



Date: August 16, 2019

Dear Valued Customer:

IMPORTANT SAFETY RECALL

Regarding your: Moto Guzzi (Audace/California Touring/Eldorado/MGX-21)

THIS NOTICE APPLIES TO YOUR VEHICLE

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The NHTSA identification number of this recall is **19V-561**

REASON FOR THIS RECALL

Moto Guzzi USA has decided that a defect, which relates to motor vehicle safety, exists in a specific range of Moto Guzzi motorcycles noted below:

- 2016 and 2018 Audace
- 2017-2018 California Touring
- 2016 and 2018 Eldorado
- 2017 MGX-21

In the affected range, Moto Guzzi USA has **identified non-compliant front brake master cylinders that have been installed on a specific, limited batch of vehicles**. The front brake master cylinder may not have sufficient ineffective lever stroke (Ineffective stroke = initial part of the lever stroke which does not cause braking effect.) **This could lead to a progressive auto-activation of the brake itself until the vehicle stops, with a potential impact on safety. The vehicle may unexpectedly slow down and could stop without activation of the rear stop light, increasing the risk of a crash.** 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 a recall of models within the affected VIN range. **Moto Guzzi USA, through the qualified dealer network, will inspect the front brake master cylinder using a specific procedure to determine if a defect exists. Front master cylinders found to be out of compliance will be replaced.** This repair campaign will eliminate any potential safety risk.

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 for the repair is approximately 20 minutes if the master cylinder is found to be compliant and no parts are needed.



If master cylinder replacement is necessary, a claim will be submitted to obtain a new master cylinder and the repair will require approximately 50 minutes of work time.

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 recall 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@piaggiogroupamericas.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



MOTO GUZZI

Audace/California Touring/Eldorado/MGX-21 (Recall- Front brake master cylinder)

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.

