



RECALL COMMUNICATION G_230741_RC_EN

[8/21/2023]

Model: 2023 Moto Guzzi V100 Mandello (Standard & Aviazione Navale version)

Subject: Rear Shock Absorber Check and/or Replacement

NHTSA SAFETY RECALL 23V-572

Campaign Code: PG8ZZQ2301

Dear Dealer,

As part of the continuous and stringent quality control activities of the components installed on our vehicles, the continuous search for new and better technical solutions and the attention to customers, we hereby inform you of the need to carry out an inspection of the rear shock absorber, in order to identify any non-conformity which could lead to its potential breakage, as described in the "operating procedure" section of this communication.

Concern: The rear shock absorber may have been installed with one or more metal bushings missing from the assembly. Bushings missing from the mounting points may increase the friction in this area. This increase in friction creates an abnormal load on the body of the shock which may lead to breakage and detachment of the shock from its mounting point. **Note: Mandello S versions are excluded** since the rear shocks fitted to these models are not subject to this problem.

Correction: The rear shock absorber will be inspected using both a functional and visual check. Any shock that is missing one or more of the four metal bushings will have the entire shock absorber replaced along with the required hardware. **Shocks that pass the inspections do not need to be replaced and will be claimed for "Inspection only" and do not require any parts.**

Please determine which vehicles in your stock or sold/serviced by you require this update, and:

- Check the vehicles in stock;
- Check the vehicles that have already been sold at the first available opportunity;



As usual, for the dealer network , the list of chassis numbers involved belonging to your stock is viewable in the section 'Campaigns" then "Campaign Reports" in the PWM warranty management system.

For all others, the verification of VINS can be carried out by querying each individual chassis number under "Other functions" then "View Vehicle History" in the PWM menu.

All affected vehicles are blocked from warranty registration until the campaign claim has been entered and finalized/completed in the PWM warranty system.

Owner Notification: Each owner of a vehicle 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 for 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.**

Note: It is imperative to perform this recall before the vehicle is sold and/or leaves the dealership. Using the PWM warranty system, click on "Campaigns", then "Campaign Reports" to view ALL VINS in your inventory that require a technical update or recall. This list can be filtered by searching for a specific Campaign Description, a Frame number, the Campaign start date or Coupon state. Customers can also check for themselves if their vehicle is subject to this recall by using this site: <http://static.piaggio.com/recall/form-motoguzzi.html>



PWM Warranty system claiming:

Only the Moto Guzzi V100 Mandello Standard and Aviazione Navale versions are involved (**the Mandello 'S' version is excluded**). Please perform the required inspections on the vehicle to determine the correct coupon to be claimed.

- From the main menu, select the option “campaigns”, then select the option “Enter campaigns” from the sub-menu.
- Enter the frame number subject to the recall campaign/technical update in the window opened.
- Select “search” to open a window with the available service coupons:
 - **Rear Shock Absorber Check**: service coupon which provides for the check of the rear shock absorber and reimbursement of the labor employed; **Rear shock passes all checks.**
 - **Rear Shock Absorber check and replacement**: service coupon that foresees the check and replacement of the rear shock absorber, the automatic shipping order of the necessary components (in the countries where this option is foreseen) and the reimbursement of the labor employed; **Rear shock fails one of the prescribed checks.**
- Select the coupon, compile the “**Km/mile**” field, and then save the procedure.
- Once the check and/or replacement has been completed, it is essential to finish the claim and mark the campaign coupon as carried out* in the PWM in order to conclude the intervention and receive a refund/reimbursement.
- Any entered campaign coupons not "carried out/ finished" within 6 months from the date of entry will be automatically discarded by the PWM system and will be marked as NOT CARRIED OUT (Work was not done) and will NOT be refunded to the dealer. When this occurs, the recall campaign will automatically be open again for claiming on the VIN as if the campaign was never claimed.

LABOR AND SPARE PARTS:

1. Coupon: Rear Shock Absorber Check

Minutes of labor envisaged for procedure: **10 minutes**

2. Coupon: Rear Shock Absorber check and replacement

Minutes of labor envisaged for procedure: **20 minutes**

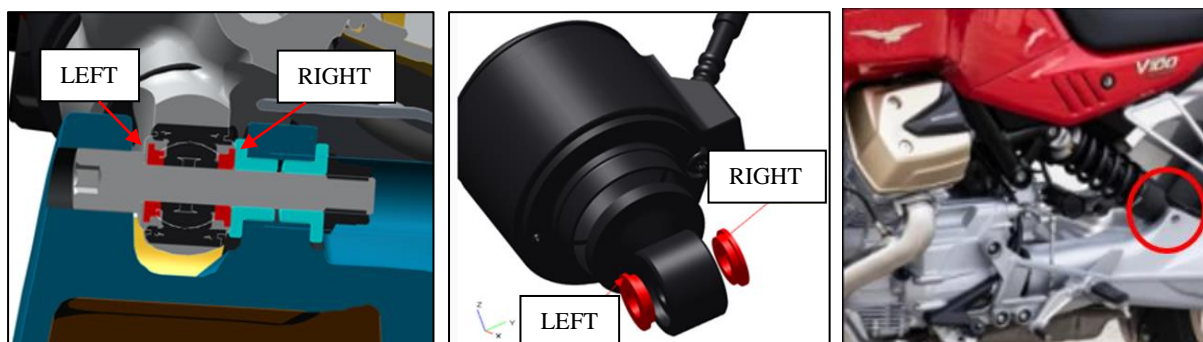
Spare part no.:

- 2B008297 - Rear shock absorber - Quantity 1
- 2B009896 - TCEI M10X45 screw - Quantity 1
- AP8152301 - Flanged self-locking nut – Quantity 2
- AP8152411 - TCEI M10x59 screw - Quantity 1
- 2B009693 - T-bushing – Quantity 2

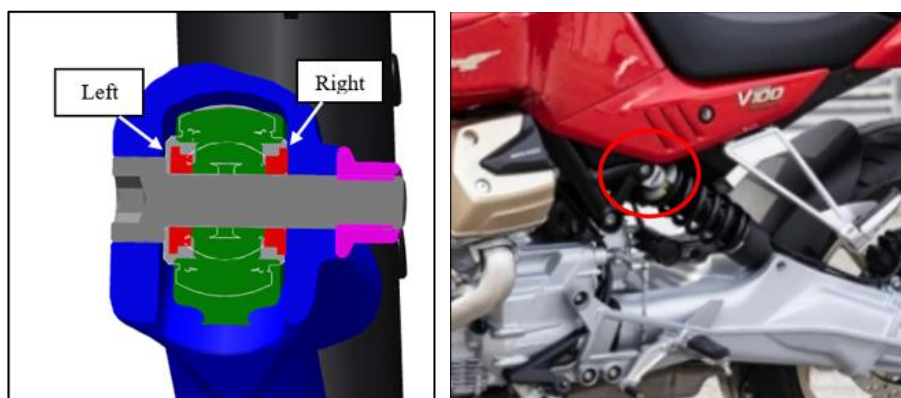
OPERATING PROCEDURE (Standard and Aviazione Navale versions only)

Check the presence and correct installation of the two bushings at each mounting point highlighted in red in the drawing below. These ensure the correct operation of the rear shock absorber.

Lower connection



Upper connection





The correct installation must be verified by carrying out two checks, one functional and one visual:

Functional check:

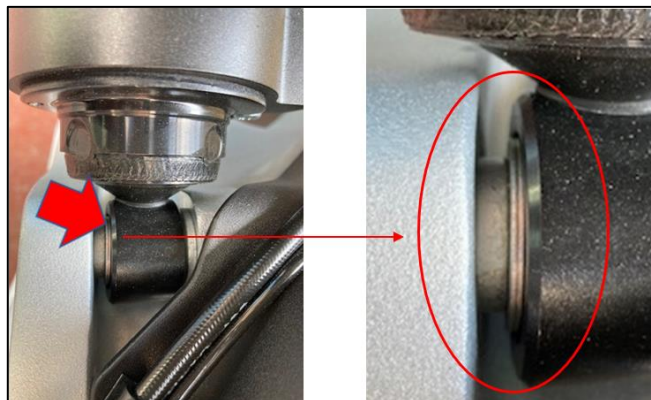
Act on the shock absorber spring by rotating it right/left and check that it has free play and movement in both directions; the shock absorber must be able to rotate and rock freely back and forth with little force.

We have uploaded an explanatory video of the above to VideoBox ([link "verifica ammortizzatore posteriore V100"](#)).

If the shock absorber is blocked/rigid (has no rotational free play), enter Coupon 2 to replace the complete shock absorber. This indicates that an inner bushing/ right side bushing is missing (either at the top or bottom of the shock), which prevents rotational free play.



Lower connection Visual check: if the functional check does not indicate a problem, carry out a visual check from the outer left side (facing forward) to check that the lower left bushing is present (see photo below). You should see a bright metallic bushing up against the head of the bolt.



If the lower left bushing is missing, enter 2nd coupon to replace the complete shock absorber.

Upper connection visual check: if the functional check does not indicate a problem, measure the recess of the upper screw head in relation to the frame on the external left side to certify the presence of the upper left bushing (see photos below).

OK - 1 mm recess



NOT OK - 5 mm recess



If the upper left bushing is missing, enter 2nd Coupon to replace the complete shock absorber.

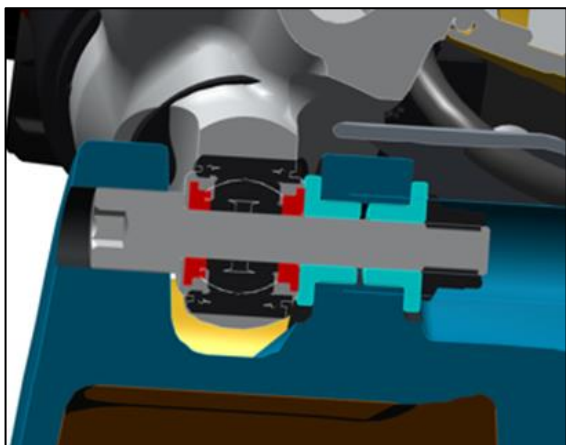
If the shock passes all three checks above, enter Coupon 1 for checking only.

Please **note**: All replaced shock absorbers will be required to be sent back for analysis. Requests for the return to Italy will appear with a "Truck Icon" on the PWM home page. Please contact your Technical support representative for any queries or assistance.



Installation instructions: Please refer to the Workshop manual for removal instructions. If the vehicle requires replacement of the rear shock absorber and the second coupon is claimed, the shock will be sent with the hardware required for installation. This will include the upper and lower mounting screws, two self-locking nuts, and two T- bushings for the swingarm. The T- bushings are shown in turquoise below and fit into the opening of the swingarm (left and right). When installing the new shock be very careful that the two upper and two lower metal bushings do not fall out of the shock eyelets during installation. The new shock will come with the metal bushings twist tied to the eyelets of each mounting hole (see image below) **Please perform the functional and visual checks as noted in this bulletin after installation to ensure the integrity of the newly installed shock.**

- 2B008297 - Rear shock absorber - Quantity 1
- 2B009896 - TCEI M10X45 upper screw - Quantity 1 (Tighten to 50NM or 37 lb ft)
- AP8152301 - Flanged self-locking nut – Quantity 2
- AP8152411 - TCEI M10x59 lower screw - Quantity 1 (Tighten to 50NM or 37 lb ft)
- 2B009693 - T-bushing – Quantity 2 (fit into swingarm opening)





REAR SHOCK ABSORBER

Description	Type	Quantity	Torque
Upper shock absorber fixing screw	M10	1	50 ± 7.5 Nm (36.87 ± 5.53 lb ft)
Lower shock absorber clamping screw	M10	1	50 ± 7.5 Nm (36.87 ± 5.53 lb ft)
Fixing screw for preload tank to bracket	M6	2	10 ± 2 Nm (7.37 ± 1.47 lb ft)

Best regards,

Moto Guzzi USA

Piaggio Group Americas

Technical Services



Copy of Customer letter

Dear Valued Customer:

IMPORTANT SAFETY RECALL

Regarding your: 2023 V100 Mandello or V100 Mandello Aviazione Navale

THIS NOTICE APPLIES TO YOUR VEHICLE VIN: _____

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 **23V-572**

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 as noted below

- Select 2023 V100 Mandello (Mandello S excluded)
- Select 2023 V100 Mandello Aviazione Navale

In the affected range, Moto Guzzi USA has identified the possibility of a non-conformity in the mounting of the rear shock absorber. Specifically, metal bushings may be absent at the shock mounting points, which causes an increase in friction at these locations. This additional friction may create an abnormal load to the shock and result in breakage of the shock from its mount. Breakage of the rear shock can lead to a loss of control and increase the risk of a crash and 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 a recall of the aforementioned models within the affected VIN range. **Moto Guzzi USA, through the qualified dealer network will perform an inspection of the rear shock absorber to verify if all bushings are present. If ANY bushing is found to be missing, the entire shock absorber will be replaced along with the necessary hardware.** 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. The work time required to perform the inspection is approximately 10 minutes. If a defect is found, a new rear shock will be claimed/ordered and the time needed to replace the rear shock is 20 minutes.



MOTO GUZZI®

WHAT YOU SHOULD DO

With receipt of this letter, please contact your authorized 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. Your dealer is best equipped to provide a 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: 212-380-4400.

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 (**212-380-4400**) 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 by phone or by filling out the form on the following page and emailing to customercare@us.piaggio.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
Piaggio Group Americas



MOTO GUZZI®

2023 V100 Mandello - Rear shock safety recall campaign

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 **2023 V100 Mandello and V100 Mandello Aviazione Navale** 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
860 Washington St.
New York, NY 10014

In every case:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not including 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.