

**HONDA**

**American Honda Motor Co., Inc.**  
1919 Torrance Boulevard  
Torrance, CA 90601-2748  
Phone (310) 783-2000

RECEIVED  
HVS-215

2004 JUN -3 P 2:45

OFFICE OF  
DEFECTS INVESTIGATION

June 1, 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

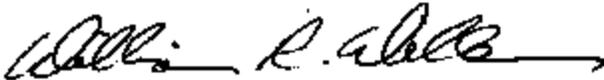
RE: 04V-254

Dear Mr. Person:

In accordance with our campaign to correct a safety defect related to speedometer inaccuracy in certain 2004 model year Honda CBR1000RR motorcycles, 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



# Service Bulletin

American Honda Motor Co., Inc.

## SAFETY RECALL

### 2004 CBR1000RR Inaccurate Speedometer

American Honda's Motorcycle Division is conducting a Safety Recall to replace the speedometer on affected 2004 CBR1000RR motorcycles.

Due to a digital speedometer computer program error, ignition switch operation while depressing the SEL button for certain display modes may cause some speedometers to show an inaccurate mile-per-hour (MPH) or kilometer-per-hour (KPH) reading. This inaccuracy results in the speedometer indicating approximately 75% of the actual speed of the vehicle. In other words, the speedometer displays a speed that is 25% lower than the true vehicle speed.

This error can happen at any time and at any mileage. Once the speedometer exhibits this error, it will continue reading improperly and cannot be reset.

To remedy this situation, American Honda will replace all speedometers and associated parts on affected CBR1000RR motorcycles.

#### AFFECTED UNITS

##### 2004 CBR1000RR (A)

JH2SC570\*4M000016 thru JH2SC570\*4M000812

##### 2004 CBR1000RR (AC)

JH2SC571\*4M000016 thru JH2SC571\*4M001407

(\* denotes check digit)

#### CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected 2004 CBR1000RR motorcycles informing them they must bring their CBR1000RR to a Honda motorcycle dealer to have the Safety Recall procedure performed.

Your assistance is needed to ensure your CBR1000RR customers are informed of this Safety Recall. A copy of the customer letter is reproduced on page 3 of this Service Bulletin.

#### DEALER INVENTORY

You may sell new units in your inventory **if you follow exactly the instructions mailed to you on May 18, 2004**. Under no circumstances are you to sell a unit in your inventory without first applying a speedometer/rpm reference sticker. If you need more speedometer/rpm reference stickers, call TechLine at (800) 421-1900.

**Once you are notified that replacement speedometer sets are available, you must follow the replacement procedure in this Service Bulletin before you can sell units in your inventory.** Refer to the REPLACEMENT PROCEDURE section of this Service Bulletin.

**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your Honda. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your Honda, or that your Honda has the condition described. To determine whether this information applies, contact an authorized Honda dealer.

## VIN INSPECTION

Before you begin the replacement procedure, check if the procedure has been performed on the unit. See the IDENTIFICATION section of this Service Bulletin.

- If the unit has been repaired, you will find a punch mark in front of the first letter of the VIN. This indicates the unit has already been repaired and no further action is required.
- If the unit has not been repaired, proceed to the REPLACEMENT PROCEDURE section of this Service Bulletin.

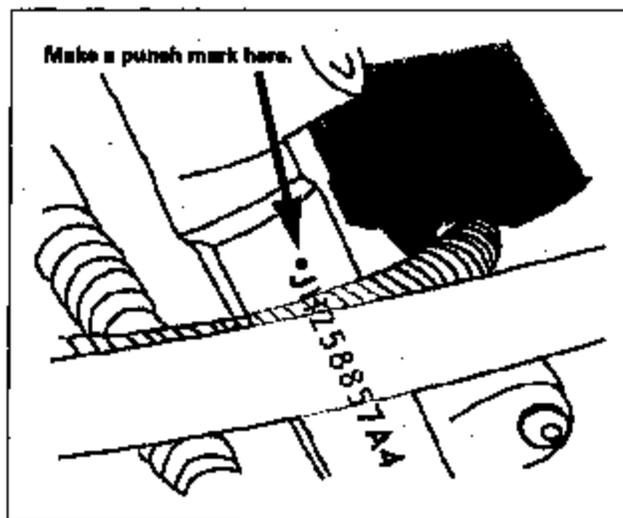
NOTE: Verification of the repair can also be found in the Dealer Responsibility Report and on *IN*. If you have any questions about the repair verification, please contact your DSM or TechLine at (800) 421-1900 before proceeding.

## REPLACEMENT PROCEDURE

1. Remove and replace the speedometer as instructed in the 2004 CBR1000RR Service Manual (page 20-10).
2. After removing and replacing the old speedometer, destroy it by drilling a 1/4" hole through the entire speedometer assembly.

## IDENTIFICATION

After you have completed the Replacement Procedure, make a punch mark in front of the first letter of the VIN as shown below.



## PARTS INFORMATION

Do not order the required parts at this time. Initial parts will be automatically allocated by American Honda based on the number of units invoiced/retailed by your dealership. After initial allocations are completed, you will be advised of open order procedures.

## REQUIRED PARTS

Set, Speedometer  
H/C: 7789720  
P/N: 06100-MEL-405

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

## WARRANTY INFORMATION

Normal warranty claim submission requirements apply. If your repair involved the replacement of any parts not listed above, call TechLine for claim filing instructions. After completing the Safety Recall, submit one warranty claim per unit with the following information:

**Speedometer Replacement**  
Template: P32A  
Flat Rate Time: 0.6 hour

## TEXT OF CUSTOMER LETTER

June 2004

**IMPORTANT SAFETY RECALL NOTICE**

Dear CBR1000RR owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

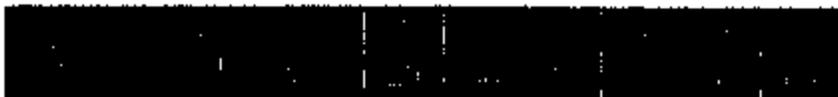
**What is the reason for this notice?**

Honda Motor Co., Ltd. has decided that a defect relating to motor vehicle safety exists in certain 2004 model year CBR1000RR motorcycles. Under certain operating conditions, a speedometer program error may occur. The error causes the speedometer to indicate approximately 25 percent less than the actual vehicle speed. Once the speedometer displays an inaccurate reading, it will continue to read inaccurately and cannot be reset. This condition can result in the vehicle being driven at an illegal or unsafe speed, which could cause a crash without warning.

**What should you do?**

Call any authorized Honda motorcycle dealer and make an appointment to have your CBR1000RR speedometer replaced. The dealer will install an updated speedometer and associated components. This work will be done free of charge. Please plan to leave your motorcycle for the day to allow the dealer flexibility in scheduling.

*When riding your motorcycle to the dealer, do not forget your speedometer may be indicating approximately 25 percent less than the actual vehicle speed. The chart below indicates the approximate speed for each gear at 4,000 RPM.*

**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 motorcycle, without charge, within a reasonable period of time (80 days from the date you first contacted 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) 327-4236.

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

Our records show that you are the current owner of a 2004 CBR1000RR 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 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.powersports.honda.com](http://www.powersports.honda.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