



Date: June 18, 2008
From: Moto Guzzi USA
To: All Moto Guzzi Dealers

Service Communication: 2008-002 USA Flag Designation

Subject: Safety Recall Campaign- Norge 1200 accessory top case mounting bracket.

Affected model: Norge 1200 with accessory top case fitted.

Affected top cases:

Grey top case- part # GU977705F2 or 977705F2
Red top case- part # GU977705Y01 or 977705Y01
Black top case-part #GU977705ND or 977705ND

Affected VINs: Since this recall involves an add-on accessory, all Norge VINS in dealer stock and sold to customers are included for inspection. VIN numbers entered in GGP under the recall function will have two choices for claim entry, depending on which procedure is performed (inspection & replacement or inspection only). Please see bracket identification and warranty claiming procedures below.

Concern: The mounting bracket that supports the top case can break, leading to a possible detachment of the top case. Since this is an important safety concern, it is important to identify and rectify any defective mounting brackets, either in dealer stock or with your customers.

Owner Notification: Each owner of an affected top case will be notified by first class mail. In this letter Moto Guzzi USA will describe the details of the concern, the cause and the correction addressed by this recall. In addition, Moto Guzzi USA asks that each owner contact an authorized Moto Guzzi dealer to arrange an appointment to have the parts and labor required of this recall completed. Please make every effort to accommodate your recall customers within your existing service schedule. In addition, Moto Guzzi USA has provided each recall customer with details of the TREAD Act Reimbursement program. In short, this program provides a plan to reimburse a customer who has already paid for the same repair or update as described in the recall documents. A copy of the Owner Notification and the TREAD Act Reimbursement letters are attached at the end of this bulletin.

Important Note: Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal

Motor Vehicle Safety Standards at the time of delivery to the customer. This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect or noncompliance has been remedied before delivery.

Identification Procedure: Two possible mounting brackets are in circulation.

- 1) Plastic bracket with no latch reinforcement- DEFECTIVE-DO NOT USE
- 2) Plastic bracket with metal latch reinforcement.- O.K. TO USE

DEFECTIVE BRACKET



METAL REINFORCED- O.K.



Parts Information: Brackets that have the metal reinforced latch do not need replacement. Any brackets that do not have the metal reinforced latch will need to be replaced. The new recall bracket has a continuous metal arc support at the rearmost section in addition to an aluminum latch. The plastic covering is pre-installed. Please order this new part through the BM ordering system. Any defective brackets, either from customer bikes or dealer stock, must be returned to Moto Guzzi USA.

New bracket part number: **883147**
(Plastic covering pre-installed)



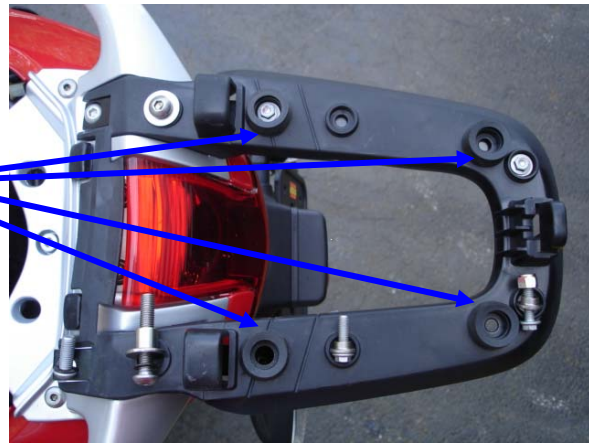
Repair Procedure: Please follow the repair procedure listed below.

Warranty Claiming: Please enter all claims (either for replacements or for inspections only) in the GGP warranty system. See pages 4 and 5 for details

Repair Procedure:

- 1) Remove defective plastic latch with left and right metal supports

Save the 4 rubber cushions



- 2) Photo of removed components
Save bolts/screws



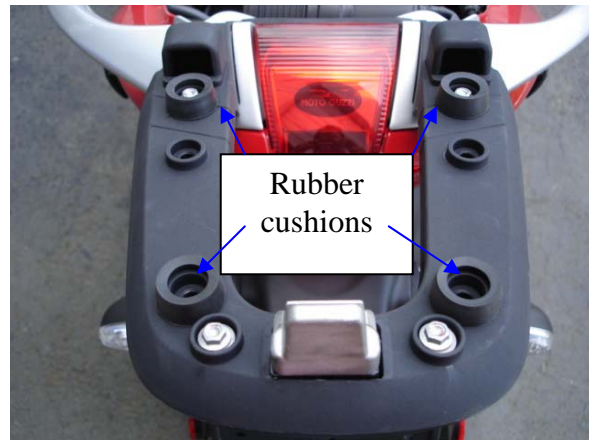
- 3) Fix new bracket 883147- reusing bolts

Torque to 18 ft. lbs.
(Repeat for opposite side)

Torque to 9 ft. lbs.
(Repeat for opposite side)




- 4) Photo of new bracket with rubber cushions



Warranty claiming procedure (Norge 1200 Top case bracket recall)

- 1) Log on to servicemotoguzzi.com using your user name and password. Select "Warranties"- on left side of home page, then "GGP" top of column- center of page.
- 2) Once the GGP portal opens, select "Tech. Update- Campaign", then "Enter recall coupons menu".
- 3) Enter the VIN number under "Frame" and tab down using the TAB key on your keyboard
- 4) Under "Element"- select "**Top box hooking plate Norge**"

- 5) Under "Coupon Type" select, "Extraordinary".
- 6) Under "Coupon Number" click the Question mark and a pop-up box will appear. Click on the number of the coupon that applies to the procedure that was performed.
Coupon 1: Inspection and replacement of bracket.
Coupon 2: Inspection only, no replacement.
- 7) In the "Km/mls" box, enter the mileage of the bike.
- 8) In "Document No." enter your in-house repair order number.
- 9) In "Document type" select "invoice".
- 10) Under the "Date Carried Out", enter the date in European format (dd/mm/yyyy)

When you are finished, submit the claim by clicking on the "Diskette Icon"  in the upper left hand corner of the screen.

Reimbursement: **Coupon 1:** 18 minutes plus cost of part 883147.
Coupon 2: 3 minutes for claim entry – no replacement needed.

TREAD ACT CUSTOMER REIMBURSEMENT PLAN

Customer Reimbursement for Safety Related Recall Repairs.
Effective with Safety related recalls initiated as of January 15, 2003.

Moto Guzzi USA, is initiating a safety related recall for a range of Moto Guzzi motorcycles with VINs that include your vehicle. If you have previously paid to have the repair or update, as described in the recall documentation, completed you are entitled to be reimbursed for that expense.

You are encouraged to request reimbursement from your authorized Moto Guzzi USA dealer. Alternatively, you may submit the request for reimbursement to the following address:

Moto Guzzi Customer Care
140 East 45th Street, 17th Floor
New York, NY 10017

In every case:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the Moto Guzzi authorized dealer network will be considered; however, the procedure must meet Moto Guzzi standards and use Moto Guzzi original equipment parts.
- When Moto Guzzi original equipment parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last customer notification letter sent by Moto Guzzi are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- Moto Guzzi will not reimburse for prior repairs that did not use Moto Guzzi original equipment parts.

The Moto Guzzi authorized dealer will request a copy of the customer notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims will be processed within 60 days of receipt.

CUSTOMER NOTIFICATION LETTER

June 3, 2008

Dear Moto Guzzi Norge Owner:

RE: IMPORTANT SAFETY RECALL INFORMATION REGARDING YOUR 2007 or 2008 MOTO GUZZI NORGE MOTORCYCLE

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

REASON FOR THIS RECALL

Moto Guzzi USA has decided that a defect which relates to motor vehicle safety exists in the mounting bracket as provided with the accessory top case. This accessory top case with mounting bracket is designed for installation on the 2007 and 2008 model year Moto Guzzi Norge model.

Moto Guzzi has decided that the top case mounting bracket that attaches the accessory top case to the motorcycle may fracture in use, over time, with the possibility of the top case loosening on the mounting bracket and possibly falling off of the motorcycle as a result. A top case unexpectedly falling off of the motorcycle could cause an upset in the balance of the motorcycle which could result in a crash.

To date, the subject top case, with included mounting bracket, is not installed on the Norge model as standard equipment, but rather is a Moto Guzzi accessory, sold through authorized Moto Guzzi dealers. As such, there is no VIN range of affected vehicles identified as potentially having this problem. As this accessory could be sold to the owner of any 2007 or 2008 model year Norge sold in the US, a customer notification letter is being sent to all registered Norge owners in the US.

Important Note: As a Moto Guzzi Norge owner, if you have the accessory top case installed on your motorcycle, please remove it at once.

WHAT WE WILL DO

To address this situation, Moto Guzzi USA will conduct a voluntary recall of all accessory top cases for the replacement of the included mounting bracket. Replacement of the mounting bracket will eliminate any potential for a safety risk resulting from the loosening of the top case on the mounting bracket and the possible loss of the top case from the motorcycle.

WHAT YOU SHOULD DO

With the receipt of this letter, please contact your local authorized Moto Guzzi dealer to arrange for the replacement of the mounting bracket. Each Moto Guzzi dealer has been provided with instructions on the replacement of the mounting bracket and replacement parts are in stock. Each dealer is to ask for the original mounting bracket to be turned in, in exchange for the replacement part, so please be prepared to bring the original mounting bracket with you when visiting your dealer. Your Moto Guzzi dealer is best equipped to obtain parts and provide service

to ensure that your vehicle is corrected as promptly as possible, so please contact your dealer as soon as possible to have this issue addressed.

If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Moto Guzzi Customer Care by calling (212) 380 4400, option #4.

After contacting your dealer and the above number, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

In the event that you have sold this vehicle, or the vehicle is no longer in your possession, please complete and return the enclosed postage prepaid reply card to notify us of any change of ownership card.

If you previously had the work required of this recall completed at your own expense, please refer to the attached letter describing the criteria and procedure to request reimbursement.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products. Thank you for your prompt attention to this important matter.

Very truly yours,

Moto Guzzi USA