



Date: December 26, 2019

Dear Valued Customer:

IMPORTANT SAFETY RECALLS

Regarding your: **2020 Moto Guzzi V85TT**

THIS NOTICE APPLIES TO YOUR VEHICLE VIN:
NHTSA Recall #'s 19V-857/19V-858

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The internal campaign codes for Recalls 19V-857 and 19V-858 are PGJZZQ1904 and PGJZZQ1905 respectively.

REASON FOR THIS RECALL

Moto Guzzi USA has decided that defects, which relate to motor vehicle safety, exist in a specific range of Moto Guzzi motorcycles noted below:

- MY 2020 V85TT models

In the affected range, Moto Guzzi USA has **found that the final drive may develop a leak, leaking oil onto the rear tire (Recall 19V-857). This oil leak on the rear tire may cause a loss of vehicle control or a crash, increasing the risk of injury.**

It has also been discovered that the retaining clips for the footrest pins may not be adequately secured, which could cause the footrest to detach and fall from the vehicle (Recall 19V-858). **If the footrest falls off, it may cause a loss of vehicle control or a crash, increasing the risk of injury.** According to vehicle registration records, you are the owner of a vehicle that falls within this affected VIN range.

WHAT WE WILL DO

To address this situation, Moto Guzzi USA will conduct the recalls for the vehicles within the affected VIN range. **Moto Guzzi USA, through the qualified dealer network, will inspect the final drive unit for oil leakage. If no leakage is found, an outer seal/cover will be installed in the final drive hub to prevent oil leakage on the wheel/tire assembly. If leakage is found during the inspection, a replacement of a set of internal seals will be performed under warranty first and then the outer seal/cover will be installed to fulfill the recall. Concerning the footrest pin retaining clips, all four clips will be inspected for proper fitment. If one or more clips are found to be defective, all four clips will be replaced under the recall.** This repair campaign will eliminate any potential safety risk.



In addition to the two recalls being performed, there are additional technical updates that will be completed at no charge that are not classified as safety related. Depending on your particular VIN, these updates may include installing a new clutch cable guide arch, tightening the oil sump screws and sump guard fasteners, installing locking nuts on the lumbar support cushion or inspecting rear brake master cylinder for fluid seepage.

Considering the inconvenience this has caused, a general inspection of your vehicle will also be performed free of charge. This inspection will cover the front and rear suspension, brake pads, lighting system and safety switches. In addition, a comprehensive check of all control modules will be performed using the Moto Guzzi diagnostic tool.

The technical updates and general inspection are free optional services, and not required as part of the two safety recalls.

The work required by this recall may be completed by your qualified Moto Guzzi dealer at no charge to you for the required parts and labor. The work time to install the final drive seal/cover is approximately 20 minutes (an additional 100 minutes is necessary if a final drive leak is found). The footrest pin retaining clip inspection will require 5 minutes if all clips are compliant and 10 minutes for non-compliance (all four clips replaced). The free general vehicle inspection will require approximately 20 minutes.

WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Moto Guzzi dealership **as soon as possible** to schedule an appointment to have the recalls and technical updates 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. Our Customer care email is: customercare@piaggiogroupamericas.com

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.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

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- Technical Services
Piaggio Group Americas



V85TT- Final drive oil leak & Footrest pin retaining clip Recall

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 models that includes 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 dealer. Alternatively, you may submit the request for reimbursement to the following address:

Customer Care
Moto Guzzi USA
1020 W. 17th Street
Costa Mesa, CA 92627

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 repair 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 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.