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Hi Franz, Paul, All

So after a discussion with Roger from DMD at the AMID Show last week, its apparent that GIVI are NOT going to assist with the warranty claim for the panniers falling off.

Roger also said that DMD will not be able to honour the warranty if GIVI in Italy don't support it.

One would think that after spending R136 000 on 14 sets of Outback (OBK48APACK2) Panniers, not to mention the previous 12 sets of Trekker (TRK33N) panniers also amounting to over R200 000..... one would get some kind of positive response ?

Fact:

The GIVI Trekker (TRK33N & TRK46N, SR371) and Trekker Outback (OBK48APACK2 & PL2101CAM, PL2105CAM) pannier & mounting system are defective products and it is common knowledge that they fall off even with less than the specified weight loading.

It's EXTREMELY unfair for GIVI to not honour their warranty because we are a rental company.

Whether or not they are being used by a private individual, or a rental customer – the product is still used in the same scenarios.

The additional facts are, that this product is defective, and dangerous in a normal usage situation, if one of these panniers falls off in a group riding scenario, and the motorcyclists behind has an accident ? it can open up a whole new can of worms from a liability perspective given the known history of the products in question.

The issue:

When the panniers are being used on rough tar roads, gravel or off road situations where vibrations are excessive - The inferior quality of the plastic mounting insert on the bottom of the pannier boxes on both the Trekker and Trekker Outback allows for play to develop even after a few hundred kilometres of riding with a brand new set of panniers.

The result is that the boxes then drop by a few millimetres as the play becomes more substantial, and the lock system (which only engages by 2 millimetres or so), then no longer supports the weight of the pannier and the luggage – and the boxes fall off.

The solution:

Create rubber inserts to dampen the vibrations on the plastic Mounting, or use a stronger material for the mounting insert. And prevent the excessive play developing.

GIVI know this. So do DMD - but still they continue to sell the product as an Adventure pannier.

Moving forward:

So it's clear that we will **NEVER** purchase a single thing from DMD, GIVI again – not only for our rental fleet, but every single ZERO Electric motorcycle (Which also use the GIVI system) sold in South Africa from this day forward, will not have GIVI panniers or top box mounted on them.

We have sourced a local manufacturer to make us panniers and racks for all our current Yamaha's, and any we purchase in the future.

The downside for dealers like **Helderberg Yamaha** whom we have been dealing with for 6 years, is that they too will now lose the sale of pannier sets, Top Boxes, crash bars, Kappa screens etc... on any future bikes we purchase. The knock on effect is far reaching and will ripple down through the motorcycle industry and possibly sway decisions of any potential Trekker and Trekker Outback customer who reads one of my posts regarding this matter.

I am well within my legal right to publish a full product review and potential dangers of this defective product across the following media sources:

Dualsportafrica.com - 26 000 visitors per month – 5.2 million search engine hit per year

Dualsport Africa Facebook: 4500 friends globally

ZERO motorcycles Facebook Page: 705 friends

Wild Dog Forum: 17 000 members

Hello Peter website: 1.2 million visitors per month

ADVrider forum: 264 000 members

Horizons unlimited forum: 32 000 members

And there are a whole lot more

This will make a significant dent or decline in sales of this horrific product across South Africa and internationally.

In Addition, this matter will go to:

National Consumer Commission

Johan van Vreden - Motor Industry Ombudsman of South Africa

I'm done playing Mr Nice guy.

Craig Marshall

Owner/Director

Dualsport Adventures & Rentals (Pty) Ltd

Dualsport Africa (Pty) Ltd

Electric Motorcycles Africa (Pty) Ltd - (Official ZERO Distributor for SADC)

Yamaha Adventure Rentals (Pty) Ltd