



Date: December 31, 2019

Contact: Technical Services

Subject: NHTSA Recalls and Technical updates- V85TT

Recall Communication:  USA market

- NHTSA RECALL 19V-857 Final drive oil leak ID # PGJZZQ1904
- NHTSA RECALL 19V-858 Footrest pin retaining clips ID # PGJZZQ1905
- Four possible additional Technical updates (VIN specific)

Affected Models: A select range of: **Moto Guzzi V85TT models**

Concern: As part of our ongoing commitment to improve product quality and to provide the best possible customer satisfaction, it has come to our attention that non-compliant components may have been installed on a select range of V85TT models. **Specifically, the final drive may develop an oil leak which could lead to oil being deposited on the rear tire (Recall 19V-857) and the footrest pin retaining clips may not have been installed properly leading to the loss of a footrest (Recall 19V-858). In addition, VIN specific technical updates have been released and must be performed while the recall work is being completed** (Applicability for all recalls and technical updates are confirmed using the PWM warranty system for each VIN)

Cause: Concerning the final drive, an internal oil seal may have been damaged during the assembly of the drive. This can lead to an oil leak which may be deposited on the rear tire, increasing the risk of injury or a crash. In regards to the footrest pin retaining clips, a loss of clip can lead to the loss of the footrest pin and subsequently the footrest itself, increasing the risk of injury or a crash.

Correction: Moto Guzzi USA, through the qualified dealer network, will inspect the final drive unit for oil leakage (Recall 19V-857). If **no leakage is found**, an outer seal/cover will be installed in the final drive hub to prevent oil leakage on the wheel/tire assembly. If **leakage is found** during the inspection, a replacement of internal seals will first be performed under a normal warranty claim and the outer seal/cover will then be installed to fulfill the recall.

Concerning the footrest pin retaining clips (Recall 19V-858), all four clips will be inspected for proper fitment. If **only one clip** is found to be non-compliant, all four clips will be replaced under the recall, by choosing the correct coupon in the PWM warranty system.

In addition to the two recalls being performed, there are additional technical updates to be completed that are not classified as safety related. Based on the specific VIN, these updates may include installing a new clutch cable guide arch, tightening the oil sump screws and sump guard fasteners, installing locking nuts on the lumbar support cushion or inspecting rear brake master cylinder for fluid seepage.



Considering the inconvenience this has caused, a general inspection of the vehicle will also be performed free of charge for the customer. This inspection will cover the front and rear suspension, brake pads, lighting system and safety switches. In addition, a comprehensive check of all control modules will be performed using the P.A.D.S. tool. (see page 6 for details)

Please prioritize the repair following the guidelines below:

Customer vehicles: Perform update at first available opportunity

Vehicles in stock: Perform update at the PDI stage before sale to customer

Note: It is imperative to perform these recalls and technical updates before the vehicle is sold and/or leaves the dealership. **Using the PWM warranty system, click on “Campaigns”, then “Campaign Reports” to view all VINS in your inventory that require a technical update or recall.** This list can be filtered by searching for a specific Campaign Description, Frame number, Campaign start date or Coupon state. Customers can also check for themselves if their vehicle is subject to this recall by using this site: http://static.piaggio.com/recall/form-motoguzzi_en.html.

Checking dealer inventory for campaigns:

	In Stock	Sell-Out	Sell out repaired by other Dealer	Total	Interventions
suspended	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	

Owner Notification: Each owner of a vehicle included in this recall 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 their respective Moto Guzzi dealer to arrange for 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 included 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.

VIN Identification (for individual or customer VINS):

1. Go to the Dealer Portal <https://dealerportal.piaggiogroup.com/> and enter your Username and Password. From the left hand menu, click on “**Piaggio Business Service**”
2. From the Piaggio Business service page, choose the tab “**Piaggio Warranty Management**”
3. Select “**Other functions**” in left-hand main menu, then “**Vehicle History**” in the sub-menu.
4. Enter the VIN number next to “**Frame number**” and click “**Retrieve Data**”
5. Click the box next to “**Active Campaigns**” to view any recalls or technical updates that **apply** to the VIN.
- 6.. The status of the campaign can be determined from the status column.
Status examples are shown below:

TO DO: a claim for the campaign has not be entered

SUSPENDED: a dealer in the network has entered a claim for the campaign, but has not finalized or carried it out. Please contact our warranty administrator-
ihenry@piaggiogroupamericas.com

PERFORMED: a claim for the campaign has been entered and carried out by a dealer



Warranty Claiming:

1. From the PWM warranty system menu, click on “**Campaigns**”. In the sub-menu choose “**Enter Campaigns**”, then enter the VIN next to “**Frame number**” and click “**Search**”.
2. Under “**Campaign Code**”, click on the underlined campaign ID code for the procedure/coupon being performed:

Note: Some campaigns or technical updates have more than one coupon based on the results of the inspection. Be certain to select the correct coupon for the operation being performed.

3. Under “**Serv. Coup. Data**”, enter the **KM/Mi.** of the vehicle.
4. Click the “**SAVE**” icon at the top of the claim

Claim entry automatically orders the necessary parts, if applicable!

Please do not attempt to manually order recall or technical update parts!

Important note: In order to begin the payment process, Campaign submission must be followed by “**Carrying-Out**” the recall or technical update campaign. This is the last step in the claim process, confirming that the work was actually performed by your dealer. “**Carrying-out**” recalls or updates is done under the function “**State Management**” in PWM. On claims found under State Management, you must click on the Wrench icon under the column “Perform work” for the respective claim. All types of claims (Normal warranty claims/ Technical update claims /Recall claims) are carried out under State Management.

Description	Cause	Dealer progressive number	Type of request	Perform Work
Warrantized		56	Warranty	
Warrantized		60	Warranty	
Warrantized		59	Warranty	



Recall & Technical Update summary

To minimize any confusion, a description of the recalls and technical updates are shown below. Each Recall or Technical Update will have detailed instructions found on the following pages of this bulletin.

Safety Recalls:

PGJZZQ1904 “Installation of the Gearbox Cover” (The Final drive oil seal/cover)

- There is only 1 Coupon for this Recall.
- Labor reimbursement is **20 minutes** for the seal/cover and **20 minutes** for the vehicle inspection *(see chart below).
- Recall claim entry supplies new outer seal/cover **2B0072291** (whether final drive is leaking or not). Part is automatically ordered upon claim entry.
- If final drive is **found leaking**, submit a **normal warranty claim** to replace the final drive internal seals. Finish the repair by installing the new outer seal/cover supplied by the recall claim. Internal parts needed for normal claim: **GU90413850 seal, 2B002535 seal, GU90706958 O-ring**. Reimbursement is approximately **100 minutes**. Parts are automatically ordered when normal claim is approved.
- If final drive is found **not leaking**, install the new outer seal/cover in the final drive hub (normal warranty claim not necessary)

A general inspection of the vehicle will also be performed free of charge for the customer. Reimbursement for this inspection is automatically included in the recall claim for the final drive oil seal/cover.

*Complimentary vehicle inspection

Control	Component	Operation detail
1	Rear shock absorber	Functional checks
2	Transmission cables and controls	Functional checks
3	Diagnosis by tool	Check for any errors and availability of new calibrations
4	Fork	Check for any leaks
5	Brake system - brake pad wear	Check wear
6	Light system - check battery efficiency	Check battery voltage and
7	Safety switches (stop, clutch, side-stand, gear)	Functional checks



PGJZZQ1905 “Foot peg circlips” (Foot peg retaining clips)

- There are 2 possible coupons for this Recall
 - Rider and passenger foot peg pin clips will be inspected
 - **Coupon 1- Circlip check:** If all clips are intact and properly installed choose coupon 1.
-Labor reimbursement: 5 minutes
 - **Coupon 2- Circlip check & Replacement –:** If **even one clip** is improperly installed, choose coupon 2. All four clips will be replaced on all foot pegs fitted to the vehicle.
-Labor reimbursement: 10 minutes.
-Part reimbursement: **AP8152409 (Qty. 4) Automatically ordered upon claim entry.**
-

Technical Updates: There are four possible technical updates based on the VIN

(1) PG2ZZQ1901 “Rear brake master cylinder” (Check or replacement of rear brake master)

- This technical update has two possible coupons
- Rear brake master cylinder requires inspection behind dust boot

Coupon 1- Check- Rear master cylinder is not seeping brake fluid behind dust boot (labor only)

Coupon 2- Check and Replacement- Rear master cylinder is seeping brake fluid behind boot
Part **2B000508 is automatically ordered with claim entry** (labor and parts)

(2) PGJZZQ1902 “Check of sump cover and sump fixing” (Oil sump, sump guard & bracket tightening)

- This technical update has one coupon (no parts needed)
- **Coupon 1** - The oil pan/sump screws will be tightened along with tightening the sump guard brackets and sump guard mounting screws. Pay attention to metal bushing orientation per instructions. (Labor only)

(3) PGJZZQ1903 “Clutch cable guide arch” (Replacement of clutch cable guide arm at dash)

- This technical update has one coupon
- **Coupon 1**- Install new clutch cable guide arm to the upper handlebar plate
- Part **2R000543 is automatically ordered upon claim entry** (labor and parts)



(4) PGJZZQ1906 “Saddle lumbar cushion” (Installing locknuts on the lumbar cushion)

- This technical update has one coupon
- **Coupon 1-** installing new lock nuts on the saddle lumbar cushion
- Part **AP8150114 locknuts (qty. 2) are automatically ordered upon claim entry.** (labor and parts)



SAFETY RECALL

PGJZZQ1904 “Installation of the Gearbox Cover” (The Final drive oil seal/cover)

PROCEDURE

Position the vehicle on the center stand, if present, or on a scissor lift to ensure the stability and anchorage of the vehicle.

Important: the lift must support the vehicle by placing the 2 accessory vertical brackets at the ends of the crossover tube on the stand support.

Do not lift the vehicle by the oil sump.



Remove the rear wheel after removing the caliper support, without disconnecting the brake hose.

Important: If oil leaks are noted from the flexible coupling area, before continuing with the installation of the seal/cover kit, remove the breather and disassemble the final drive to replace the GU90413850 (inner small seal), 2B002535 (hub seal) and GU90706958 (case O-ring) Refer to the vehicle workshop manual for instructions.

Refit the breather only after having assembled the bevel gear on the vehicle and after blowing it with compressed air.





To receive these internal seals:

Enter a **normal warranty claim** specifying that the leak was detected during the campaign operation and enter campaign code "**PGJZZQ1904**"-Final drive oil leak" in the notes on the claim.

For oil filling and level check operations, refer to the workshop manual or Technical bulletin **G_190782_TC_EN** "Transmission/final drive oil-Checking level and changing" published on August 30, 2019.

Correct qty. is 160cc after draining the final drive.

Once the final drive has been repaired or on final drives that are not leaking:

Clean only the surface of the wheel hub, on where the external O-Rings of the cover will ride, using a multi-purpose abrasive sponge cloth, see photo.

Important: do not use the multi-purpose sponge for cleaning the internal spacer pin, in the area where the oil seal will ride on the spacer.

At the end, perform a complete cleaning using oil-soaked fabric.

Important: do not use compressed air.

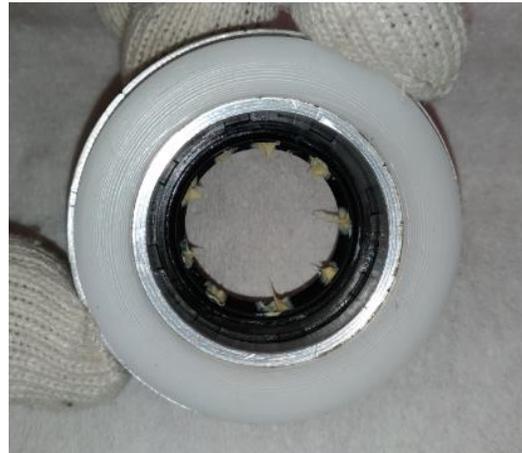
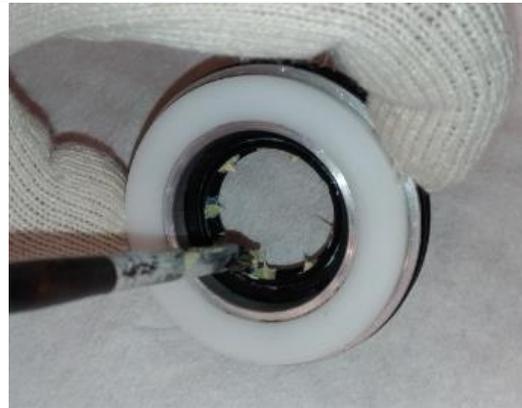




IMPORTANT

Using a small brush, apply mineral grease to fill the area between the 2 lips of the oil seal and the dust cover of the cover, respecting the method in the photo on the side.

The external o-rings must be lightly lubricated with the same grease; eliminate any surplus.



Fully insert the seal/cover on the spacer sleeve in the final drive, taking care to use the plastic tie included in the kit. This tie will allow air to escape, which will allow the complete insertion of the cover in its seat. Remove the plastic tie.

Important: to avoid damaging the oil seal lip, the tie must have the **smooth side** facing the sealing lip itself.

Take care to clean any excess grease to avoid drips that could be mistaken for oil leaks.





Refit the rear wheel and the brake caliper support and torque to the specified torque values.

- **Caliper support bracket pin/screw:
35 Nm (26 lb. ft.)**

- **Rear wheel axle nut 100 Nm (74 lb. ft)**



SAFETY RECALL

PGJZZQ1905 “Footpeg circlips” (Footpeg retaining clips)

PROCEDURE

Coupon 1 checking the retainer circlip of the rider and passenger footpegs:

Check that the retaining circlips are inserted correctly in the slot of the rider and passenger footpeg pins; If all are correctly inserted, select coupon 1 for check only.



Coupon 2 check and replacement of the retainer circlip of the rider and passenger footpegs:

If at least 1 of the circlips should present critical anchorage or fitment issues, replace all the circlips (Qty.4) with code AP8152409 (photo on the side). **Claim entry automatically orders the parts.**

It is recommended to use circlip pliers and be careful not to open the circlip too much in the engagement/insertion phase to avoid compromising the retention reliability.





Technical Update

(1) PG2ZZQ1901 "Rear brake master cylinder"

Check or replacement of rear brake master cylinder

After manually removing the rear brake master cylinder's dust boot, check for the presence of brake fluid (see example in the photo on the side):

- Select the labor reimbursement **Coupon 1 for checking only- if no brake fluid is detected;**
- Select the labor reimbursement **Coupon 2 for checking and replacement** of the rear brake master cylinder **code 2B000508**, if you notice brake fluid leaks (see photo 1). **Claim entry automatically orders the part.**

For disassembly, reassembly, bleeding operations and the tightening torque values refer to the V85TT workshop manual.



Important : Do not confuse any assembly grease with brake fluid

Note: take particular care to select the correct coupon in order to avoid complicated reversal/charge operations to restore the correct choice in system.

Moto Guzzi may also request the return of the component declared defective and replaced to carry out functional checks to check what you have declared.



Technical Update

(2) PGJZZQ1902 "Check of sump cover and sump fixing"

Check fixing of the oil sump, sump guard support and sump guard

Select Coupon 1 to receive the labor required to check and update the tightening torque of the oil sump fixing screws (oil pan screws) and to check & update the fixing methods of the sump guard support brackets and the sump guard.

After removing the sump guard and the relative support brackets, update the tightening torque of the oil sump fixing screws (**oil pan bolts**) to **11-13 Nm or (8- 9.5 lb. ft.)**

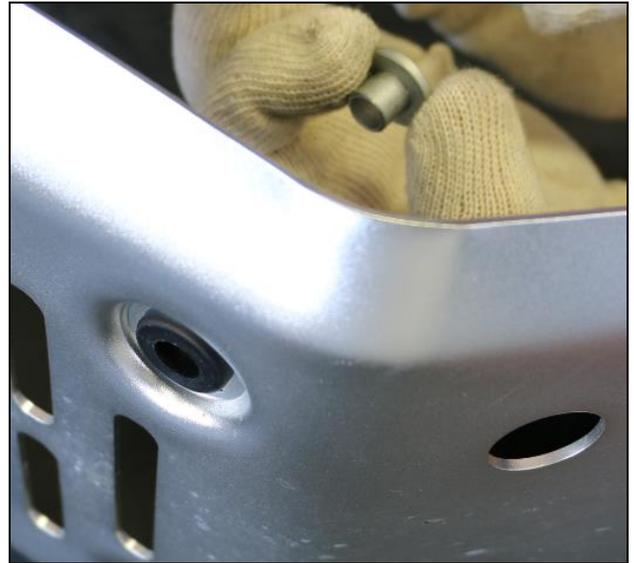
Before reinstalling the sump guard support brackets, take care to clean any remaining threadlock from the screw threads (if they were already updated as per the Technical Communication "increase of the sump guard fixing screws tightening torque - UPDATE" of October 28, 2019) .

Apply "**Loctite 243**" medium strength threadlocker to the 4 bracket screws M8X16 (**code AP8152285**) and tighten to a torque of **25 Nm or (18 lb. ft.)**





Now reassemble the sump guard taking care to insert the 4 bushings **cod. AP8221128** in the rubber inserts, following the insertion direction visible in the photo to the side (**from the inside towards the outside of the sump guard**).



Apply "**Loctite 243**" medium strength threadlocker to the 4 screws M8x25 (**code AP8152287**) fixing the sump guard to the support bracket and then tighten to a torque of **15 Nm or (11 lb. ft.)**.





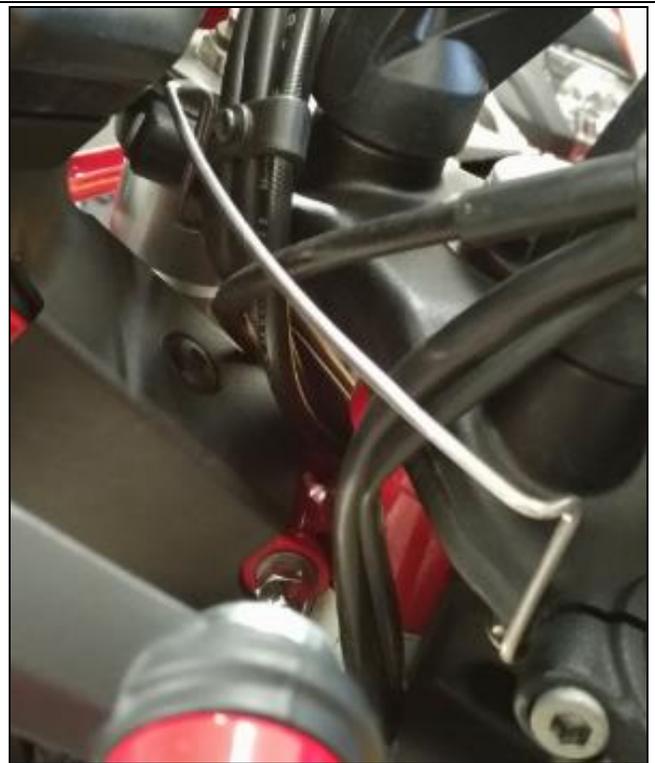
Technical Update

(3) PGJZZQ1903 “Clutch cable guide arch”

Update of the clutch cable guide arch

Select Coupon 1 to receive the new arch **code 2R000543** (see photo on the right) and the relative assembly labor. This new component avoids preloading of the clutch cable which could score the lower perimeter frame of the instrument cluster. Part is auto-shipped upon claim entry.

**Tightening torque of the fixing screws:
10 Nm or (7.4 lb. ft.).**





Technical Update

(4) PGJZZQ1906 "Saddle lumbar cushion"

Replacement of the saddle lumbar cushion nuts

Select Coupon 1 to receive 2 self-locking nuts code AP8150114 (see photo on the right) which replace the previous ones and to receive the relative assembly labor. When fastening the new nuts, make sure that the cushion is close-fitting to the saddle. Parts are auto-shipped upon claim entry.



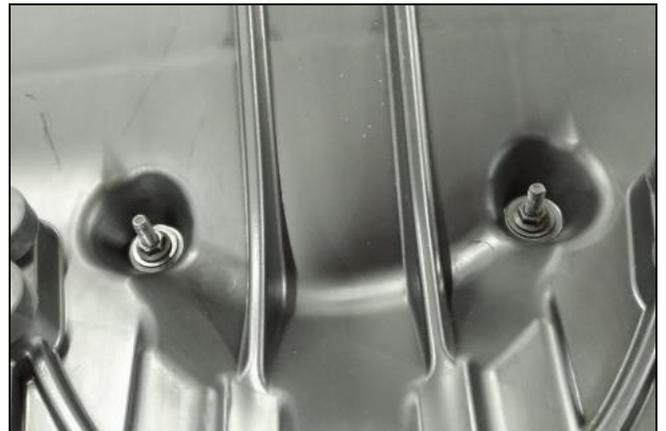
The washers below the nuts must be reused in the same position.

The nuts to be replaced are visible and accessible from the bottom of the seat (see photo to the side).



Tightening torque required:

2.5 Nm or (1.8 lb. ft.)





Please do not hesitate to contact our Technical Support Service for any further information or assistance.

Best regards,

Moto Guzzi USA-Technical Services
Piaggio Group Americas



Copy of owner notification and Tread Act Reimbursement Plan

Date: December 31, 2019

Dear Valued Customer:

IMPORTANT SAFETY RECALLS

Regarding your: **2020 Moto Guzzi V85TT**

THIS NOTICE APPLIES TO YOUR VEHICLE VIN: _____
NHTSA Recall #'s 19V-857/19V-858

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The internal campaign codes for Recalls 19V-857 and 19V-858 are PGJZZQ1904 and PGJZZQ1905 respectively.

REASON FOR THIS RECALL

Moto Guzzi USA has decided that defects, which relate to motor vehicle safety, exist in a specific range of Moto Guzzi motorcycles noted below:

- MY 2020 V85TT models

In the affected range, Moto Guzzi USA has **found that the final drive may develop a leak, leaking oil onto the rear tire (Recall 19V-857). This oil leak on the rear tire may cause a loss of vehicle control or a crash, increasing the risk of injury.**

It has also been discovered that the retaining clips for the footrest pins may not be adequately secured, which could cause the footrest to detach and fall from the vehicle (Recall 19V-858). **If the footrest falls off, it may cause a loss of vehicle control or a crash, increasing the risk of injury.** According to vehicle registration records, you are the owner of a vehicle that falls within this affected VIN range.

WHAT WE WILL DO

To address this situation, Moto Guzzi USA will conduct the recalls for the vehicles within the affected VIN range. **Moto Guzzi USA, through the qualified dealer network, will inspect the final drive unit for oil leakage. If no leakage is found, an outer seal/cover will be installed in the final drive hub to prevent oil leakage on the wheel/tire assembly. If leakage is found during the inspection, a replacement of a set of internal seals will be performed under warranty first and then the outer seal/cover will be installed to fulfill the recall. Concerning the footrest pin retaining clips, all four clips will be inspected for proper fitment. If one or more clips are found to be defective, all four clips will be replaced under the recall.** This repair campaign will eliminate any potential safety risk.



In addition to the two recalls being performed, there are additional technical updates that will be completed at no charge that are not classified as safety related. Depending on your particular VIN, these updates may include installing a new clutch cable guide arch, tightening the oil sump screws and sump guard fasteners, installing locking nuts on the lumbar support cushion or inspecting rear brake master cylinder for fluid seepage.

Considering the inconvenience this has caused, a general inspection of your vehicle will also be performed free of charge. This inspection will cover the front and rear suspension, brake pads, lighting system and safety switches. In addition, a comprehensive check of all control modules will be performed using the Moto Guzzi diagnostic tool.

The technical updates and general inspection are free optional services, and not required as part of the two safety recalls.

The work required by this recall may be completed by your qualified Moto Guzzi dealer at no charge to you for the required parts and labor. The work time to install the final drive seal/cover is approximately 20 minutes (an additional 100 minutes is necessary if a final drive leak is found). The footrest pin retaining clip inspection will require 5 minutes if all clips are compliant and 10 minutes for non-compliance (all four clips replaced). The free general vehicle inspection will require approximately 20 minutes.

WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Moto Guzzi dealership **as soon as possible** to schedule an appointment to have the recalls and technical updates completed. Instructions for this recall 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. Please ensure that these instructions are followed by anyone that uses your vehicle.

If 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 our Customer Care helpline at 212-380-4433.

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 to: 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>.

Our Customer Care helpline (**212-380-4433**) is available to provide you with further information and any support you may need. Should the vehicle not be in your possession or available to you, please provide the name and address of the purchaser by contacting our Customer Care



department or by filling out the form on the following page. This form can be faxed to 212-380-4459. Our Customer care email is: customercare@piaggigroupamericas.com

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

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

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- Technical Services
Piaggio Group Americas



V85TT- Final drive oil leak & Footrest pin retaining clip Recall

VIN # (Full 17 digits): _____

New Owner Details (if not in your possession)

First Name: _____ Last Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Date of transfer: _____

Vehicle not available for the following reasons: Scrapped: _____ Stolen: _____

Vehicle not available for other reasons: (Please specify)

Print Name: _____

Signature: _____ *Date:* _____



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 select range of models that includes your VIN number. 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 respective Moto Guzzi dealer. Alternatively, you may submit the request for reimbursement to the following address:

Customer Care
Moto Guzzi USA
1020 W. 17th Street
Costa Mesa, CA 92627

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 USA authorized dealer network will be considered; however, the repair procedure must meet Moto Guzzi USA's standards.
- When reimbursing for parts, 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 USA are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

The authorized Moto Guzzi 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