

# Service Bulletin

Service Bulletin - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Date: 12 December 2017

Subject: Rear wheel rim

Product: **Brutale 800 Dragster RR**

## NOTIFICATION OF RECALL:

A non conforming rear wheel rim has been used on some motorcycles which may therefore potentially fail during normal use of the vehicle thereby increasing the risk of a fall.

## IDENTIFICATION OF VEHICLES POTENTIALLY CONTAINING THE DEFECT:

The present recall involves 211 vehicles produced from 26 June to 25 September 2017 that may be equipped with the defective rear wheel rim.

Please refer to the attached list for involved models and chassis numbers.

## DESCRIPTION OF THE DEFECT:

On some motorcycles subject to the current recall the rear wheel rim is potentially non conformant and is therefore subject to malfunction.

In the interest of our customer's safety, and as regulated by law, you may sell but not deliver to customers before having completed the below described "**Recall Procedure**".

## NOTIFICATION TO CUSTOMERS:

MV Agusta will notify all registered owners about this recall, inviting them to bring the motorcycle to their dealer. An example customer letter is attached.

To protect the safety of our riders, it is our mutual responsibility to ensure the recall service is performed on all affected motorcycles. In addition, we strongly urge you to perform the recall service even if the motorcycle was not purchased from your dealership.

You are also required to perform the recall service on all affected models in your dealership inventory prior to delivering, renting or leasing those vehicles.

If you are not sure that a safety recall has been completed on a particular motorcycle, please contact MV Agusta Customer Service via e-mail ([MVAgusta.AfterSales@mvagusta.com](mailto:MVAgusta.AfterSales@mvagusta.com)).

## IMPORTANT NOTICE

We request that you contact any owners of affected models that your records show as unregistered. Inform them of the safety recall and make arrangements to remedy the defect on their motorcycle as soon as possible. We also require that you activate their registration thereby enabling us to send the owner's letters via direct mail, as required by the law.

## RECALL PROCEDURE

Check the frame number (VIN) of your bike. If included within the list attached to this Circular, proceed with the Warranty Claim as specified in the next steps.

## WARRANTY CLAIM:

- Send Warranty Claim to activate the spare parts order and subsequent reimbursement of the spare part and labour. In addition to the vehicle's information, provide the following details:
  - Type of warranty = 2 available options:
    - New in stock motorcycles = **GX**
    - Sold motorcycles with activated warranty = **GS**
  - Special warranty number = 2813 ( to be used both for **GX** and **GS** )
  - Qty 1 component code = 3 available options:
    - Code 80C0C0046 black rim / gold hub and nipples;
    - Code 80A0C0046 black rim / red hub and nipples;
    - Code 8000C0046 white rim / red hub and nipples.
  - Operation code: N 099
  - Labour: 0.8 ore
  - Defect code: 099
  - Incident date: enter warranty request date
- Take the new rear wheel rim received and identified by the painted green colour dot as shown in the following photo:



- Install the new rim while respecting the specifications in the workshop manual.
- Run a dynamic test of the motorcycle to verify its conformity.

- Package the non compliant rear wheel rim previously removed and contact MV Agusta Spare Parts: Ms. Emanuela Bottelier ([emanuela.bottelier@mvagusta.com](mailto:emanuela.bottelier@mvagusta.com)) or Mr. Filippo Macalli ([filippo.macalli@mvagusta.com](mailto:filippo.macalli@mvagusta.com)) to organize the component's return to MV Agusta.
- Complete the Warranty Request Procedure by entering the repair date.

**NOTE: We would like to remind you that, according to the new functional and warranty management procedures, it will be necessary to complete the operation request with the repair completion date in order to proceed with the correct warranty reimbursement (see technical note n° 004). In addition, until the non conformant part is received, reimbursement of the entered warranty will not be possible.**

Thank you in advance for your cooperation. We remain at your disposal should you require further technical support.

Best regards,

MV AGUSTA MOTOR S.p.A.  
Technical Service Department  
Recall 2813

Attachments:

- 1 - List of all motorcycles involved in SAFETY RECALL 2813.
- 2 - Facsimile letter for MV Agusta motorcycles owners.



**NHTSA Campaign Number: 17V772**

Date: December 2017

Dear Customer,

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

MV Agusta Motor S.p.A has decided that a safety defect exists on a production batch of some rear wheel rims used for our model MV Agusta Brutale 800 Dragster RR produced from 26 June 2017 to 25 September 2017. We are therefore conducting a voluntary safety recall.

**YOUR VEHICLE IS AFFECTED**

Affected motorcycles have spokes on the rear wheel rim that may be loose or that may become loose, subjecting the rim to potential failure during normal use of the motorcycle, thereby increasing the risk of a crash.

WARNINGS which can precede failure:

If the spokes are loose or become loose, the wheel may react abnormally causing the motorcycle to wobble when ridden. Do not ride your motorcycle under any circumstance.

MV Agusta is taking the following measures to remedy the defect:

- Notifying affected MV Agusta owners.
- Conducting a voluntary recall so that affected vehicles will be inspected and repaired by a MV Agusta dealer, free of charge.
- The recall will involve installing a new rear wheel rim, free of charge.
- The earliest date that a MV Agusta dealer can remedy the defect is 15 December 2017. We ask that you make arrangements with your MV Agusta dealer immediately. The service will take approximately 60 minutes.

**IT IS IMPERATIVE TO COMPLETE THE RECALL AS SOON AS POSSIBLE.**

Please note that you may submit a complaint to the National Highway Traffic Safety Administration, 1200 New Jersey Ave SE. Washington, DC 20590, or you may call the toll free Auto Safety Hotline at 1-888- 327-4236 (TTY 800 424 9153) or go to [www.safercar.gov](http://www.safercar.gov) , if you believe that:

- MV Agusta or your designated repair facility has failed to or is unable to remedy the defect without charge.
- MV Agusta or your designated repair facility has failed to or is unable to remedy the defect without charge within a reasonable time, which is not longer than 60 days after you tender the vehicle to the designated repair facility.

Any Lessor that receives this notification must send a copy of this notice to the Lessee.

Any Dealer that receives this notification must send a copy of this notice to the Customer.

MV Agusta will reimburse an owner who has already incurred costs to obtain a remedy for the problem addressed by this recall (other than caused by accident or abuse) done on affected vehicles prior to the recall.

We apologize for this inconvenience, however we have taken this action in the interest of your safety and continued satisfaction with our products. If you have any questions, please contact:

**MV Agusta USA, LLC**

10 Canal Street

Suite 224

Bristol, PA 19007

Phone: 215-781-1770

Fax: 215-781-1773



MV AGUSTA MOTOR S.P.A. - SOGGETTA A DIREZIONE E COORDINAMENTO DA PARTE DI MV AGUSTA MOTOR HOLDING S.R.L.  
SEDE LEGALE ED AMMINISTRATIVA: VIA G. MACCHI, 144 - SCHIRANNA - 21100 VARESE - ITALY - TEL. +39 0332 254111 - FAX +39 0332 329378  
COD. FISC. - P. IVA 02324190129 - REA N° 247420 - CAP. SOC. EURO 26.826.667,00 INTERAMENTE VERSATO - [WWW.MVAGUSTA.COM](http://WWW.MVAGUSTA.COM)



If you have sold your vehicle or have taken it out of service, please complete the enclosed reply sheet and return it to **MV Agusta USA, LLC** or use the following email address [info@mvgusta.com](mailto:info@mvgusta.com)

Your cooperation is appreciated.  
Sincerely yours,

**MV Agusta Customer Service**

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**To MV Agusta Customer Service**

**Motorcycle VIN:** .....

**Motorcycle cannot be checked because it has been**

- scrapped**
- stolen**
- sold to a domestic buyer**
- sold to an overseas buyer**

**to new address:**

**Name:** \_\_\_\_\_

**First name:** \_\_\_\_\_

**Street:** \_\_\_\_\_

**Zip code:** \_\_\_\_\_ **Town:** \_\_\_\_\_

**Country:** \_\_\_\_\_

\_\_\_\_\_  
**Date / signature:**