

Service Bulletin

Service Bulletin - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Date: 30 May 2016

Object: **Clutch update**

Product: **Turismo Veloce (all versions)**

Further to the continuous quality improvement process of our products, we decided to introduce a product update includes a new clutch housing + cush drive.

We ask you to provide the checking of the involved models and eventually update them during a service operation or at the first convenient opportunity at your workshop.

We inform you that, in the interest of customers who have already traveled more road and therefore need priority, is recommended to perform the repair at higher mileage than 5.000 km (3.000 miles).

It is necessary therefore the update of the clutch housing + cush drive on the following frame numbers:

- **MODEL TURISMO VELOCE** up to **VINV001790** included

WARRANTY REQUEST – AUTHORIZATION PROCEDURE

- Fill out the claim request form (attached to this service bulletin) and send it duly completed to luciano.pin@mvaugusta.com - ServiceSupport@mvaugusta.com and always including in copy your technical area manager.

- Wait for warranty acceptance with relative authorization number needed for the order of spare parts

- Order the spare part code W000W1373 CLUTCH HOUSING KIT that include:

N° 1 piece CLUTCH HOUSING

N° 3 pieces ABSORBER, HUB SHOCK 70SH

N° 3 pieces ABSORBER, HUB SHOCK 80SH

N° 1 piece GASKET, CLUTCH COVER

indicating in the note's area of the spare parts order, the received authorization number.

- Upon receipt of the necessary spare parts proceed with the replacement following the below reported instructions:

- *Remove the clutch (this operation doesn't need to remove the engine oil)*
- *Place on the workbench the clutch housing and remove the six screws that hold the mounting plate*

- *Replace the rubber cush drive (lubricating them with engine oil to facilitate the insertion) with new type ones, black and green included in the kit as shown in the picture:*



- *Place the new rubber cush drive on the clutch housing with the inscription "UP" upwards, and alternating the two colors (black - green) as in the picture:*



- *Assemble the clutch housing making sure that the O-ring does not get pinched in between, using some grease in order to keep it in place as picture:*



- *Reassemble the clutch housing, fixing the plate with the 6 screws and using some medium Loctite on the thread tightening them to 10 Nm as picture:*



- *Complete the repair in all its parts*
- *Test the motorcycle before delivery to the customer*

- At complete work, you can send the warranty request for reimbursement

Warranty refund procedure:

Send Warranty Claim for reimbursement, duty filled with full details of the motorcycle and parts codes/quantity, indicating also the following details:

- Warranty type = GS
- Special warranty number = 2807
- Spare parts: N°1 W000W1373 CLUTCH HOUSING KIT
- Operation code = E 999
- Labor Time = 0.8 hours
- Problem code = 099

In the note area of the warranty claim, please refer to the service bulletin N°168 and enter the authorization number

The reimbursement of the warranty claim will be processed through Invoice, as usually.

To minimize any customer discomfort, we invite you to perform the operation, described above, as soon as possible, inviting the customers directly to visit your workshop.

In fact, the experiences consolidated also from other brands, in similar cases, demonstrate that customers appreciate the availability and sensitivity of Dealers and they usually associate this kind of repairs to other purchases (example: maintenance, purchase of clothing, merchandising, etc.).

Thanking you in advance for your cooperation, please don't hesitate to contact us for any technical / commercial support.

Best Regards
MV AGUSTA MOTOR S.p.A.
Technical Service Support



**AUTHORIZATION APPLICATION
PRODUCT UPDATE**

**TECHNICAL SERVICE
DEPARTMENT**

Mod.AQ142 del 7/4/16

OBJECT: PRODUCT UPDATE _____ **S.B. N°** _____
(INDICATE THE MODEL AND TYPE OF OPERATION)

CLIENT CODE : _____

COMPANY NAME: _____

AUTHORIZATION REQUEST TO PROCEED WITH THE PRODUCT UPDATING ON MOTORCYCLES:

VIN: _____ **MILEAGE:** _____
(INDICATE THE 17 DIGITS THAT COMPOSE THE VIN)

BIKE : **REGISTERED** **IN STOCK** (TICK THE CHOICE)

IF THE BIKE HAS BEEN REGISTERED ENTER THE FOLLOWING OWNER DATA :

NAME : _____ **SURNAME :** _____

ADDRESS : _____

TELEPHON NUMBER : _____ **E-MAIL :** _____

REGISTRATION DATE: **LICENSE PLATE NUMBER:**

Space for the stamp

Name of the applicant _____
Signature _____
Date _____

SEND TO : luciano.pin@mvagusta.com e ServiceSupport@mvagusta.com
And always including in copy your technical area manager.

SPACE RESERVED TO MV AGUSTA MOTOR SPA

R E Q U E S T **ACCEPTED *** **REFUSED**

**AUTHORIZATION NUMBER TO BE SPECIFIED IN THE SPARE PARTS
ORDER :**

NOTE:.....
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* Please Note: in case of accepted request, proceed as described in the related Service Bulletin.
In the note area of the warranty claim, please refer to this authorization number.

.....
DATE

.....
MV AGUSTA MANAGER SIGNATURE