



American Honda Motor Co., Inc.
4900 Marconi Dr.
Alpharetta, GA 30005-8847
Phone (866) 784-1870

NHTSA Recall Number: 24V-825
Honda Campaign Number: KR0
Service Bulletin Number: MTB 55269

IMPORTANT SAFETY RECALL

December 2024

This notice applies to your vehicle: [REDACTED]

Dear [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Honda has decided that a defect which relates to motor vehicle safety exists in certain 2016-2025 Metropolitan scooters.

Why my vehicle is under recall: The transmission case and left crankcase may have an inadequate seal, resulting in a transmission oil leak. If the transmission runs out of oil, the vehicle can suddenly decelerate, increasing the risk of a crash or injury.

What Honda will do: Your Honda Powersports dealer will inspect your vehicle for a transmission oil leak. If a leak is present, the dealer will repair the leak, for **FREE**. Honda estimates that the repair can take up to approximately 2 hours and 30 minutes to complete. However, your dealer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

What we need you to do:

Please call any authorized Honda Powersports dealer and schedule an appointment to have your vehicle inspected and repaired, if necessary, for **FREE**.

If your vehicle has begun to make abnormal sounds from the rear-wheel area, please pull over to a safe location as soon as possible, shut off the engine and have it transported to your dealer.

If you are not the only rider of this vehicle, please advise all other riders and passengers of this important information.

- Check recall information for your motorcycle by accessing the Honda recall lookup tool at <https://powersports.honda.com/recalls> and entering your Vehicle Identification Number (VIN).
- If you have questions or concerns, we encourage you to:
 - visit <https://powersports.honda.com/recalls>; or
 - contact your local Honda Powersports dealer; or
 - send Customer Relations a message via <https://powersports.honda.com/contact-us>; or
 - call American Honda's Powersports Customer Relations at 1-866-784-1870 Monday through Friday, 8:30 a.m. to 4:30 p.m., Pacific Time.



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If you paid out of pocket to have these specific recall repairs performed on your vehicle, you may be eligible for reimbursement; please contact American Honda's Powersports Customer Relations at 1-866-784-1870 to determine potential eligibility and for instructions on how to request reimbursement.

If you no longer own this vehicle or if any of the information is not correct, please complete and return the enclosed prepaid Information Change Card as soon as possible. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your vehicle, without charge and 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 the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590. Alternatively, you may call the NHTSA toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this recall may cause, but please be assured that your safety is our first concern.

Sincerely,

American Honda Motor Co., Inc.