

HONDA

American Honda Motor Co., Inc.
1919 Torrance Boulevard
Torrance, CA 90501-2746
Phone (310) 763-2000

January 19, 2004

Mr. George Person, Chief
Recall Analysis Division
Office of Defects Investigation, Safety Assurance
U.S. DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
400 Seventh St., S.W.
Washington, DC 20590

RE: 03V-513

Dear Mr. Person:

In accordance with our campaign to correct a safety defect related to the handlebar holders in certain 2002-2003 model year Honda FSC600 scooters, we are submitting a copy of the dealer bulletin, which also includes the text of the customer letter.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.



William R. Willen
Managing Counsel
Product Regulatory Office

WRW:ke

Enclosure

RECEIVED
2004 JAN 21 P 12:33
OFFICE OF DEFECTS
INVESTIGATION



Service Bulletin

American Honda Motor Co., Inc.

SAFETY RECALL

2002-2003 FSC600 Silver Wing Handlebar Holders

American Honda is conducting a Safety Recall on affected 2002-2003 FSC600 Silver Wings to replace the handlebar holders.

Excessive clearance between the lower handlebar clamps and handlebar holders creates stress that could 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.

AFFECTED UNITS

All 2002 FSC600 models

All 2003 FSC600/A models

CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected 2002-2003 FSC600 Silver Wings informing them they must bring their scooter to a Honda motorcycle dealer to have the Safety Recall procedure performed.

If a customer indicates a safety concern or reports their unit's handlebar is loose, please contact TechLine.

Your assistance is needed to ensure that your Silver Wing customers are informed of this Safety

Recall. For your reference, the text of the customer letter is reproduced on page 4 of this bulletin. The repair must be performed on any affected unit brought to your dealership.

DEALER INVENTORY

DO NOT sell any affected 2002-2003 FSC600 Silver Wing until the repair has been completed. All new or used affected units in your inventory must be repaired before release to the customer.

INSPECTION

Before you begin this repair, check if the repair has already been performed on the unit.

If the unit has been repaired, you should find a punch mark on the left side of the scooter, under the engine number (see the REPAIR IDENTIFICATION section).

If the unit has not been repaired, proceed to the REPAIR PROCEDURE section.

NOTE: Verification of repair can also be found in the Dealer Responsibility Report and on the Honda Interactive Network (IN).

REPAIR PROCEDURE

1. Remove the handlebar cover. (See S/M, page 2-14.)
2. Remove the handle cover stay. (See S/M, page 14-21.)
3. With a permanent marker, mark the lower handlebar holders to avoid confusion during reassembly.



4. Use a flex head wrench to loosen the lower handlebar holder nuts — do not remove them at this time. (See S/M, page 14-21.)

NOTE: You do not need to remove the handlebar post or "mount."

5. Remove the upper handlebar holders. (See S/M, page 14-21.)
6. Lift the handlebars from the lower holders and move them forward, using caution to not damage the windscreen or stretch any cables or hoses. Remove the lower holders and discard them and the holder nuts.



7. Install the new lower handlebar holders from the parts kit, placing the washer between the holders and the mount.



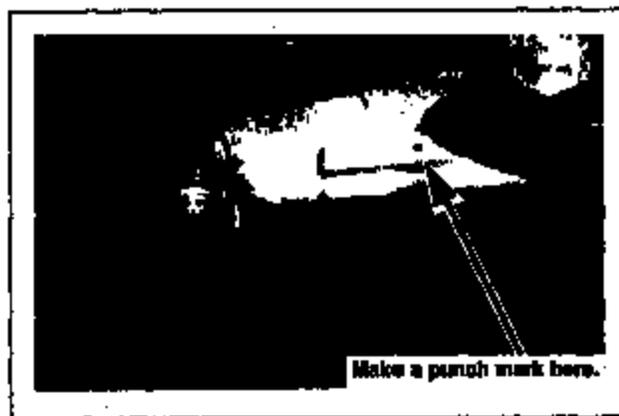
8. Install the new, thin holder nuts from the parts kit. Before tightening the holder nuts, ensure the seating surface of the lower handlebar holder is seated on the handlebar post/washer without any clearance. Tighten the holder nuts to the specified torque.

TORQUE: 39 N·m (4.0 kgf·m, 29 lbf·ft)

9. Install the handlebars, upper handlebar holders, handle cover stay, and handlebar cover. (See S/M, page 14-22, 2-14.)
10. Proceed to the REPAIR IDENTIFICATION section.

REPAIR IDENTIFICATION

After you have completed the repair procedure, make a punch mark on the left side of the scooter, under the engine number, as shown in the photo below.



PARTS INFORMATION

You do not need to order this kit. Initial parts kits will be automatically allocated by American Honda based on the number of units invoiced to your dealership. You will be notified when kits are available for open ordering.

Set, Handle Holder
P/N: 53012-MCT-305
H/C: 7652373

This kit includes:

- Holder, Lower (2)
- Washer(2)
- Nut, Holder 10 mm (2)

WARRANTY INFORMATION

This Safety Recall will be in effect until all units have been repaired according to this Service Bulletin, regardless of the date of purchase.

Normal warranty claim submission requirements apply. After completion of the repair, submit one warranty claim per unit with the following information only:

Template # P18A
Flat Rate Time: 1.3 hours

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 fail, 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-08
1818 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 20560

Or call the toll-free Safety Hotline at (888) 327-4238.

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 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.