



Date: August 22, 2023

Dear Valued Customer:

## IMPORTANT SAFETY RECALL

Regarding your: **2023 V100 Mandello or V100 Mandello Aviazione Navale**

**THIS NOTICE APPLIES TO YOUR VEHICLE VIN:**

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 **23V-572**.

### 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 as noted below.

- Select 2023 V100 Mandello (Mandello S excluded)
- Select 2023 V100 Mandello Aviazione Navale

**In the affected range, Moto Guzzi USA has identified the possibility of a non-conformity in the mounting of the rear shock absorber. Specifically, metal bushings may be absent at the shock mounting points, which causes an increase in friction at these locations. This additional friction may create an abnormal load to the shock and result in breakage of the shock from its mount. Breakage of the rear shock can lead to a loss of control and increase the risk of a crash and 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 a recall of the aforementioned models within the affected VIN range. **Moto Guzzi USA, through the qualified dealer network, will perform an inspection of the rear shock absorber to verify if all bushings are present. If ANY bushing is found to be missing, the entire shock absorber will be replaced along with the necessary hardware.** 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 required to perform the inspection is approximately 10 minutes. If a defect is found, a new rear shock will be claimed/ordered and the time needed to replace the rear shock is 20 minutes.

Piaggio Group Americas 860 Washington St. New York, NY 10014



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### WHAT YOU SHOULD DO

With 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. Your dealer is best equipped to provide a 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: 212-380-4400.

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 (212-380-4400) 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 by phone or by filling out the form on the following page and emailing to [customercare@us.piaggio.com](mailto:customercare@us.piaggio.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  
Piaggio Group Americas

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## 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 **2023 V100 Mandello and V100 Mandello Aviazione Navale** 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  
860 Washington St.  
New York, NY 10014

In every case:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not including 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.