

TEXT OF CUSTOMER LETTER

January 2004

**IMPORTANT SAFETY RECALL NOTICE**

Dear Silver Wing 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 Motor Co., Ltd. has determined that a defect relating to motor vehicle safety exists in certain 2002 and 2003 model year Silver Wings (FSC600). Excessive clearance between the lower handlebar clamps and handlebar holder creates stress that can break the threaded attaching studs. If one side fails, the handlebar will be loose. If the vehicle is ridden in this condition, the remaining side could fall, and the rider would lose steering control, which could lead to a crash.

**What should you do?**

Call any authorized Honda motorcycle dealer and make an appointment to have your Silver Wing repaired. Please plan to leave your Silver Wing at the dealer for one day to allow the dealer flexibility in scheduling repairs. The dealer will install two lower handlebar clamps, add washers between the lower clamps and handlebar holder to eliminate the clearance, and install new lock nuts. This work will be done free of charge.

*If the handlebar on your Silver Wing is loose, contact your dealer immediately. DO NOT ride your Silver Wing until the recall repairs have been performed.*

**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:

American Honda Motor Co., Inc.  
Motorcycle Customer Support  
Mail Stop 100-4W-5B  
1919 Torrance Blvd.  
Torrance, CA 90501-2748

If you believe that American Honda or the dealer has failed or is unable to remedy the defect in your Silver Wing, without charge, within a reasonable period of time (90 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  
400 Seventh Street, SW  
Washington, DC 20590

Or call the toll-free Safety Hotline at (888) 327-4288.

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

Our records show that you are the current owner of a 2002 or 2003 FSC600 involved in this recall. 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 you already paid to have the handlebar clamps and holder replaced, you may be eligible for reimbursement. Refer to the enclosed *Request for Reimbursement* form for eligibility requirements and the reimbursement procedure.

**If you have questions.**

If you have any questions about this notice, or need assistance with locating a Honda dealer, please call Motorcycle Customer Support at (888) 784-1870. You may also visit our Web site at [www.hondamotorcycle.com](http://www.hondamotorcycle.com) and click on "find a dealer" to locate a Honda dealer who can assist you.

We apologize for any inconvenience this campaign may cause you.

Sincerely,

American Honda Motor Co., Inc.  
Motorcycle Division

TEXT OF CUSTOMER REQUEST FOR REIMBURSEMENT

**Request For Reimbursement  
2002-2003 FSC600 Silver Wing  
Handlebar Holder**

If you meet the following qualifications, American Honda Motor Co., Inc. will reimburse you for the cost of handlebar holder replacement. No reimbursement will be made for other costs or repairs.

1. The vehicle must be an affected 2002-2003 FSC600 Silver Wing.
2. The handlebar holder replacement must have been performed before January 8, 2004.
3. You must have replaced the handlebar holder as a result of excessive clearance between the handlebar clamps and handlebar holder.
4. You must have a repair bill showing itemized parts and labor costs, Silver Wing 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 2002-2003 FSC600 Silver Wing, but you must have been the owner when the handlebar holder replacement was performed. Only the owner at the time of repair may request reimbursement. Do not request reimbursement for the expenses of any other owner.

**IF YOU ARE QUALIFIED FOR REIMBURSEMENT:**

Fill in the blanks; please print clearly.

Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Telephone \_\_\_\_\_ ZIP \_\_\_\_\_

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 Customer Relations:

American Honda Motor Co., Inc.  
Customer Support, M/S 100-4W-5B  
1919 Torrance Blvd.  
Torrance, CA 90501-2748

*Please allow 6-8 weeks for reimbursement processing.*

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