



October 24, 2024

Re: **STOP SALE NOTICE: 2016 – 2025 NCW50 METROPOLITAN SAFETY RECALL**

Dear Honda Dealer:

**Honda is issuing a STOP SALE NOTICE on CERTAIN 2016 – 2025 NCW50 Metropolitan scooters to inspect the transmission for a potential oil leak.** Due to a manufacturing defect, the transmission case may not correctly seal to the engine causing a transmission oil leak and eventual transmission failure. This defect may cause the rear wheel to lock up and decelerate while riding, potentially increasing the risk of a crash or injury.

Effective immediately, you **MUST NOT SELL** any affected NEW or USED 2016 – 2025 NCW50 Metropolitan scooter until it is repaired, according to the associated Service Bulletin.

#### **AFFECTED UNITS**

**CERTAIN** NEW or USED 2016 – 2025 NCW50 Metropolitan scooters:

- To search for applicable updates or recalls on a specific unit, you **MUST** use *Unit Information* on **iN**.
- To manage your affected inventory, use your dealer *eResponsibility Report* on **iN**.

#### **SERVICE BULLETIN**

*Service Bulletin: NCW50 scooter #1*, which includes all the information relating to this Safety Recall, is expected to be issued in November 2024.

#### **PARTS INFORMATION**

The parts needed for the repair can be ordered according to the instructions in the forthcoming Service Bulletin.

#### **CUSTOMER NOTIFICATION**

American Honda intends to mail customer letters to all owners of affected 2016 – 2025 NCW50 Metropolitan scooters in January 2025. The letter will inform customers that their scooter may be affected by a safety-related defect and advise them to make an appointment with an authorized Honda dealer for repair.

**Make sure all departments in your dealership are aware of this Safety Recall.**

If you have questions, please contact AHM TechLine through TechLine Connect on **iN**.

Sincerely,

**American Honda Motor Co., Inc.**

Powersports Division

MTB 55269 (1024)