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**Recall Communication- NHTSA RECALL 20V-617**

**10/19/2020**

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**Model: Select 2020 & 2021 Vespa GTS – GTV 300 HPE models**

**Subject: Brake system – safety recall campaign**

**Campaign Code: PP2ZZQ2003\_GTS & PP2ZZQ2003\_GTV**

Dear Dealer / Service Center,

through the ongoing, stringent quality control activities we perform on the components installed on our vehicles and our continuous research to develop better new technical solutions, in keeping with our commitment to ensure the best ownership experience possible for the customer, with this note we inform you of the need to carry out the intervention relating to the braking system which may consist of one of the following interventions: brake lever stroke check or brake fluid replacement – bleeding or brake pipe replacement, on a specific batch of vehicles of the models in question.

Please determine which vehicles in your stock or sold by you require this update, and:

- Update all vehicles in stock before sale.
- Update vehicles that have already been sold at the first available opportunity

As usual, the list of frame numbers involved in the campaign is viewable in the section Campaigns / Campaign Reports of the PWM warranty management software suite.

We are currently in the process of notifying the Customers who have already purchased the product in question directly. Your complete cooperation would be appreciated to ensure that the procedure is performed as soon as possible with the least possible inconvenience for customers.

Please contact the Technical Help Desk of our Technical Support Service for any queries or assistance.

Please note that customers may also determine if their vehicles are subject to a recall campaign themselves using this link: [http://static.piaggio.com/recall/form-piaggio\\_en.html](http://static.piaggio.com/recall/form-piaggio_en.html)



## **PROCEDURE FOR MANAGING CAMPAIGN IN THE PWM WARRANTY SYSTEM:**

- From the main menu, select the option “**campaigns**”, then select the option “**Enter campaigns**” from the sub-menu.
- Enter the frame number subject to the recall campaign in the window opened.
- Select “**search**” to open a window with the available service coupons:
- The selection of the applicable coupon varies according to the age of the vehicle. It is calculated by counting the days that have passed from its date of production to the date of claim submission. Note: An Excel file was included in this bulletin posting that allows you to look up the VIN and automatically determine the days that have passed since the date of production. Whenever the file is opened, it creates a “to the current day” age for each vehicle.
- All affected vehicles must have the initial brake lever test performed with the O-ring installed on the handgrip.
- All affected vehicles must be kept for 24 hours and the test performed again after repairs are made.
- Claim entry for each specific coupon automatically places the order for the parts needed
- See flow chart for more clarification on the operations of this campaign..

### **FOR VEHICLES GREATER THAN 130 DAYS FROM THE DATE OF PRODUCTION**

**Coupon 1: O-Ring Test:** coupon that provides for the test, reimbursement of the O-Ring and the labor required. **NOTE:** *This coupon should only be chosen if a “Greater than 130 day” vehicle **PASSES** the O-ring lever test. If it fails the lever test, Coupon 2 must be performed.*

### **FOR VEHICLES THAT ARE BETWEEN 101 AND 130 DAYS FROM THE DATE OF PRODUCTION (OR VEHICLES BEYOND the 130 DAY MARK THAT FAIL THE O-RING TEST)**

**Coupon 2: DOT4 brake fluid replacement:** coupon that involves the replacement of brake fluid and bleeding of the brake system, reimbursement of the brake fluid used, the O-Ring and the labor required. **NOTE:** *A vehicle in the 101 to 130 day age bracket **must have the brake fluid replacement performed under Coupon 2**, whether the vehicle passes or fails the initial O-ring lever test.*

### **FOR VEHICLES BETWEEN 0 AND 100 DAYS FROM THE DATE OF PRODUCTION**

**Coupon 3: Replacement of brake hoses:** coupon that provides for the replacement of the pipes, the reimbursement of the brake fluid used, the O-Ring and the labor required. **NOTE:** *A vehicle in the 0 to 100 day age bracket **must have the brake hoses replaced under Coupon 3**, whether it passes or fails the initial O-ring lever test.*



- Select the correct coupon, compile the “Km/mi ” field, and then save the claim.
- After completing the operation, the claim must be declared “completed” in the PWM system under **STATE MANAGEMENT** to initiate the reimbursement procedure

## **IMPORTANT**

**The service coupons must include a number of photos included as attachments; otherwise the claims cannot be finalized in the warranty system.**

Two photos must be taken, during the intial test showing the measurement obtained for each lever.  
(One for left lever and one for right lever)

Two photos must be taken, during the final test showing the measurement obtained for each lever.

## **LABOR AND SPARE PARTS:**

Below are the spare parts provided and the minutes of labor required:

### **GTS**

#### **Coupon 1**

Minutes of labor: **10 minutes for lever test using O-ring**

**NOTE: This coupon should only be chosen if a “Greater than 130 day” vehicle PASSES the O-ring test, otherwise use Coupon 2 below.**

#### **Coupon 2**

- Minutes of labor: **100 minutes for brake bleeding**
- **Code: 1R000467 bleeder kit** (Composed of 2 bleed fittings, 4 crush washers, 1 O-ring)
- Reimbursement for brake fluid – O-Ring: \$OIL150\*

#### **Coupon 3**

- Minutes of labor: **250 minutes for Replacement of brake hoses and bleeding**
- **Brake pipe(hose) kit GTS: 1R000511**
- Reimbursement for brake fluid – O-Ring: \$OIL150\*



**GTV**

#### **Coupon 1**

- Minutes of labor: **10 minutes for O-ring test**

**NOTE: This coupon should only be chosen if a "Greater than 130 day" vehicle PASSES the O-ring test, otherwise use Coupon 2 below.**

#### **Coupon 2**

- Minutes of labor: **100 minutes for brake bleeding** (GTV does not receive the bleeder kit)
- Reimbursement for brake fluid – O-Ring: \$OIL150\*

#### **Coupon 3**

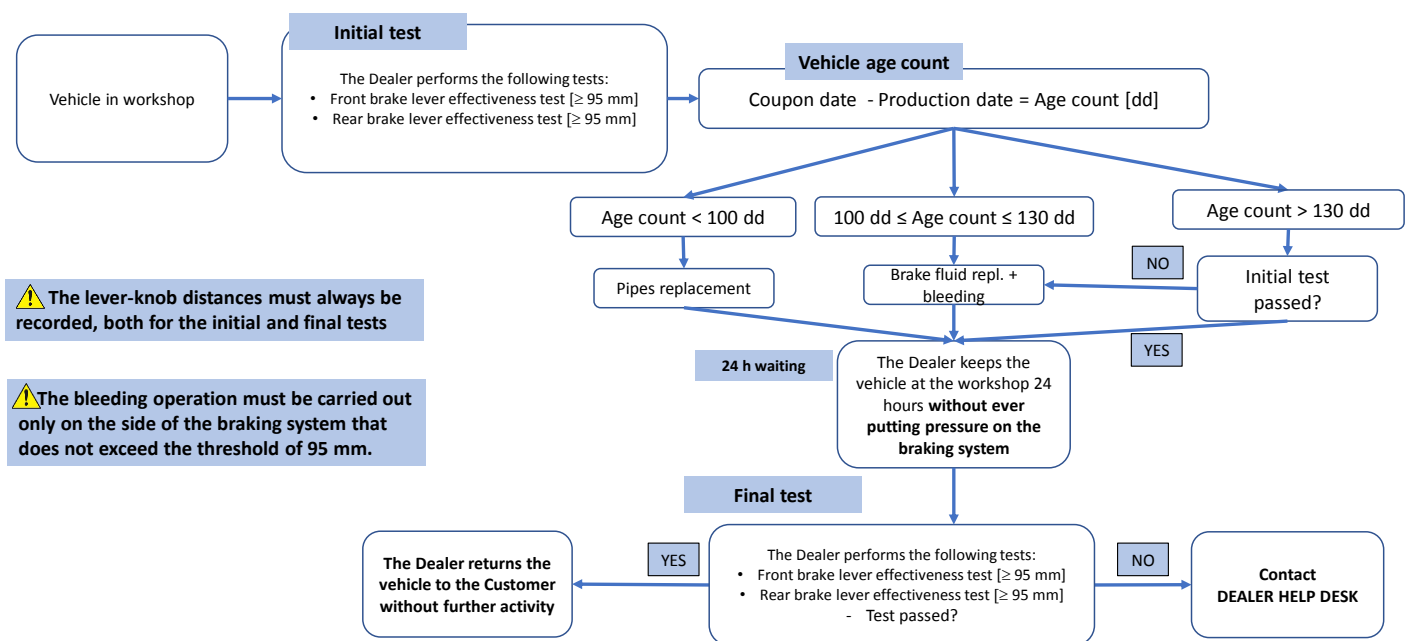
- Minutes of labor: **250 minutes for Replacement of brake hoses and bleeding**
- **Brake pipe(hose) kit GTV: 1R000512**
- Reimbursement for brake fluid – O-Ring: \$OIL150\*

\* Piaggio has included a flat rate of \$4.00 USD in the service coupon, identified by the code \$OIL150, to cover the cost for the purchase of approximately 250 cc of brake fluid and O-Ring. We also remind you that the O-Rings to carry out the tests (one per vehicle) will be sent to the dealer by P&C.

## Download the attached related flow chart to support workshop operations

(Note: The flow chart and Excel file for vehicle age calculation is posted with this bulletin)

The age of the vehicle from the date of production must be calculated in days by subtracting the date of the production from the date on which the check is carried out (vehicle reception). See Excel file posted with this bulletin



Best regards,

Piaggio & C. S.p.A

Spare Parts, Accessories and Aftersales Technical Service / Service BU