

Subject: FW: Richiesta contatto dal sito Moto Guzzi
From: CustomerCare <CustomerCare@piaggiogroupusa.com>
Date: Thu, 28 Jun 2007 09:40:16 -0400
To: jim.marris@karluk.com

FROM

Jim,

Your e-mail has been forwarded to Moto Guzzi USA. Unfortunately technical support does go through our dealerships for whom Service Moto Guzzi is intended. This is a resource for our internal network. If you have a specific question regarding a recall you would need to contact your dealer, though you should be aware if there is a recall on your bike you would receive a letter in the mail to notify you. We apologize for any inconvenience.

Customer Care
Moto Guzzi USA

From: Marris James [mailto:info_motoguzzi@motoguzzi.it]
Sent: Wednesday, June 27, 2007 6:16 PM
To: CustomerCare
Subject: Richiesta contatto dal sito Moto Guzzi

Richiesta contatto pervenuta dall'utente :

Nome: James
Cognome: Marris
E-mail: jim.marris@karluk.com

Età: 63

Sesso: M

Indirizzo: Anchorage, alaska

Nazionalità:

Modello Moto: Le Mans
Descrizione del modello posseduto: 06 Griso
Numero di Telaio:

Concessionario: MotoInternational

Città Concessionario: Seattle

Telefono Concessionario:

Oggetto Messaggio: Servicemotoguzzi.com access

Messaggio: No dealers in Alaska, 2000 miles to the authorized dealer. As new owner of a 2006 Griso I need access to the website for service / recall information. Your "Service Communication: 2007-001 USA" is a rebuke for those of us in remote areas seeking to properly care for our beloved Guzzi's through the Website Forums. This is all we have available to us. I tried to access the servicemotoguzzi site and was unable to do so....and no of course I'm not a dealer. How about firing the attorneys and give the collective US some access

Lingua per la risposta: English

TO: