

2012 GL1800 Navi System Software Update

FREQUENTLY ASKED QUESTIONS

- **What is the reason for this notice?**

Honda Motor Co., Ltd. is conducting a Product Update Campaign to update the navigation unit software on 2012 model year GL1800/A motorcycles. Our records indicate that you own one of these motorcycles.

- **I have not experienced any problem with my Navi system, does my Gold Wing still need to be updated?**

Yes. The problem exists in all affected 2012 model year Gold Wings. However, it only becomes apparent in certain geographic regions. Honda recommends that you schedule an appointment for repair as soon as is practical.

- **Does the software update also update the maps in the Navi system?**

No. All 2012 model year Gold Wings already have the most current map data available. The software update does not affect map data or any personally saved data, such as *Favorite Places* or *Routes*.



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

March 2012

IMPORTANT NOTICE OF PRODUCT UPDATE CAMPAIGN

Dear GL1800/A Owner:

What is the reason for this notice?

Honda Motor Co., Ltd. is conducting a Product Update Campaign to update the navigation unit software on certain 2012 model year GL1800/A motorcycles. Our records indicate that you own one of these motorcycles.

What is the problem?

When using the navigation system within certain geographic regions, the system may fail to properly recalculate after deviating from a programmed route, and may hang or shut down. Because your satisfaction with your GL1800/A is important to us, Honda will update the navigation unit software at no cost to you.

What should you do?

A software update is available to correct the above described condition. Only the navigation unit software will be updated; maps, saved routes, and other data will not be affected. Please schedule a repair appointment with a Honda motorcycle dealer. The dealer will update the navigation unit software at no cost to you. While this **Product Update Campaign** will remain active until the last day of March, 2017, we encourage you to have this repair completed as soon as possible.

Who to contact for help:

Contact your Honda motorcycle dealer for help. Should you need assistance in locating a Honda dealer, please visit our website at <http://powersports.honda.com>

Who to contact if you experience a problem:

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 Support
Mail Stop 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746
(866) 784-1870

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

This notice was mailed to you according to the most current information we have available. If you no longer own this GL1800/A or some information in this notice is incorrect, please fill out and return the included, postage-paid Information Change Card. This will help us to update our records.

We apologize for any inconvenience this may cause you. Thank you for your GL1800/A purchase and your cooperation.

Sincerely,

American Honda Motor Co., Inc.
Motorcycle Division

PLEASE OPEN IMMEDIATELY

PLEASE DELIVER TO REGISTERED OWNER

VIN

▼

▼

☐ Name and/or address change; print information below
☐ Product was sold; print new owner information below
☐ Product was sold; new owner information unknown

- ☐ Product was destroyed ☐ Never owned
☐ Product was exported
☐ Product was stolen

Name (Last Name, First Name)

[illegible]

Address

[illegible]

City

[illegible]

State

Zip

Phone Number

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E-mail Address

[illegible]

▼ PLEASE SEPARATE ALONG THE PERFORATION BEFORE MAILING ▼



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AMERICAN HONDA MOTOR CO INC
14310 HAMILTON AVE
HIGHLAND PARK MI 48203-9940

