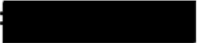



Ridgefield, CTTel: March 6th, 2017INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

MAR 1 2 2017

Dear Sir/Madam:

Please find attached a copy of a letter sent to the CEO of Piaggio Group Americas that details a serious and catastrophic failure of the clutch on a 2012 Moto Guzzi Stelvio 1200 NTX. The purpose of providing a copy to NHTSA is to formally file a complaint regarding this vehicle.

The letter documents two similar failures that are in the public domain in the USA, the source documents are attached.

I have retained the clutch for inspection should it be required. As the NHTSA engineers, will see from the photo three of the cush spring housings have damage at the leading edge in the direction of travel, the one that failed and the two housings counterclockwise to the failure.

The clutch on my vehicle had the 'groan' on startup which dealers describe as 'characteristic' of the 2012 Stelvio model. It may be characteristic and also portend future failure of the component.

I appreciate that this is a 'short run' vehicle and in the scheme of issues NHTSA deals with it does not affect many people in absolute numbers. However, the consequences of failure could be very serious to the operator, a passenger and other road users. As a consequence, I believe it is important to register the complaint with NHTSA in addition to Piaggio, especially as no complaint for this failure appears to have previously been filed (based on the NHTSA database). It is my hope that this filing may help save injury or worse to a fellow rider.

Yours faithfully:


NM
32217
SMD

Wildgoose Chase Moto Guzzi



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February 24, 2017, 11:12:53 AM



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Author

Topic: Stelvio Clutch Total grenade failure (Read 6806 times)



Weekend warrior



Posts: 170



Re: Stelvio Clutch Total grenade failure

« Reply #30 on: June 23, 2014, 08:00:29

AM »

Actually part the clutch has been changed in as far as the metallurgy is concerned. I have a 2012 NTX that had a clutch failure at 15K miles. Trow out bearing and pushrod worn and one of the springs in the pressure plate escaped from its retaining plate. Piaggio sent another clutch pack to replace it under warranty and I was told that a different plate that retains the springs has been developed and made of a stronger metal. The bike now has 30K on it with no clutch problems.

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Austin, TX
2016 Eldorado



Re: Stelvio Clutch Total grenade failure

« Reply #31 on: June 23, 2014, 08:02:37

AM »

Quote from: **on June 22, 2014, 02:24:31 PM**

What time did that happen?

I'm guessing about 5 seconds after the alarm went off sometime before 5:00 AM

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Guzzi Hero



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Posts: 20223

Give up the formula

Wildgoose Chase Moto Guzzi



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Author

Topic: Stelvio Clutch Total grenade failure (Read 6806 times)

Stelvio Clutch Total grenade failure
« on: June 21, 2014, 09:42:51 PM »

Sunday Rider

Posts: 67

OR MY day with my Stelvio

Well Today while pulling away from a stop light, got to about 40mph and the rear wheel locked up, (heard a sound much like a small Bomb going off, (hit the clutch The old 2 stroke habits die hard) The rear wheel did about 1/2 rotation and locked up again.

The engine had quit and there was a huge cloud of smoke out from under the seat and we skidded to a stop in the middle of a 5 lane....what fun

Managed to get it in Neutral and the rear wheel to turn and push it to the side of the road and get it towed back to the house.

Engine looks fine, but may have jumped time, the starter gear is chipped and there are pieces of the exploded clutch scattered in the housing...From what I can see it looks like the input shaft to the tranny is as well, oh yeah and there is some tranny oil in the galley and a ton of aluminium dust.

So if you have a '12 NTX that has the clutch groan when cold and a little knock (mine did this from new) My dealer had said it was just fine all along. (ALWAYS MUCH LOUDER AND VIBEY THAN MY 12 GRISO) You may want to check it out before it explodes in a giant bang. Guess I won't be making the meet up in Ft Collins, or the campout this year.....again Suspect

Can I still come if I ride my weestrom? Maybe I can stop in Denver for some brownies and the good folks in Ft. Collins won't notice the the suzuki on the side Wink

BTW the inspection cover shot out the side of the case like it came out of a gun.

*edited subject line -R59

« Last Edit: June 21, 2014, 10:13:35 PM by »

Report to moderator Logg

Re: Stelvio Clutch Total !@#\$ grenade failure
« Reply #1 on: June 21, 2014, 10:10:42 PM »

Weekend Warrior

Posts: 194

Location: Westminster CO.

:o Really sorry to hear that. Sorry to hear of your troubles and sorry to hear mine squeals like a pig when first starting out.

And yes Guzzi declined even looking at mine. :(The dealer tried but Piagio said no way.

Report to moderator Logg

84 R100RS LE, 14 Ducati MTSGT, 14 Hyperstrada, 73 850 Commando, 78 CT90, 14 Ural, 74 Eldorado police, 64 R50/2, 13 TR650, 01 DRZ400E, 94 900SS/CR, 01 200EXC

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Re: Stelvio Clutch Total grenade failure
« Reply #2 on: June 21, 2014, 10:20:13 PM »

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Well, that's one heck of a solstice ride!

[REDACTED]
Ridgefield, CT [REDACTED]

Tel [REDACTED]

March 6th, 2017

Mr. M. Di Maria,
Chairman & CEO,
Piaggio Group Americas, Inc.,
257 Park Ave South, 4th Floor,
NY, NY 10010-7304.

Dear Mr. Di Maria;

This letter was stimulated by a catastrophic driveline failure on my 2012 Moto Guzzi Stelvio 1200 NTX. To avoid the usual customer service filters, I am writing to you directly. It is my opinion that as CEO you should be aware of a serious build quality related safety issue.

Vehicle details.

VIN: ZGULZU017CM [REDACTED]

In service date, October 2013. Current mileage, 25,000. I am the second owner; acquired with 3,800 miles, March, 2015.

Failure.

The metal plate on the clutch friction disc failed releasing one of the captive cush spring assemblies into the clutch. This resulted in the motor locking up and the vehicle becoming inoperable.

Disassembly revealed substantial damage to the rear of the bell housing, particularly around the casting that houses the main bearing in the gearbox (estimated to have lost approximately ¾ of the casting depth, though it was not leaking).

Pictures attached.

Circumstances.

On the day of failure, the vehicle had been ridden at highway speeds for approximately 200 miles. After a rest stop the vehicle was started and driven approximately 50 yards, gear changes were difficult and the motor locked up rendering the vehicle inoperable.

The damage to the bell housing suggests the failure occurred while under full power and as such held the potential for serious injury or death.

Assessment.

The friction disc and pressure plate have been inspected by a qualified technician. The technician concluded that there was no evidence of abuse of the clutch (for example, no bluing on the pressure plate) and the friction disc was well within the norm for 25,000 miles of use.

The assessment is consistent with my operation of the vehicle.

It was postulated that the failure was due to a fault in the manufacture of that disc.

Evaluation

Reports of premature and catastrophic clutch failure appear to be uncommon. However, the 2012MY Stelvio 1200 NTX stands out. Two reports in the public domain of similar if not identical failures (in the US) on the 2012MY Stelvio NTX have been located. With the failure noted above, the count is three. One failure can be a fluke, two a coincidence, however, three similar failures suggests a pattern. Moreover, three failures focused within a population of 120 units (the total number of 2012MY Stelvio NTX vehicles imported into the United States) is alarming.

Equally concerning is the possibility that within Piaggio there is an understanding of the limitations of the design (or supplier) of the clutch in the 2012MY given serial revisions to the part numbers for the clutch assembly.

Inspection of your warranty records may reveal more cases. In any event one can surmise with little fear of contradiction that 3% of factory build motorcycles demonstrating a common failure of a critical component that is well within normal service life, does not represent an industry norm. More so given the mode of failure is catastrophic.

Action.

I would urge Piaggio America's Inc., to initiate a voluntary recall to repair this defective component before another failure occurs that may result in serious injury or worse. Taking this action will protect those who have placed their trust in your product, preserve Moto Guzzi brand equity and avoid the consequences of product liability or tort claims should someone be unfortunate to be injured due to this manufacturing defect.

Yours faithfully:

A solid black rectangular box used to redact the signature of the sender.

cc: NHTSA





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Ridgefield, CT



7016 2710 0000 7723 6337

W41-306

NHTSA Headquarters,
1200 New Jersey Ave SE,
West Building,
Washington, DC 20590

