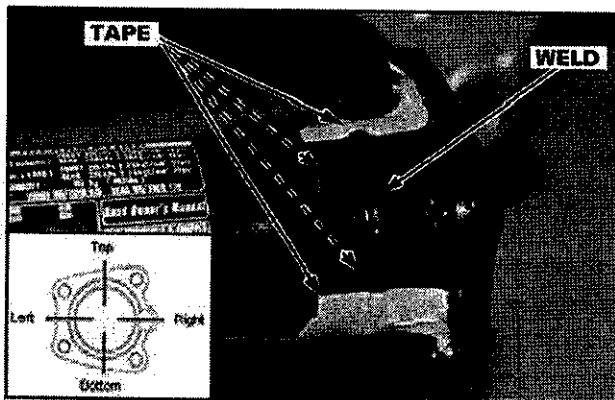
If you have any questions about repair verification, please contact your DSeM or Techline at (800) 421-1900, option 9.

## REPAIR PROCEDURE

1. Remove the exhaust system as outlined in the 2002-2008 VTX1800C/F Service Manual (page 2-5).
2. Remove the rear wheel as outlined in the Service Manual (page 14-3).
3. Remove the final drive gear case from the swingarm as outlined in the Service Manual (page 12-3).

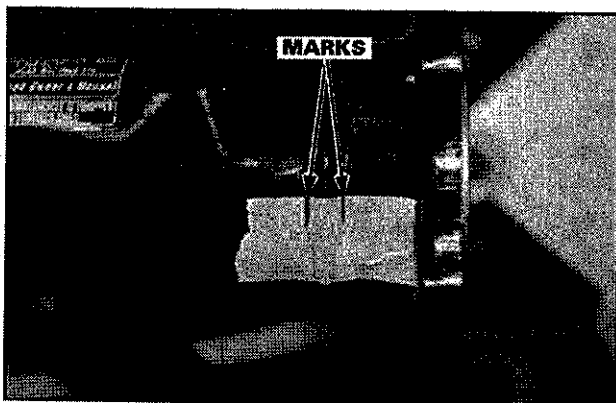
**NOTE:** Do not drain the final drive oil.

4. Lay four short pieces of masking tape across the final drive mounting flange weld at the top, bottom, left, and right as shown. Make sure the edge of the tape is perpendicular to the weld and tuck the tape into the edges of the weld with your fingertips.

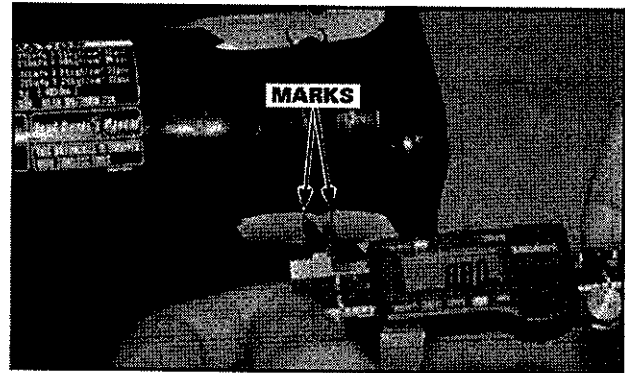


5. Where the edge of the tape crosses the weld, mark the left and right edges of the weld as shown. Do this for all four tapes.

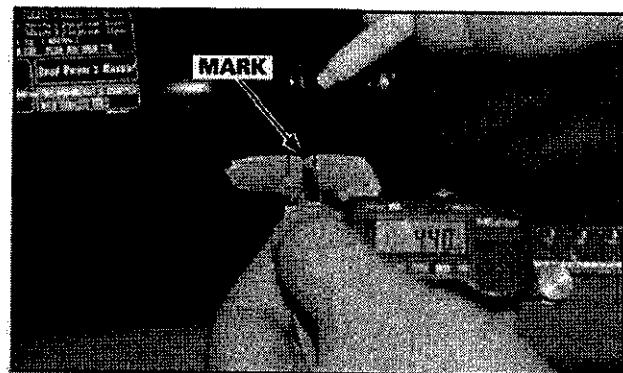
• For accuracy, use a fine tip marker.



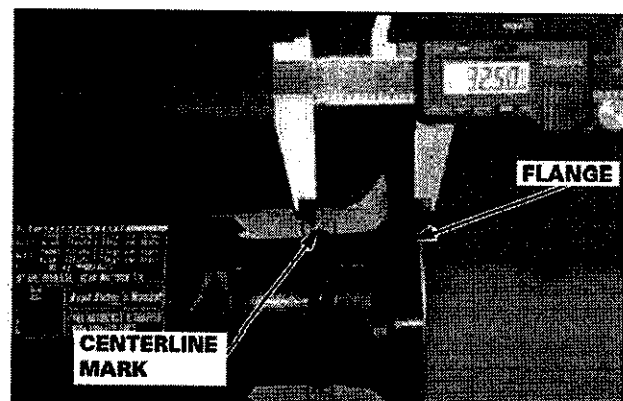
6. Using a digital caliper, measure and record the distance between the marks as shown. This is the weld bead width. Do this for all four tapes.



7. After the weld bead width is determined, divide that number by two and record the result for each tape. Set your caliper to that number and draw a line on the tape indicating the centerline of the weld. Do this for all four tapes.



8. Set and lock your calipers to 32.5 mm. Place the caliper against the final drive flange as shown and compare the distance of the weld centerline to the caliper on all four tapes. The weld centerline should be less than 32.5 mm from the flange.



8. (cont.)

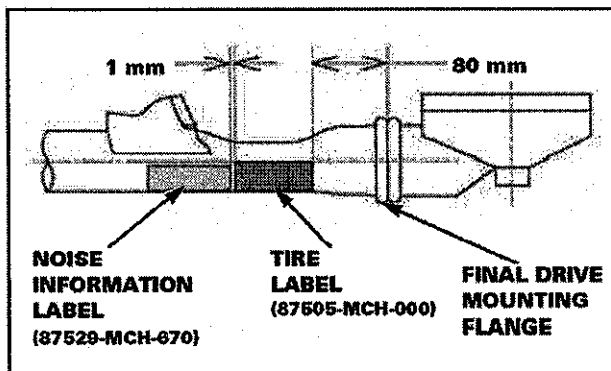
**Flange-to-Centerline, Reference Distance: 32.5 mm**

- If at least three of the four centerlines are less than 32.5 mm from the flange, the swingarm is good, the inspection is complete and the motorcycle can be reassembled. Proceed to IDENTIFICATION.
- If two or more of the centerlines are 32.5 mm or greater from the flange, the weld is improperly positioned. Identify each out of range weld centerline by marking the corresponding tape with an "X." *Call Honda TechLine for confirmation of your measurements and to order the replacement swingarm and information labels.*

**Defective Swingarm:**

**NOTE:** Do not remove the reference tapes from the swingarm. Save the defective swingarm for warranty call-in and AHM inspection.

9. Follow the remaining steps for installing the new swingarm.
10. Clean the new swingarm with isopropyl alcohol and apply the information labels as shown.

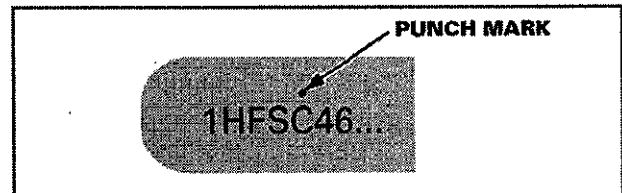


11. Install the new swingarm as outlined in the Service Manual (page 14-15).
12. Install the removed parts in the reverse order of removal.
  - Final drive gear case
  - Rear wheel
  - Exhaust system with new gaskets

**IDENTIFICATION**

If your inspection has determined the swingarm weld to be good, make a punch mark above the "C" character in the VIN, located on the right side of the steering head, as shown below.

If you needed to replace the swingarm, after you have completed the repair procedure, make a punch mark above the "C" character in the VIN, located on the right side of the steering head, as shown below.



**CLAIM INFORMATION**

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

Normal warranty claim submission requirements apply. After completing the Service Bulletin repair procedure, submit one warranty claim per unit with the following information:

**WARRANTY CLAIM TEMPLATE:**

**Swingarm, Final Drive Flange Weld Inspection**

Inspection only template: R15A

Flat Rate Time: 1.5 hrs

Inspection and replace template: R15B

Flat Rate Time: 2.1 hrs

**PARTS INFORMATION**

For replacement swingarms and information labels please contact TechLine at (800) 421-1900, option 9.

**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

TEXT OF CUSTOMER LETTER

**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.**