

Service Bulletin

Service Bulletin - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Date: 14 April 2016

Object: **Front headlight replacement**

Product: **Brutale 800 MY 2016**

Further to the continuous quality improvement process of our products, we found that on some bikes Brutale 800 MY 2016 the headlight might suffer of dulling effects in the front side.

We ask you to provide the checking of the involved models and eventually update them during the pre-delivery, during a service operation or at the first convenient opportunity at your workshop.

It is necessary therefore the replacement of the headlight on the following frame numbers:

- **MODEL BRUTALE 800 MY 2016 up to VINV000248 included**

WARRANTY REQUEST – AUTHORIZATION PROCEDURE

- Fill out the claim request form (attached to this service bulletin) and send it, duly completed, to marco.poggi@mvagusta.com - ServiceSupport@mvagusta.com and always including in copy your technical area manager.

- Wait for warranty acceptance with relative authorization number needed for the order of spare parts

- Order the spare part (N°1 piece cod. 8000C1726 FRONT HEADLIGHT) indicating, in the note's area of the spare parts order, the received authorization number.

- Upon receipt of the necessary spare part, proceed with the replacement following the below reported instructions:

- *Remove the 4 screws that hold the support's bracket of the headlight.*
- *Disconnect the electrical connectors from the headlight and from the turn signals .*
- *Then remove the two support's brackets (RH and LH) from the headlight.*
- *Install the two brackets on the new headlight, (light grey internal surface).*



- *Complete the repair in all its parts*
- *Test the motorcycle before delivery to the customer*

Warranty refund procedure:

Send Warranty Claim for reimbursement, duty filled with full details of the motorcycle and parts codes/quantity, indicating also the following details:

- Warranty type = GS
- Special warranty number = 9605
- N°1 piece cod. 8000C1726
- Operation code = U 999
- Labor Time = 0.3 hours
- Problem code = 010

In the note area of the warranty claim, please refer to the service bulletin N°167 and enter the authorization number

The reimbursement of the warranty claim will be processed through Invoice, as usually.

To minimize any customer discomfort, we invite you to perform the operation, described above, as soon as possible, inviting the customers directly to visit your workshop.

In fact, the experiences consolidated also from other brands, in similar cases, demonstrate that customers appreciate the availability and sensitivity of Dealers, as they usually associate this kind of repairs to other purchases (example: maintenance, purchase of clothing, merchandising, etc.).

Thanking you in advance for your cooperation, please don't hesitate to contact us for any technical / commercial support.

Best Regards
MV AGUSTA MOTOR S.p.A.
Technical Service Support



**AUTHORIZATION APPLICATION
PRODUCT UPDATE**

**TECHNICAL SERVICE
DEPARTMENT**

Mod.AQ142 del 7/4/16

OBJECT: PRODUCT UPDATE _____ **S.B. n°** _____
(INDICATE THE MODEL AND TYPE OF OPERATION)

CLIENT CODE : _____

COMPANY NAME: _____

AUTHORIZATION REQUEST TO PROCEED WITH THE PRODUCT UPDATING ON MOTORCYCLES:

VIN: _____ **MILEAGE:** _____
(INDICATE THE 17 DIGITS THAT COMPOSE THE VIN)

BIKE : **REGISTERED** **IN STOCK** (TICK THE CHOICE)

IF THE BIKE HAS BEEN REGISTERED ENTER THE FOLLOWING OWNER DATA :

NAME : _____ **SURNAME :** _____

ADDRESS : _____

TELEPHON NUMBER : _____ **E-MAIL :** _____

REGISTRATION DATE: **LICENSE PLATE NUMBER:**

Space for the stamp

Name of the applicant _____

Signature _____

Date _____

SEND TO : marco.poggi@mvaugusta.com e ServiceSupport@mvaugusta.com
And always including in copy your technical area manager.

SPACE RESERVED TO MV AGUSTA MOTOR SPA

R E Q U E S T **ACCEPTED *** **REFUSED**

**AUTHORIZATION NUMBER TO BE SPECIFIED IN THE SPARE PARTS
ORDER :**

NOTE:.....
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*** Please Note:** in case of accepted request, proceed as described in the related Service Bulletin.
In the note area of the warranty claim, please refer to this authorization number.

.....
DATE

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MV AGUSTA MANAGER SIGNATURE