



Date: July 25, 2013

Contact: Technical Services

Subject: NHTSA Recall- 13V??? Rear Suspension Double Connecting Rod

Service Communication: 2013-002  **Recall-** Griso 8V / Norge8V / Stelvio NTX
Rear Suspension Double Connecting Rod

Affected Models: Select MY 2012-2013 Griso 8V
Select MY 2012-2013 Norge 8V
Select MY 2012-2013 Stelvio NTX

Please use the **GGP warranty system** to determine the specific VINS subject to this recall
(See page 2 of this bulletin).

Concern: Based on continual product research and quality testing conducted by our technical department, we have found that a batch of rear suspension double connecting rods do not meet Moto Guzzi's quality standards. This connecting rod affects the vehicle's chassis and a failure of this component can jeopardize the stability of the motorcycle.

Cause: The rear suspension double connecting rods fitted to the affected vehicles do not meet quality standards

Correction: Replace the rear suspension double connecting rod

On VINs affected by this recall, please perform the double connecting rod replacement using the instructions provided in this bulletin. Please prioritize the repair following the guidelines below:

Vehicles in stock: Perform update before sale at the PDI stage

Vehicles in circulation: Perform update at first available opportunity

Note: Warranty registration in the Sell-Out Management (SOM) system is automatically blocked on vehicles in dealer inventory that require a technical update or recall campaign. Therefore, it is imperative to perform this recall before the vehicle is sold and/or leaves the dealership.


Owner Notification: Each owner of a motorcycle included in this recall will be notified by first class mail. In this letter Moto Guzzi USA will describe the details of the concern, the cause, and the correction addressed by this recall. In addition, Moto Guzzi USA asks that each owner contact their respective 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, Moto Guzzi USA 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 included 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.

VIN Identification:

1. Login to the Dealer Extranet: <http://www.motoguzziusadealers.com/Login/index.cfm>
2. On the left column, click on “**Aftersales**” then “**Service Site**” at the top of the screen
3. Once on the Service Site, find the heading “**Warranties**” (on left side menu) and click on “**GGP**”. Once the GGP portal opens, select “**Warranty**” then “**View Vehicle Data**”.
4. Enter the VIN number next to “**Chassis**” and select the “**Search**” button 
5. Click on “**Campaigns**” to view the technical updates or recalls that **apply** to the VIN.
6. Click on “**Maintenance jobs**” to view any technical updates or recalls that **have been completed** and already claimed for by a dealer.


Note: Some 2012-2013 Stelvio NTX models may also be affected by the Technical Update Campaign 2013-001- “Stelvio chassis improvements”, found under Service Communications on the servicemotoguzzi website. If the GGP system displays more than one campaign and the campaign does not show completion under “maintenance jobs”, please be sure to perform **all** applicable campaigns in addition to the safety campaign described in this bulletin.

If you have further campaign questions, please contact Holly Moro directly at 646-747-6078 or by email, hmoro@piaggiogroupamericas.com.

Part to Order: **GU05560330 - Double connecting rod**



Warranty Claiming:

1. Follow the steps above to access the GGP system, select “**Tech. Update- Recall Campaign**”, and then “**Enter Recall Campaign Claim**”.
2. Enter the VIN number under “**Frame**” and tab down using the TAB key on your keyboard
3. Under “**Element**”- select “**Rear Suspension Double Connecting Rod Replacement**”
4. Under “**Coupon Type**” select, “**Extraordinary**”.
5. 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 (1, 2, etc) in the coupon box. Be sure to select the coupon that reimburses for both parts and labor, as recall parts must be ordered in the USA.
6. In the “**Km / MIs**” box, enter the mileage of the bike.
7. In “**Document No.**” enter your in-house repair order number.
8. In “**Document type**” select “**invoice**”.
9. Under the “**Date Carried Out**”, enter the date in European format (dd/mm/yyyy)
10. When you are finished, submit the claim by clicking on the “**Diskette Icon**”  in the upper left hand corner of the screen.

Important note: In order to begin the payment process, Recall claim/Tech update submission must be followed by “**Carrying-Out**” the recall or update. This is the last step in the claim process, confirming that the work has been completed by your dealership. “**Carrying-out**” recalls or updates is performed under the function “**View/Confirm Recall Coupons**” in the GGP menu. Please see Moto Guzzi Service Communication 2010-003 “Update to Recall Campaign Function” for more details.

Warranty Reimbursement: Part GU05560330 plus 30 minutes labor



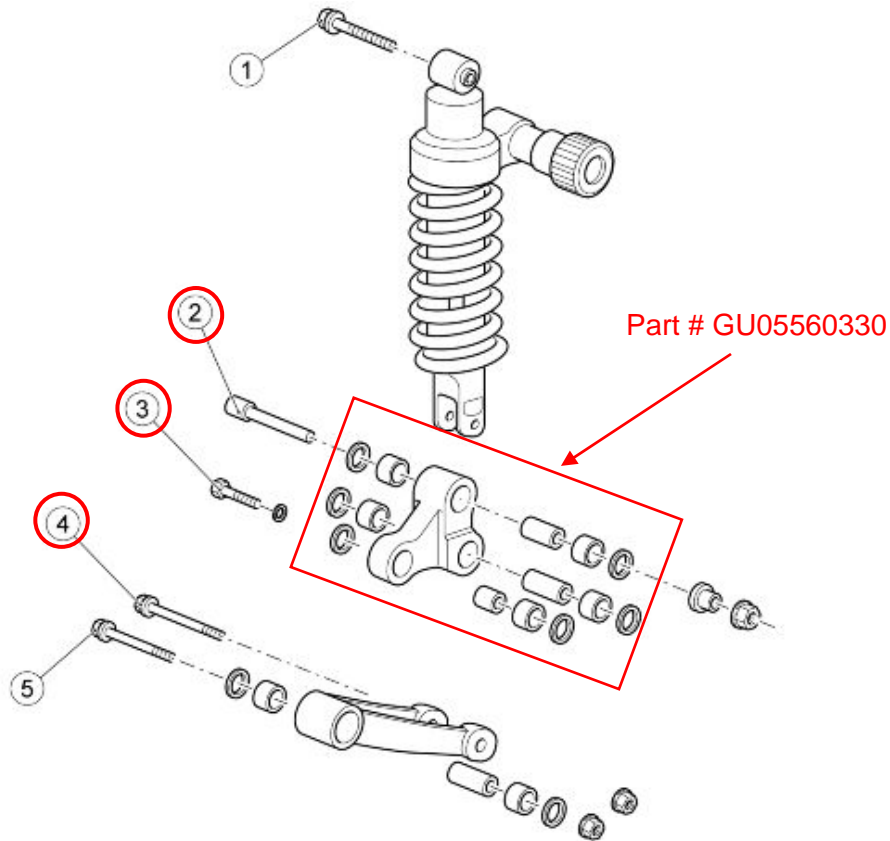
WORKSHOP OPERATING INSTRUCTIONS

As an example the Stelvio model is shown below. The operation is carried out in the same manner and with the same times on all versions involved.

- After safely securing the vehicle, lift it with a suitable jack to completely take the weight off the rear wheel.



- Replace the rear suspension double connecting rod as shown in the workshop manual in the Chapter "Suspension - Shock absorber sect.", an extract of which is provided below.



| pos. | Description | Type | Qty | Torque |
|------|---|--------|-----|---------------------|
| 2 | TCEI screws for fixing double connecting rod/swingarm | M10x82 | 1 | 50 Nm (36.88 lb ft) |
| 3 | TE screw for fixing double connecting rod/shock absorber | M10x47 | 1 | 40 Nm (29.50 lb ft) |
| 4 | TE flang. screws for fixing single connecting rod/double connecting rod | M10x95 | 1 | 50 Nm (36.88 lb ft) |

Best regards,

Moto Guzzi USA
Technical Services



Copy of customer letter and Tread Act information

Date: 7/25/2013

Dear Valued Customer:

IMPORTANT SAFETY RECALL INFORMATION

Regarding your: 2012-2013 Griso 8V / Norge 8V / Stelvio NTX model

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The NHTSA identification number of this recall is **13V???**.

REASON FOR THIS RECALL

Moto Guzzi USA has decided that a defect, which relates to motor vehicle safety, exists in a specific range of Moto Guzzi motorcycles noted below:

- Select MY 2012-2013 Griso 8V
- Select MY 2012-2013 Norge 8V
- Select MY 2012-2013 Stelvio NTX

In these vehicles, Moto Guzzi USA has identified the VIN ranges of Griso 8V, Norge 8V and Stelvio NTX models where the **rear suspension double connecting rod does not meet quality standards and a replacement is required**. Failure of this component affects the vehicle's chassis and can jeopardize the stability of the motorcycle. According to vehicle registration records, you are the owner of a Moto Guzzi model that falls within the affected VIN range.

WHAT WE WILL DO

To address this situation, Moto Guzzi USA will conduct a voluntary recall of Griso 8V, Norge 8V and Stelvio NTX models within the affected VIN range. Moto Guzzi USA, through the authorized Moto Guzzi dealer network, will replace the rear suspension double connecting rod on the affected vehicles. This repair will eliminate any potential safety risk

The work required by this recall may be completed by your authorized Moto Guzzi dealership at no charge to you for the required parts or labor. The repair will take approximately **1 hour**.



WHAT YOU SHOULD DO

With the receipt of this letter, please contact your Moto Guzzi dealership as soon as possible to schedule an appointment to have the recall completed. Instructions for this recall 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. Please ensure that these instructions are followed by anyone that uses your vehicle.

If 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 our Customer Care helpline at: 212-380-4433.

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 to: 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>.

Our Customer Care helpline (212-380-4433) is available to provide you with further information and any support you may need. Should the vehicle not be in your possession or available to you, please provide the name and address of the purchaser by contacting our Customer Care department or by filling out the form on the following page. This form can be faxed to 212-380-4459.

If you previously had the work required of this recall completed at your own expense, please refer to the attached letter (Tread Act Customer Reimbursement Plan) 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



**Recall- Griso 8V / Norge 8V / Stelvio NTX
Rear suspension double connecting rod replacement**

VIN # (Full 17 digits): _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

New Owner Details (if not in your possession)

First Name: _____ Last Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Date of transfer: _____

Vehicle not available for the following reasons: Scrapped: _____ Stolen: _____

Vehicle not available for other reasons: (Please specify)

Print Name: _____

Signature: _____ Date: _____



TREAD ACT CUSTOMER REIMBURSEMENT PLAN

Customer Reimbursement for Safety Related Recall Repairs
Effective with Safety related recalls initiated as of January 15, 2003

Moto Guzzi USA is initiating a safety related recall for a select range of MY 2012-2013 Griso 8V, Norge 8V and Stelvio NTX models that include your VIN number. If you have previously paid to have the repair or update as described in the recall documentation completed, you are entitled to be reimbursed for that expense.

You are encouraged to request reimbursement from your respective Moto Guzzi USA dealer. Alternatively, you may submit the request for reimbursement to the following address:

Customer Care
Moto Guzzi USA
257 Park Avenue South, 4th Floor
New York, NY 10010

In every case:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the Moto Guzzi USA authorized dealer network will be considered; however, the procedure must meet Moto Guzzi USA's standards.
- When reimbursing for parts, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last customer notification letter sent by Moto Guzzi USA are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

The authorized Moto Guzzi USA dealer will request a copy of the customer notification letter, as well as a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims will be processed within 60 days of receipt.