

# Service Bulletin

Circolare Tecnica - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Date: 12 MAY 2015  
Subject: **Rear shock absorber Ohlins TTX**  
Product: **MV Agusta F4 RR**

## NOTIFICATION OF RECALL:

A potentially non compliant rear shock absorber has been installed on some of our motorcycles which is therefore subject to possible failure during normal use of the vehicle, thereby increasing the risk of a fall.

## IDENTIFICATION OF VEHICLES POTENTIALLY CONTAINING THE DEFECT:

This recall involves 17 motorcycles, built from 2 September 2014 to 29 September 2014.

Please refer to the attached list for involved models and chassis numbers.

## DESCRIPTION OF THE DEFECT:

On the motorcycles involved in this recall, the rear shock absorber is potentially not compliant and therefore subject to possible malfunction.

In the interest of the safety of our customers, and as required by law, you may sell but not deliver the motorcycles to your customers before having substituted part number 8000B7658.

## Notification to customers:

MV Agusta will notify all owners of registered vehicles and will instruct these owners to arrange an appointment with an authorized dealer, specifying that the remedy is free of charge.

To protect the safety of our riders, it is our mutual responsibility to ensure the recall service is performed on all affected motorcycles. Therefore, 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 models in your dealership inventory prior to delivering, renting or leasing those models.

If you are not sure that a safety recall has been completed on a particular motorcycle, please contact MV Agusta Customer Service via e-mail ([ServiceSupport@mvagusta.it](mailto:ServiceSupport@mvagusta.it)).

## IMPORTANT NOTICE

We request that you contact any owners of affected models that your records show as unregistered. Advise them of the safety recall and make arrangements to remedy the defect on their motorcycle as soon as possible. We also require that you activate their registration thereby enabling us to send them owner's letters via direct mail, as required by the law.

### **SHIPPING** Rear shock absorber Ohlins TTX 8000B7658

The compliant rear shock absorber part number 8000B7658 required to complete this recall on all affected vehicles will be sent immediately.

Should you require additional shock absorbers part number 8000B7658, these may be obtained by sending us an order as per normal spare parts.

### **INSTALLATION INSTRUCTIONS** Rear shock absorber Ohlins TTX (8000B7658)

- Remove the rear shock absorber from the affected motorcycle.
- Take a new rear shock absorber (8000B7658) identified with stamp / green dot as shown in the picture below.



- Install the shock absorber while respecting instructions indicated in the workshop manual.

## RETURNED MATERIAL PROCEDURE

Contact MV Agusta Spare Parts Warehouse, Ms. Emanuela Bottelier (emanuela.bottelier@mvagusta.com; tel. +39 0332 254431) to arrange the return of the NON CONFORMING shock absorber, properly identified with the chassis number of the motorcycle on which it was installed and properly packaged (reuse the same box). All transport costs and customs clearance are the responsibility of MV Agusta.

## PROCEDURE FOR WARRANTY REIMBURSEMENT:

Please follow the usual procedure for the request of warranty refund:

- Send the request for refunds warranty for the costs of material and labour time.
- In addition to the complete data of the motorcycle, please indicate:

- Warranty Type= GS
- Special Warranty Code= 2801
- Spare Part P/N= 8000B7658
- Operation Code: O 022
- Defect Code: 099

Please refer to Service Bulletin N° 145.  
Reimbursement of warranty requests will be through invoice.

Thank you in advance for your cooperation. We remain at your disposal should you require further technical support.

Best regards,

MV AGUSTA MOTOR S.p.A.  
Technical Service Department  
Recall 2801

Attachments:

- 1 - List of all motorcycles involved in SAFETY RECALL 2801
- 2 - Facsimile letter sent from MV Agusta to the registered motorcycles owners.

## F4 RR

ZCGF620BBFV005738
ZCGF620BBFV005739
ZCGF620BBFV005751
ZCGF620BBFV005752
ZCGF620BBFV005753
ZCGF620BBFV005754
ZCGF620BBFV005755

ZCGF620BBFV005746
ZCGF620BBFV005747
ZCGF620BBFV005748
ZCGF620BBFV005749
ZCGF620BBFV005750
ZCGF621BBFV005743
ZCGF621BBFV005744
ZCGF621BBFV005745
ZCGF620BBFV005742
ZCGF620BBFV005741