

## VEHICLE SAFETY RECALL

RM/2007/016

May 2007

Dear Dealer

### **RE: VEHICLE SAFETY RECALL - VESPA GTS 250, GTV 250, GT60**

Piaggio & C. has advised us that ongoing quality assessment has identified a safety related problem effecting a specific production range of the above Vespa 250cc models. It has been discovered that in some cases the exhaust system may release gases from the joint between the header pipe and the silencer with the potential to damage adjacent components.

For this reason a Recall Campaign has been launched, so that the affected vehicles can be rectified by replacing the exhaust system header pipe with one of a different design, thereby preventing the possibility of further damage occurring.

Through the DVLA we have obtained a list of all known registered keepers of affected vehicles. A Recall Letter is being sent out directly to those keepers. For each vehicle where the DVLA have no record (i.e. the vehicle has not been registered), the Recall Letter is being sent to the dealer to whom we sold that vehicle.

### **WHAT TO DO NEXT -**

#### **If you need to rectify a vehicle**

- Whether an owner contacts you requesting rectification of their vehicle, or you need to rectify a vehicle that you have in your own stock, the procedure is the same; the exhaust system header pipe must be replaced with the modified part (872659), following the attached procedure.
- Pre-authorisation through the Warranty Management service (GGP) is not required.
- The modified part (872659) should be obtained by ordering from Fowlers in the normal way.

#### **If you have rectified a vehicle**

- The sticker on the vehicle's Recall Letter should be filled out, and stuck into the inside back cover of the vehicle's Warranty Handbook.
- Re-imburement should be claimed via the Warranty Management service (GGP), and by clicking on "Fleet Maintenance/Recall Coupons" >>> "Enter Recall Coupons Menu" buttons.
- Finally, for legal reasons it is very important that the Work Completion Certificate should be filled out and returned to Piaggio Ltd. In the absence of the customer letter and/or a Work Completion Certificate, you should send a signed statement (quoting the VIN) on your company letterhead.

#### **If you receive a Recall Letter**

- Check that the scooter is still in stock.
- If not, notify us of the name and address of the person to whom you sold it (even if you traded it to another dealer), using the Notification of Changes form.
- If the vehicle is still in your stock, please proceed immediately with the rectification.

The full range of affected vehicles is (inclusive VINs) -

ZAPM4510000001995 to ZAPM4510000019019 (GTS 250)  
ZAPM4510200002197 to ZAPM4510200002483 (GT60)  
ZAPM4510200002771 to ZAPM4510200003015 (GTV 250)

Please note that for any vehicle which is included in this recall it will **not** be possible to submit a warranty claim via the Warranty Management service (GGP) until such time as the recall work has been carried out, and notification of it has been entered via GGP.

Since this recall has significant safety implications, I would ask you to please treat it very seriously, and ensure that all relevant staff is informed as to proper procedures. The response rate to this recall is being monitored by the Vehicle Safety Branch of the Vehicle and Operator Services Agency (VOSA) under the terms of the Vehicle Safety Recall Code of Practice.

I apologise for any inconvenience this may cause, and I thank you, in anticipation, for your assistance.

Yours sincerely

A handwritten signature in black ink that reads "Benjy Straw". The signature is written in a cursive style with a large, sweeping flourish at the end.

Benjy Straw  
Technical Services Manager

Encs: Header Pipe Replacement Procedure

**VESPA GTS 250/GTV 250/GT60 - HEADER PIPE REPLACEMENT PROCEDURE**

1) The Recification Kit (872659) should be ordered from Fowlers in the normal way.

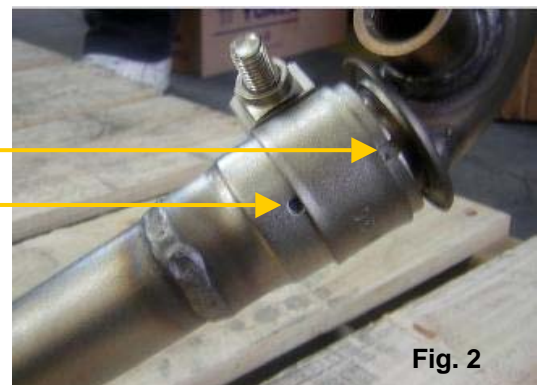
- 2) Contents of the kit 872659 (see fig.1) -
- modified header pipe, identifiable by welded-on flange
  - exhaust gasket (826388)
  - silencer clamp (8449404)



**Fig. 1**

- 3) To replace the header pipe -
- Disconnect the lambda sensor connector
  - Remove the entire exhaust system (including the header pipe) from the vehicle
  - Unscrew and remove the lambda sensor from the exhaust header pipe
  - Loosen the clamp and separate the header pipe from the silencer
  - Fit the new, modified header pipe to the silencer, using the new gasket and the clamp supplied in the kit. **DO NOT TIGHTEN** the clamp at this stage.
  - Fit the lambda probe to the new exhaust manifold (40 - 50 Nm, 30 - 37 lbs.ft)
  - Fit the entire exhaust system back on the vehicle and reconnect the lambda probe
  - Nip up all fastenings to ensure that the components are correctly seated
  - Position the clamp carefully to ensure that it is central over the four slots (see fig. 2), and tighten to the specified torque.

Clamp must be positioned centrally over the four slots



**Fig. 2**

- Fully tighten all exhaust system fastenings -
  - Lambda sensor, 40-50Nm (30-37lbs.ft)
  - Silencer clamp, 16-18Nm, (12-13lbs.ft)
  - Silencer mounting bolts, 20-25Nm, (15-19lbs.ft)
  - Exhaust port studs, 12-13Nm, (9-10lbs.ft)
- IMPORTANT:** You are reminded that if the above procedure is not properly executed, the components adjacent to the joint between the header pipe and silencer may get damaged due to gases leaking from the exhaust system.

**NOTE: On EVERY occasion that the silencer of the Vespa GTS is removed from the down pipe (e.g. for replacement of the rear tyre, etc), it is vitally important that the exhaust gasket is replaced with a new one.**

**The gasket should therefore be considered as a service item, and any replacement of the gasket subsequent to this recall activity (or the vehicle's first service) must be charged to the customer**

- 4) Complete the paperwork-
  - a) Fill out the details on the sticker part of the customer's letter, and stick it into the inside back cover of the vehicle's Warranty Booklet.
  - b) The Work Completion Certificate on the Customer's letter must be completely filled out and signed, and then sent to Piaggio Ltd, 1 Boundary Row, London SE1 8HP.
  
- 5) To claim re-imbusement-
  - a) Enter the Piaggio Dealer Portal and go to the Warranty Management service (GGP)
  - b) Select **Fleet maintenance / Recall coupons**, and then **Enter Recall Coupons Menu**
  - c) Enter data as shown below
  - d) Note that by entering Coupon No. 1 the system will automatically allow for the Rectification Kit (Part No 872659) and 25 minutes labour (labour code 888196).
  - e) Follow the normal warranty invoicing procedure when the "pre-invoices available" message is next displayed on entering the GGP.

**PIAGGIO Group** English

**CAMPAIGN MAINTENANCE COUPONS** | ITM

Check In

World Wide Warranty

Insert Fleet Coupon  
 Enter Recall Coupons Menu  
 View Coupons  
 Chargeable Service

Frame	ZAPM451000001996	1. Enter full 17digit VIN, and press Enter
Applicant	GB5C	
Dealer of reference	GB5C	
Element	MUFLER MANIFOLD KIT	2. Wait until the "M ufler Manifold Kit" appears in Element field
Coupon type	Extraordinary	3. Select "Extraordinary"
Coupon number	1	4. Enter Coupon Number "1"
Km/MIs	5432	5. Enter mileage
Document Date	17/05/2007 (dd/mm/yyyy)	
Document No.		6. (Optional) Enter your own Document Reference Number (Job Card No etc)
Document Type		7. (Optional) Select your Document Type
Date Carried Out	15/05/2007 (dd/mm/yyyy)	8. Enter the date on which the rectification was carried out
		9. Click SAVE button

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