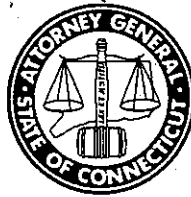


RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

November 30, 2009

[REDACTED]
Wallingford, CT [REDACTED]

Dear Mr. [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Transportation Safety Administration, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,


M. G. Alonzo
Assistant Attorney General

MGA/pb
Enc.

NHTSA
Office of Objects Investigation/CRD
NVS - 216
1200 New Jersey Ave. SE
Washington, DC 20590

321354
CONS prot

August 4, 2009

Wallingford, CT

Paolo Timoni
Piaggio Group Americas, Inc.
140 East 45th Street
New York, NY 10017

RE: Premature Engine Failure - Motor Guzzi Brevia 750 - ZGULLC0094M

Dear Mr. Timoni,

I am writing to ask for your assistance in the premature engine failure of my Moto Guzzi Brevia 750. I am the original owner of the above motorcycle purchased in October 2004 from Branchville Motors in Ridgefield, CT. At the advice of a friend and fellow Moto Guzzi rider, I traded in a BMW for this Brevia. I have primarily ridden the motorcycle on short trips (50 miles or less) around my Connecticut home. It has been garaged, properly maintained and only ridden in nice weather. As of June 20, 2009 it only had 4088 miles.

On June 21, 2009 my youngest son started out on what was supposed to be a 700+ mile trip to his home in North Carolina. After about 6 hours and 350 miles, in West Virginia, without any prior warning or indication the motorcycle engine completely shut down causing him to emergency stop on the side of the road. The motorcycle was then transported to Winchester Motorsports (a Moto Guzzi Dealer) on June 22. After disassembling the engine, it was determined that the left cylinder rod bearing had spun causing complete engine failure. The engine was determined to have plenty of oil.

The service tech, Matt, indicated that it appeared to be caused by a manufacturing defect, i.e. if the oil galley was not machined correctly. It could also have been if the oil pump failed or when the rod bearing spun it cut the oil passage off. Either way, the engine is no longer operable. The cost estimated for repair greatly exceeds the value of the motorcycle. I have attached photos of the damage from the dealer, which Eric Madson should already have.

We contacted customer service and spoke to Harlan, who referred us on to Pat Raymond. We left a message for Pat and received a return call from Eric Madson. Eric indicated he would investigate the repair cost and also see if a training engine could be located that he would supply that at no charge to me, but that the motorcycle was out of warranty. He was to call my son back. He never called back, even after numerous calls.

At this point we retained the services of a lawyer, Sam Smith, who also called Eric and he did receive a call back. Mr. Smith has also telephoned your legal council at the suggestion of Eric Madson but as of the writing of this letter, no return call.

At the advice of my attorney, I am attempting by means of this letter to ask for a resolution before taking any further legal action. I am asking that you either repair or replace the engine at your cost, to make the motorcycle operational again. It is my understanding that the Brevia is still made and sold in Europe. The V7 Classic is the equivalent 750 sold and supported now in the US, and it uses the same engine. So I am assuming an engine would be readily available. I am not

asking for you to reimburse me for any of the expenses that occurred when my son was left stranded, or for the motorcycle repair/transportation costs thus far.

It is our opinion, and hopefully yours as well, that a Moto Guzzi motorcycle should be expected to operate more than 4500 miles before becoming non-functional. The dealership's

owner, Carl Lucci, has also expressed his concern at how poorly Moto Guzzi seems to be "supporting" me at this time. They also distribute Triumphs and have many stories of older, more mileage motorcycles that Triumph has provided far better customer care. In fact anyone I share this story with is amazed at the lack of support shown by your company.

I am copying the Attorney General of Connecticut and the Attorney General of New York on this letter but will wait (10) days from your receipt of this letter before I file a formal complaint with the Better Business Bureau.

At 80 years of age, I consider myself to be an experienced motorcyclist who has ridden since 1942 and have owned a motorcycle continuously in the US since 1949. My father was also a motorcycle racer/designer in Europe. I hate to think that possibly my last experience with a motorcycle will be one of this nature.

I would ask that you contact my son, [REDACTED] at [REDACTED] or [REDACTED] Charlotte, NC [REDACTED] with your answer.

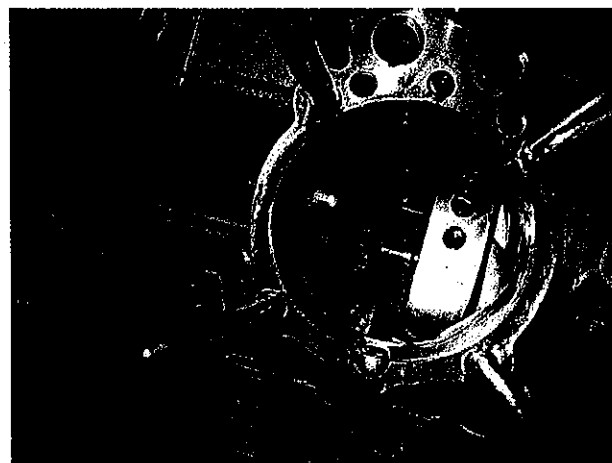
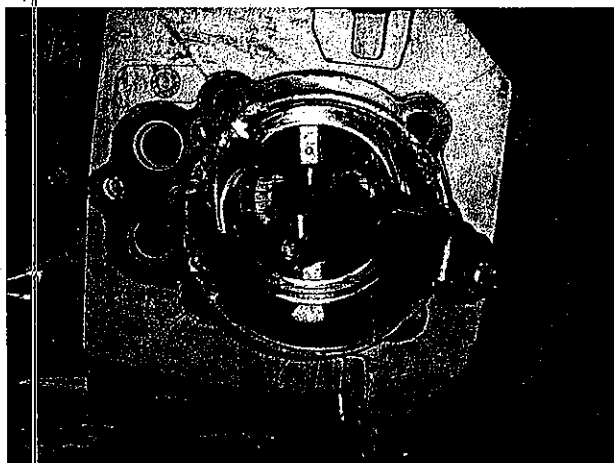
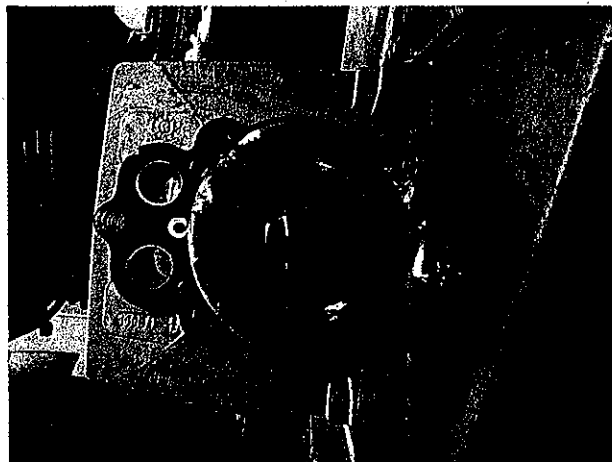
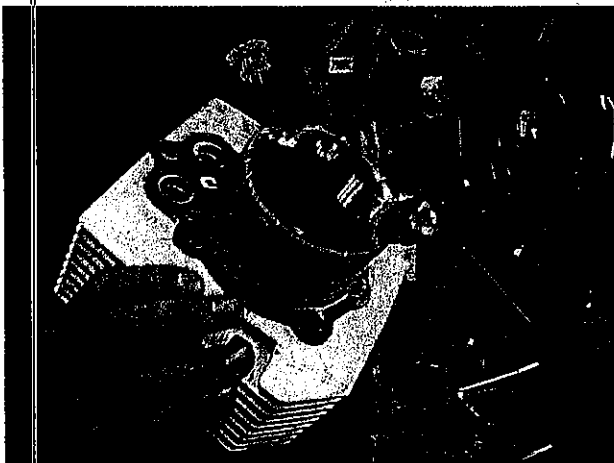
Thank you for your prompt response and consideration in this matter.

Best regards,

[REDACTED]

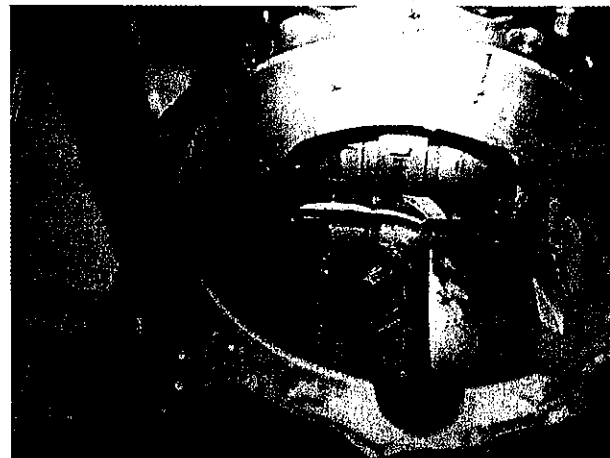
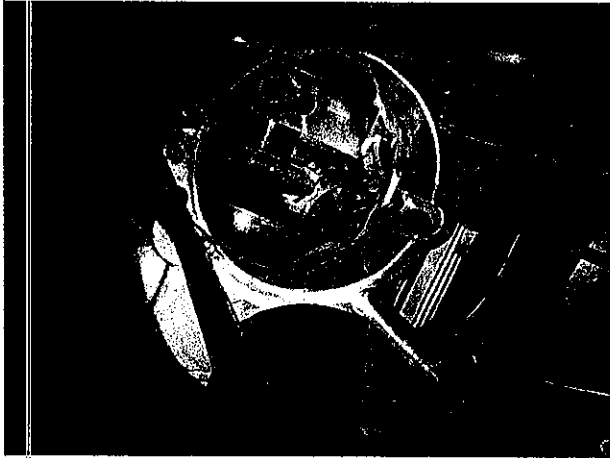
Cc; Eric Madson - Piaggio Group Americas, Inc.
Samuel R Smith - Attorney at Law, 10614 Red Pine Ct, Charlotte, NC 28262
Attorney General of New York - Andrew Cuomo, The Capitol, Albany, NY 12224
✓ Attorney General of Connecticut - Richard Blumenthal, 55 Elm Street, Hartford, CT 06106
[REDACTED] Charlotte, NC [REDACTED]

Premature Engine Failure - Motor Guzzi Brevia 750 – ZGULLC0094M [REDACTED]



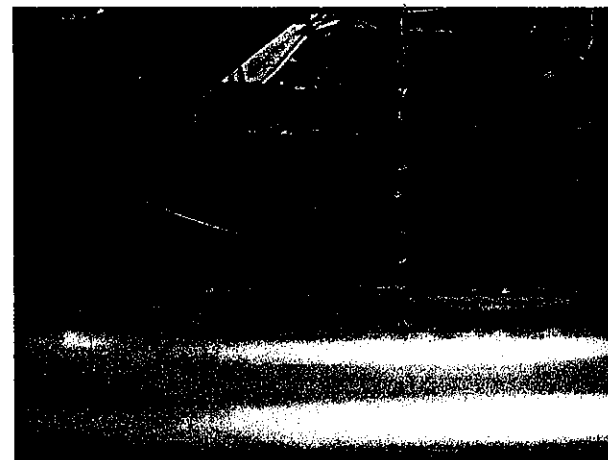
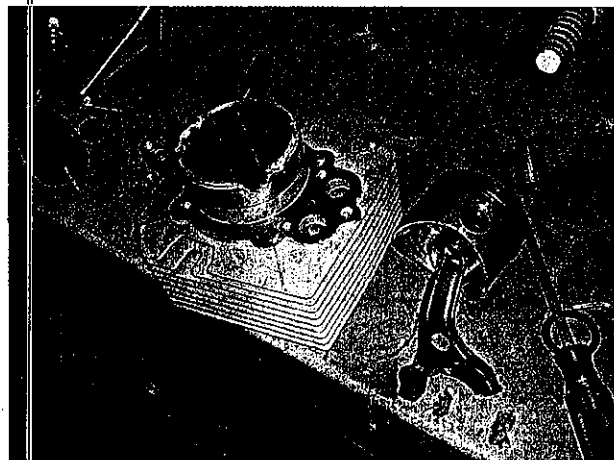
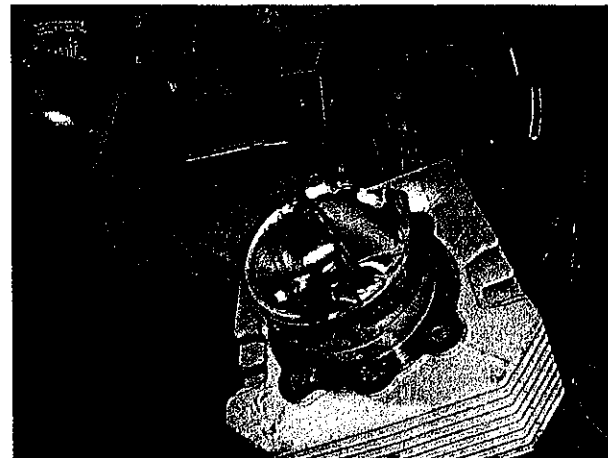
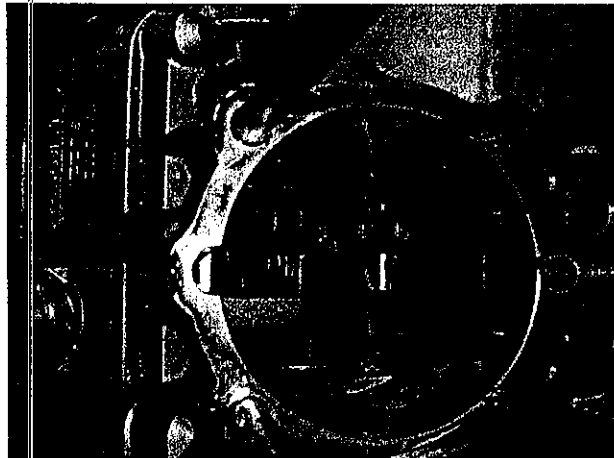
[REDACTED] complaint letter – August 3, 2009

Premature Engine Failure - Motor Guzzi Brevi 750 – ZGULLC0094M [REDACTED]



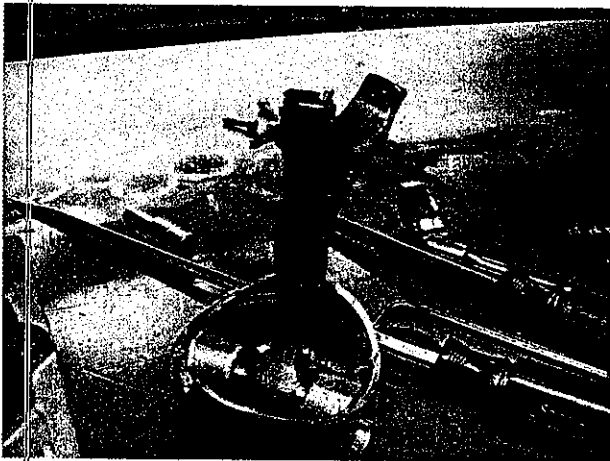
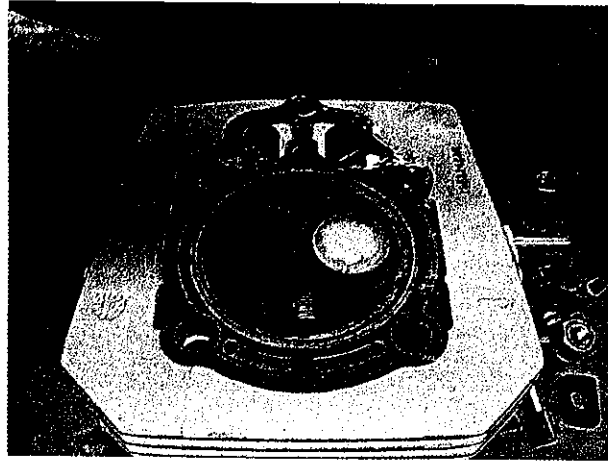
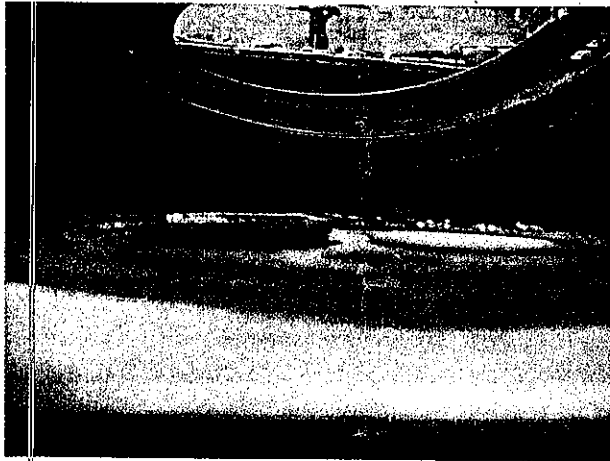
[REDACTED] complaint letter – August 3, 2009

Premature Engine Failure - Motor Guzzi Brevia 750 – ZGULLC0094M [REDACTED]

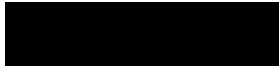


[REDACTED] complaint letter – August 3, 2009

Premature Engine Failure - Motor Guzzi Brevi 750 - ZGULLC0094M



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complaint letter - August 3, 2009