



Date: May 13, 2008

Contact: Technical Department

Subject: **IMPORTANT SAFETY RECALL INFORMATION REGARDING THE 2007 or 2008 MOTO GUZZI NORGE MOTORCYCLE**

Dear Moto Guzzi Dealer:

REASON FOR THIS RECALL

Moto Guzzi supplies an accessory top case with mounting bracket designed for installation on the 2007 and 2008 model year Moto Guzzi Norge model. Moto Guzzi USA has decided that a defect which relates to motor vehicle safety exists in the mounting bracket as provided with this accessory top case. Moto Guzzi has found that the mounting bracket that attaches the accessory top case to the motorcycle may fracture in use, over time, with the possibility of the top case loosening on the mounting bracket and possibly falling off of the motorcycle as a result. A top case unexpectedly falling off of the motorcycle could cause an upset in the balance of the motorcycle which could result in a crash.

To date, the subject top case, with included mounting bracket, is not installed on the Norge model as standard equipment, but rather is a Moto Guzzi accessory, sold through authorized Moto Guzzi dealers. As such, there is no VIN range of affected vehicles identified as potentially having this problem. As this accessory could be sold to the owner of any 2007 or 2008 model year Norge sold in the US, a customer notification letter is being sent to all registered Norge owners in the US.

Important Note: If you have not done so already, please ask each of your Norge customers to remove their top case at once.

WHAT WE WILL DO

To address this situation, Moto Guzzi USA will conduct a voluntary recall of all accessory top cases for the replacement of the included mounting bracket. Replacement of the mounting bracket will eliminate any potential for a safety risk resulting from the loosening of the top case on the mounting bracket and the possible loss of the top case from the motorcycle.

WHAT YOU, AS A DEALER, SHOULD DO

Total the number of Norge accessory top cases that your dealership has sold to customers and currently has in stock. Through normal parts channels, order the required number of replacement mounting brackets to match this total. In the customer notification letter sent to Norge owners, Moto Guzzi USA has asked the customers to contact their local authorized Moto Guzzi dealer to arrange for the replacement of the mounting bracket.

Each Moto Guzzi dealer is to ask the Norge owner for the original mounting bracket, to be collected by the dealer, in exchange for the replacement part. As the original mounting brackets need to be returned to Moto Guzzi in Italy, please collect the original brackets for their return to Moto Guzzi USA, at the same time the replacement is made.

In order to complete this recall as quickly as possible, please take every opportunity to accommodate your customers in the exchange and replacement of this mounting bracket. With this in mind, please make your parts order of replacement parts in the quantity required to support your Norge customers and to update your in stock accessory top cases. These replacement parts should be in your stock when the customer contacts your dealership for the replacement part. It is a shame that this recall took place at the start of the riding season and has continued into May. Having the replacement part in stock will eliminate addition waiting time for your customer in having individual parts orders filled.

Please be aware that the part numbers involved in this recall are as follows:

- | | |
|----------------|------------------------|
| 1. GU977705F2 | top case (grey) |
| 2. 977705F2 | top case (grey) |
| 3. GU977705Y01 | top case (red) |
| 4. 977705Y01 | top case (red) |
| 5. GU977705ND | top case (black Norge) |
| 6. 977705ND | top case (black Norge) |

We are sorry to cause this inconvenience, especially at this time of the year; however, we have taken this action in the interest of customer safety and continued satisfaction with our products. Thank you for your prompt attention to this important matter.

Very truly yours,

Moto Guzzi USA / Piaggio Group Americas, Inc.



Date: June 9, 2008
From: Moto Guzzi USA
To: All Moto Guzzi Dealers

Service Communication: 2008-002 USA Flag Designation

Subject: Safety Recall Campaign- Norge 1200 accessory top case mounting bracket.

Affected model: Norge 1200 with accessory top case fitted.

Affected top cases:

Grey top case- part # GU977705F2 or 977705F2
Red top case- part # GU977705Y01 or 977705Y01
Black top case-part #GU977705ND or 977705ND

Affected VINs: Since this recall involves an add-on accessory, all Norge VINS in dealer stock and sold to customers are included for inspection. VIN numbers entered in GGP under the recall function will have two choices for claim entry, depending on which procedure is performed (inspection & replacement or inspection only). Please see bracket identification and warranty claiming procedures below.

Concern: The mounting bracket that supports the top case can break, leading to a possible detachment of the top case. Since this is an important safety concern, it is important to identify and rectify any defective mounting brackets, either in dealer stock or with your customers.

Owner Notification: Each owner of an affected top case will be notified by first class mail. In this letter Piaggio Group Americas, Inc. (PGA) will describe the details of the concern, the cause and the correction addressed by this recall. In addition, 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 has provided each recall customer with details of the TREAD Act Reimbursement program. In short, this program provides a plan to reimburse a customer who has already paid for the same repair or update as described in the recall documents. A copy of the Owner Notification and the TREAD Act Reimbursement letters are attached at the end of this bulletin.

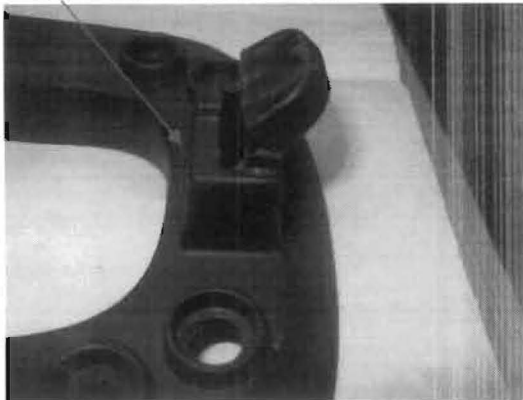
Important Note: Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal

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.

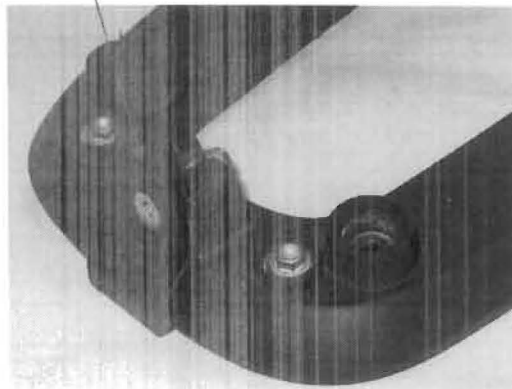
Identification Procedure: Two possible mounting brackets are in circulation.

- 1) Plastic bracket with no latch reinforcement- DEFECTIVE-DO NOT USE
- 2) Plastic bracket with metal latch reinforcement.- O.K. TO USE

DEFECTIVE BRACKET

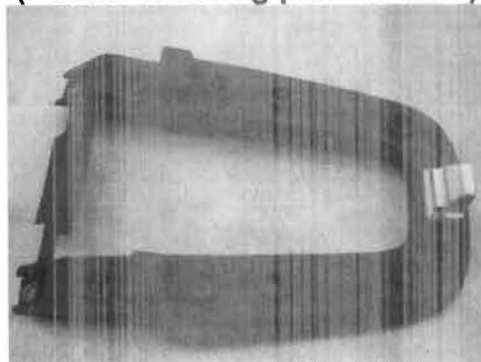


METAL REINFORCED- O.K.



Parts Information: Brackets that have the metal reinforced latch do not need replacement. Any brackets that do not have the metal reinforced latch will need to be replaced. The new recall bracket has a continuous metal arc support at the rearmost section in addition to an aluminum latch. The plastic covering is pre-installed. Please order this new part through the BM ordering system. Any defective brackets, either from customer bikes or dealer stock, must be returned to Piaggio Group Americas.

New bracket part number: **883147**
(Plastic covering pre-installed)



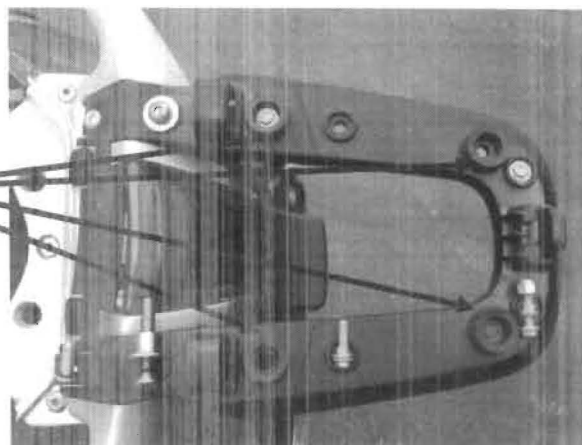
Repair Procedure: Please follow the repair procedure listed below.

Warranty Claiming: Please enter all claims (either for replacements or for inspections only) in the GGP warranty system. See pages 4 and 5 for details

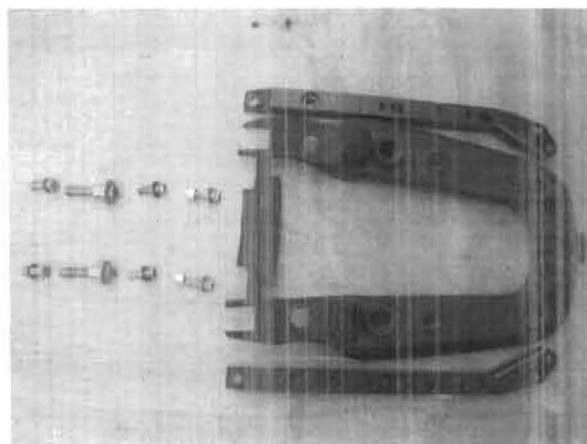
Repair Procedure:

- 1) Remove defective plastic latch with left and right metal supports

Save the 4 rubber cushions



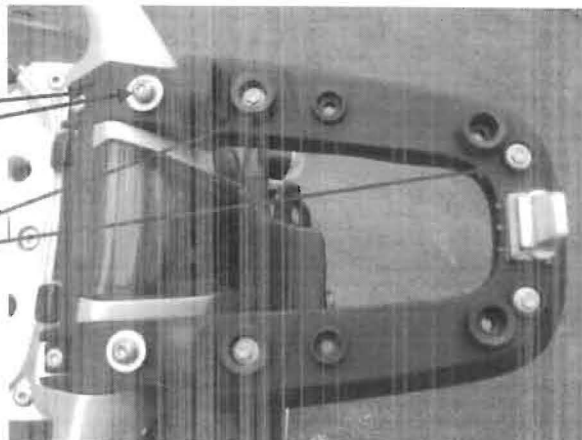
- 2) Photo of removed components
Save bolts/screws



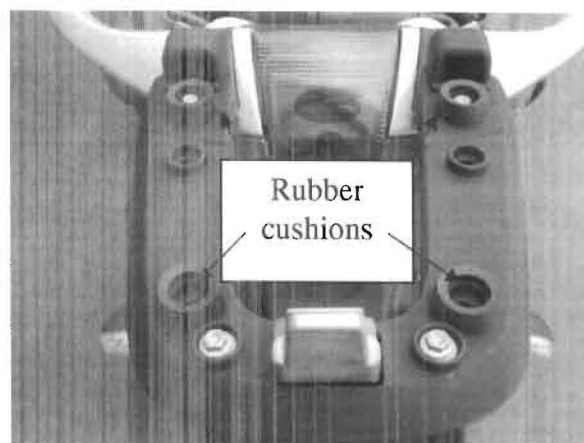
- 3) Fix new bracket 883147- reusing bolts

Torque to 18 ft. lbs.
(Repeat for opposite side)

Torque to 9 ft. lbs.
(Repeat for opposite side)



- 4) Photo of new bracket with rubber cushions



Warranty claiming procedure
(Norge 1200 Top case bracket recall)

- 1) Log on to servicemotoguzzi.com using your user name and password. Select "Warranties"- on left side of home page, then "GGP" top of column- center of page.
- 2) Once the GGP portal opens, select "Tech. Update- Campaign", then "Enter recall coupons menu".
- 3) Enter the VIN number under "Frame" and tab down using the TAB key on your keyboard
- 4) Under "Element"- select **"Top box hooking plate Norge"**

- 5) Under "Coupon Type" select, "Extraordinary".
- 6) Under "Coupon Number" click the Question mark and a pop-up box will appear. Click on the number of the coupon that applies to the procedure that was performed.
Coupon 1: Inspection and replacement of bracket.
Coupon 2: Inspection only, no replacement.
- 7) In the "Km/mls" box, enter the mileage of the bike.
- 8) In "Document No." enter your in-house repair order number.
- 9) In "Document type" select "invoice".
- 10) Under the "Date Carried Out", enter the date in European format (dd/mm/yyyy)

When you are finished, submit the claim by clicking on the "Diskette Icon"  in the upper left hand corner of the screen.

Reimbursement: **Coupon 1:** 18 minutes plus cost of part 883147.
Coupon 2: 3 minutes for claim entry – no replacement needed.