

Service Bulletin

Circolare Tecnica - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Data: 10 June 2019

Oggetto: **Lower triple clamp update**

Prodotto: **Brutale 800 RR – DRAGSTER RR**

As a result of continuous monitoring of the quality of our product, it was found that on some MV Agusta models was fitted a lower triple clamp with steering lock pins without threadlock. The remedy is to check the steering lock pins and apply the threadlock if the described non-conformity occurs. The procedure to update and reimbursement of operations is outlined in this Technical Bulletin.

We ask you to perform check and possible update during pre-delivery inspection, during service or at the first useful opportunity in your workshop.

IDENTIFICATION OF THE VEHICLES INVOLVED:

This update involves 167 motorcycles. Please, refer to the list attached to the service bulletin concerning the frame numbers involved.

VEHICLE IDENTIFICATION PROCEDURE:

Check the chassis number (VIN) of your motorcycle: if it is included in the list attached to this bulletin, proceed checking the components involved as specified in the following points.

CHECKING PROCEDURE:

To performing the check of the components on the motorcycles involved, it is necessary to visually check the area of the lower triple clamp where the steering lock pins are present, paying particular attention to the finish in the proximity of the pins;

If a configuration with visible aluminium (machined) is detected as picture below, the part is conform and no update will be necessary:



If a configuration **without visible aluminium and black color (anodized)** is detected as picture below, the **part is NOT CONFORM** and it will be necessary to update it by following the procedure described in the section "PROCEDURE OF INTERVENTION".



PROCEDURE OF INTERVENTION

If the verified lower triple clamp does not comply, it is necessary to remove two steering lock pins and apply Loctite 2400 (Medium) to the threads:

- Place the bike on the sidestand
- remove two retaining pins using a 4mm allen tool
- apply **Loctite 2400 (Medium)** to the threads
- re-assembly the steering lock pins and tighten them with a torque of **8-10 Nm**

NOTE: For anything not mentioned in this bulletin, please refer to the related workshop manuals.

WARRANTY CLAIM (STEP 1)

Send the Warranty Claim to receive a refund of the checking operations and eventual intervention for the lower triple clamp update.

In addition to the complete data for the motorcycle, please provide the following information:

- warranty type = 2 options available:
 - brand new bikes in stock = **GX**
 - sold motorcycles with warranty period activated = **GS**

Warranty claim's features:

- special warranty number: **2823** (to be used for both **GX** and **GS** type claims)
- Operation code: **M 999**
- Labour time: **0,3**
- Problem code: **099**
- Date of problem: Use the date of the warranty claim
- In the warranty claim's notes is MANDATORY to report:
 - If the bike conforms, write **OK – 220 MV**
 - If the bike has been updated write **UPDATED – 220 MV**

After sending the warranty claim, please wait minimum two working days for processing and validation of request by our Technical Assistance Service; afterwards it will be possible to complete the warranty claim by sending the repair date and will be enabled the labour time's refund (see details in the following section "WARRANTY CLAIM STEP 2").

WARRANTY CLAIM (STEP 2)

After validation of the warranty claim by MV Agusta Technical Assistance Service complete the warranty claim procedure by entering the reparation date: the inclusion of the date of repair in the warranty claim is equivalent to certification that the motorcycle has been checked and/or updated by the dealer and also allows the payment of labour for the work performed.

NOTE: We remind you that according to the new features and procedures of warranty management the insertion of the date of repair is fundamental as per technical communication n° 004/17.

Thanks in advance for your cooperation, we are at your disposal for any technical / commercial support

Best Regards,
MV AGUSTA MOTOR S.p.A.
Technical Service Department

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