



# Service Bulletin

American Honda Motor Co., Inc.

## 2001 GL1800/A Radio Muting Improvement

The muting feature on certain 2001 GL1800s may not function properly when the optional CB radio is installed. If this situation occurs, Honda will replace the faulty radio with an exchange radio with updated software. Follow the instructions found in this bulletin to obtain a replacement radio. **Do not order the replacement radio through normal parts channels.**

### SYMPTOM

When the radio is playing and the mike is keyed on the CB, the radio mutes. When the mike is released, the radio volume should return to the same level as before the mike was keyed. However, on affected units the volume stays muted; it does not return to its previous volume setting.

This problem may also occur when a signal is received from another CB unit.

To correct this condition, the radio must be replaced as described in this bulletin. **This is a new procedure, so please follow the procedures exactly.** See "ORDERING AND REPLACING THE RADIO" for details.

New, in-stock motorcycles cannot have exchange radios installed. Only radios on customer-owned or demo units that exhibit the symptoms listed above require replacement. Any radio that is replaced and does not exhibit the symptoms outlined in this bulletin will be returned to the dealer and the claim and core credit will be charged back.

**Do not replace any radio until the symptom has been confirmed and you receive authorization from the Radio Order Desk.**

### AFFECTED MOTORCYCLES

2001 GL1800/As

### ORDERING AND REPLACING THE RADIO

1. Before calling the Radio Order Desk, have the following information ready:

- VIN
- Failure Information (i.e., symptom)
- Warranty Status

2. Call the Radio Order Desk for authorization. Call toll free **(888) 997-7278**. The Radio Order Desk hours are Monday thru Friday, 8:30am - 8:00pm EST.

**BEFORE STARTING ANY REPAIR ON THE RADIO, YOU MUST CALL THE ORDER DESK.**

Part Number: **39110-MCA-671RM**

Honda Code: **6812143**

3. After calling the Radio Order Desk, an exchange radio will be shipped overnight (freight prepaid).

4. Replace the faulty radio with the exchange unit (see page 21-7 in the Service Manual).

**DO NOT** remove the faulty radio until you receive the exchange radio.

You will be billed \$1,000 on your Open account for the replacement radio. You must return the faulty radio for a core credit and file a warranty claim to receive your total reimbursement (see "TRANSACTION SUMMARY" on page 3 for details).

SAMPLE AIRBILL

Write your dealer number and warranty claim number in this area.

<b>FedEx USA Airbill</b> <small>FedEx Tracking Number</small> 812670604375		Form ID No. 0215	<b>Sender's Copy</b>
<b>1 From</b> <small>Please print and press hard</small> Date _____ Sender's FedEx Account Number _____ Sender's Name _____ Phone ( ) _____ Company _____ Address _____ City _____ State _____ ZIP _____		<b>4a Express Package Service</b> <input type="checkbox"/> FedEx Priority Overnight <small>Next business morning</small> <input type="checkbox"/> FedEx Standard Overnight <small>Next business afternoon</small> <input checked="" type="checkbox"/> FedEx 2Day <small>Second business day</small> <input type="checkbox"/> FedEx Express Saver <small>Third business day</small>	
<b>2 Your Internal Billing Reference</b> <small>First 38 characters will appear on Invoice</small>		<b>4b Express Freight Service</b> <input type="checkbox"/> FedEx 1Day Freight <small>Next business day</small> <input type="checkbox"/> FedEx 2Day Freight <small>Second business day</small> <input type="checkbox"/> FedEx 3Day Freight <small>Third business day</small>	
<b>3 To</b> Recipient's Name AHM REMANUFACTURED PAR Phone ( 513 ) 332-6152 Company N K PARTS INDUSTRIES INC/WEST Address 2640 CAMPBELL RD City SIDNEY State OH ZIP 45365-8836		<b>5 Packaging</b> <input type="checkbox"/> FedEx Letter <input type="checkbox"/> FedEx Pak <input checked="" type="checkbox"/> Other Pak	
<b>6 Special Handling</b> <input type="checkbox"/> Saturday Delivery <input type="checkbox"/> Sunday Delivery <input type="checkbox"/> HOLD Weekday <input type="checkbox"/> HOLD Saturday		<b>7 Payment Bill to:</b> <input type="checkbox"/> Sender <input type="checkbox"/> Recipient <input type="checkbox"/> Third Party <input type="checkbox"/> Credit Card <input type="checkbox"/> Cash/Check	
<b>8 Release Signature</b> _____		Total Packages _____ Total Weight _____ Total Declared Value! \$ .00	

RETURNING THE FAULTY RADIO

The faulty radio must be returned within 20 days of receipt to receive the \$700 core credit.

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

- Place the faulty radio in the same box in which the exchange radio was sent.

THE FAULTY RADIO (CORE) MUST BE RETURNED IN THE SAME BOX IN WHICH THE EXCHANGE RADIO 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**

- Fill out the pre-printed FedEx airbill that came in the box with the exchange radio. The airbill should have the following address *preprinted* 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 Radio Order Desk toll free, **not your assigned Parts Center**.
- Write your dealer number and the warranty claim number in the area shown in the sample airbill above.

- Affix the FedEx Airbill to the outside of the box. Radios sent in a box not bearing the correct FedEx airbill will **not** be accepted for reimbursement under this program.
  - 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 radio will be returned to your dealership.
  - Ship the faulty radio to the preprinted address on the airbill.
- NOTE:**  
Do not ship the faulty radio to the manufacturer or the Warranty Parts Inspection (WPI) Center.
- For your records, on the repair order include the following:
    - warranty claim number
    - original part number
    - FedEx airbill number

When the faulty radio is received, a core credit 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 RADIOS NOT ACCEPTED BY AMERICAN HONDA

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

**Any faulty radios 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 RADIO WILL BE ACCEPTED FOR ANY OTHER SYMPTOMS EXCEPT THOSE OUTLINED IN THIS SERVICE BULLETIN.

## WARRANTY INFORMATION

Normal warranty applies.

After completion of the repair, submit one claim per VIN using the following information only:

Template #: **GL#4**

Flat Rate Time = **0.9 hours**

## TRANSACTION SUMMARY

When the radio is shipped, you will be billed \$1000. This consists of \$700 for the faulty radio and \$300 for the replacement radio.

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

The Warranty credit will appear on your Weekly Warranty Claim Statement. The amount will reflect 0.9 hours labor reimbursement and \$300 parts reimbursement (the net cost of the radio, excluding the core value).

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 radio is \$700.

## QUESTIONS?

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