

MULTI-MODEL: STARTER RELAY SWITCH #1
REVISED: AUGUST 2015

TEXT OF CUSTOMER LETTER

August 2015

NHTSA Recall 15V-439

IMPORTANT SAFETY RECALL

This notice applies to your vehicle.

Dear Honda Motorcycle/Scooter Owner:

This notice is sent to you in accordance with 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 2013-2016 model year Honda motorcycles and scooters. During assembly of the starter magnetic switch, it is possible the sealant may have been applied incorrectly. Incorrectly applied sealant may cause an interruption of the electrical system which may cause the engine to A) not start or B) stall while riding. The increased resistance at the main fuse could cause the starter relay switch to catch on fire.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your vehicle's starter relay switch inspected and, if necessary, replaced **at no cost to you**.

Once you make an appointment for your vehicle, be advised that the complete inspection and repair time may take approximately 30 minutes; however, please ask your dealer for the specific time your vehicle will need to be at the dealership.

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 www.powersports.honda.com

Who to contact if you experience a problem?

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
 (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 Honda motorcycle or scooter 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.

What if you already had your vehicle repaired for this issue?

If you previously paid to have the starter magnetic switch repaired or replaced, you may be eligible for reimbursement. Refer to the attached Instructions for Reimbursement for the 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

Campaign #JS9/JT0 - Service Bulletin: MULTI-MODEL: STARTER RELAY #1

MTB 15508 (1506)

TEXT OF CUSTOMER LETTER

Request For Reimbursement

Multiple Models: Starter Relay Switch Inspection/Replacement

Use this form only if you have previously paid for this repair. If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of the **starter relay switch** replacement. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected Honda motorcycle or scooter identified in the Honda Service Bulletin, *Multi-Model: Starter Relay Switch #1*.
2. The repair must have been required due to the failure that is the subject of this recall. Unrelated repairs will not be reimbursed.
- 3. The previous starter relay switch repair must have occurred before September 4, 2015.**
4. You must have a repair bill showing itemized parts and labor costs, the model, year, VIN, name, address and phone number of the repair shop, and the date of the repair. There must be verification of payment, such as a copy of a cancelled check, cash receipt, or paid invoice.
5. To qualify for reimbursement, it is not necessary that you still own the affected Honda motorcycle or scooter, but you must have been the owner when the starter relay switch was replaced. Only the owner at the time of the repair may request reimbursement. Do not request reimbursement for the expenses of any other owner.

IF YOU QUALIFY FOR REIMBURSEMENT:

Fill in the blanks; please print clearly.

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ E-mail: _____

Vehicle Identification Number (VIN): _____

Total Amount Requested: _____

Mail this form together with a copy of your repair bill and verification of payment to:

**American Honda Motor Co., Inc.
Customer Support, M/S 100-4C-7B
1919 Torrance Blvd.
Torrance, CA 90501-2746**

Please allow 6–8 weeks for reimbursement processing.

This form is provided for dealer information and customer photocopies if needed.

MTB 15508 (1507)