**TECHNICAL COMMUNICATION G_260019_RC_EN** **13/01/2026**

**Model**: Moto Guzzi V7 Stone – Special – Sport E5+

**Subject**: Left hand grip replacement – Technical update

**Campaign Code:** PA2ZZQ2504_MG_PUC

Dear Dealer / Service Centre / Authorised Workshop,
Through the ongoing, stringent quality control activities we perform on the components installed on our vehicles and our continuous research to develop better new technical solutions, in keeping with our commitment to ensure the best ownership experience possible for the customer, we hereby wish to inform you of the need to replace the left hand grip of the vehicles in question.

One of the materials used by one of our suppliers to manufacture the left hand grip of the vehicles affected by this campaign contains a chemical substance that does not comply with European Union Regulation REACh No. 1907/2006.

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

- update all vehicles in stock before sale
- update vehicles that have already been sold at the first available opportunity.

As usual, for sell-in dealers, the list of chassis numbers involved belonging to your stock is viewable in the section Campaigns / Campaign Reports of the PWM warranty management software suite. For all others, the verification of those involved can be carried out by querying each individual chassis number from the Miscellaneous functions -> PWM Vehicle History menu.

Please contact the Technical Help Desk of our Technical Support Service for any queries or assistance.

**OPERATING METHOD OF INTERVENTIONS ON THE PWM**

- From the main menu, select the option "**campaigns**", then select the option "**Enter campaigns**" from the submenu.
- Enter the chassis number subject to the recall campaign in the window opened.
- Select "search" to open a window with the available service coupon:
    - **Left hand grip replacement service coupon**: service coupon that foresees the replacement of the left hand grip, the automatic order of the necessary components (in the countries where this option is foreseen) and the reimbursement of the labour employed.
- Select the coupon, compile the "**Km**" field, and then save the procedure.
- Once the operation has been completed, it is essential to immediately declare the service coupon as carried out in the PWM in order to conclude the intervention and receive a refund.
- The coupon that will not be declared "carried out" (by the PWM status management) within 6 months from the day of entry will be automatically discarded by the system as NOT CARRIED OUT and will NOT be refunded.

**LABOUR AND SPARE PARTS:**

- **Coupon: Left hand grip replacement**
  Minutes of labour envisaged for procedure: 10'

| Model | Spare part code | Designation | Q.ty |
|---|---|---|---|
| V7 E5+ | 2B011350 | LH HANDLE GRIP | 1 |

**CAUTION**

**Campaign Code:** PA2ZZQ2504_MG_PUC_STOCK

If the frame of the vehicle in your possession displays the campaign code PA2ZZQ2504_MG_PUC_STOCK, it means that you have already received, in a single batch, all the spare parts required for your stock.

Therefore, the inclusion of individual service coupons will only result in the reimbursement of labour and value of the part, without the automatic dispatch of spare parts.

**PROCEDURE:**

Below is information on safe use.

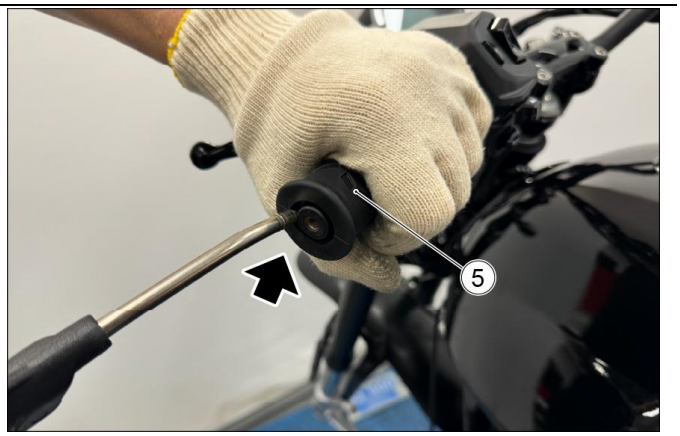
Avoid heating the hand grip during disassembly.

Strictly follow the operating procedure described below.

Prior to replacing the left hand grip, wear nitrile gloves (even just with nitrile-coated palms) to prevent direct contact with the skin.



Remove the left handlebar counterweight (V7 Special / V7 Stone) or the left mirror (V7 Sport), then proceed to remove the left hand grip. Facilitate the operation with the help of compressed air.




Then install a new hand grip.

If necessary, facilitate the operation with the help of compressed air.

**Refer to the Service Station Manual "MSS V7 E5+ Vehicle (2025-)".**




**CAUTION**

Disposal of the replaced left hand grip must be carried out in accordance with the regulations in force in your country.

Please contact the Technical Help-Desk of our Technical Support Service for any queries or assistance.

Please accept our
Best regards,

Piaggio & C. SpA
Aftersales Business Unit
Technical Service & Customer Care