



American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 783-2000

October 2012

NHTSA Recall 12V-461

IMPORTANT SAFETY RECALL NOTICE

Dear Honda NC700X/XD 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 has decided that a defect which relates to motor vehicle safety exists in certain 2012 model year Honda NC700X and NC700XD motorcycles. Drive chains on affected motorcycles may have outer plates that were improperly heat-treated and could fracture while riding. If a plate fractures, the motorcycle can unexpectedly lose propulsion, which increases the risk of a crash.

What should you do?

Please call any authorized Honda motorcycle dealer and make an appointment to have your motorcycle drive chain inspected and, if necessary, replaced at **no cost to you**. The inspection may be completed in less than 15 minutes and, if replacement of the drive chain is necessary, the repair can be completed in less than one hour. We recommend that you plan to leave your motorcycle for a day to allow the dealer flexibility in scheduling.

For assistance with locating a Honda motorcycle dealer, you may call Honda Motorcycle Customer Support at 1-866-784-1870 or use the "find a dealer" option on <http://www.powersports.honda.com>

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 or call:

American Honda Motor Co., Inc.
Motorcycle Customer Support
Mail Stop 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746.
1-866-784-1870

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>.

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

Registration records indicate that you are the current owner of a 2012 NC700X/XD 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 prior to receiving this notice, you paid to have the drive chain repaired for this defect, you may be eligible for reimbursement. Please refer to the enclosed *Request for Reimbursement* form for eligibility requirements and the reimbursement procedure.

Lessor Information.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.
Motorcycle Division

MTB 14254 (1209)