

# Service Bulletin

Circolare Tecnica - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Date: 29 January 2018  
Re: Brembo front brake master cylinder float  
Product: **F4 RR – F4 RC**

## RECALL NOTICE:

On the motorcycle models in question, the BREMBO front brake master cylinder may be subject to potential malfunction during normal use of the motorcycle and may cause loss of control.

The remedy is to check and replace a part inside the front brake master cylinder. The replacement/reimbursement procedure is highlighted below.

For the safety of our customers and as required by law, the motorcycles affected by the recall cannot be delivered to customers before having made the required intervention.

## IDENTIFICATION OF VEHICLES AFFECTED BY THE DEFECT:

This recall concerns 477 motorcycles. Please refer to the attached list for the chassis numbers involved.

## NOTIFICATION TO THE CUSTOMER:

MV Agusta will send a letter to all registered Customers to inform them of the recall, inviting them to take the bike to their dealer. A facsimile of the customer letter is attached.

To protect the safety of our motorcyclists, it is our common responsibility to ensure that the recall service is carried out on all the motorcycles involved. We also strongly urge you to carry out the recall service even if the motorcycle was not purchased at your dealership.

You are also required to perform the recall service on all motorcycles involved present in your warehouse before delivery, rental or leasing.

If you are not sure that the safety recall has been completed on a particular motorcycle or for any support, please contact MV Agusta Customer Service via e-mail (MVAgusta.AfterSales@mvagusta.com).

## IMPORTANT NOTE:

Please contact the owners of the models involved that are not registered. Notify them of the safety call and make arrangements with them to carry out the recall intervention. We also ask you to forward the registration as soon as possible in order to be able to send a letter to them, as required by the law in force of your market.

## RECALL PROCEDURE:

Check the chassis number (VIN) of your bike. If it is included in the list attached to this bulletin, proceed with the warranty request as specified in the following points.

## WARRANTY REQUEST:

- Send the Warranty Request to activate the spare part order and subsequent reimbursement of the spare part and labour; in addition to the complete data of the motorcycle, please specify the following:

- Warranty type = 2 options available:
  - New motorcycles in stock = **GX**
  - Motorcycles sold with warranty activated = **GS**
- Special warranty number = 2814 (to be used for both **GX** and **GS**)
- 1 piece code = Code 8000C5738
- Operation code: P 999
- Labour time: 0.8 hrs.
- Defect code: 080
- Date of problem: enter date of entry of warranty request

## INTERVENTION PROCEDURE

Contact the customer and request the bike to be returned to your workshop to perform the necessary checks;

Check the number relating to the production batch of the master cylinder stamped on the body of the same and indicated in the figure:



Units included in the following ranges must be subjected to the float replacement intervention:

**from 5C20 to 5M31**

**from 6A01 to 6M31**

**from 7A01 to 7H31**

**NOTE: the numbers and letters that form the identification number of the production batch are sequential**

If the brake master cylinder is not involved in the replacement intervention you can return the bike to the customer.

It will be necessary to fill in all the fields of the "Compliant Motorcycle Declaration" form attached to this bulletin, and send it completed to the following email addresses:

recipient: [MVAgusta.AfterSales@mvaagusta.com](mailto:MVAgusta.AfterSales@mvaagusta.com)

copy to:

[luciano.pin@mvaagusta.com](mailto:luciano.pin@mvaagusta.com) ;

[alberto.gerosa@mvaagusta.com](mailto:alberto.gerosa@mvaagusta.com) ;

[massimo.furnari@mvaagusta.com](mailto:massimo.furnari@mvaagusta.com) ;

The date of repair must NOT be included in the warranty request previously sent.

The warranty request will be modified and completed by our technical service upon receipt of the form; reimbursement of the material with 0.2 hours labour will in any case be sent.

## **SERVICE PROCEDURE TO REPLACE THE FLOAT**

- Adequately protect the work area:



NOTE: In case of accidental dripping, immediately clean the affected area with water.

- With the motorcycle positioned on the side stand and steering turned to the right side, in order to have the upper edge of the front brake fluid reservoir parallel to the ground, mark with tape the brake fluid level inside as shown in the following photo:

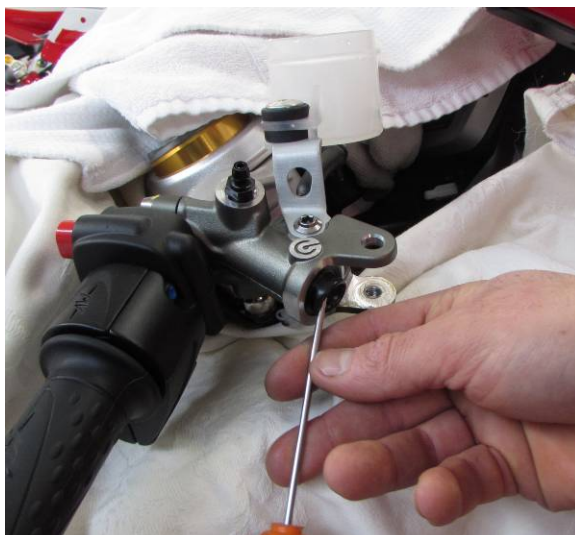


- Remove the plexiglass of the fairing.
- Remove the brake fluid reservoir cap.
- Completely suction out the fluid inside the reservoir.
- With the steering turned to the right, position a suitable collection system and open the bleed screw and suction out the brake fluid inside the front brake master cylinder body; actuate the lever 3 times with the bleed screw open to eliminate any residual fluid:



- Close the bleed screw momentarily.
- Remove the brake lever.

- Remove the boot seal in front of the piston:



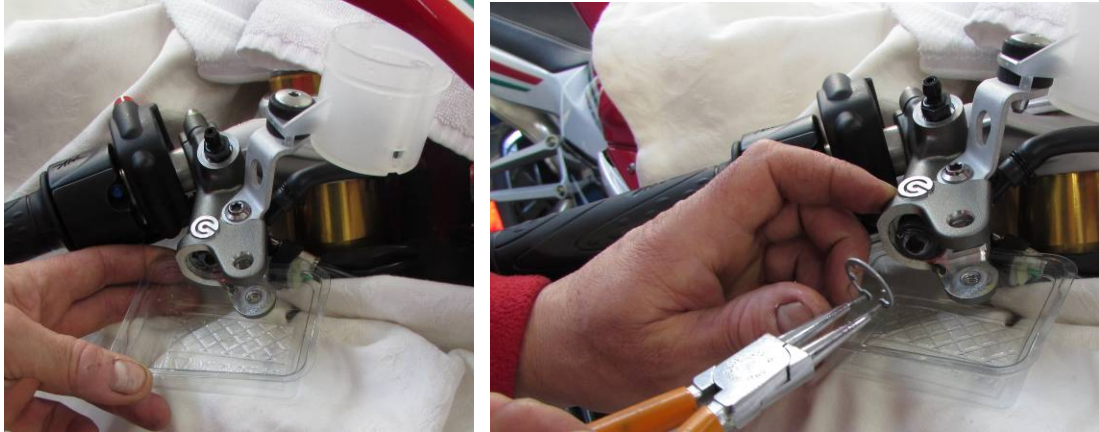
- take a kit code 8000C5738.



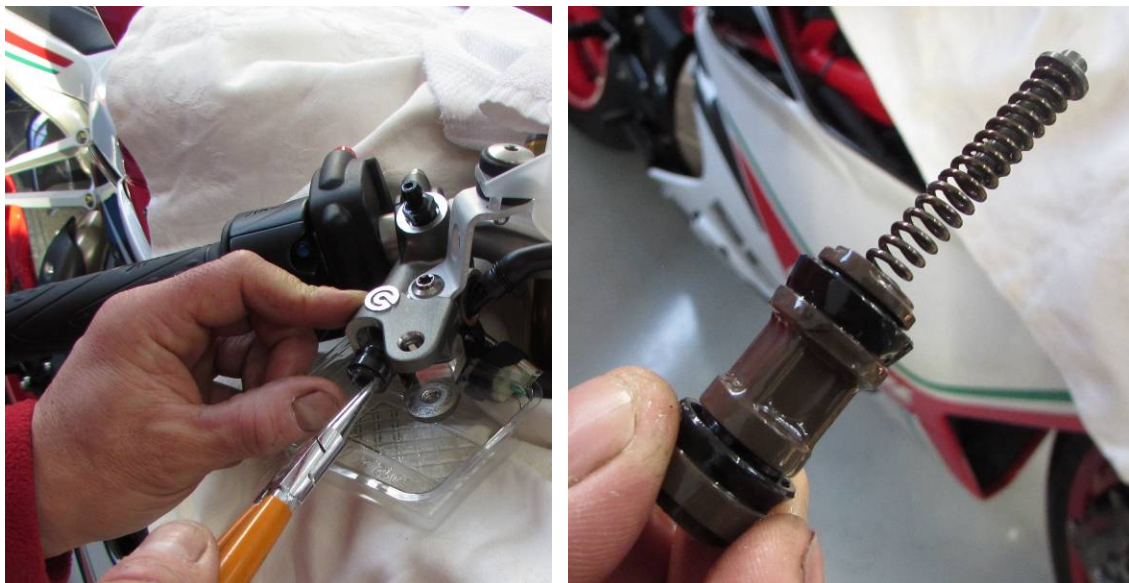
- Take the new float from the kit provided and lubricate it with the fluid provided in the kit near the two rubber seals already installed on the float:



- Place a suitable container under the brake master cylinder body and remove the retaining Seeger ring:



- Remove the float, the return spring and its guide:



Please pay attention to the identification of the old and new float:



**NOTE: the old float must not be reused in any way and must be immediately destroyed.**

- Clean the area of any residual fluid or impurities.
- Insert the new float, adequately lubricated, with the spring and its guide, taking care to insert it without forcing and perpendicularly.

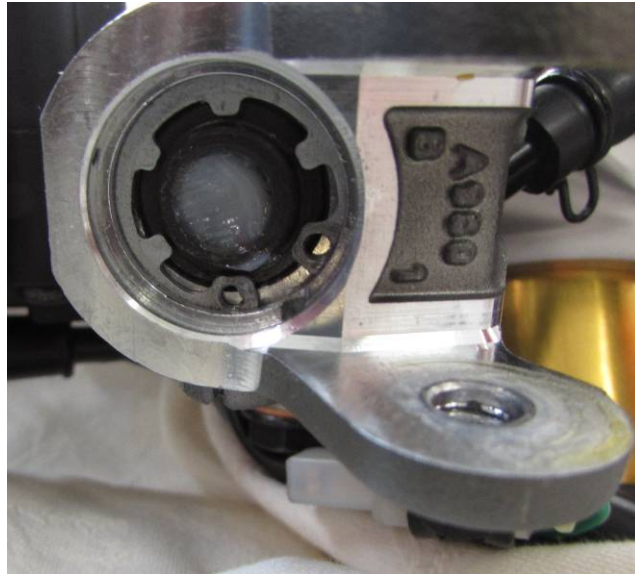


- Manually actuate the float a few times, verifying that there is no anomalous friction.
- Fit the new Seeger ring supplied with the kit and subsequently rotate it inside its seat in order to check its correct positioning:



- Actuate the float again manually to check it slides freely inside the cylinder.

- Apply the specific grease supplied in the kit to the groove of the float:



- Fit the new boot seal supplied in the kit on the lever pin:



- Insert the boot seal in its seat on the cylinder body, taking care to check that the seal surface and the surface of the cylinder body with which it is in contact are parallel in all their points.



- Reassemble the brake lever.
- Check the correct movement of the lever by actuating it a few times.
- Place the steering to the left and refill the brake fluid reservoir with fluid from a sealed container.
- Position the steering to the right and bleed the brake master cylinder until there is no more brake fluid in the reservoir.
- Fill the reservoir again up to the previously marked level (the bike must be positioned on the side stand with steering turned to the left).
- Tighten the bleed screw to the prescribed torque between 12 Nm and 16 Nm and clean the inside of the screw of any residual fluid.
- Clean and position the diaphragm of the reservoir and close it with its cap.
- Apply a strip of adhesive tape at the height indicated in the photograph on the lever of the front brake, mark it with a felt-tip pen and apply the elastic supplied with the kit to the brake lever with a double loop; measure the distance of the lever from the hand grip in the previously marked area and keep the elastic applied for 10 min:



- After 10 minutes check again the distance of the lever from the hand grip: the maximum allowed yield of the lever is 3mm. In the event of a higher yield, repeat the bleeding operation of the brake master cylinder.
- Thoroughly clean all the areas involved in the operations described above.
- Perform a dynamic test of the bike to verify compliance.
- Complete the Warranty Request procedure by entering the repair date.

**NOTE: we also remind you that according to the new warranty management functionalities and procedures, the intervention request must be completed with the date of repair in order to proceed with correct reimbursement of the warranty (see technical communication No. 004).**

Thanking you in advance for your cooperation, we remain at your disposal for any technical support.

Yours sincerely,

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

Recall 2814-18RC01

Attachments:

- 1 - Complete list of motorcycles involved in Safety Recall 2814-18RC01
- 2 - Facsimile of letter sent by MV Agusta to registered motorcycle owners.
- 3 - "Compliant Motorcycle Declaration" form



ZCGF620BBGV006500	ZCGF620BBHV006570	ZCGF620BBHV006785	ZCGF620BCHV007417
ZCGF620BBGV006501	ZCGF620BBHV006571	ZCGF620BBHV006786	ZCGF620BCHV007418
ZCGF620BBGV006502	ZCGF620BBHV006572	ZCGF620BBHV006809	ZCGF620BCHV007419
ZCGF620BBGV006503	ZCGF620BBHV006573	ZCGF620BBHV006819	ZCGF620BCHV007420
ZCGF620BBGV006504	ZCGF620BBHV006574	ZCGF620BBHV006820	ZCGF620BCHV007423
ZCGF620BBGV006505	ZCGF620BBHV006575	ZCGF620BBHV006821	ZCGF620BCHV007424
ZCGF620BBGV006506	ZCGF620BBHV006576	ZCGF620BCHV006834	ZCGF620BCHV007425
ZCGF620BBGV006507	ZCGF620BBHV006577	ZCGF620BCHV006835	ZCGF620BCHV007426
ZCGF620BBGV006508	ZCGF620BBHV006578	ZCGF620BCHV006849	ZCGF620BCHV007427
ZCGF620BBGV006509	ZCGF620BBHV006579	ZCGF620BCHV006850	ZCGF620BCHV007428
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ZCGF620BCFV006520	ZCGF620BBHV006604	ZCGF620BCHV006913	ZCGF620BCHV007439
ZCGF620BCFV006521	ZCGF620BBHV006605	ZCGF620BCHV006914	ZCGF620BCHV007440
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ZCGF620BCFV006524	ZCGF620BCHV006608	ZCGF620BCHV006937	ZCGF620BBHV007448
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ZCGF620BCFV006527	ZCGF620BCHV006611	ZCGF620BCHV006946	ZCGF620BCHV007477
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ZCGF620BCFV006539	ZCGF620BCHV006624	ZCGF620BBHV007189	ZCGF620BCHV007503
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ZCGF620BBHV006569	ZCGF620BBHV006784	ZCGF620BCHV007416	



**NHTSA Campaign Number: 17V839**

Date: January 2018

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

MV Agusta Motor S.p.A has decided that a manufacturing defect exists in a production batch of the front brake master cylinder component which MV AGUSTA has installed on a series of F4 RR and F4 RC model motorcycles.

**YOUR VEHICLE IS AFFECTED**

The defect in the front brake master cylinder could cause it to malfunction during normal use of the motorcycle, leading to a loss of front braking ability, and increasing the risk of a crash.

WARNINGS which can precede failure:

The failure may occur without any warning to the driver even though we cannot exclude a significant loss in brake effectiveness as an early symptom.

Do not ride your motorcycle under any circumstance.

MV Agusta is taking the following measures to remedy the defect:

- Notifying affected MV Agusta owners.
- Conducting a recall so that affected vehicles will be inspected and repaired by a MV Agusta dealer, free of charge.
- The recall will involve installing a new front brake master cylinder component, free of charge.
- The earliest date that a MV Agusta dealer can remedy the defect is end of January. We ask that you make arrangements with your MV Agusta dealer immediately. The service will take approximately 30 minutes.

**IT IS IMPERATIVE TO COMPLETE THE RECALL AS SOON AS POSSIBLE.**

Please note that you may submit a complaint to the National Highway Traffic Safety Administration, 1200 New Jersey Ave SE. Washington, DC 20590, or you may call the toll free Auto Safety Hotline at 1-888- 327-4236 (TTY 800 424 9153) or go to [www.safercar.gov](http://www.safercar.gov) , if you believe that:

- MV Agusta or your designated repair facility has failed to or is unable to remedy the defect without charge.
- MV Agusta or your designated repair facility has failed to or is unable to remedy the defect without charge within a reasonable time, which is not longer than 60 days after you tender the vehicle to the designated repair facility.

Any Lessor that receives this notification must send a copy of this notice to the Lessee.

Any Dealer that receives this notification must send a copy of this notice to the Customer.

MV Agusta will reimburse an owner who has already incurred costs to obtain a remedy for the problem addressed by this recall (other than caused by accident or abuse) done on affected vehicles prior to the recall.

We apologize for this inconvenience, however we have taken this action in the interest of your safety and continued satisfaction with our products. If you have any questions, please contact:

**MV Agusta USA, LLC**

10 Canal Street

Suite 224

Bristol, PA 19007

Phone: 215-781-1770

Fax: 215-781-1773



MV AGUSTA MOTOR S.P.A. - SOGGETTA A DIREZIONE E COORDINAMENTO DA PARTE DI MV AGUSTA MOTOR HOLDING S.R.L.  
SEDE LEGALE ED AMMINISTRATIVA: VIA G. MACCHI, 144 - SCHIRANNA - 21100 VARESE - ITALY - TEL. +39 0332 254111 - FAX +39 0332 329378  
COD. FISC. - P. IVA 02324190129 - REA N° 247420 - CAP. SOC. EURO 26.826.667,00 INTERAMENTE VERSATO - [WWW.MVAGUSTA.COM](http://WWW.MVAGUSTA.COM)



If you have sold your vehicle or have taken it out of service, please complete the enclosed reply sheet and return it to **MV Agusta USA, LLC** or use the following email address [info@mvgusta.com](mailto:info@mvgusta.com)

Your cooperation is appreciated.  
Sincerely yours,

**MV Agusta Customer Service**

.....

**To MV Agusta Customer Service**

**Motorcycle VIN:** .....

**Motorcycle cannot be checked because it has been**

- scrapped**
- stolen**
- sold to a domestic buyer**
- sold to an overseas buyer**

**to new address:**

**Name:** \_\_\_\_\_

**First name:** \_\_\_\_\_

**Street:** \_\_\_\_\_

**Zip code:** \_\_\_\_\_ **Town:** \_\_\_\_\_

**Country:** \_\_\_\_\_

\_\_\_\_\_  
**Date / signature:**

**RECALL 2814-18RC01 Brembo brake master cylinder float F4 RR - RC**

***Compliant Motorcycle Declaration:***

**VIN** \_\_\_\_\_

**MASTER CYLINDER PRODUCTION BATCH NUMBER**

\_\_\_\_\_

**DEALER**

**CODE** \_\_\_\_\_ **NAME** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**Signature:** \_\_\_\_\_