

## 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 (60 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 20680

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 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) 764-1870. 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