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Sent on 06 02 2011 Expires on 06 11 2011

From Motorcycle Service Communications

Subject Unit Information regarding VT750C/C2B Stop Sale

**M/C Service Communications**

June 2, 2011

Dear Honda Dealer:

Last night Honda launched a SAFETY RECALL on certain 2010-2011 VT750C2B, and 2011 VT750C motorcycles to replace the bank angle sensor. Please see the *iN* message sent on June 1, 2011 titled "STOP SALE NOTICE: 2010-2011 VT750C2B, and 2011 VT750C"

Please be sure to check your inventory of 2010-2011 VT750C2B and 2011 VT750C motorcycles for affected VINs. You can either compare your VINs to the ranges in the Stop Sale Notice, or use "Unit Information" by following these paths on *iN*:

Service>Unit Information or ***Sales>Vehicle Management>Unit Information***.

The eResponsibility Report will be updated soon and have the same information.

Sincerely,
American Honda Motor Co., Inc.

Bradley K. Little
Manager,
Motorcycle Service Communications.

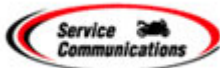
Bulletin Number: 11-0219

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Sent on 06 01 2011 Expires on 08 21 2011
 From Motorcycle Service Communications
 Subject STOP SALE NOTICE: 2010-2011 VT750C2B and 2011 VT750C



M/C Service Communications

June 1, 2011

Dear Honda Dealer:

SAFETY RECALL NOTICE

Honda is launching a SAFETY RECALL on certain 2010/2011 VT750C2B, and 2011 VT750C motorcycles to replace the bank angle sensor.

Effectively immediately, YOU MUST NOT SELL any units in the following affected VIN ranges:

2010 VT750C2B: All
 2011 VT750C2B (49 state): 001 to JH2RC537*BK101110
 2011 VT750C2B (CA): 001 to JH2RC538*BK100110
 2011 VT750C (49 state): 001 to JH2RC500*BK700180
 2011 VT750C (CA): 001 to JH2RC501*BK700020
 (*) denotes check digit

NOTE: *Your dealership will be violating Federal Law, violating your sales and service agreement, and risking chargeback of sales incentives if you sell any affected products listed in this notice before they are repaired according to Service Bulletin VT750C/C2B #5. If you have any questions about the penalties, please refer to the link below:*

[Sales Bulletin #10-0290 - Recall Compliance Letter](#)

To view a list of your affected inventory, log on to **IN** and follow this path:

Service > eResponsibility Report

If you have recently sold an affected model (up to and including the day of this message), immediately submit the sales registration to avoid penalties.

Parts Availability:

AHM will ship an initial supply of parts directly to dealers with affected inventory. Expect parts arrival in a week. The remainder of the parts will be available on open order to satisfy unit inventory and customer demand. Customer Recall Notification Letters will be mailed in the later half of June.

Make sure all departments at your dealership are aware of this action.

Additional information including the Service Bulletin will be posted by June 6th, 2011. If you have any further questions, contact Tech Line at (800) 421-1900 (Ext. 9), or contact your District Service Manager.

Sincerely,
American Honda Motor Co., Inc.

Bradley K. Little
 Manager,
 Motorcycle Service Communications.

Bulletin Number: 11-0218

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August 24, 2010

Customer Safety and Honda Recalls

Dear Honda Dealer Principal:

It is your ongoing obligation under your *Honda Dealer Sales and Service Agreement* and Federal Law that **each new Honda product subject to a recall must be fully repaired prior to its retail sale**. This is critical to ensure customer safety and to protect the reputation of, and goodwill toward the Honda brand, products, and trademarks. Failure to repair units affected by safety recalls prior to retail sale puts your status as a Honda dealer in jeopardy, and as a violation of Federal Law carries the potential for fines up to \$100,000 per violation and up to \$15 million for repeated violations.

Dealer Actions and Requirements:

- Review this information with all Sales and Service personnel.
- Destroy any unused *Set-Up and Pre-Delivery Checklists* and *Salesperson Delivery Checklists* in your possession; this includes any PDF copies you have downloaded to your computer from the Honda Interactive Network (*iN*).
- Effective immediately: Use only the revised *Set-Up and Pre-Delivery Checklists* and *Salesperson Delivery Checklists* (revised August 2010), available in the *iN* Forms Library. The *Set-Up and Pre-Delivery Checklist* now has the check to indicate completion of recall or product update campaigns at the beginning of the *Pre-Delivery Service and Inspection* section and which is highlighted in red. This check has also been added to the *Salesperson Delivery Checklist*, the form that has always required customer signature acknowledgement. Changes to these forms are to ensure that your staff diligently checks each VIN for applicable recall or product update campaigns during each of these important processes.
NOTE: AHM field Sales and Service staff will conduct random spot checks of these forms in the “deal jackets” of sold and unsold units.
- Review the revised *Set-Up and Pre-Delivery and Salesperson Delivery* checklists, and instruct all relevant staff in their proper use.
- Instruct all relevant staff how to use *iN* to check for recall or product update campaigns prior to a retail sale transaction or unit delivery.

iN Resource File Paths:

Set-Up and Pre-Delivery and Salesperson Delivery Checklists: *Service > Service Publications > Forms Library*

Checking a VIN for service campaigns: *Service > Unit Information > add the VIN*

Checking your dealer inventory for service campaigns: *Service > eResponsibility Report*

AHM Actions for Noncompliance:

- The requirements of a Bonafide Retail Sale (BRS) are set forth in the *Bonafide Retail Sales Policy*. One of the requirements is that each new unit must be properly set up, which includes but is not limited to, verification of recall status and completion of repair before retail sale. Disqualification of any unit sale as BRS may result in chargeback of all AHM-paid retail sale incentives, including the Retail Sales Bonus.
- AHM may notify NHTSA or CPSC of a dealer’s non-compliance.
- Failure to complete all outstanding safety recall repairs prior to delivery to the customer may affect your status as an authorized Honda Dealer. In addition, AHM will actively enforce its rights under the *Honda Dealer Service and Sales Agreement* and applicable law, up to and including termination as a Honda Dealer.

If you have any questions, please contact your Honda District Sales Manager or District Service Manager.

Sincerely,



Raymond Blank
Senior Vice President
Motorcycle Division