

Service Bulletin

Circolare Tecnica - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Date: 18 July 2018

Subject: **Recall 2817-18RC02 Fork axle carrier**

Product: **Brutale 800 – Brutale 800 RC – Brutale 800 RR – Brutale 800 RR AMERICA – Brutale 800 RR PIRELLI – DRAGSTER RC – DRAGSTER RR – F3 675 – F3 800 – RVS#1**

NOTICE OF RECALL:

There is excessive play of the screw holding the front wheel in the lower part of the fork installed on certain MV Agusta models. This fault could potentially cause a malfunction of the fork assembly which could lead to losing control of the vehicle during normal use. There is therefore the risk of accidents and injuries occurring to people, property, and third parties.

The solution is to inspect the holes in the lower fork legs by using a specific tool and following instructions provided by MV Agusta, and, as the case may be, replace the fork leg with the faulty lower part should the non-conformity at issue be ascertained. The replacement/reimbursement procedure is laid out in this Service Bulletin.

In the interest of safety, and as required by law, you are prohibited from delivering faulty motorcycles to customers before carrying out the inspection and, if necessary, the intervention. MV Agusta will send a letter to all registered customers so as to inform them of the recall, inviting them to bring the motorcycle to their own dealership.

IDENTIFICATION OF THE VEHICLES AFFECTED BY THE FAULT:

This recall affects No 252 motorcycles produced between 12 March 2018 and 30 April 2018. Please refer to the list attached hereto for the affected vehicle identification numbers.

CUSTOMER NOTIFICATION:

MV Agusta will send a letter to all registered Customers informing them of the recall and inviting them to bring the motorcycle to their dealership; a sample of the customer letter is attached hereto.

To protect the safety of our riders, it is our shared responsibility to ensure that the recall service is performed on all affected motorcycles. In addition, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership. You are also required to perform the recall service on all affected motorcycles in your inventory before delivering, renting or leasing those motorcycles.

If you are unsure whether a safety recall has been completed on a particular motorcycle or for any support you may require, please contact MV Agusta Customer Service by e-mail (MVAgusta.AfterSales@mvagusta.com).

IMPORTANT NOTICE:

Please contact the owners of the affected models that do not appear to be registered. Inform them of the safety recall and make arrangements with them to perform the recall intervention. We also request that you forward their registration to us as soon as possible so that we may send them a letter as well, as required by the applicable law in your market.

RECALL PROCEDURE:

Check the vehicle identification number (VIN) of your motorcycle. If it is included on the list attached to this bulletin, carry out the inspection procedure as specified in the following paragraphs.

INSPECTION PROCEDURE:

Contact the customer and request an appointment at your workshop in order to carry out the required inspection on the motorcycle.

In order to carry out the inspection on the affected motorcycles, it is necessary to use the gauge pad, depicted in the picture below, which you will receive if you have purchased motorcycles whose vehicle identification number is included on the list of motorcycles that may potentially be subject to this recall.

The gauge pad should be inserted in lieu of the lower fork leg screws:



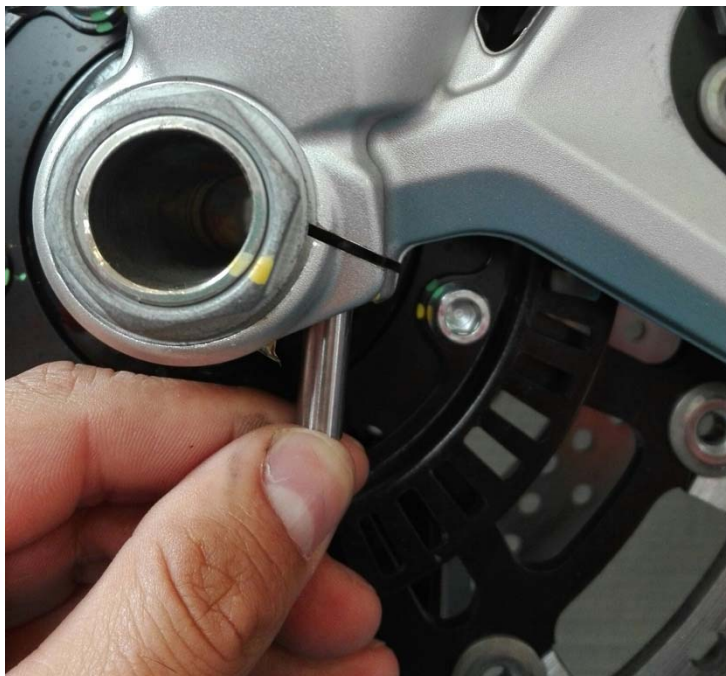
If you have not received the necessary gauge pad to carry out the inspections required by this bulletin, you may request it by contacting the MV Agusta Technical Assistance service at the following address: MVAgusta.AfterSales@mvagusta.com

1. Take the gauge pad
2. Remove the lower fork leg screw (code 8C00B2690) on both sides
3. The status of the lower fork leg will be shown by whether or not it is possible to insert the side with the smaller diameter of the gauge pad inside the threaded hole of the screw.
The pad must be inserted without any force, by applying minimal pressure with two fingers.

- The pad DOES NOT FIT: the lower fork leg is conforming;
insert the screws back and tighten them again at a torque of 18 Nm; go to point 'A' in the following section, 'warranty claim', in order to obtain reimbursement for the work performed and to certify the conformity of the vehicle.



-The pad FITS: the lower fork leg is non-conforming and the fork leg must be replaced;
go to point 'B' (one non-conforming lower fork leg only) or 'C' (both lower fork legs non-conforming) of the following section, 'warranty claim'



WARRANTY CLAIM (STEP 1):

Submit a Warranty Claim to certify the conformity of the vehicle and to be reimbursed for the inspection (point 'A'), or submit a replacement order (which will be sent at no cost) and the subsequent reimbursement of labour expenses for replacing the parts (points 'B' and 'C'); in addition to the complete data of the motorcycle, please include the following information:

- Type of warranty = 2 options available:
 - New motorcycles in stock = **GX**
 - Motorcycles sold under activated warranty = **GS**

A – conforming lower fork leg

- Number of special warranty = 2817 (to be used for both **GX** and **GS**)
- Operation code: M 999
- Labour: 0.2 hours
- Fault code: 077
- Date of issue: insert date on which the warranty claim was submitted

B – one NON-conforming lower fork leg

- Number of special warranty = 2817 (to be used for both **GX** and **GS**)
- Operation code: M 999
- Labour: see table below depending on the model
- Fault code: 077
- Replacement code: see table below depending on the model
- Date of issue: insert date on which the warranty claim was submitted

C – both lower fork legs NON-conforming

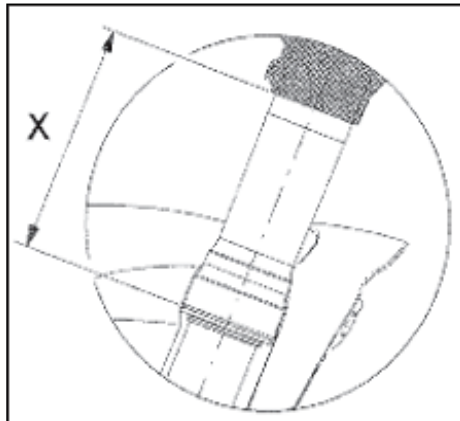
- Number of special warranty = 2817 (to be used for both **GX** and **GS**)
- Operation code: M 999
- Labour: see table below depending on the model
- Fault code: 077
- Replacement code: see table below depending on the model
- Date of issue: insert date on which the warranty claim was submitted

MODEL	Code of LEFT Leg	Code of RIGHT Leg	labour	
			one leg (B)	two legs (C)
Brutale 800	8000C3203	8000C3202	0.7	0.9
Brutale 800 RC	8000C6385	8000C6386	0.7	0.9
Brutale 800 RR	8000C6385	8000C6386	0.7	0.9
Brutale 800 RR AMERICA	8000C6385	8000C6386	0.7	0.9
Brutale 800 RR PIRELLI	8000C6385	8000C6386	0.7	0.9
DRAGSTER RC	8000C0605	8000C0604	0.7	0.9
DRAGSTER RR	8000C1189	8000C1190	0.7	0.9
F3 675	8A00B7131	8000B7130	1.0	1.2
F3 800	8A00B8789	8000B8740	1.0	1.2
RVS#1	80A0C1189	80A0C1190	0.7	0.9

REPLACEMENT PROCEDURE

Should the inspected lower fork leg be non-conforming, it will be necessary to replace one or both fork legs.

- Place the motorcycle on the centre stand and support the front end of the bike with an adequate support to hold the lower triple clamp.
- For F3 675\800: remove the fairing, the rear view mirrors and the windscreen together with the front headlight
- Remove the front fender
- Remove the front brake calipers
- Remove the front wheel pin nut and remove the front wheel
- Measure the 'X' distance between the lower edge of the lower triple clamp and the edge of the fork tube (see figure):



- Loosen the screws of the upper triple clamp and of the lower triple clamp and remove the fork leg; to prevent damage to the components, we recommend using a plastic wedge to separate the parts slightly:



- Take the new fork leg making sure that it is marked with the green marking near the screw hole of the lower fork leg:



- Reposition the leg making sure that the previously measured 'X' installation distance is maintained.
- Remove the separating wedges and tighten the triple clamp screws at the following torques:
right/left upper triple clamp screw (code 8C00B2690): 18 Nm
lower triple clamp screws (code 8C00B2690): 18 Nm
- Reinstall the front wheel and tighten the pin and the screws of the lower fork leg at the following torques:
front wheel pin nut (code 8A00B9883): 60 Nm
lower fork leg screws (code 8C00B2690): 18 Nm
- Reinstall the front brake calipers and tighten the screws at a torque of 45 Nm
- Reinstall the front fender and tighten the screws at a torque of 10 Nm
- For F3 675\800: reinstall the windscreen and the fairing

NOTE: For anything that is not indicated in this notice, please refer to the relevant workshop manuals.

WARRANTY CLAIM (STEP 2):

MANDATORY PROCEDURE TO RETURN ITEMS

Contact Ms Emanuela Bottelier (emanuela.bottelier@mvagusta.com; tel. +39 0332 254431) at MV Agusta Spare Parts warehouse to arrange the return of NON-CONFORMING LEG/LEGS, identify the components with the vehicle identification number of the motorcycle on which they were installed and the warranty number; the items must be properly packaged (reuse the same box).

All shipping and customs clearance expenses are borne by MV AGUSTA.

Complete the Warranty Claim by entering the date of repair; indicating the date of repair on the warranty claim counts as a certification that the motorcycle was repaired by the dealer and also enables payment of the labour performed.

NOTE: we remind you that in accordance with the new warranty management features and procedures it is essential to include a repair date, as set out in technical communication No 004/17.

Thank you for your cooperation; we are at your service for any technical/commercial support you may require.

Best regards,

MV AGUSTA MOTOR S.p.A.
Technical Assistance Service

Recall 2817-18RC02

Attachments:

- 1 - Complete list of motorcycles affected by Safety Recall No 2817-18RC02
- 2 - Sample of the letter sent by MV Agusta to the owners of registered motorcycles.



NHTSA Campaign Number: 18V458

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: **[INSERT VIN]**

Date: July 2018

Dear Customer,

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

MV Agusta Motor S.p.A has decided that a safety defect exists on a production batch of forks used on certain 2018 MV Agusta Brutale 800, Dragster RC, F3 800 RC, and F3 800 motorcycles. We are therefore conducting a safety recall.

YOUR VEHICLE MAY BE AFFECTED

On some MV Agusta models a fork has been adopted having an axle carrier with excessive play of the wheel clamping screw. This defect could cause a potential malfunction of the fork assembly which would lead to loss of control of the vehicle during normal use. This increases the risk of a crash and injuries to persons, property, and third parties.

DO NOT RIDE YOUR MOTORCYCLE UNDER ANY CIRCUMSTANCE

WARNINGS which can precede failure:

The failure may occur without any warning to the driver.

MV Agusta is taking the following measures to remedy the defect:

- Notifying affected MV Agusta owners.
- Conducting a recall so that affected vehicles will be inspected and repaired by a MV Agusta dealer, free of charge.
- The recall will involve checking the threaded holes in the axle carriers with a special tool and instructions provided by MV Agusta. If the non-conformity in question is found to exist, the dealer will replace the fork leg with the defective axle carrier, at no cost to you.
- The earliest date that a MV Agusta dealer can remedy the defect is the end of July. We ask that you make arrangements with your MV Agusta dealer immediately. Depending on the motorcycle model and number of fork legs to substitute, the service can take from 15 minutes to approximately 1 hour and 15 minutes.
- If you are unable to transport your motorcycle to your nearest MV Agusta dealer, please contact MV Agusta USA LLC to make arrangements for the transportation and repair of your motorcycle. The transportation and repair will be conducted with no cost to you.

IT IS IMPERATIVE TO COMPLETE THE RECALL AS SOON AS POSSIBLE.

Please note that you may submit a complaint to the National Highway Traffic Safety Administration, 1200 New Jersey Ave SE. Washington, DC 20590, or you may call the toll free Auto Safety Hotline at 1-888- 327-4236 (TTY 800 424 9153) or go to www.safercar.gov , if you believe that:

- MV Agusta or your designated repair facility has failed to or is unable to remedy the defect without charge.
- MV Agusta or your designated repair facility has failed to or is unable to remedy the defect without charge within a reasonable time, which is not longer than 60 days after you tender the vehicle to the designated repair facility.

Any Lessor that receives this notification must send a copy of this notice to the Lessee.

Any Dealer that receives this notification must send a copy of this notice to the Customer.

MV Agusta will reimburse an owner who has already incurred costs to obtain a remedy for the problem addressed by this recall (other than caused by accident or abuse) done on affected vehicles prior to the recall.





We apologize for this inconvenience, however we have taken this action in the interest of your safety and continued satisfaction with our products. If you have any questions, please contact:

MV Agusta USA, LLC

10 Canal Street

Suite 224

Bristol, PA 19007

Phone: 215-781-1770

Fax: 215-781-1773

If you have sold your vehicle or have taken it out of service, please complete the enclosed reply sheet and return it to **MV Agusta USA, LLC** or use the following email address info@mvgusta.com

Your cooperation is appreciated.

Sincerely yours,

MV Agusta Customer Service

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To MV Agusta Customer Service

Motorcycle VIN:

Motorcycle cannot be checked because it has been

scrapped

stolen

sold to a domestic buyer

sold to an overseas buyer

to new address:

Name: _____

First name: _____

Street: _____

Zip code: _____ **Town:** _____

Country: _____

Date / signature: