



## IMPORTANT DEALER SERVICE INSTRUCTIONS AND NOTIFICATION OF RECALL

**Date:** June 19, 2007

**From:** Piaggio Group Americas, Inc.

**To:** All Moto Guzzi Dealers

**Service Communication:** 2007-003 USA Flag Designation

**Subject:** Recall Campaign 07V-254, Fork bottom yoke.

**Affected models:** 2003-2004 U.S. model years of Moto Guzzi California 1100 EV, California Stone 1100, California Aluminum 1100, California Titanium 1100 and California Special Sport 1100

**Affected U.S. model VIN range:** 1044 U.S.VINS. Motorcycles affected by this recall will have VINs within the range of VIN ZGUKDD0103M111140 to VIN ZGUKDD0024M133682. Please refer to the Moto Guzzi Warranty System to confirm the status of individual VINs regarding this recall.

**Verify a VIN number for a recall:** Select the folder “More”, then “Bike on Recall Campaign”, and enter the VIN. If a VIN applies to this campaign, it will display this information:

Campaign ID	Description	Closed
BD019A	Camp. Piastra Forcella California 1100 EV	No or Yes*

Closed -Yes means the job has already been claimed and performed by a dealer.

Closed - No means the job has not yet been claimed.

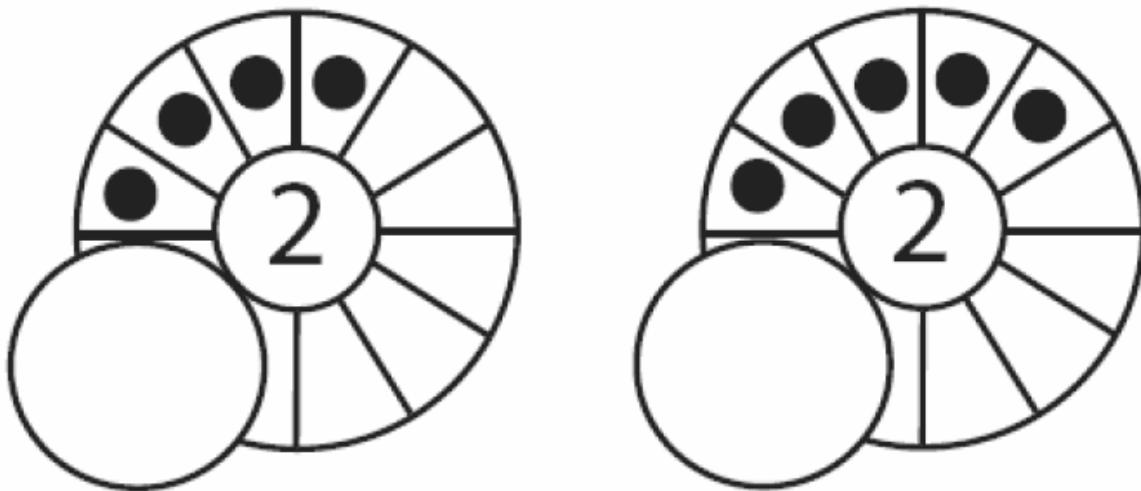
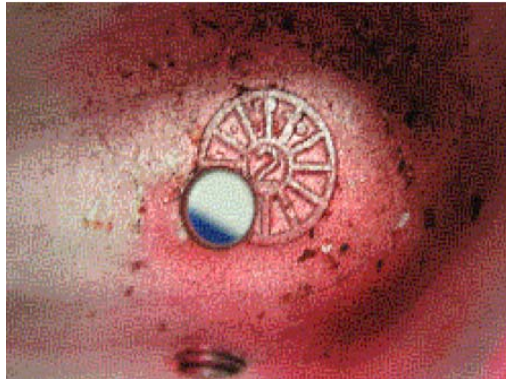
**Concern:** On some vehicles within the noted VIN range there exists the possibility that a crack may develop in the fork bottom yoke.

**Identification Procedure:** Vehicles on which this is possible may be identified by the production date stamp located on the underside of the fork bottom yoke casting. The date stamp identifies specific production information. This stamp is a circle with a number and a series of dots in a pattern. Only bottom yokes with the production date stamp of the number 2, with 4 dots, or the number 2, with 5 dots, need to be replaced. Please refer to the illustrations below to confirm the appearance of the production date stamp. If the bottom yoke is not marked as described above, replacement is not necessary. **Important Note: In the event that the date**

**stamp is difficult to read correctly, that is if the technician is unsure of the number of dots or their location on the date stamp, the fork bottom yoke is to be replaced.**

For each vehicle that is checked and a replacement yoke is not required, please notify Moto Guzzi by sending an email specifying the VIN to [warranty@motoguzzi.it](mailto:warranty@motoguzzi.it)

**Illustration:**



**Parts Information:** Vehicles affected by this recall will require a replacement fork bottom yoke, part number GU03494000 or GU03494045, depending on the model. A tapered roller bearing, part number GU92249225, will also be required.

**Repair Procedure:** Please refer to the workshop manual for the complete procedure for the replacement of the fork bottom yoke, together with the required torque settings.

**Important Note:** Tightening torque required for the steering bushing is **170 – 180 NM.**

**Completion Reporting and Reimbursement:** Claims for vehicles which have been serviced must be submitted. Claims submitted will be used by PGA will record recall service completions and provide dealer payments.

Please refer to the A2d warranty system to check VIN numbers applicable for this recall and to enter a claim, once a recall has been performed.

**Entering the recall claim:** Select the folder “Special Functions”, then “Recall Claim Intervention”. Only mileage and VIN information is needed, as the system will fill in the parts information automatically. **This procedure pays 3.20 hours labor time.**

**Owner Notification:** Each owner of an affected motorcycle will be notified by first class mail. In this letter Piaggio Group Americas, Inc (PGA). will describe details of the concern, the cause and the correction addressed by this recall. PGA asks that each owner contact an authorized Moto Guzzi dealer to arrange an appointment to have the parts and labor required of this recall completed. Please make every effort to accommodate your recall customers within your existing service schedule.

In addition, PGA will provide each recall customer with details of the TREAD Act Reimbursement program. In short, this program provides a plan to reimburse a customer who has previously paid for the same repair or update described in the recall documents. A copy of the Owner Notification and the TREAD Act Reimbursement letters are attached.

**Important Note:** Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the customer. This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect or noncompliance has been remedied before delivery.

**Parts Return:** Replaced parts are to be returned to PGA.

**Vehicle Not Available:** If a vehicle is not available for service for a known reason, let us know by filling out the pre-addressed Vehicle Disposition Form portion of the Owner Notification Form or describe the reason on a postcard and mail to:

Following the above procedures will expedite the processing of your claim.  
If you have any questions or need assistance in completing this action, please contact PGA customer service.

Best regards,

Patrick Raymond,  
Director Aftersales Piaggio Group Americas, Inc.