



Service Bulletin

American Honda Motor Co., Inc.

2001-2002 GL1800/A CB Radio Replacement

Some customers may experience weak radio transmissions and/or the need to use abnormally high squelch settings for reception on the Hondaline CB Radio.

To correct this condition, the CB Transceiver unit must be replaced as described in this Service Bulletin.

Do not order a CB kit from parts stock. Follow the ordering procedures in this Service Bulletin.

AFFECTED MOTORCYCLES

2001 – 2002 GL1800/A

ORDERING AND REPLACING THE CB TRANSCEIVER

1. Before calling the CB Exchange Radio Order Desk, have the following information ready:
 - VIN
 - Failure Information (i.e., symptom)
 - Warranty Status
2. For authorization, call the CB Exchange Radio Order Desk toll free: **(888) 997-7278**. The CB Exchange Radio Order Desk hours are Monday thru Friday, 8:30am - 8:00pm EST.

BEFORE STARTING ANY REPAIR ON THE CB RADIO, YOU MUST FIRST CALL THE ORDER DESK FOR AUTHORIZATION.

Part Number: **08E95-MCA-101RM**

Honda Code: **7066319**

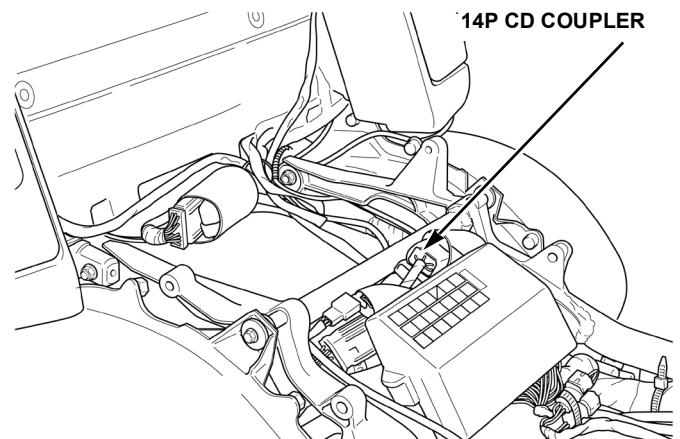
3. After calling the CB Radio Order Desk, an exchange transceiver will be shipped overnight (freight prepaid).
4. Replace the faulty CB Transceiver with the exchange unit (see **REPAIR PROCEDURE**).

DO NOT remove the faulty transceiver until you receive the exchange unit.

You will be billed \$300 for the replacement unit. You must return the faulty transceiver for a core credit and file a warranty claim to receive your total reimbursement (see **TRANSACTION SUMMARY** on page 3 for details).

REPAIR PROCEDURE

1. Remove the seat (see the GL1800 Service Manual, page 2-4).
2. Remove the right rear side cover (page 2-4).
3. Remove the right-hand fairing molding (page 2-8).
4. Remove the right hand top shelter setting bolts and mounting nut (page 2-9). **It is not necessary** to remove the left-hand fairing molding, shelter bolts, or shelter.
5. Disconnect the 14P CD coupler under the rear seat. Remove and set aside the CD Changer (if equipped).



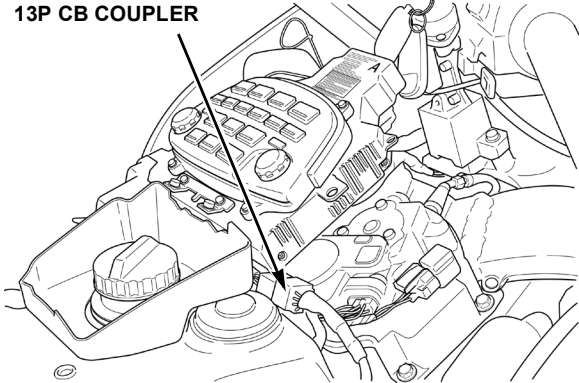
(Continued on page 2)

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.

**GL1800/A #10
JANUARY 2002**

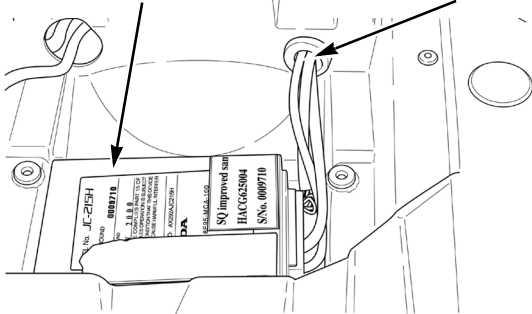
- Disconnect the antenna and 3P CB coupler from under the seat. **Carefully** reach under the right-hand side of the top shelter and disconnect the 13P CB coupler from in front of the fuel filler overflow tray.

13P CB COUPLER



- Remove and replace the CB Transceiver. Reuse the cable grommet. Reinstall the foam cushions if they were removed. Reconnect the antenna and couplers. Save the shipping box from the replacement transceiver.

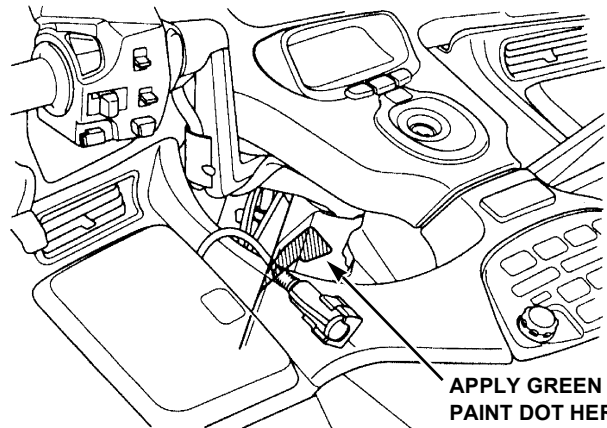
CB TRANSCEIVER CABLE GROMMET



- Replace and reconnect the CD Changer (if equipped).
- Reinstall the top shelter setting bolts and nuts (page 2-9).
- Replace the right-hand fairing molding and side cover (pages 2-8 and 2-4).
- Replace the seat (page 2-4).

IDENTIFICATION

Put a green paint dot on the left hand frame spar to the right of the VIN plate.



SAMPLE AIRBILL

Write your dealer number and warranty claim number as shown, and check the FedEx 2Day box.

281 FedEx USA Airbill FedEx Tracking Number: 8245 4005 6374 Form 0215 Sender's Copy	
1 From (Sender) Date: 8/21/01 Sender's FedEx Account Number:	
Name: Ed Hughes Phone: (417) 400-2224	
Company: Fantastic Honda Dealer #109999	
Address: 1053 Cactus Dr.	
City: Cosummes State: CA ZIP: 92555	
2 Your Internal Billing Reference Claim #123456	
3 To (Recipient) Name: AHM Remanufactured Parts Phone:	
Company: c/o NK Parts Industries Inc./West	
Address: 2640 Campbell Rd.	
City: Sidney State: OH ZIP: 45365-8836	
Peel and Stick FedEx USA Airbill See back for application instructions.	
Questions? Visit our Web site at www.fedex.com or call 1-800-Go-FedEx® (800)463-3333.	
By using this Airbill you agree to the service conditions on the back of this Airbill and in our current Service Guide, including terms that limit our liability.	
0162861930 402	

4a Express Package Service Packages up to 150 lbs.	
<input type="checkbox"/> FedEx Priority Overnight Next business morning	<input type="checkbox"/> FedEx Standard Overnight Next business afternoon
<input checked="" type="checkbox"/> FedEx 2DaySM Second Business Day	<input type="checkbox"/> FedEx Express Saver SM Third business day
4b Express Freight Service Packages over 150 lbs.	
<input type="checkbox"/> FedEx 1Day Freight SM Next business day	<input type="checkbox"/> FedEx 2Day Freight SM Second business day
5 Packaging	
<input type="checkbox"/> FedEx Envelope/Letter SM	<input type="checkbox"/> FedEx Pak SM
6 Special Handling	
<input type="checkbox"/> Saturday Delivery Available only for FedEx Priority Overnight and FedEx 2Day.	<input type="checkbox"/> SUNDAY Delivery at FedEx Location Available only for FedEx Priority Overnight and FedEx 2Day.
<input type="checkbox"/> Hold Monday at FedEx Location Available only for FedEx Priority Overnight and FedEx 2Day.	<input type="checkbox"/> HOLD Saturday at FedEx Location Available only for FedEx Priority Overnight and FedEx 2Day.
Does this shipment contain dangerous goods?	
<input type="checkbox"/> No	<input type="checkbox"/> Yes
<input type="checkbox"/> Shipper's Declaration	<input type="checkbox"/> Dry Ice
<input type="checkbox"/> Dangerous Goods cannot be shipped in FedEx packaging.	<input type="checkbox"/> Cargo Aircraft Only
7 Payment Bill to: Enter FedEx Acct. No. or Credit Card No. below.	
<input type="checkbox"/> Sender FedEx Acct. No.	<input checked="" type="checkbox"/> Recipient Credit Card No.
<input type="checkbox"/> Third Party Credit Card	<input type="checkbox"/> Cash/Check
FedEx Acct. No. 0904-9811-8	Total Packages Total Weight Total Declared Value ¹
8 Release Signature Sign to authorize delivery without obtaining signature.	

RETURNING THE FAULTY CB TRANSCEIVER

The faulty transceiver must be returned within 20 days of receipt to receive the \$200 core credit.

Failure to return the faulty transceiver within 20 days may also result in the warranty claim being debited.

1. Place the faulty transceiver in the same box in which the exchange unit was sent.

THE FAULTY TRANSCEIVER (CORE) MUST BE RETURNED IN THE SAME BOX IN WHICH THE EXCHANGE UNIT WAS SHIPPED. These boxes are identified by the label shown below which is printed on the inside of the lid:

**TO RECEIVE FULL CREDIT, CORE MUST BE
RETURNED IN THIS BOX**

2. Fill out the pre-printed FedEx airbill that came in the box with the exchange unit. The airbill should have the following address *pre-printed* on it:

AHM Remanufactured Parts
c/o NK Parts Industries Inc./West
2640 Campbell Rd.
Sidney, OH 45365-8836

- **Do not use an ordinary FedEx airbill.** The pre-addressed airbill has a special account number on it for the exchange program. If you need more airbills, call the CB Exchange Radio Order Desk, **not your assigned Parts Center.**
 - Write your dealer number and the warranty claim number in the area shown in the sample airbill on page 2.
3. Affix the FedEx Airbill to the outside of the box. Transceivers sent in a box not bearing the correct FedEx airbill will **NOT** be accepted for reimbursement under this program.
 4. Enclose a copy of the HONDANET for Windows warranty claim in the box. If the claim form is incomplete or not in the box, the faulty transceiver will be returned to your dealership.
 5. Ship the faulty transceiver to the preprinted address on the airbill.
Do not ship the faulty transceiver to the manufacturer or the Warranty Parts Inspection (WPI) Center.
 6. For your records, on the repair order include the following:
 - warranty claim number
 - original part number
 - FedEx airbill number

When the faulty transceiver is received, a core credit of \$200 will be posted to your dealership's Balance Forward Account. The credit can be identified by the claim number + "CORE" (e.g., 12345/CORE).

REMEMBER:

A copy of the HondaNet for Windows warranty claim must be included in the box.

FAULTY TRANSCEIVERS NOT ACCEPTED BY American Honda

- No faulty transceiver will be accepted for credit if a copy of your claim is not provided.
- No faulty transceiver will be accepted if it is returned in any package other than the original (the box that the exchange unit was sent in). If the original box has been damaged or lost, contact the CB Radio Order Desk at **(888) 997-7278**.
- The returned transceiver must correspond to the core part number for the replacement unit; otherwise, you will not receive full credit.
- No faulty transceivers will be accepted if not returned to the correct address via the FedEx method described above.
- Faulty transceivers that have been damaged, defaced, or tampered with will not be accepted.

Any faulty transceivers that are rejected for the reasons above will be returned to the dealership. The freight will be charged to your Parts Balance Forward Account, your warranty claim will be debited, and no core deposit credit will be issued.

NO TRANSCEIVERS WILL BE ACCEPTED FOR ANY OTHER SYMPTOMS EXCEPT THOSE OUTLINED IN THIS SERVICE BULLETIN.

WARRANTY INFORMATION

Normal one-year accessory audio warranty applies. If you feel special consideration is appropriate, contact Dealer Support at (800) 421-1900, ext. 1.

Since accessory claims are filed as Parts claims, there is no Warranty Template Number available for this repair.

CLAIM FILING SUGGESTIONS:

Claim Type	Parts
Part Claim Type	Dealer Installed
Failed Part	08E95-MCA-100 (H/C 6610588)
Defect Category	Manufacture
Defect Description	Improper Assembly
Description of Repair	CB RADIO EXCHANGE
Customer Contention Category	Sound System
Customer Contention Description	Poor Range
Labor Operation Number/Time	619199/0.7
Parts Used Information	08E95-MCA-101RM (H/C 7066319)
Part Price	\$300.00

When entering your claim, be sure to have the following:

1. Previous R.O./Counter Ticket Number
2. Previous R.O./Counter Ticket Date
3. Previous Mileage

TRANSACTION SUMMARY

When the transceiver is shipped, you will be billed \$300. You will also be billed \$200 for the core deposit.

After following these directions exactly, you will receive two credits: one credit from Warranty for the warranty claim; one \$200 credit from Parts for the core deposit.

The Warranty credit will appear on your Weekly Warranty Claim Statement. The amount will reflect 0.7 hours labor reimbursement and \$200 parts reimbursement (the net cost of the transceiver, excluding the core value). Normal parts allowance and timelines apply.

The Parts credit will appear on an invoice and on your Balance Forward Account Statement. The invoice number will consist of the following: the first six characters will indicate your warranty claim number, followed by a slash mark and the word "CORE".

For example: 123456 / CORE

The core credit for the faulty transceiver is \$200.

QUESTIONS?

If you have any questions or problems regarding the information within this Service Bulletin, please call TechLine at (800) 421-1900, ext. 1, or call your District Service Manager.