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**TECHNICAL BULLETIN NUMBER 005-2009**

**17-07-2009**

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**MODEL: Stelvio 1200 NTX**

**SUBJECT: Wheels and knobbly tyres**

Dear Dealer,

We like to inform you that if a customer wishes to equip their vehicle with knobbly tyres we suggest using:

METZELER KAROO (front tyre) on a 2.50X19" rim, measuring 110/80 R19 – 59R M + S

METZELER KAROO (rear tyre) on a 4.25X17" rim, measuring 150/70 R17 – 69R M + S,

please note the following:

- **These tyres are not type approved for versions with ABS and, therefore, MAY NOT BE USED;**
- **On vehicles without ABS, the aforementioned tyres may be used, with a MAXIMUM PERMISSIBLE SPEED OF 170 km/h (105 mph)**

Best regards,

Piaggio & C. SpA

"Brand Moto Guzzi"

Technical service

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**TECHNICAL BULLETIN No. 002****19-07-2010**

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**Model: ALL****Subject: Correct procedure for replacing the neutral sensor.**

Dear Dealer,

please note that each time the neutral sensor code GU19207220 is replaced the relative washer GU12154200 must also be replaced to ensure the correct functional tolerance is maintained.

The old washer must be disposed of correctly.

It is also advisable to tighten sensor to the torque prescribed by the workshop manual:

- 10 Nm for all the engines 1100 – 1200
- 8 Nm for engines 750.



Best regards,

Piaggio & C. SpA

"Brand Moto Guzzi"

Technical service



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**TECHNICAL BULLETIN No. 004**

**19-07-2010**

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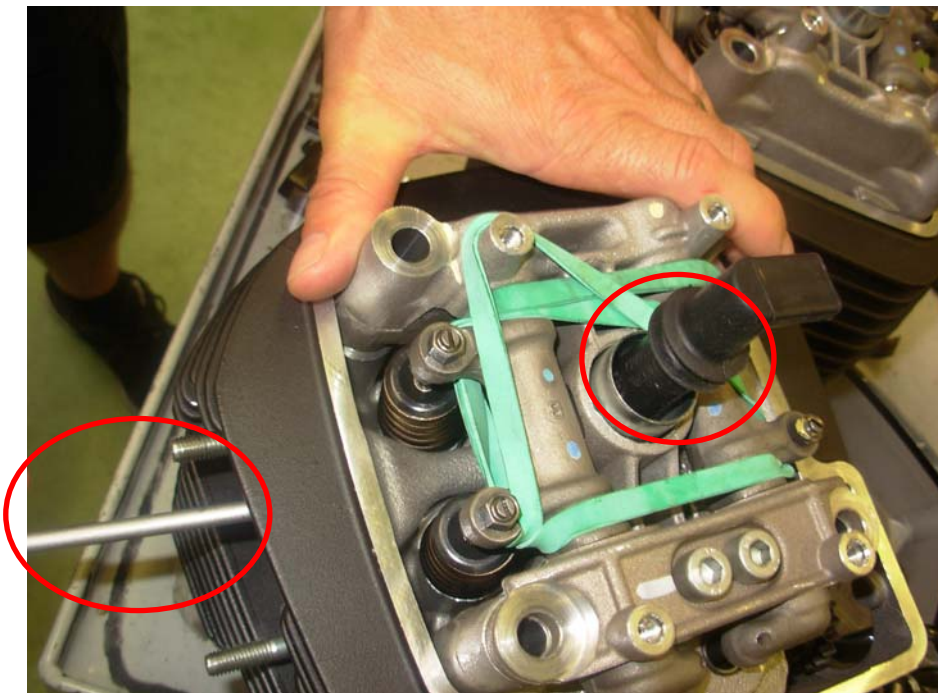
**Model: 1200 8V ENGINE.**

**Subject: Removing the spark plug boot correctly.**

Dear Dealer,

we are writing to inform you of a practical and simple method for removing the spark plug boot on 1200 8V engines.

As shown in the photo, insert a normal flat headed screwdriver into the drain hole in the spark plug well on the head, on either the intake side or exhaust side. Apply leverage, pushing down on the screwdriver, to lift the boot. This procedure significantly simplifies the removal of the spark plug boot and preventing damage to the boot itself, which is not reimbursable under warranty.



Best regards,

Piaggio & C. SpA

"Brand Moto Guzzi"

Technical service

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**TECHNICAL BULLETIN No. 005****29-10-2010**

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**Model: All motorcycles with fuel injection.**

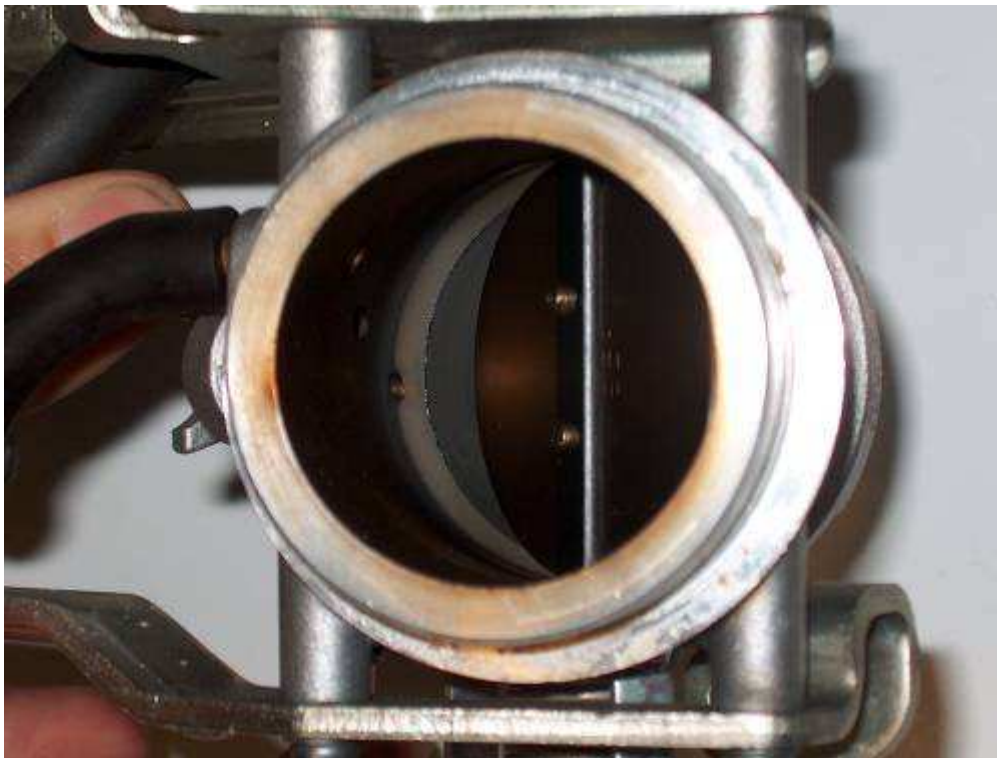
**Subject: Cleaning the throttle body.**

Dear Dealer,

we are writing to stress the importance of cleaning the throttle body.



The following image shows significant deposits of unburnt fuel residue in the air duct: with the throttle closed, these deposits impede the injection system from delivering the correct air fuel mixture, compromising engine function at idle or at throttle lift-off and causing engine cut-out or irregular idling.



The throttle body must be cleaned with specific products for cleaning throttle bodies or carburetors.

Proceed as follows: with the throttle valve fully open, clean the duct with a normal cloth - do not use brushes or rotary brush attachments; never remove the throttle valves from the body.





**IMPORTANT:** cleaning the throttle body is recommended at each service interval indicated in the use and maintenance manual.

Best regards,

Piaggio & C. SpA  
Brand Moto Guzzi  
Technical Service



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**TECHNICAL BULLETIN No. 011 - 2010**

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**06-12-2010**

**Model: Stelvio 1200.**

**Subject: Installing non-original Moto Guzzi accessory engine guard.**

Dear Dealer,

we would like to bring your attention to certain issues concerning the installation of non-original Moto Guzzi accessory engine guards.

Certain engine guards sold on the market are fastened to the engine using the mounting points between the frame and engine.

Clearly, this solution is **potentially dangerous** as it may lead to the failure of the mountings themselves.

The following photos illustrate the problem more clearly. The engine guard installed here stresses the radiator and oil pipes. This is also transmitted to the screw fastening the frame to the engine, as the screw is not designed to sustain the additional strain.



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**TECHNICAL BULLETIN 014-2010**

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**17-12-2010**

**Model: All vehicles with 1200 8V engine.**

**Subject: Camshaft endfloat.**

Dear Dealer,

please note that replacement camshafts are now available which have been specifically modified to improve endfloat.

Before fitting the camshaft, you are kindly requested to check the dimension indicated in the following photo:

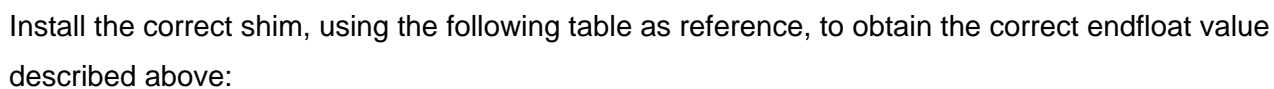


If the dimension measured is 40.35 mm, the camshaft may be installed with no additional shim.

If the dimension measured is 39.35 mm, a shim of the appropriate thickness must be added.

In the latter case, after installation of a shim between the camshaft and the relative seat, as shown in the following figure,

**the final endfloat must be between: 0.02 and 0.11 mm.**

Page 2 of 3



The following table summarises the new spare part numbers for the 39.35 mm CAMSHAFT, which must be installed together with a shim.

39.35 MM CAMSHAFT				
	GRISO	STELVIO	NORGE 1200 8V	1200 SPORT
PRODUCTION YEAR/VERSION	2010	MY 09-10-NTX	-	2008-09-10
P/N	8792704	8792724	B014223	8792744

All other camshaft part numbers are 40.35 mm units and are installed without shims.

In particular, the Griso and Stelvio models indicated in the following table must continue to be fitted with the 40.35 mm camshaft:

40.35 MM CAMSHAFT		
	GRISO	STELVIO
PRODUCTION YEAR/VERSION	2007-08-09	MY 08
P/N	873873	

Best regards,

Piaggio & C. SpA  
Brand Moto Guzzi  
Technical Service



THE USE OF NON-ORIGINAL MOTO GUZZI ACCESSORIES SIGNIFICANTLY STRESSES THE RADIATOR



UNSUITABLE FASTENING SOLUTION ON FRAME. GUARD FASTENED ONTO OUTER BUSHING,



Only install and recommend original Moto Guzzi accessories.

Best regards,

Piaggio & C. SpA  
Brand Moto Guzzi  
Technical Service



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**TECHNICAL BULLETIN 002 - 2011**

**08-07-2011**

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**Model: Stelvio 1200 MY11**

**Subject: Vehicle Technical Update**

Dear dealer/assistance point,

as part of our research aimed at improving the characteristics of use of our products, we deemed it necessary to **remove the left and right air deflector dust guards (code AP8120622)** the first time that the vehicle is brought to our workshop.

Our Technical Service is at Your disposal for further information and any support that you may need via the HD service.

**Model: Stelvio 1200 MY11**

**Version: all**

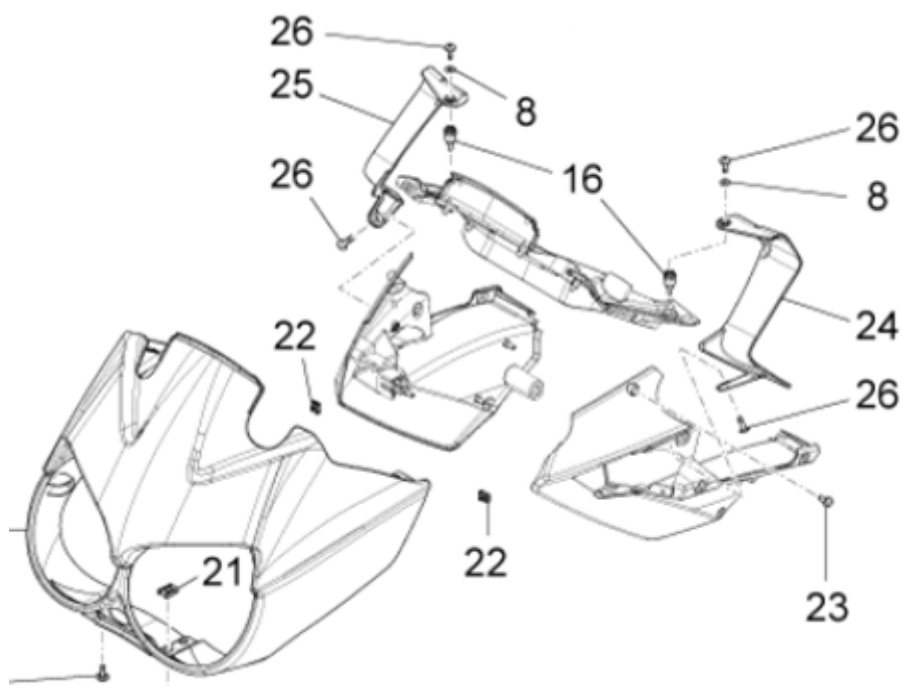
Best regards

Piaggio & C. s.p.a.

Spare Parts, Accessories and Aftersales Technical Support BU  
Service



The item to be removed is indicated as No. 8 in spare parts catalogue:



Best regards

Piaggio & C. s.p.a.  
Spare Parts, Accessories and Aftersales Technical Support BU  
Service



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**TECHNICAL BULLETIN No. 006-2011**

**13-12-2011**

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**Model: Stelvio MY11 – V7 Racer - Norge**

**Subject: Elimination of tip over sensor**

Dear Dealer,

on the models and versions in question, tip over sensor code 584509 has been eliminated, as well as its respective rubber pad code AP8144046 starting from the vehicles produced during the dates listed below:

Stelvio	from production of:	MY11
V7 Racer	from production of:	20-05-2011
Norge	from production of:	06-05-2011

The items will remain orderable as accessory spare parts charged to the customer

Our Technical Service is at your complete disposal to provide any further information and support that you may require by the HD service ([www.servicemotoguzzi.com](http://www.servicemotoguzzi.com) /HelpDesk /HelpDesk Technical Service).

Best Regards,

Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU



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**TECHNICAL BULLETIN 002 - 2012**

**16-03-2012**

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**Model: Stelvio all versions - except MY11**

**Subject: Vehicle Technical Update.**

Dear Dealer/service outlet,

as part of our research aimed at improving the characteristics of use of our products, we recommend suggesting that the Customer include the **protection (code 883968)** to improve the insulation of the control unit.

The measure is the responsibility of the Customer since it is a technical update.

**Model: MOTO GUZZI STELVIO**

**Version: All – chassis number prefixes ZGULZ0 ZGULZA**

**ZGULZB ZGULZC ZGULZU (years 2008-09-10)**

**Time of the measure: 15 minutes**



## **WORKSHOP OPERATING INSTRUCTIONS**

- The protection is positioned as indicated in the figure:



- Fit the protection onto the control unit from above, pulling the strap downwards until it covers the control unit completely; attach the strap properly



ECU

Control unit  
with  
protection





Our Technical Service is at your complete disposal to provide any further information and support that you may require through the Help Desk service.

Please accept our  
Best Regards,  
Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU



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**TECHNICAL BULLETIN 002 - 2012**

**16-03-2012**

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**Model: Stelvio all versions - except MY11**

**Subject: Vehicle Technical Update.**

Dear Dealer/service outlet,

as part of our research aimed at improving the characteristics of use of our products, we recommend suggesting that the Customer include the **protection (code 883968)** to improve the insulation of the control unit.

The measure is the responsibility of the Customer since it is a technical update.

**Model: MOTO GUZZI STELVIO**

**Version: All – chassis number prefixes ZGULZ0 ZGULZA**

**ZGULZB ZGULZC ZGULZU (years 2008-09-10)**

**Time of the measure: 15 minutes**



## **WORKSHOP OPERATING INSTRUCTIONS**

- The protection is positioned as indicated in the figure:



- Fit the protection onto the control unit from above, pulling the strap downwards until it covers the control unit completely; attach the strap properly



ECU

Control unit  
with  
protection





Our Technical Service is at your complete disposal to provide any further information and support that you may require through the Help Desk service.

Please accept our  
Best Regards,  
Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU



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**TECHNICAL BULLETIN No. 008 - 2012**

**30-08-2012**

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**Model: Stelvio My 2011**

**Subject: LOOSING OF GREASE FROM FORK STEMS**

Dear Dealer/service centre,

considering the repeated replacements under warranty of seals and/or fork stems within the first 2000km of riding the vehicle and identified as "oil leaking", we are hereby inviting you to perform the cleaning procedure illustrated below.

The purpose of this activity is to clean up any excess of fitting grease that could run down the stem within the first miles and be mistaken for an oil leak.

The stems replaced under warranty up to about 2000km, returned to the company, did not have any loosing or leaking of oil but excess grease. The cleaning process ensures the final elimination of the phenomenon.

Our Technical Service is at your complete disposal to provide any further information and support that you may require through the Help Desk service.

Best Regards,  
Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU



## **CLEANING PROCEDURE OF THE FORK STEMS (to be carried out in the presence of leakage of grease within the first 2000 Km)**

**1**

Remove the dust gaiter being careful not to damage it and clean thoroughly with a cloth (do not use solvents)



**2** Blow with air jet and clean with a cloth



**3** Reinsert the dust gaiter and check its correct positioning



The above can be easily carried out with the stems mounted on the vehicle



**Model: MOTO GUZZI 1200 Sport, Bellagio, Griso, Stelvio, Norge**

**Subject:** rear suspension double connecting rod replacement

Dear Dealer,

we hereby wish to draw your attention to the need to replace the component in subject on a specific list of vehicles, in order to avoid possible failures of the same and thus ensure maintenance of the highest quality level.

Failure of the components subject to replacement can generate possible problems to the chassis.

What above has been detected, via continuous and severe component quality sampling programs and will be managed through a dedicated section of the PWM or GGP warranty management applications, according to the individual Country.

We therefore ask you to identify the vehicles under your responsibility in order for you to update them prior to sale or to manage them immediately with the Customer, which we have notified directly, when they contact your service points.

**Pending this intervention, it is important that the vehicle is not used at speeds exceeding 50 km/h (31 mph), as notified to Customers by letter (see attached Customer letter facsimile).**

The list of vehicles involved is available at [www.serviceguzzi.com](http://www.serviceguzzi.com) in the warranty/recall campaigns section.



**NOTE:** We would also like to inform you of the need to verify whether the motorcycles involved in the campaign in question are also involved in other updates, such as the “Stelvio stand and electrical system update” in the detail of Coupon No. 7, in order to optimise intervention time, performing multiple operations with a single recall, and improve the service offered to the customer.

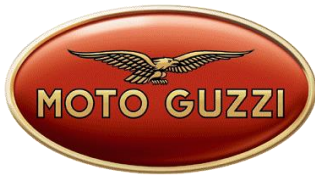
Our Technical Service is in any case at your complete disposal to provide any further information and support that you may require via the Help Desk service ([www.serviceaprilia.com /HelpDesk /HelpDesk Technical Service](http://www.serviceaprilia.com/HelpDesk/HelpDesk%20Technical%20Service)).

## **INTERVENTION PROCEDURES**

The technical update will be managed through the PWM or GGP warranty management system, depending on the individual Country.

### **GGP**

- From the main menu, select the option “**technical update campaign**” and then the option “**entering job campaign**”.
- A window opens in which you have to enter all the data required about the vehicle to be upgraded.
- Clicking on the “?” button, another window will open from which you can select the coupon that will generate an automatic order for the parts required (see Dealer / Importers Notes below) and will reimburse the related labour.



### **PWM**

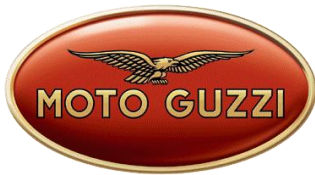
- From the main menu select the option “**campaigns**” and then, from the sub-menu, the option “**Campaign entry**”.
- This will open a window in which you will need to enter the frame number involved in update.
- Selecting “**search**” will open a window with the possible selectable coupons; having selected the one desired, after filling in the “**Km**” field, it will be possible to permanently save the intervention that will generate an automatic order for any parts required (see Dealer / Importer Notes below) and will reimburse the related labour.

### **Required parts and labour:**

**rear suspension double connecting rod code GU05560330 x 1**

***Dealer note:** the Double Connecting Rod component - GU05560330 will be shipped in an appropriate amount, in respect of vehicles of each Dealer / Importer, the order for subsequent quantities must instead be managed by the Dealer/Importer. We have therefore provided for 2 types of campaign coupon in GGP/PWM, with and without spare parts order; this latter coupon therefore activates sending of components concerning the campaign (only in Countries where envisaged expected), via generation of an order following entry of the coupon in GGP/PWM.*

**Minutes of labour required: 30’**



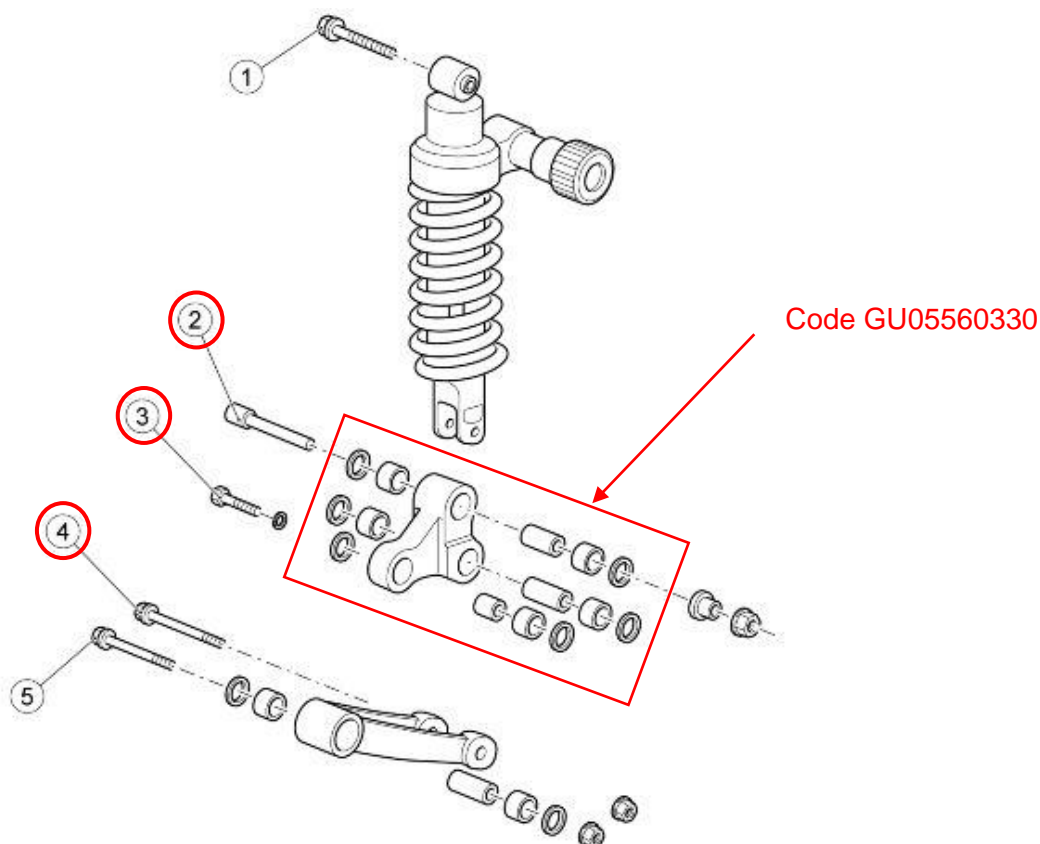
## **WORKSHOP OPERATING INSTRUCTIONS**

As an example we refer to the Stelvio model only, we remind you that the operation is carried out in the same manner and with the same times on all versions involved.

- After putting in the vehicle in safety by securing it in adequate manner, lift it so as to completely take the weight off the rear wheel of the vehicle



- Replace the rear suspension double connecting rod as shown in the workshop manual in the Chapter "Suspension - Shock absorber sect.", an extract of which is provided below.

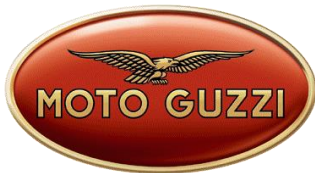


pos.	Description	Type	Qty	Torque
2	TCEI screws for fixing double connecting rod/swingarm	M10x82	1	50 Nm (36.88 lb ft)
3	TE screw for fixing double connecting rod/shock absorber	M10x47	1	40 Nm (29.50 lb ft)
4	TE flang. screws for fixing single connecting rod/double connecting rod	M10x95	1	50 Nm (36.88 lb ft)

The Technical Help Desk of our Technical Support Service may be contacted whenever necessary should you require any additional information or support.

Best Regards,

Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU



## CUSTOMER LETTER FACSIMILE

Mandello, date \_\_/\_\_/2013

*Dear*

Mr./Mrs. ....

Street .....

City .....

**Protocol No.: 0000474 of 15/07/2013**

**Subject: Moto Guzzi \_\_\_\_\_ Frame no .....: Rear suspension double connecting rod replacement**

Dear Customer,

the care and quality control of components are an important part of ensuring the reliability of our products. During the periodic verification of our vehicles in order to ensure maintenance of the highest quality levels, we found that the component in question may not fully correspond to Piaggio Group quality standards, generating possible problems to the chassis in the event of wear of the same. If not replaced, the component in question could, over time, jeopardise the stability of the vehicle.

In order to completely rule out this potential risk and considering it essential to always ensure the highest level of safety for all our Customers, we invite you to take an appointment soon with your Dealer to perform the corrective action. Pending this intervention, it is important that the vehicle is not used at speeds exceeding 50 km/h (31 mph).

The intervention is completely free of charge and consists of replacing the rear suspension double connecting rod of your motorcycle. Our authorised service network is already able to carry out the technical update planned for your vehicle (see the serial number mentioned above).

We therefore invite you to contact your dealer or an authorised workshop with the necessary instructions and skills to perform the intervention rapidly and in any case with minimal inconvenience.

If the vehicle is no longer in your possession, please kindly provide us with the name and address of the owner by contacting Customer Service **800 155 655** or filling in the form attached to this letter and sending it by fax to **+39 0587272849**.

Thanks in advance for your co-operation. Best regards,

Orticochea Duoun Juan Felipe  
Manager of Spare Parts, Accessories and Aftersales  
Technical Support  
Gruppo Piaggio & C. S.p.A.

**Frame No.:** | | | | | | | | | | | | | | | |

Name: |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| Surname: |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_|

Street: |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| |\_| No.: |\_| |\_| |\_| |\_| Post Code: |\_| |\_| |\_| |\_|

Province: | | |

[illegible]

Country: ||\_||\_||\_||\_||\_||\_||\_||\_||\_||\_||\_||\_|| Date of sale: ||\_|| / ||\_|| / ||\_||

Vehicle not available as it has been: ☐ scrapped ☐ stolen

Vehicle not available, other reasons: (Specify)

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signature\_\_\_\_\_



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**TECHNICAL BULLETIN 017 - 2013**

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**31-07-2013**

**Topic: starter motor functional problems**

**Model: 1200 Sport, Bellagio, Breva, Griso, Nevada, Stelvio, V7 – all versions**

Dear Dealer/service centre,

in response to a number of warranty claims relative to **noisy starter motor operation/starter motor functional problems**, please note that it is **not** necessary to replace the starter motor and that the problem may be rectified by performing the cleaning procedure described as follows.

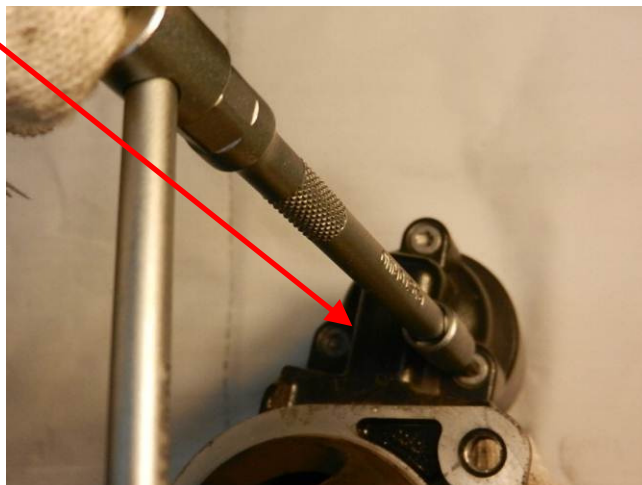
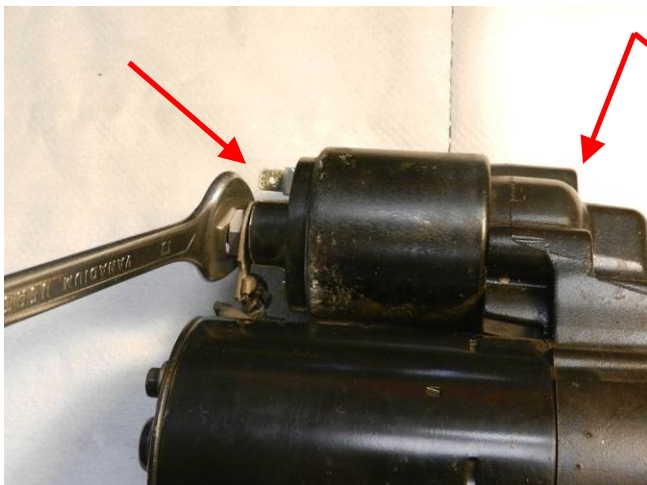
- Starter motor very dirty in flywheel engagement area



dirt



- Undo the nuts fastening the solenoid and remove the solenoid



- Disassemble the starter motor





- Clean the mechanisms with WD40-P140 degreaser for mechanical systems and lubricate with AGIP GREASE MU2





- Clean the armature, solenoid and fork



- Refit the solenoid, fork and rubber block





- Align the holes in the ring



- Refit the motor housing and the solenoid



**Note:** please note that generic warranty claims for poor starter motor functionality made without checking for dirt and, if necessary, cleaning as described herein will be rejected.



Our Technical Service is at your complete disposal to provide any further information and support that you may require through the Help Desk service.

Please accept our  
Best Regards,  
Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU



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**TECHNICAL BULLETIN No. 020-2013**

**12-11-2013**

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**Model:** Moto Guzzi 1200 8V engines

**Subject:** Operations on valve bucket tappets

Dear Dealer,

as part of our research aimed at improving the characteristics of use of our products, we have already introduced a new solution from 2012 for the timing system components which led to replacing the bucket tappets with rollers in the 1200 8V engines which are also able to ensure an extended life for the part.

The following models are affected (1200 8V):

- Norge
- Griso
- Stelvio
- 1200 Sport

The new components (rollers) will be replaced **only if operations are carried out on the timing system due to wear of the bucket tappets** which, as well known, generally occurs with excessive noise of the timing system. Therefore we ask you to ensure that the vehicle has actually shown signs of problems with the timing system prior to carrying out replacement operations.

In addition to the vehicles covered under warranty, for which the operation will follow routine procedure, Piaggio has decided to offer the opportunity to all customers (therefore even those who cannot take advantage of the warranty) whose vehicle has developed abnormal wear of the timing system not caused by the customer's use, to replace the bucket tappets with rollers at the cost of the labour alone. In these cases Piaggio will provide the parts required to implement the solution in question free of charge. Therefore, for the vehicles not under warranty, Piaggio will provide a free supply (under warranty) of the required parts (KIT), whereas the labour will be charged to the customer.



The repair operation may be different depending on the vehicle serial number, therefore it is important to follow the instructions in the **operational technical note** below.

Considering the company decision to make this exception and bear costs which it otherwise would not be bound to bear, please note that the operation will be carried out exclusively following careful verification of the vehicle fault. No preventive operations will be accepted regarding vehicles that do not have the problem of wear on the affected parts (bucket tappets). We will monitor the correct implementation of this technical bulletin.

### Operational technical note

Transformation kits are being prepared for use depending on the type of cylinder head installed on the vehicle in question. **In this initial phase only Kit A will be available for repair of vehicles (Griso-Stelvio-Norge) fitted with floating type cylinder head covers. These can be recognised by the presence of the circlip in the spark plug hole area (see Kit A Operating Procedure).**

Model	Production year				
	2008	2009	2010	2011	2012
Norge				KIT A	
Stelvio	KIT C	KIT B		KIT A	
Griso		KIT C		KIT A	
1200 Sport			KIT C		

The operating method must be carried out as indicated below:

### **Vehicles under warranty**

1. Certification (by the Workshop) of the fault relative to wear of the bucket tappets (noise, visual check and photographic documentation of the wear).
2. Verification (by the Workshop) of the type of cylinder head installed, needed to identify the correct kit to be used (see **Kit A** Operating Procedure).
3. Entry of a **warranty claim for KIT A, part No. 1A002060, and for the specific labour code MCG039**, with the declaration "spare part not available" (*in countries where*



*applicable only*), with attached mandatory photographs providing evidence of bucket tappet wear (showing type of tappet cover) and, if not already in the system, copies of service coupons for all services performed to date (maximum size of .zip file 3MB).

4. Warranty claim suspended for evaluation by Authority.
5. Acceptance/Rejection of the warranty.
6. If claim is accepted, shipment of requested kit (*in countries where applicable only*).
7. Carrying out of the operation.

### **Vehicles not under warranty**

1. Certification (by the Workshop) of the fault relative to wear of the bucket tappets (noise, visual check and photographic documentation of the wear).
2. Verification (by the Workshop) of the type of cylinder head installed to identify the correct kit to be used (see **Kit A** Operating Procedure).
3. Insertion of a Help Desk ticket (Sub-Type “**Operations on valve bucket tappets**”), to request release of the frame required for the next warranty request.
4. Entry of a **warranty claim for KIT A, part No. 1A002060, and for the specific labour code MCG040** (for a sum of **€0**), with the declaration “spare part not available” (*in countries where applicable only*), with attached mandatory photographs providing evidence of bucket tappet wear (showing type of tappet cover) and, if not already in the system, copies of service coupons for all services performed to date (maximum size of .zip file 3MB). Additionally, the sub-type “**Operations on bucket tappets**” indicated **in point 3** must also be specified in the HD ticket.
5. Warranty claim suspended for evaluation by Authority.
6. Acceptance/Rejection of the warranty
7. If claim is accepted, shipment of requested kit (*in countries where applicable only*).
8. Carrying out of the operation.

Please remember that **reimbursement for labour and material used is provided only for vehicles covered under warranty; for vehicles not under warranty Moto Guzzi will provide for coverage only of the parts cost, whereas the required labour will be charged to the Customer.**



**NOTE:** Proceed with the repair work **ONLY** after positively identifying and documenting the fault and after receiving authorisation from Piaggio. No preventive operations will be accepted regarding vehicles that do not have the problem of wear on the affected parts (bucket tappets).

The fault with the parts being replaced should not be considered to be connected to the safety of the vehicle.

### **OPERATING PROCEDURE**

**Subject:** matching the kit to the engine in question

**KIT A: P/N 1A002060**

To verify whether the vehicle can be modified with **kit A** remove the timing cover and check whether it is the floating type, which can be recognised by the presence of the circlip in the spark plug hole area:

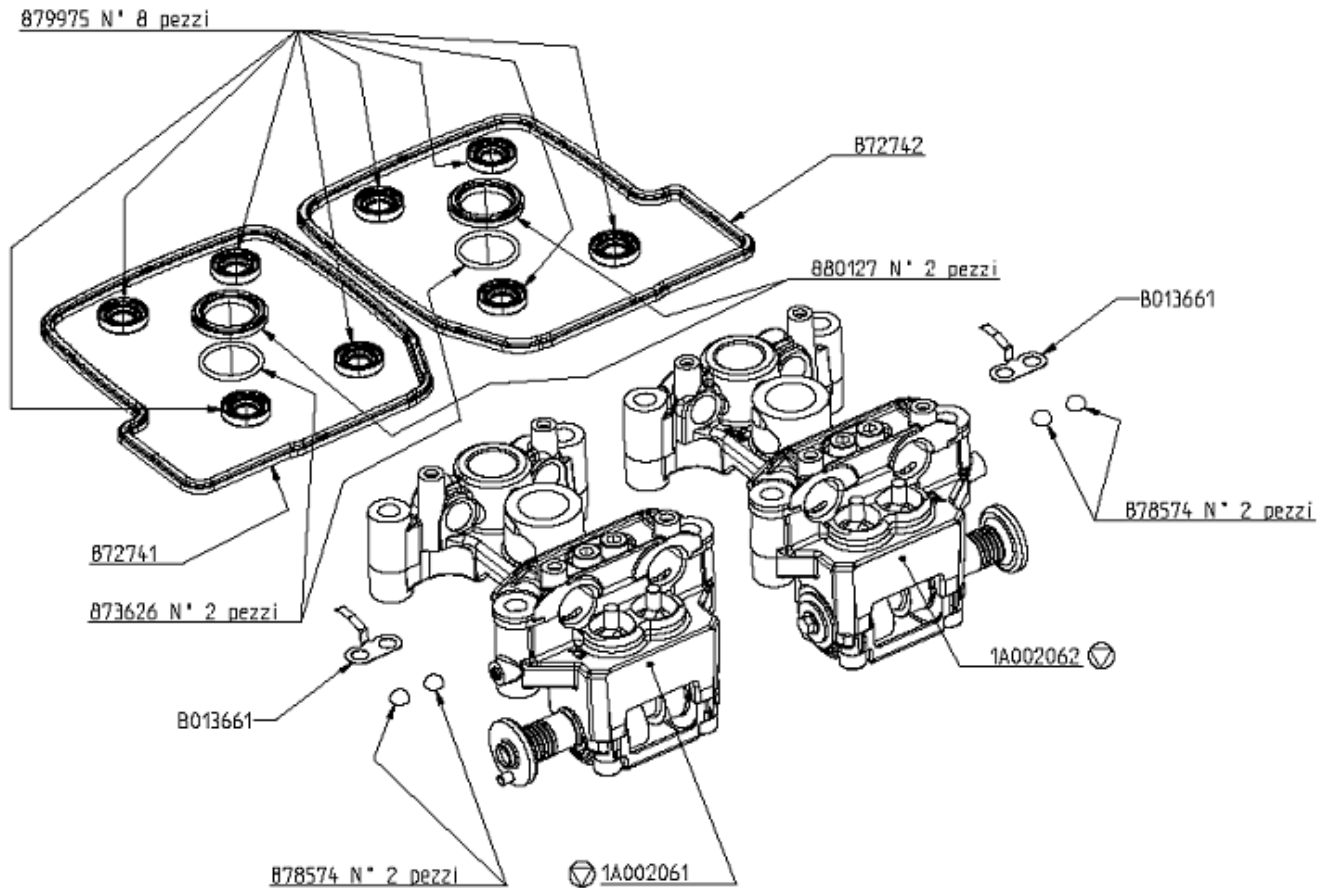


**OK**



**NO**

The **KIT A P/N 1A002060** is comprised of the following parts:

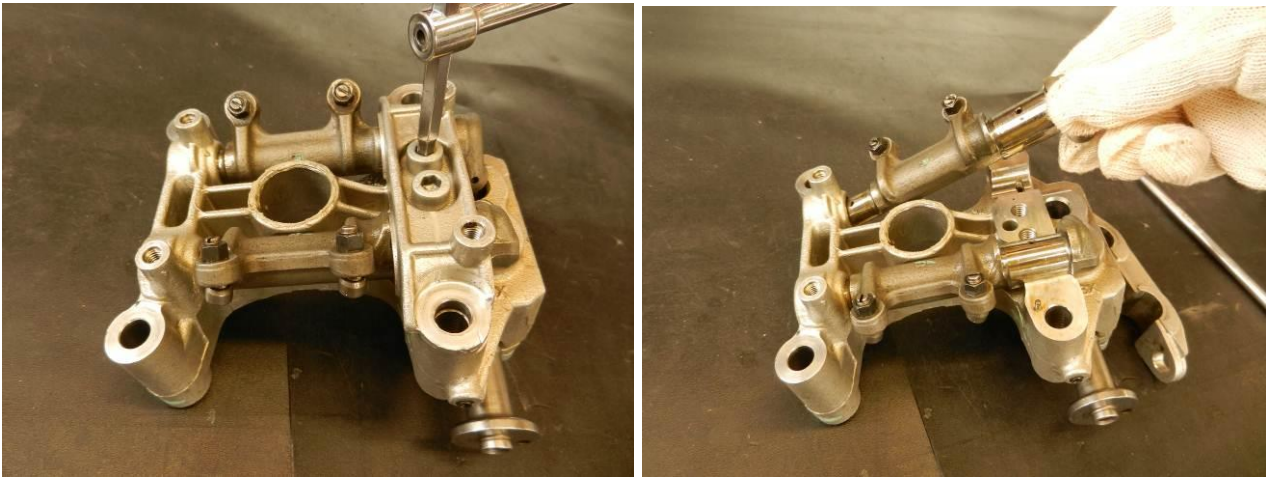




## **WORKSHOP OPERATING INSTRUCTIONS**

As per Workshop Manual procedure, access the timing system by removing the cylinder head cover, paying attention to the internal gaskets; remove the timing gear from the camshaft and then remove the timing system cam tower.

Remove the rockers mount and delicately slide them from their seat.



Place the pads P/N 878524 in the relative seats with the aid of a layer of grease so that they hold the position.

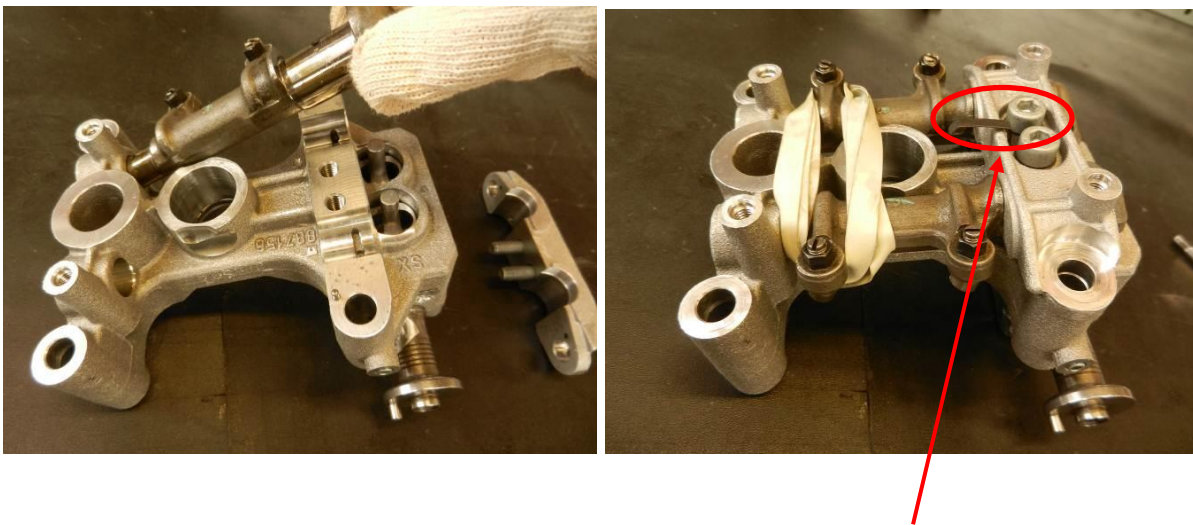


**P/N 878524**



Fit the old rockers in the **new** cam tower, fasten the rocker retainer cap, installing the **new** ground plate **part No. B013661** between the retainer cap and the fastener screws (tightening torque 18 Nm);

Note: in order to ensure that the rockers stay in their seat, bind the rockers temporarily with an elastic band



**P/N B013661**

Insert the cam tower on the cylinder head and proceed restoring the head as per the Workshop Manual.

**IMPORTANT NOTE:** Once the procedure is complete, reset the self-adaptive parameters with the P.A.D.S. diagnostics tool to ensure that the new engine configuration is recognised correctly.

The Technical Help Desk of our Technical Support Service may be contacted whenever necessary should you require any additional information or support.

Best Regards,

Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU



**Model:** Moto Guzzi 1200 8V engines

**Subject:** Operations on valve bucket tappets

Dear Dealer,

as part of our research aimed at improving the characteristics of use of our products, we have already introduced a new solution from 2012 for the timing system components which led to replacing the bucket tappets with rollers in the 1200 8V engines which are also able to ensure an extended life for the part.

The following models are affected (1200 8V):

- Griso
- Stelvio

The new components (rollers) will be replaced **only if operations are carried out on the timing system due to wear of the bucket tappets** which, as well known, generally occurs with excessive noise of the timing system. Therefore we ask you to ensure that the vehicle has actually shown signs of problems with the timing system prior to carrying out replacement operations.

In addition to the vehicles covered under warranty, for which the operation will follow routine procedure, Piaggio has decided to offer the opportunity to all customers (therefore even those who cannot take advantage of the warranty) whose vehicle has developed abnormal wear of the timing system not caused by the customer's use, to replace the bucket tappets with rollers at the cost of the labour alone. In these cases Piaggio will provide the parts required to implement the solution in question free of charge. Therefore, for the vehicles not under warranty, Piaggio will provide a free supply (under warranty) of the required parts (KIT), whereas the labour will be charged to the customer.



The repair operation may be different depending on the vehicle serial number, therefore it is important to follow the instructions in the **operational technical note** below.

Considering the company decision to make this exception and bear costs which it otherwise would not be bound to bear, please note that the operation will be carried out exclusively following careful verification of the vehicle fault. No preventive operations will be accepted regarding vehicles that do not have the problem of wear on the affected parts (bucket tappets). We will monitor the correct implementation of this technical bulletin.

### Operational technical note

Subsequent to the issue of the aforementioned note relative to the installation of KIT, the two conversion kits KIT B and KIT C were created. These kits are for use in relation to the type of head installed on the vehicle, and the following table may be used to indicatively determine head type from the production date of the vehicle.

Model	Production year				
	2008	2009	2010	2011	2012
Norge				KIT A	
Stelvio	KIT C	KIT B		KIT A	
Griso		KIT C		KIT A	

The operating method must be carried out as indicated below:

### **Vehicles under warranty**

1. Certification (by the Workshop) of the fault relative to wear of the bucket tappets (noise, visual check and photographic documentation of the wear).
2. Verification by Workshop of the type of cylinder head installed. This is necessary in order to determine the correct Kit to be used (see Operating Procedure).



3. Entry of a **warranty claim for:**

**KIT B (part No. 1A002063) and specific labour code MCG041**

**KIT C (part No. 1A002082) and specific labour code MCG041**

specifying “spare part unavailable”, (*only in countries where envisaged*), with attached mandatory photographic documentation as proof of bucket tappet wear (illustrating type of tappet cover and head) and, if not already entered in the system, copies of service coupons for services performed (files must be in .zip format and must not exceed 3MB).

4. Warranty claim suspended pending verification by Authority.

5. Acceptance/Rejection of the warranty.

6. If claim is approved, shipment of requested Kit (*only in countries where envisaged*).

7. Carrying out of the operation.

### **Vehicles not under warranty**

1. Certification (by the Workshop) of the fault relative to wear of the bucket tappets (noise, visual check and photographic documentation of the wear).

2. Verification by Workshop of type of cylinder head installed, to determine the correct kit to be used (see Operating Procedure).

3. Insertion of a Help Desk ticket (Sub-Type “**Operations on valve bucket tappets**”), to request release of the frame required for the next warranty request.

4. Entry of a **warranty claim for:**

**KIT B (part No. 1A002063) and specific labour code MCG040 (value £0 GBP)**

**KIT C (part No. 1A002082) and specific labour code MCG040 (value £0 GBP)**

specifying “spare part unavailable”, (*only in countries where envisaged*), with attached mandatory photographic documentation as proof of bucket tappet wear (illustrating type of tappet cover and head) and, if not already entered in the system, copies of service coupons for services performed (files must be in .zip format and must not exceed 3MB). The HD ticket number (ticket sub-type “**Procedures on bucket tappets**”, as indicated in step 3) must also be specified in the notes.



5. Warranty claim suspended pending verification by Authority.
6. Acceptance/Rejection of the warranty
7. If claim is approved, shipment of requested Kit (*only in countries where envisaged*).
8. Carrying out of the operation.

Please remember that **reimbursement for labour and material used is provided only for vehicles covered under warranty; for vehicles not under warranty Moto Guzzi will provide for coverage only of the parts cost, whereas the required labour will be charged to the Customer.**

**NOTE: Perform the procedure ONLY after verification of the vehicle fault (and after receiving authorisation from Piaggio). No preventive operations will be accepted regarding vehicles that do not have the problem of wear on the affected parts (bucket tappets).**

The fault with the parts being replaced should not be considered to be connected to the safety of the vehicle.



## OPERATING PROCEDURE

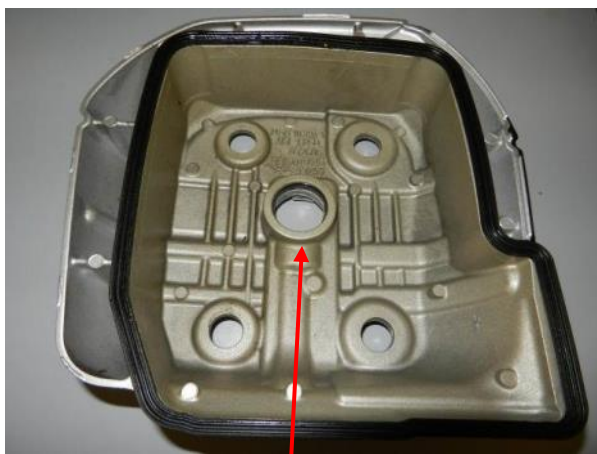
**Subject:** matching the kit to the engine in question

**Model:** Stelvio - Griso

**KIT B:** P/N 1A002063

**KIT C:** P/N 1A002082

To determine if the vehicle may be modified with **kit B or C**, remove the timing cover and check that it is a **NON**-floating type cover, which is identifiable by the absence of a circlip in the spark plug hole area:



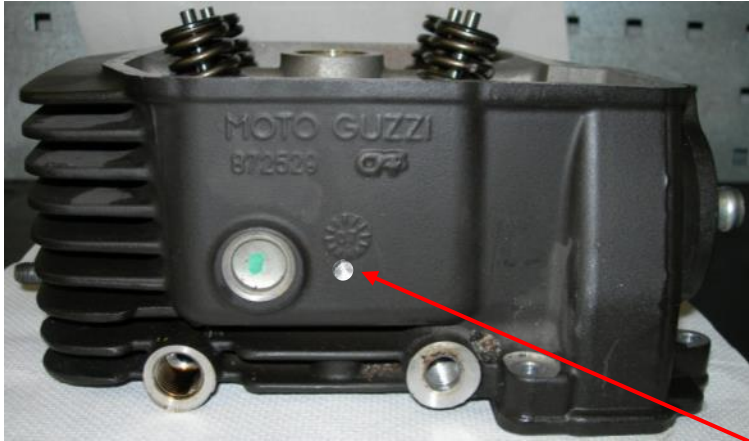
**OK**



**NO**



Then check the following:



If the marking is present, use **KIT B**

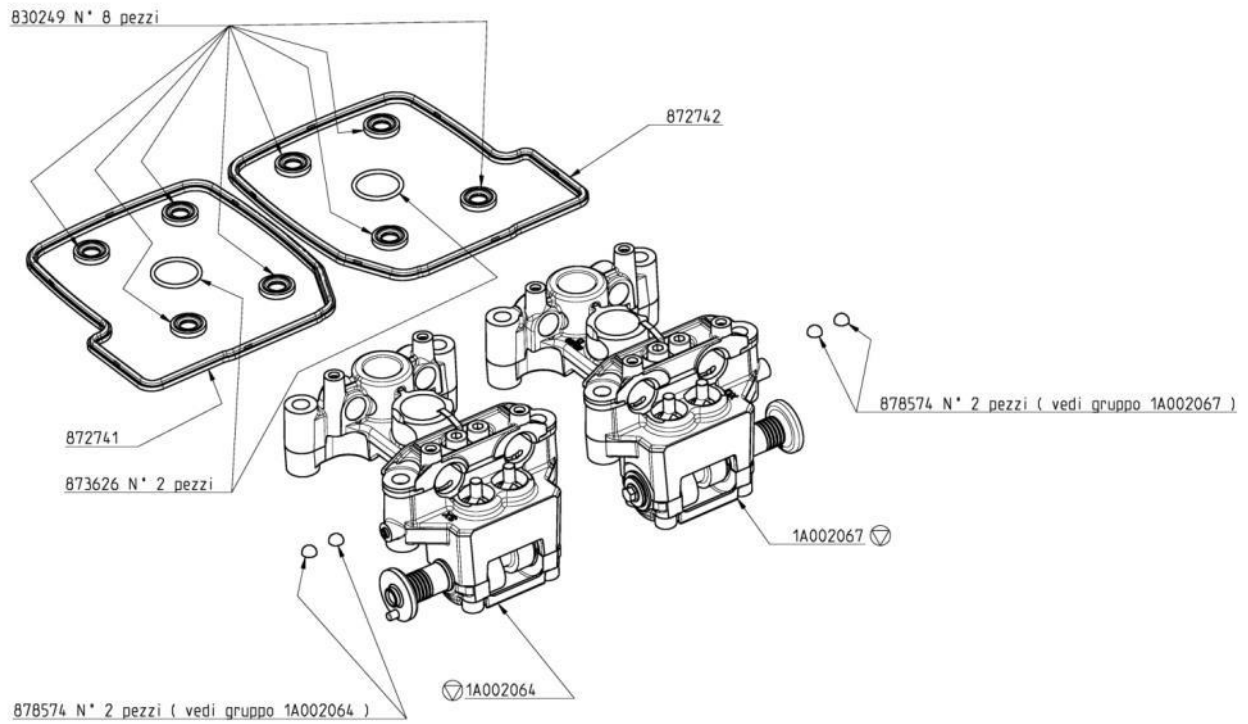




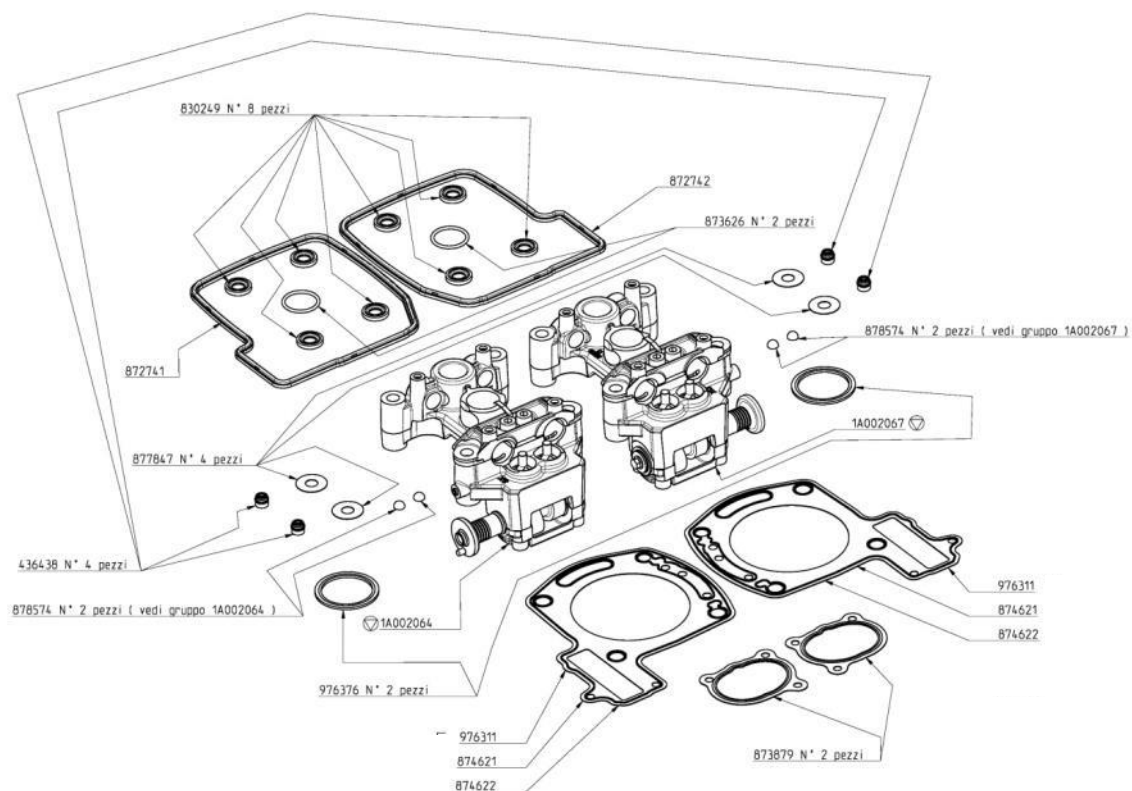
If there is no marking, use **KIT C**



**KIT B, P/N 1A002063**, consists of the following components:



**KIT C, P/N 1A002082**, consists of the following components:

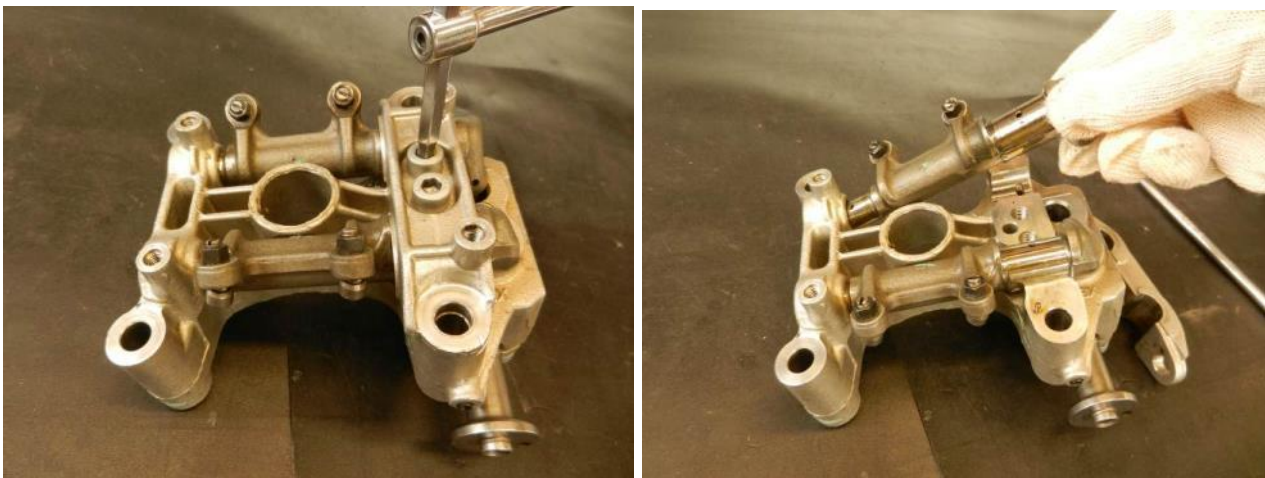




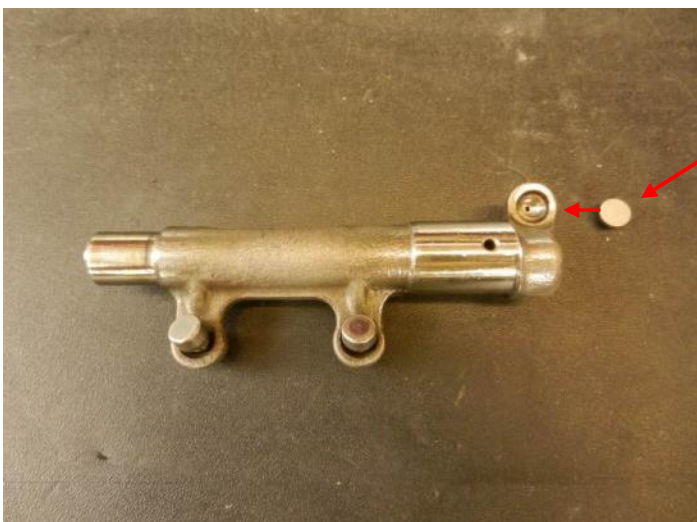
## **WORKSHOP OPERATING INSTRUCTIONS**

As per Workshop Manual procedure, access the timing system by removing the cylinder head cover, paying attention to the internal gaskets; remove the timing gear from the camshaft and then remove the timing system cam tower.

Remove the rockers mount and delicately slide them from their seat.



Place the pads P/N 878574 in the relative seats with the aid of a layer of grease so that they hold the position.

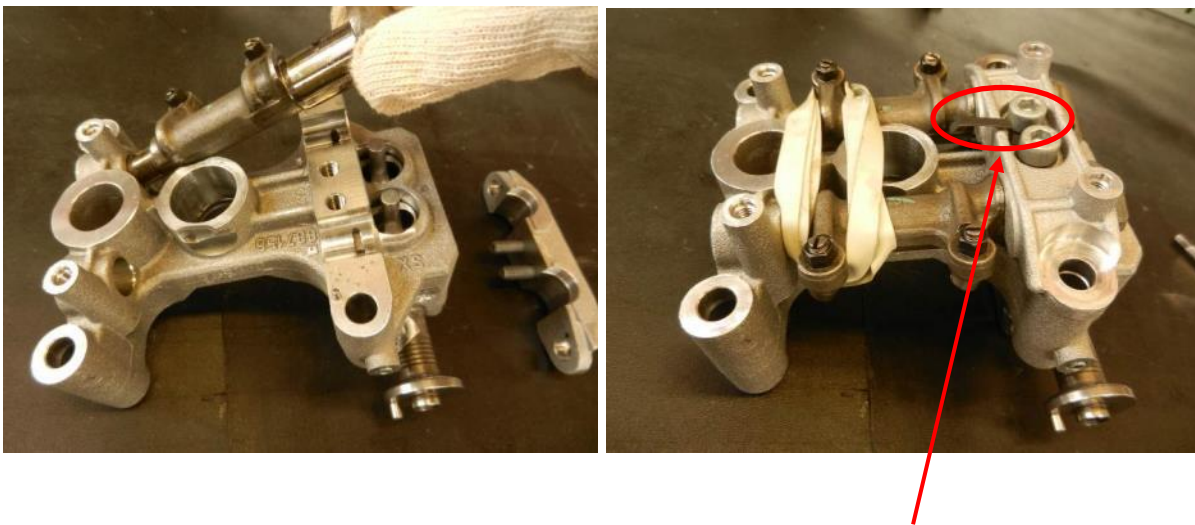


**P/N 878574**



Fit the old rockers in the **new** cam tower. Fasten the rocker retainer, remembering to fit the **new** ground plate **P/N B013661** included in the kit between the cam tower and the fastener screws (tightening torque 18 Nm), discarding the old ground plate.

Note: in order to ensure that the rockers stay in their seat, bind the rockers temporarily with an elastic band



**P/N B013661**

Insert the cam tower on the cylinder head and proceed restoring the head as per the Workshop Manual.

**Note:** When using Kit C, install a shim P/N 877847 under the intake valve springs to increase the preload of the springs themselves.

Refer to the instructions given in the workshop manual for removing the valve springs, and also replace the valve stem oil seals P/N 436438.

Replace the head gasket with a new gasket, selecting the most appropriate part from the three included in the kit.

Replace the intake manifold gaskets P/N 976376 and the exhaust manifold gaskets P/N 873879



Update the ECU map referring to the following table:

VEHICLE	MAP INSTALLED WITH KIT	MODEL ON PADS WHERE MAP IS LOCATED
Stelvio My 08	STA42Z	STELVIO [08>>09]
Stelvio My 10	/	/
Stelvio My 10 ABS	/	/
Stelvio My 11 ABS	/	/
Griso My 08	2230G803	GRISO 1200 [07>>09]
Griso My 10	/	/

**IMPORTANT NOTE:** Perform the following after completing the update procedure:

- reset the self-adaptive parameters using the P.A.D.S. diagnostic tool, so that the new engine configuration is recognised
- reset the throttle valve zero position using the P.A.D.S. diagnostic tool
- check throttle body balancing

The Technical Help Desk of our Technical Support Service may be contacted whenever necessary should you require any additional information or support.

Best Regards,

Piaggio & C. SpA  
Spare Parts, Accessories and Aftersales Technical Service BU

**Model:** Moto Guzzi range

**Subject:** Activating vehicle battery

Dear Dealer / Service Centre,

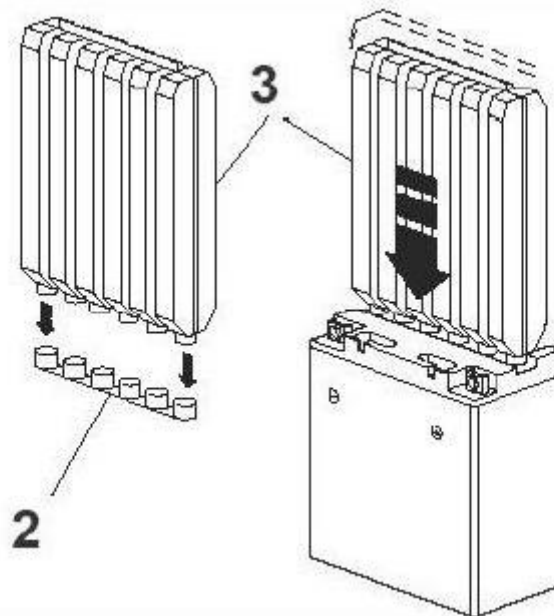
in the event of battery replacement under warranty on vehicles with low mileages where the cause “battery not retaining charge” was specified in the warranty request, the initial activation procedure described herein for the YUASA MF Maintenance Free batteries installed in models currently in production must be performed correctly.

**Please note that from the date of issue of this bulletin, no more requests for the replacement of batteries under warranty on low mileage vehicles will be accepted.**

**Battery activation procedure and correct battery charging process:**

**1. Activation**

- Place the battery on a flat surface.
- Remove the adhesive cell protection label.
- Select the container of acid.
- Remove the lid 2 from the container 3 (this lid will be reused after filling to seal the cells).
- Turn the container upside down vertically over the battery, with the six nozzles aligned correctly with the six battery cells.
- Press the container until its seals break. The fluid will start to fill the cells.



- Check that there are no air bubbles remaining in the cells; leave the fluid to drain into the cells for at least 20 min.
- If the air bubbles remain trapped in and case the fluid does not drain correctly from the container, tap the bottom of the container gently until fluid starts to drain into the cells. **Never remove the container from the battery, perforate or cut it to make the liquid flow more easily.**
- Ensure that the acid container is completely empty before removing.
- **Leave the battery to rest for at least 1 hour without fitting the cover on the six cells before starting the charging process. This step is extremely important to ensure correct battery performance and durability.**

## 2. Charge process

- This type of battery requires an initial charge process before it is installed on the motorcycle.
- During the charge process, the cap must be placed loosely over the holes of the cells but not pressed closed. This is necessary to prevent excessive evaporation of the acid, but to allow some evaporation to eliminate the protective coating of the cell plates.
- If charging with an automatic charger, check that the current rating of the battery charger is the same or greater than the battery capacity.
- If using a continuous battery charger, follow the instructions indicated on the battery itself (1.8 A for 5-10 hours).
- Once finished the charge process, firmly press the cap into the battery holes until it closes perfectly. The battery is now a sealed unit, and the cap must not be removed again for the duration of the battery life.
- 1 to 2 hours after completing the charge process, check the battery voltage with a voltmeter. The value measured must be at least 12.8 V. Further charging is necessary if a lower voltage is measured.

## 3. Important precautions

- Do not use acid different from the one contained in the charge attached to the battery.
- Drain the whole content of the charge into the battery cells following the same criterion, without never adding other acids.
- Once the battery has been filled and sealed, the cap must never be removed again to top the battery up with fluid or for charging.

## 4. Maintenance charge table

In the event of prolonged periods with the motorcycle not in use or of infrequent usage of the motorcycle, check the battery voltage periodically referring to the following table.

CHARGE STATUS	VOLTAGE MEASURED	OPERATION	CHARGE TIME (1.8 A)
100 %	12.8 -13.0 V	None	no charge
75-100 %	12.5 -12.8 V	slight charge	3-6 h
50-75 %	12.0 -12.5 V	charge	5-11 h
25-50 %	11.5 -12.0 V	charge	13 h
0-25 %	11.5 V or less	charge	20 h

## 5. Charging instructions for batteries with voltage <11.5 V

If the battery voltage measured with the voltmeter is less than 11.5 V, this may be because of excessive internal battery resistance preventing the battery charger from attaining the correct charge voltage (16-17 V).

Before deeming the battery unusable, use the following procedure to attempt to charge the battery correctly:

- Connect the battery to a battery charger set to 25 V and charge for approx. 5 min.
- If there is still no change in the charger ammeter reading after 5 minutes of charging, the battery is no longer usable.
- If the ammeter reading changes, this indicates that current has started to flow. Set the battery charger to the normal charge setting and charge the battery as indicated in the table above.

- Measure the voltage 30 minutes after completing the charge process, referring to the following table:

Voltage	Assessment
12.8 V or more	can be used
12.0 -12.8 V	insufficient charge - continue charging
12.0 V or less	battery can not be used any more

## 6. Installation

- Clean the battery to remove any spilt acid and ensure that the ignition switch is turned to OFF before refitting the battery in the vehicle.
- Remove any corrosion from the terminals of the positive and negative cables.
- Connect the positive cable (+) first and then the negative cable (-), fitting a 6.4 mm Grover washer (P/N 95021206) between the ground cable lug terminal and the screw and tightening the screw to a torque of (10 Nm).
- Use neutral grease or petroleum jelly to grease the battery terminals.

The Technical Help Desk of our Technical Support Service may be contacted whenever necessary should you require any additional information or support.

Best Regards,

PIAGGIO & C. S.P.A.

Spare Parts, Accessories and Aftersales Technical Service BU