



Date: September 17, 2008

Contact: Technical Services

Subject: Recall 08V-305 Headlamp Bulb Replacement - Low Beam Bulbs

Service Communication: 2008-004 USA  Designation

Affected Model: 2007-2008 Norge 1200

Affected U.S. Model VIN Range: Please refer to the Moto Guzzi Warranty System (GGP) to confirm the status of individual VINs involved in this recall. VIN identification procedure explained on page two of this bulletin.

Concern: On some Norge 1200 motorcycles, there exists the possibility that the power wire to the headlamp, low beam bulb(s) may wear through the insulation and over time short to ground on the bracket securing the low beam bulb in the headlight reflector. If this occurs, the fuse protecting this circuit will blow. This fuse also supplies power to the engine ECU and a disruption of power for this circuit causes the engine to stop running.


Correction: Replace the low beam headlamp bulbs with bulbs having a protective sheath over the power wire. VINs included in this recall may be in your dealer stock, with your customers or in bound to your dealership from Moto Guzzi USA inventory. Please update all bikes before being sold and notify your customers to have this recall performed as soon as possible.

Consumer Notification: Each owner of a Norge 1200 included in this recall will be notified by first class mail. In this letter Moto Guzzi USA will describe the details of the recall; the concern, the cause and the correction. 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. 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 Consumer Notification and the TREAD Act Reimbursement letters are included with this bulletin.

Important Note: Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must ensure 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. Please check your dealerships inventory, both new and used motorcycles, to ensure that all motorcycles requiring the updates of this recall are addressed.

VIN Identification: Please poll the GGP warranty system on www.servicemotoguzzi.com to determine if the VIN in question is subject to the recall.

- 1) On www.servicemotoguzzi.com select "Warranties"- on left side of home page, then "GGP" at 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"- view any recalls that apply.
- 5) If you observe the heading, "**Norge 1200 Low beam bulb replacement**", this particular VIN is subject to the recall.

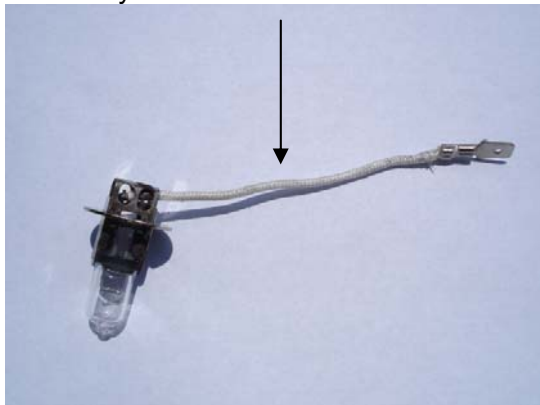
Depress the back button  to back out of the claim. (Note: Recall identification and recall claim entry are performed under the same function, so unless you have completed the recall do not continue to fill in the blocks to submit the claim. Submit the claim only when the recall work has been completed)

IMPORTANT NOTE: If you observe a pop-up message stating, "Vehicle does not belong to Recall Campaign", and you are sure the VIN applies, please contact your technical support representative. In addition, a message stating "Vehicle is not blocked" means all applicable recalls have been submitted for in GGP. In addition, past recall claims on a vehicle can be viewed under "Warranty", then "View Vehicle Data", then "Maintenance Jobs" in the pop-up.

Part Identification: The low beam headlamp bulbs that are subject to this recall do not have a protective sheath over the white wire.

Illustration:

Old style bulb without sheath



New style bulb #981082 with sheath




Parts Ordering Information: Please order Qty. 2 headlamp bulbs (part # 981082) from the BM ordering system.

Repair Procedure: See repair instructions on pages 6-10 of this bulletin.

Warranty Claiming: Low Beam Headlamp Bulb Replacement - Norge 1200

- 1) Log on to www.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 "**Norge 1200 Low beam bulb replacement**"
- 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 (1, 2, etc) in the coupon box.
- 7) In the "Km / MIs" 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: **Labor: 25 minutes**
Parts: Qty 2. of bulb #981082

Completion Reporting and Reimbursement: Claims for vehicles, which have been serviced, must be submitted. Claims submitted will be used by Moto Guzzi USA to record recall service completions and provide dealer payments.

Best regards,

Moto Guzzi USA

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 LETTER

September 11, 2008

Dear Moto Guzzi Owner:

RE: IMPORTANT SAFETY RECALL INFORMATION REGARDING YOUR MOTO GUZZI NORGE 1200 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 Moto Guzzi motorcycle model and model years noted below:

- 2007 – 2008 Moto Guzzi Norge 1200

The power wires to the bulbs for the low beam lights on the above model, within the noted model years, may contact and wear against the bracket that holds the low beam bulbs in place in the low beam reflector. When worn through to a bare wire, there exists the possibility of an electrical short to ground. This electrical short would “blow” the main fuse in the motorcycle’s electrical system causing a loss of all electrical power to the motorcycle’s engine. If running at the time, the engine would stall which under certain circumstances could result in a crash, personal injury or death.

Moto Guzzi USA has identified the VIN range of the Norge 1200 model where the replacement of the headlight low beam bulbs is required. According to Moto Guzzi sales and state vehicle registration records, you are the owner of an Norge 1200 motorcycle that falls within this VIN range.

WHAT WE WILL DO

To address this situation, Moto Guzzi USA will conduct a voluntary recall of all 2007 – 2008 Moto Guzzi Norge 1200 motorcycles within the affected VIN range. Moto Guzzi USA, through the authorized Moto Guzzi dealer network will replace the headlight low beam bulbs on these motorcycles, with a new bulb that provides additional insulation and protection to the power wire, eliminating any potential for a safety risk as a result of the power wire to the low beam bulbs causing an electrical short.

The work required of this recall may be completed by any authorized Moto Guzzi dealer at no charge to you for the required parts or labor. The repair will take approximately 2.0 hours.

WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Moto Guzzi dealer to arrange for an appointment to have the described vehicle updates completed. Instructions for replacing the headlight low beam bulbs have been sent to your dealer and the parts are available. Your dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible.

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.

Repair Instructions:

To change the low beam lamps, proceed as follows:

Remove the front lamp assembly from the vehicle as explained in the Norge workshop manual, available for download from servicemotoguzzi.com.

Uncover the cable harness of the low-beam lamp by pulling the black protective hoods off the assembly (**fig. 2 and 3**).



Fig. 2

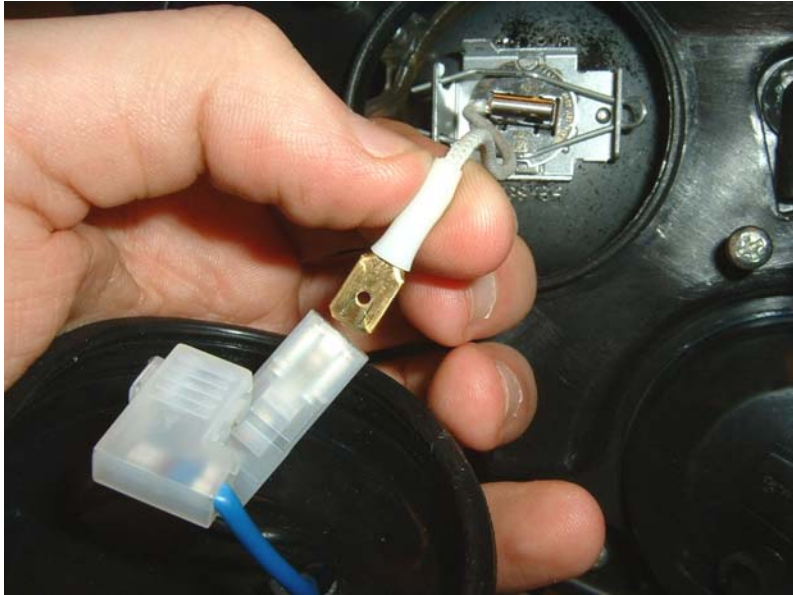


fig. 3

Disconnect the blue cable from the plate fixed to the bulb.



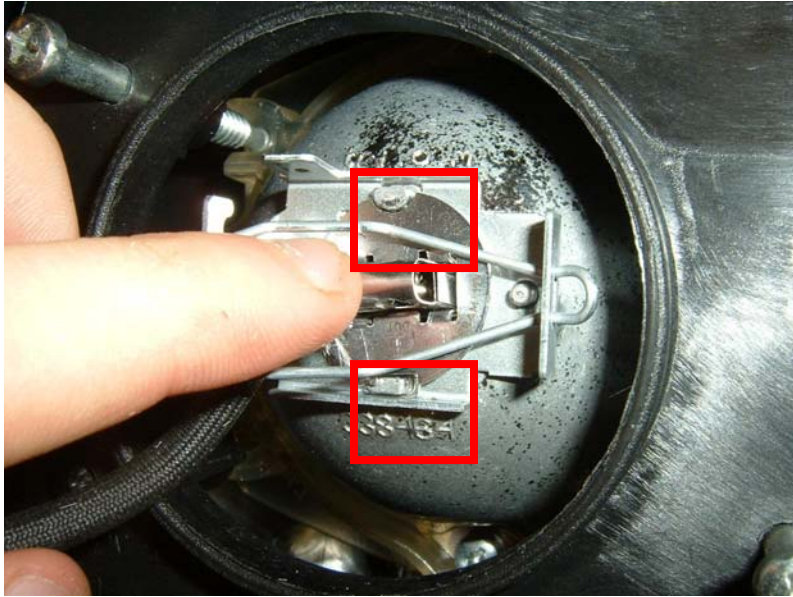
Disconnect the low-beam lamp.



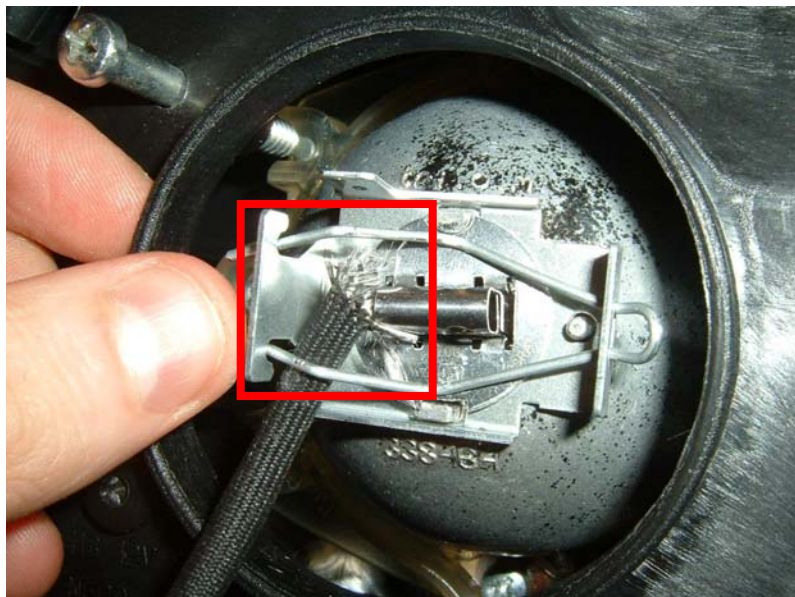
Open the lamp locking fork.



Remove the lamp and replace it with new lamp (code 981082). Align the bulb in the socket as shown, matching the design to the respective bulb cut-out.



When remounting, make sure the cable harness goes under the lock fork as illustrated in the following picture.



Repeat the above steps to change the second low-beam lamp.
Remount the headlamp on the vehicle, referring to workshop manual if needed.

Best regards,
Moto Guzzi USA technical services