



Service Bulletin

American Honda Motor Co., Inc.

SAFETY RECALL

2003-2004 GL1800/A Frame Weld

(This supersedes GL1800/A #18, dated February 2005)

American Honda is conducting a Safety Recall on affected 2003-2004 GL1800/A Gold Wings to reinforce frame welds.

Certain frame welds may not have sufficient strength. High loads created when riding on rough road surfaces or through potholes can cause the affected welds to crack. In the worst case, the welded area could break without warning, resulting in lower cross member separation and rear suspension collapse. This could result in a crash.

All affected units will have their frame welds repaired.

AFFECTED UNITS

2003 GL1800 (non-ABS)

1HFSC470*3A204861 thru 1HFSC470*3A212217

2003 GL1800A (ABS)

1HFSC474*3A201127 thru 1HFSC474*3A203256

2004 GL1800 (non-ABS)

1HFSC470*4A300001 thru 1HFSC470*4A301683

2004 GL1800A (ABS)

1HFSC474*4A300001 thru 1HFSC474*4A300334

NOTE: Trikes and vehicles with sidecars attached are excluded from this Safety Recall.

(*) Denotes check digit.

CUSTOMER NOTIFICATION

American Honda is sending a letter to owners of all affected 2003-2004 GL1800/A models, advising them to take their motorcycle to a Honda motorcycle dealer to have the Safety Recall procedure performed.

Your assistance is needed to ensure your GL1800/A customers are informed of this Safety Recall. A copy of the customer letter is reproduced on page 4 of this Service Bulletin.

DEALER INVENTORY

Some units affected by this Safety Recall may be in your inventory. **According to federal law, these units cannot be sold until they are repaired.** Refer to the REPAIR PROCEDURE OVERVIEW section of this Service Bulletin.

REPAIR VERIFICATION/INSPECTION

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

If there is a punch mark on the VIN plate as specified in this Service Bulletin, the unit has been repaired and no further action is required.

If there is no punch mark on the VIN plate as specified in this Service Bulletin, proceed to the REPAIR PROCEDURE section of this Service Bulletin.

IMPORTANT: Due to the complexity of this campaign it is imperative that you check **iN** and your Dealer Responsibility Report **before** you begin repairs. If **iN** or your Dealer Responsibility Report indicate the Safety Recall has been performed, but you confirm the unit is not punch-marked and the repair has actually been done (by inspecting the weld), please contact the Warranty HelpLine at (800) 421-1900, option 7.

REPAIR PROCEDURE OVERVIEW

IMPORTANT: For complete Dealer and Welder Repair procedures, refer to the following items:

- 2002-2003 GL1800/A Frame Weld Safety Recall Dealer Booklet (S0510)
- Frame Weld Inspection Chart (S0516)

You **MUST** provide your TIG welder with the following items:

- 2002-2003 GL1800/A Frame Weld Safety Recall Welding Manual (S0511)
- 2002-2003 GL1800/A Frame Weld Safety Recall Cracked Weld Repair Manual (S0515)
- Welding Template Box (S0512)

All of the above items were shipped to you with Service Bulletin GL1800 #14. If you need additional copies of these materials, you may order them at no cost from Helm, Inc. using any of the following options:

Order online – Log onto **iN** and order the documents through eMail, or log onto Helm's web site at <http://www.helminc.com>.

Order by fax – Complete a *Motorcycle Wholesale Service Publications Form* (S0560) and fax it to Helm at (313) 865-5927. Orders can be faxed 24 hours a day.

Order by mail – completed a *Motorcycle Wholesale Service Publications Form* (S0560) and mail it to:

Honda Motorcycle Order Desk
Helm, Incorporated
P.O. Box 07280
Detroit, MI 48207

Order by phone – You can call Helm toll-free at (888) 292-5393. Telephone orders are accepted Monday through Friday between 8:00 AM and 6:00 PM, Eastern Standard Time.

For your reference, a brief repair procedure overview is provided below.

DISASSEMBLY OVERVIEW

You will be removing the following components from the vehicle as instructed in the *Dealer Booklet*:

- Handlebar weights
- Rear view mirrors
- Swingarm pivot covers
- Rider foot pegs
- Seat
- Side covers/Engine side covers
- Fairing pockets
- Fairing molding
- Meter panel
- Top shelter
- Battery
- Fuel tank
- Main wiring harness ground
- Front lower fairing
- Front exhaust pipe protector
- Muffler/exhaust pipe
- Antenna Whip(s)
- Coolant reserve tank
- Center stand

NOTE: You will need to remove any accessories that may contact the ground during the Welding and Re-assembly procedures.

IMPORTANT: Before you send the motorcycle to the welder, you **MUST** check for lower crossmember frame weld cracks.

- If your inspection reveals no cracks in or on either the Left or Right lower crossmember frame welds, proceed to the REPAIR PROCEDURE OVERVIEW section of this Service Bulletin.

NEW

NEW

- **If your inspection identifies a crack** or cracks in or on either the Left or Right lower crossmember frame welds, perform the following procedure:

Place the **grinding template** (S0512) on the crossmember. Using a suitable felt marker, draw a line on the weld with the crack, drawing the line along the entire edge of the the template (this line will be 89 mm long).

If the crack falls within the length of this line (89 mm), prepare the motorcycle for welding per the *Dealer Procedures* and advise the welder to use the *Cracked Weld Repair Manual* (S0515). After the bike has returned from the welder, prepare the frame and re-assemble the motorcycle per the *Dealer Procedures*. Then, proceed to the IDENTIFICATION section of this Service Bulletin.

If the crack exceeds the length of this line (89 mm), call TechLine at (800) 421-1900, extension 9 for further instructions.

IMPORTANT: You **must** cover the following with **RED duct tape** for welder identification purposes:

- Negative (-) and positive (+) battery cables
- Fuel return hose end
- Fuel feed hose end
- Main wiring harness ground
- Alternator
- Exhaust ports

WELDING OVERVIEW

A qualified TIG welder will weld the frame following the procedures in the *2002-2003 GL1800/A Frame Weld Safety Recall Welding Manual*.

RE-ASSEMBLY OVERVIEW

You will be inspecting the new TIG welds, painting the frame, and re-assembling the vehicle as detailed in the *Dealer Booklet* and *Frame Weld Inspection Chart*.

IDENTIFICATION

After you have completed the disassembly, welding, painting, and re-assembly procedures, make a punch mark on the lower right hand corner of the VIN plate, as shown below.



PARTS INFORMATION

These parts kits are currently available for open ordering.

Frame Parts Kit (Weld)

P/N: 18390-MCA-325

H/C: 8006884

This kit includes:

- Fiber washer (8)
- Exhaust gasket (6)
- Muffler packing (3)
- Shock linkage seal (2)
- Fuel feed hose O-ring (1)

NOTE: One kit is required for each vehicle.

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.

NEW

GL1800/A #18

REVISED: SEPTEMBER 2008

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

NOTE: If TechLine has provided you with different claim filing instructions, please file your claim per those instructions. You should not file two claims.

GL1800/A Frame Welding

Template: P66C

Flat Rate Time: 5.5 hours

(includes disassembly, transport to and from welder, painting and re-assembly, removal and reinstallation accessories)

NEW

Template P66C also includes reimbursement for Frame Parts Kit, 18390-MCA-325 and \$2.00 materials reimbursement for paint.

Sublet for Welding – Be sure to select the following on your template claim:

Sublet Involved – Yes

Sublet Description – Welding

Invoice Number – from invoice

Amount – from invoice

TEXT OF CUSTOMER LETTER

February 2005

IMPORTANT SAFETY RECALL NOTICE

Dear Gold 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 decided that a defect relating to motor vehicle safety exists in certain 2003-2004 model year GL1800/A Gold Wing motorcycles. Certain frame welds may not have sufficient strength. High loads created when riding on rough road surfaces or through potholes can cause the affected welds to crack. In the worst case, the welded area could break without warning, resulting in lower cross member separation and rear suspension collapse. This could result in a crash.

What should you do?

Call any authorized Honda motorcycle dealer and make an appointment to have your frame repaired. The dealer will coordinate scheduling with you. If the welding is not sufficient, the dealer will reinforce the welds according to a factory-prepared welding manual, *free of charge*.

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 90501-2746

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 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) 327-4236.

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

Our records show that you are the current owner of a 2003-2004 GL1800/A 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 previously paid for a frame repair, you may be eligible for reimbursement. Please call Motorcycle Customer Support at (866) 784-1870 for assistance.

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. You may also visit our Web site at www.hondamotorcycle.com and click on "Locate 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