

CUSTOMER LETTER

September 11, 2008

Dear Moto Guzzi Owner:

RE: IMPORTANT SAFETY RECALL INFORMATION REGARDING YOUR MOTO GUZZI NORGE 1200 MOTORCYCLE

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

REASON FOR THIS RECALL

Moto Guzzi USA has decided that a defect which relates to motor vehicle safety exists in the Moto Guzzi motorcycle model and model years noted below:

- 2007 – 2008 Moto Guzzi Norge 1200

The power wires to the bulbs for the low beam lights on the above model, within the noted model years, may contact and wear against the bracket that holds the low beam bulbs in place in the low beam reflector. When worn through to a bare wire, there exists the possibility of an electrical short to ground. This electrical short would “blow” the main fuse in the motorcycle’s electrical system causing a loss of all electrical power to the motorcycle’s engine. If running at the time, the engine would stall which under certain circumstances could result in a crash, personal injury or death.

Moto Guzzi USA has identified the VIN range of the Norge 1200 model where the replacement of the headlight low beam bulbs is required. According to Moto Guzzi sales and state vehicle registration records, you are the owner of an Norge 1200 motorcycle that falls within this VIN range.

WHAT WE WILL DO

To address this situation, Moto Guzzi USA will conduct a voluntary recall of all 2007 – 2008 Moto Guzzi Norge 1200 motorcycles within the affected VIN range. Moto Guzzi USA, through the authorized Moto Guzzi dealer network will replace the headlight low beam bulbs on these motorcycles, with a new bulb that provides additional insulation and protection to the power wire, eliminating any potential for a safety risk as a result of the power wire to the low beam bulbs causing an electrical short.

The work required of this recall may be completed by any authorized Moto Guzzi dealer at no charge to you for the required parts or labor. The repair will take approximately 2.0 hours.

WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Moto Guzzi dealer to arrange for an appointment to have the described vehicle updates completed. Instructions for replacing the headlight low beam bulbs have been sent to your dealer and the parts are available. Your dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible.

If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Moto Guzzi Customer Care by calling (212) 380 4400, option #4.

After contacting your dealer and the above number, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

In the event that you have sold this vehicle or the vehicle is no longer in your possession, please complete and return the enclosed postage prepaid reply card to notify us of any change of ownership card.

If you previously had the work required of this recall completed at your own expense, please refer to the attached letter describing the criteria and procedure to request reimbursement.

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

Very truly yours,

Moto Guzzi USA.

Repair Instructions:

To change the low beam lamps, proceed as follows:

Remove the front lamp assembly from the vehicle as explained in the Norge workshop manual, available for download from servicemotoguzzi.com.

Uncover the cable harness of the low-beam lamp by pulling the black protective hoods off the assembly (**fig. 2 and 3**).

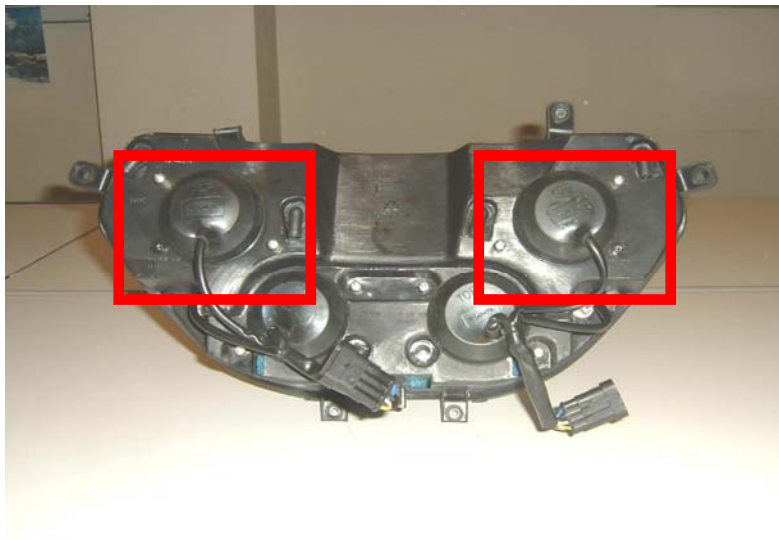


Fig. 2

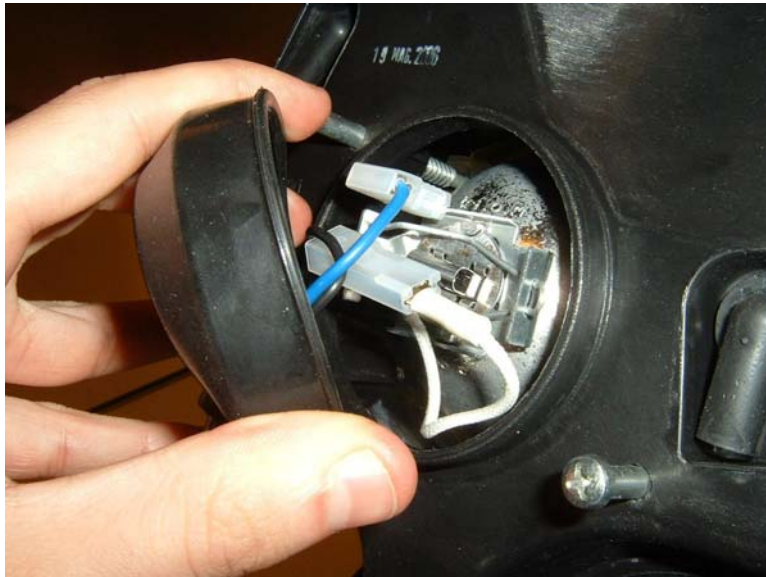
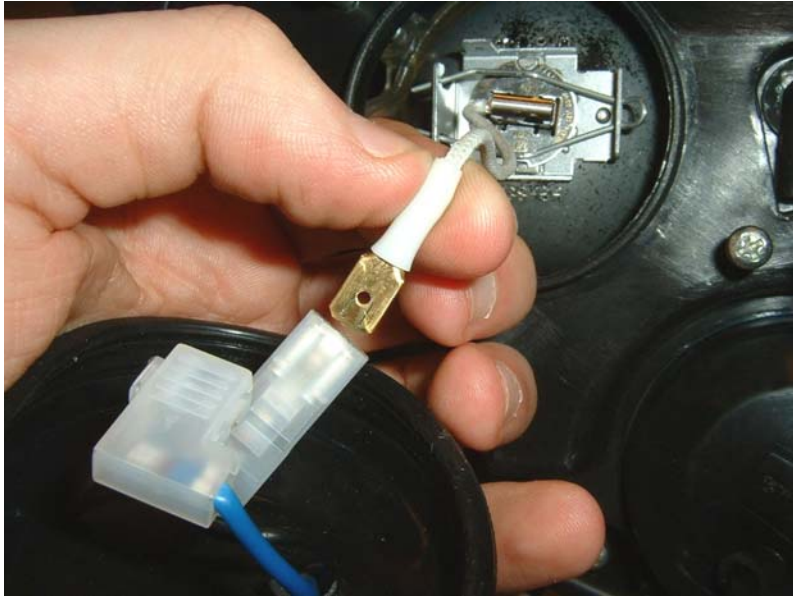


fig. 3

Disconnect the blue cable from the plate fixed to the bulb.



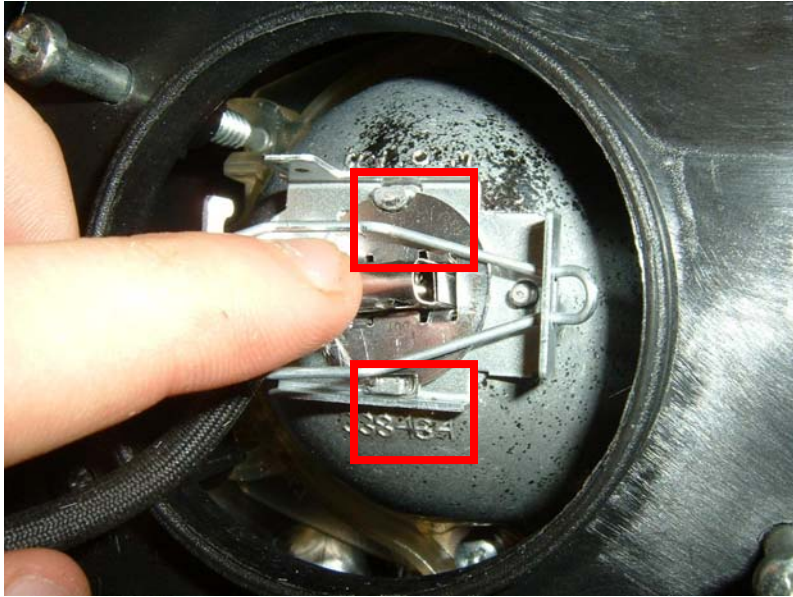
Disconnect the low-beam lamp.



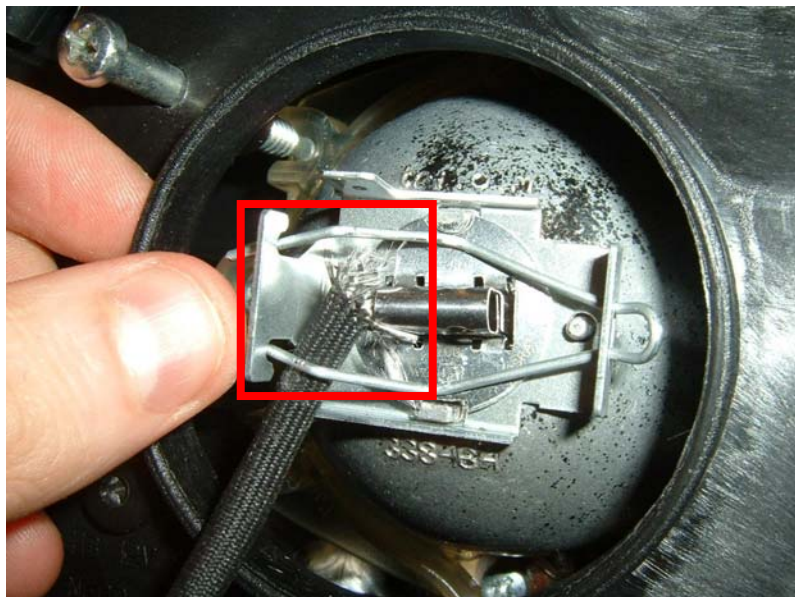
Open the lamp locking fork.



Remove the lamp and replace it with new lamp (code 981082). Align the bulb in the socket as shown, matching the design to the respective bulb cut-out.



When remounting, make sure the cable harness goes under the lock fork as illustrated in the following picture.



Repeat the above steps to change the second low-beam lamp.
Remount the headlamp on the vehicle, referring to workshop manual if needed.

Best regards,

Moto Guzzi USA technical services