

# Part 573 Safety Recall Report

# 23V-572

**Manufacturer Name :** Piaggio Group Americas, Inc.**Submission Date :** AUG 10, 2023**NHTSA Recall No. :** 23V-572**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Piaggio Group Americas, Inc.

Address : 257 Park Avenue South  
4th Floor New York NY 10010

Company phone : 949-645-0030

**Population :**

Number of potentially involved : 260

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2023-2023 Moto Guzzi V100 Mandello, Mandello Aviazione Navale

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The V100 Mandello and Mandello Aviazione Navale assembled with the Kayaba rear suspension.  
The V100 Mandello S is assembled with Ohlins rear suspension.  
260 total units could be affected, 76 have been retailed to final customers and 184 are in dealer inventory.

Production Dates : OCT 28, 2022 - JUL 14, 2023

VIN Range 1 : Begin : zgumgua09pm000002 End : zgumgua09pm000212  Not sequential**Description of Defect :**

Description of the Defect : Incorrect assembly of the lower fastening of the rear shock absorber to the suspension arm.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The rear shock absorber could turn at an angle in its mounting point and become rigid and could break at the lower shock mount.

Description of the Cause : Incorrect assembly of the lower fastening of the shock absorber to the suspension arm.

Identification of Any Warning that can Occur : Progressive worsening of comfort and maneuverability, before damage to the rear shock absorber.

**Involved Components :**

Component Name 1 : Rear Shock Absorber

Component Description : Rear Shock Absorber

Component Part Number : 2B008297

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

Two cases have ben reported in the Italian market

First Case July 7,2023

Second Case July 27,2023

The factory presented update campaign on 8/4/2023

**Description of Remedy :**

**Description of Remedy Program :** REASON FOR THIS RECALL Piaggio has decided that a defect, which relates to motor vehicle safety, exists in a specific range of Moto Guzzi motorcycles • 2023 V100 Mandello • 2023 V100 Mandello Aviazione Navale In the affected range, Piaggio has identified the possibility of a non-conformity in the fitting of the rear shock absorber to the vehicle missing one or both bushings as supplied from the manufacturer Kayaba. This situation can cause the rear shock mount to break and could lead to a loss of control or a crash. 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, Piaggio will conduct a recall of the models within the affected VIN range. Piaggio, through the qualified Moto Guzzi dealer network will perform a complete inspection of the rear shock absorber and replace the shock absorber with a new one if a bushing is found to be missing. This repair campaign will eliminate any potential safety risk. 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. All vehicles affected by this recall are under warranty so no refund will be provided.

**How Remedy Component Differs from Recalled Component :** The rear shock absorber installed with two bushings at the swingarm

**Identify How/When Recall Condition was Corrected in Production :** We will send the customer letters and dealer communication as soon as they have been reviewed by NHTSA.

**Recall Schedule :**

**Description of Recall Schedule :** NR

**Planned Dealer Notification Date :** AUG 22, 2023 - AUG 22, 2023

**Planned Owner Notification Date :** AUG 22, 2023 - AUG 22, 2023

\* NR - Not Reported