



Service Bulletin

American Honda Motor Co., Inc.

SAFETY RECALL

2002-2003 GL1800/A Frame Weld

(This supersedes GL1800 #14, dated September 2003)

American Honda is conducting a Safety Recall on affected 2002-2003 GL1800/A Gold Wings to reinforce frame welds.

Some units within the affected VIN range may have lower crossmember frame welds that do not meet original manufacturing specifications. Under certain conditions, some existing unreinforced welds can crack, or fail.

The repair procedure consists of adding additional TIG welding to the frame where the lower cross member joins the side rails.

AFFECTED UNITS

2002

GL1800 (Non-ABS):
1HFSC470*2A111803 thru 1HFSC470*2A113582

GL1800A (ABS):
1HFSC474*2A102394 thru 1HFSC474*2A102823

2003

GL1800 (Non-ABS):
1HFSC470*3A200001 thru 1HFSC470*3A204860

GL1800A (ABS):
1HFSC474*3A200001 thru 1HFSC474*3A201126

(*) = Check digit

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

CUSTOMER NOTIFICATION

American Honda has sent a letter to owners of all affected 2002-2003 GL1800/A Gold Wings informing them they must bring their motorcycles to a Honda motorcycle dealer to have the Safety Recall procedure performed.

Your assistance is needed to ensure that your GL1800/A 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 motorcycle brought to your dealership.

DEALER INVENTORY

DO NOT sell any affected 2002-2003 GL1800/A 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 unit has already had the repair performed.

If the unit has been repaired, you should find a punch mark on the lower right hand corner of the VIN plate (see IDENTIFICATION).

If the unit has not been repaired, determine if the lower crossmember frame welds are cracked.

- 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 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 for further instructions.
- If your inspection reveals no cracks, proceed to REPAIR PROCEDURE.

NOTE: Verification of repair can also be found in the Dealer Responsibility Report and on the Honda Interactive Network (*iN*). If you have any questions about verification, please contact the Warranty HelpLine at (800) 421-1900, ext. 7, before proceeding.

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)

If you need additional copies of the *Dealer Booklet*, *Welding Manual*, *Welding Template Box*, or *Frame Weld Inspection Chart*, 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: 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

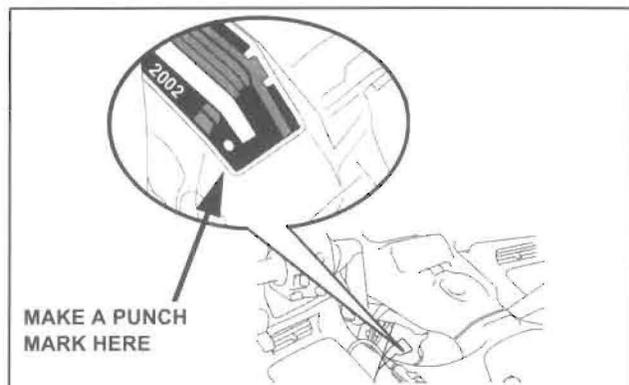
A qualified TIG welder will weld the frame following the procedures in the *2002-2003 GL1800/A Frame Weld Safety Recall Welding Manual*.

Re-assembly Overview

NEW You will be inspecting the new TIG welds, painting the frame, and re-assembling the vehicle as detailed in the *Frame Weld Inspection Chart* (S0516).

REPAIR IDENTIFICATION

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



PARTS INFORMATION

Kits are now available for open ordering.

Frame Parts Kit (Weld)

P/N: 18390-MCA-325, H/C: 8006884

NEW

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 will be 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.

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.

Template # P12A

Template reimbursement includes:

18390-MCA-325 (1) Frame Parts Kit (Weld)

NEW

\$2.00 materials reimbursement for paint

Flat Rate Time: 5.5 hours

(Includes disassembly, transport to and from welder, painting and re-assembly, and 1.0 hour for removal/reinstallation of accessories.)

Sublet for Welding

Be sure to select the following on your template claim:

1. Sublet Involved – Yes
2. Sublet Description – Welding
3. Invoice Number – from invoice
4. Amount – from invoice

TEXT OF CUSTOMER LETTER (Cont.)

October 2003

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 2002 and 2003 model year Gold Wings (GL1800/A). Certain frame welds do not meet manufacturing specifications. 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. However, no rear-wheel lockup, crashes or injuries have been reported.

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. The affected welds will be reinforced 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 2002 or 2003 GL1800 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 (866) 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.

Honda Motorcycle Division