



IMPORTANT DEALER SERVICE INSTRUCTIONS AND NOTIFICATION OF RECALL

Date: July 23, 2007

From: Piaggio Group Americas, Inc.

To: All Vespa Piaggio Dealers

Service Bulletin: 012

Subject: Recall campaign 07V-253, Vespa GTS250 i.e. exhaust system repair

Affected Models: Vespa GTS 250 i.e.

US Model VIN Range: 2,757 US VINs within the range of ZAPM4510000006276 to ZAPM459LX75004164.

Concern: Through Piaggio's program of product evaluation and improvement, it has been determined that certain examples of the GTS i.e. model Vespa scooter may experience an exhaust leak at the junction point between the header pipe and exhaust box. If an exhaust leak does occur, continued operation of the vehicle may allow the escaping exhaust gases to damage surrounding parts and components.

Cause: This leak is the result of repeated removal and reinstallation of the exhaust box as is required in common maintenance procedures such as, for example, the replacement of the rear tire, without replacing the exhaust gasket. Replacing the exhaust gasket and properly tightening the clamp each time the exhaust box is removed and reinstalled is a service practice recommended by Vespa Piaggio, as stated in the Owners Manual, Service Repair Manuals and in Vespa Piaggio Service Bulletins on this subject.

Correction: Piaggio Group Americas, Inc. is voluntarily initiating a recall of all Vespa GTS i.e. models in the affected VIN range so that updated exhaust system components can be installed. If for any reason an exhaust leak should occur in this area, the new components are designed to deflect the gases away from surrounding parts and components.

Parts Availability: Parts required to complete the updates called for in this recall are in stock in Piaggio Group Americas parts warehouse. The update parts are

available in kit form under part number 872659. Dealers are to order a quantity of one of the update kit for each Vespa being serviced under this recall.

Dealer Inventory: Any Vespa within the affected VIN range that is currently in, or is subsequently received into, a dealer's inventory is to be updated according to the details and description of this recall before the vehicle is sold.

Claims for vehicles which have been serviced must be submitted. Claims submitted will be used by PGA to record recall service completions and provide dealer payments.

Owner Notification: Each owner of an affected motorcycle will be notified by first class mail. In this letter Piaggio Group Americas, Inc. (PGA) will describe details of the concern, the cause and the correction addressed by this recall. PGA asks that each owner contact an authorized Vespa Piaggio dealer to arrange an appointment to have the parts and labor required of this recall completed. Please make every effort to accommodate your recall customers within your existing service schedule.

Dealer Notification: Federal law requires this notification to be forwarded via certified mail. You are hereby instructed to sign for this certified mail without hesitation, as it contains urgent safety recall information.

In addition, PGA will provide each recall customer with details of the TREAD Act Reimbursement program. In short, this program provides a plan to reimburse a customer who has previously paid for the same repair or update described in the recall documents. A copy of the Owner Notification and the TREAD Act Reimbursement letters are attached.

Important Note: Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the customer. This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect or noncompliance has been remedied before delivery.

Completion Reporting and Reimbursement: Use one of the following labor operation numbers and time allowances: See PGA's Warranty/Recall policy and procedure manual for complete recall claim processing instructions.

Parts Return: Replaced parts are to be returned to PGA.

Vehicle Not Available: If a vehicle is not available for service for a known reason, let us know by filling out the pre-addressed Vehicle Disposition Form portion of the Owner Notification Form or describe the reason on a postcard and mail to:
Piaggio Group Americas, Inc., Attention Aftersales Department, 140 east 45th Street,
17th Floor, New York, New York 10017.

Following the above procedures will expedite the processing of your claim.
If you have any questions or need assistance in completing this action, please contact PGA customer service.

Best regards,

Piaggio Group Americas, Inc.

VESPA GTS 250 i.e.

EXHAUST MANIFOLD REPLACEMENT

To replace the exhaust manifold, order part number **872659** as spare part following standard proceedings.

OPERATION PROCEDURE

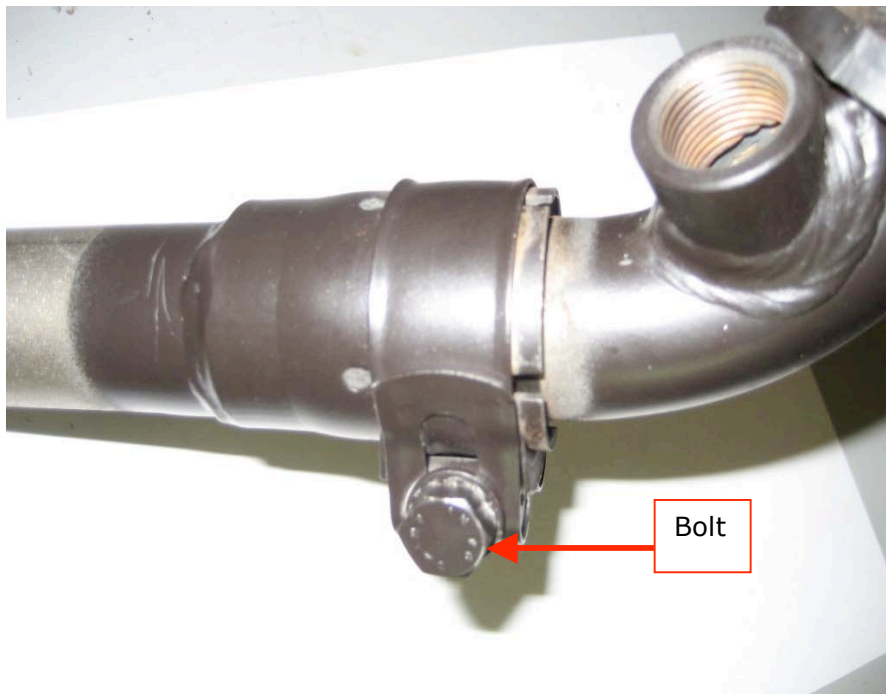


The above picture references the old exhaust flange and the replacement exhaust flange kit part number 872659.



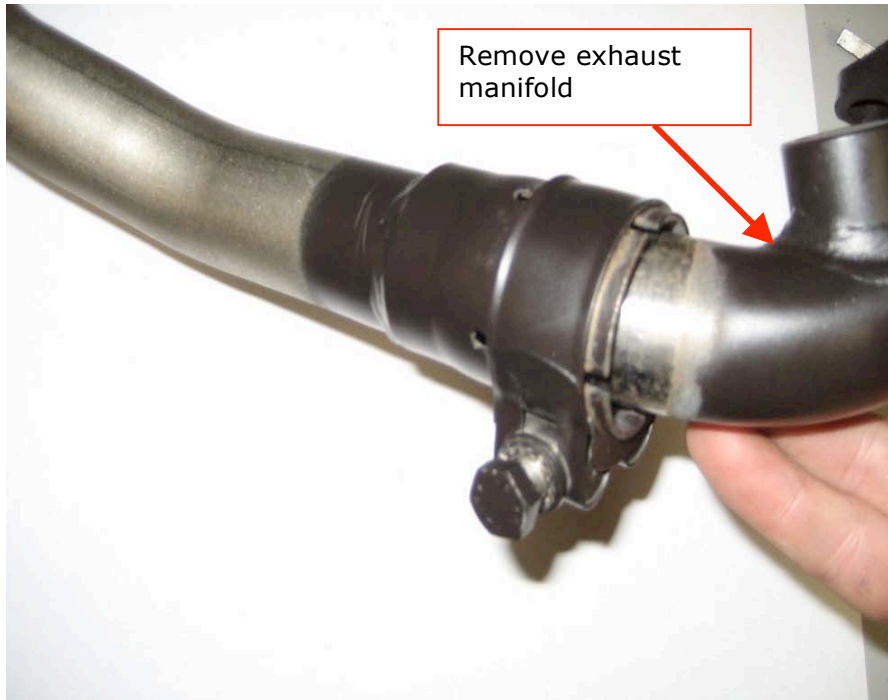
Remove lambda sensor

With the complete exhaust system removed from the vehicle remove the lambda sensors. Refer to page 88 and 89 of your Vespa GTS workshop manual for exhaust removal.



Bolt

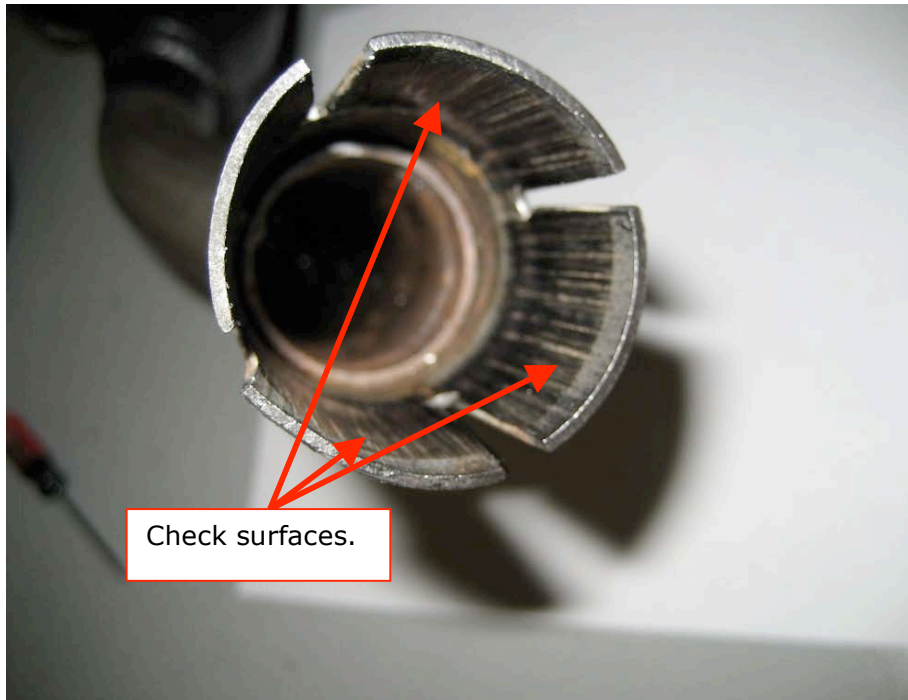
Loosen the 13 mm bolt to loosen the clamp.



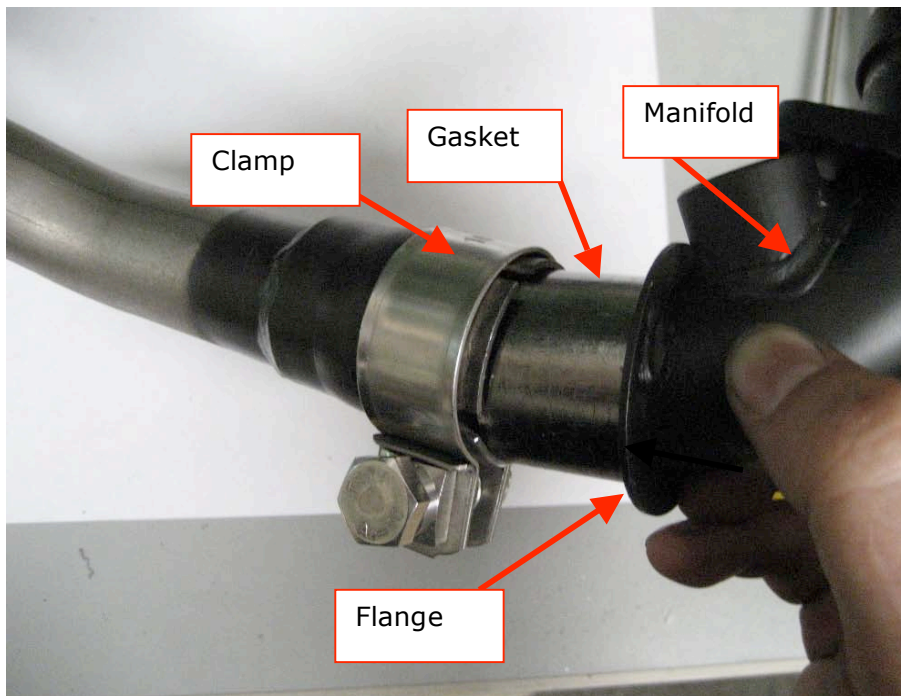
Remove the header pipe from the exhaust box.



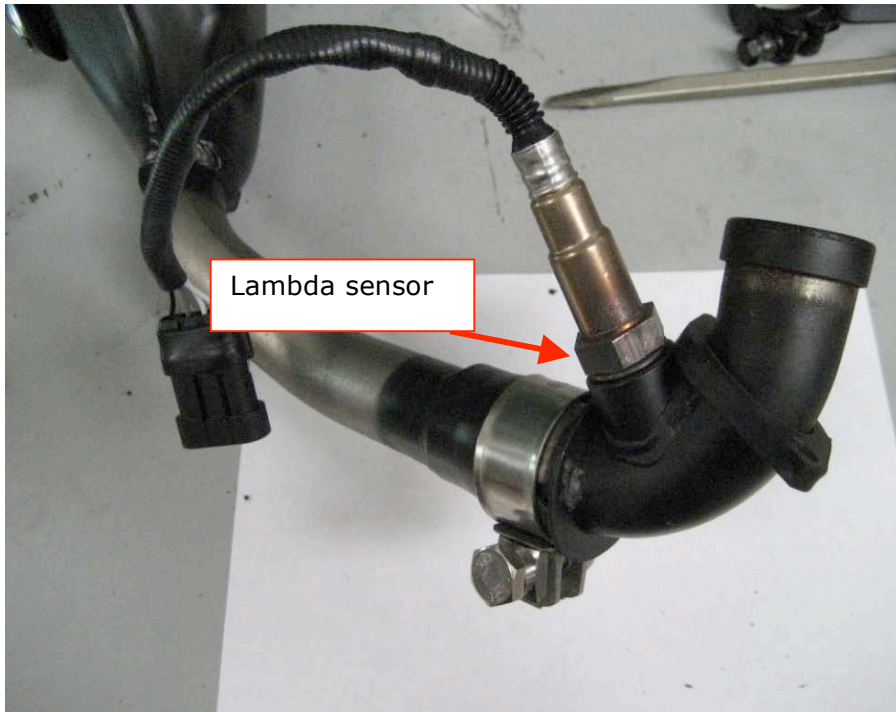
Remove the exhaust packing and clamp.



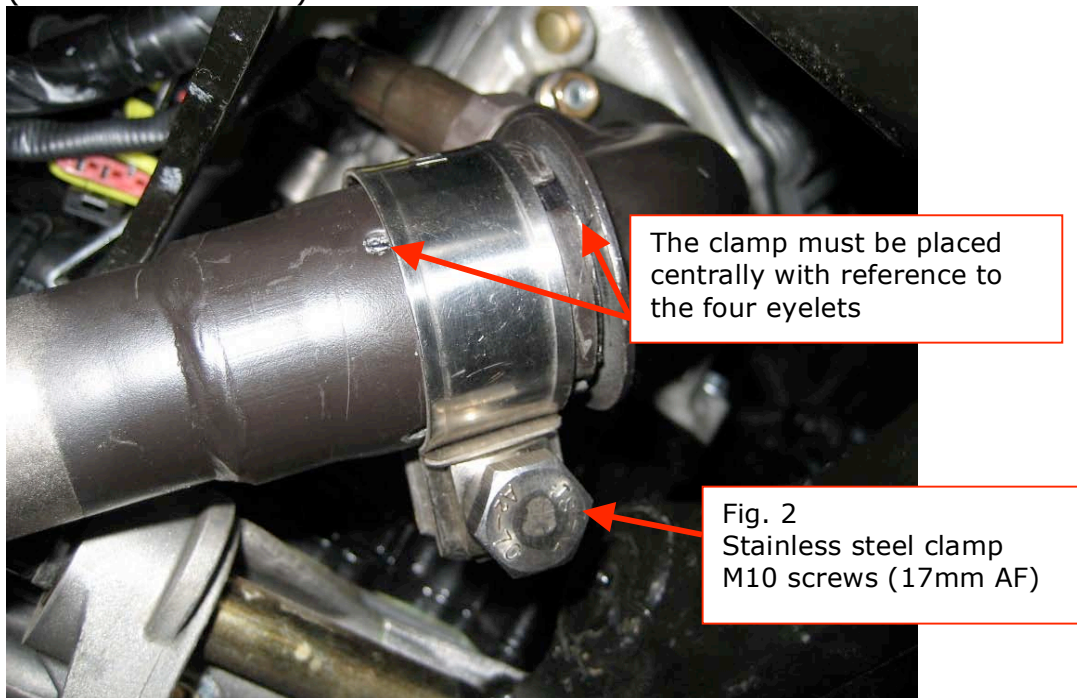
Once all packing is removed check and make sure all surfaces are clean. This will help the installation of the exhaust gasket.



Install the new clamp supplied with the kit, but **do not** tighten down at this point. Fit the exhaust gasket onto the new manifold. Push the new exhaust gasket in with the manifold until fitted all the way down to the flange.



Replace the lambda sensor and tighten down to 40- 50 Nm (29.5 -36.8 ft lbs.).



Once the exhaust system installed to specification (follow workshop manual exhaust removal in reverse as shown on page 88 and 89) and the manifold is properly lined up to the exhaust port on the cylinder head. Make sure to check that the four eyelets are visible and that the clamp is centered. Tightened down the clamp to 15.2 - 18.15 Nm (11.2 - 13.4 ft lbs.).

Other specifications:

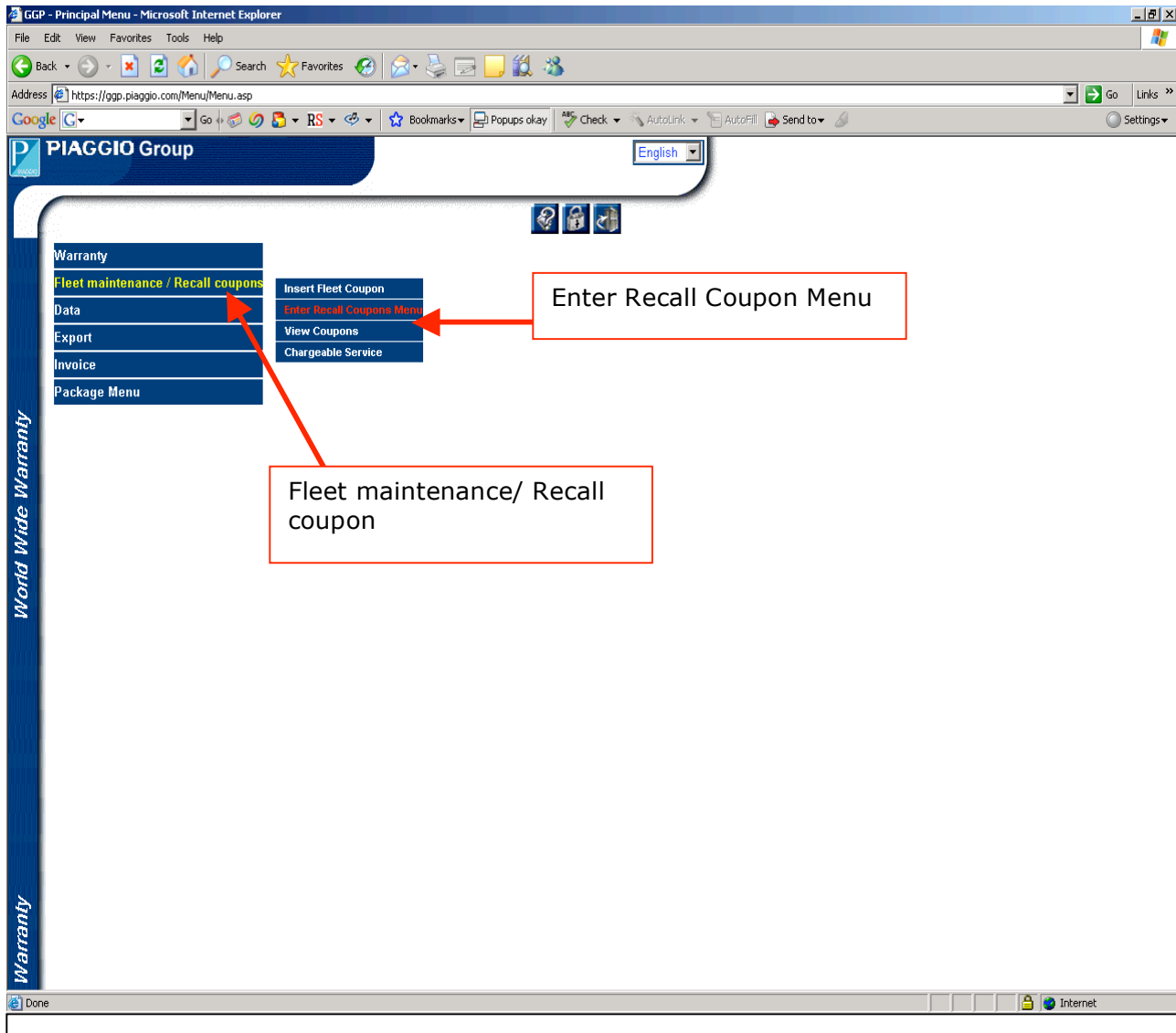
Screw for fixing muffler to the support arm (three bolts) 20 ÷ 25 Nm
(14.7 - 18.4 lbs ft.)

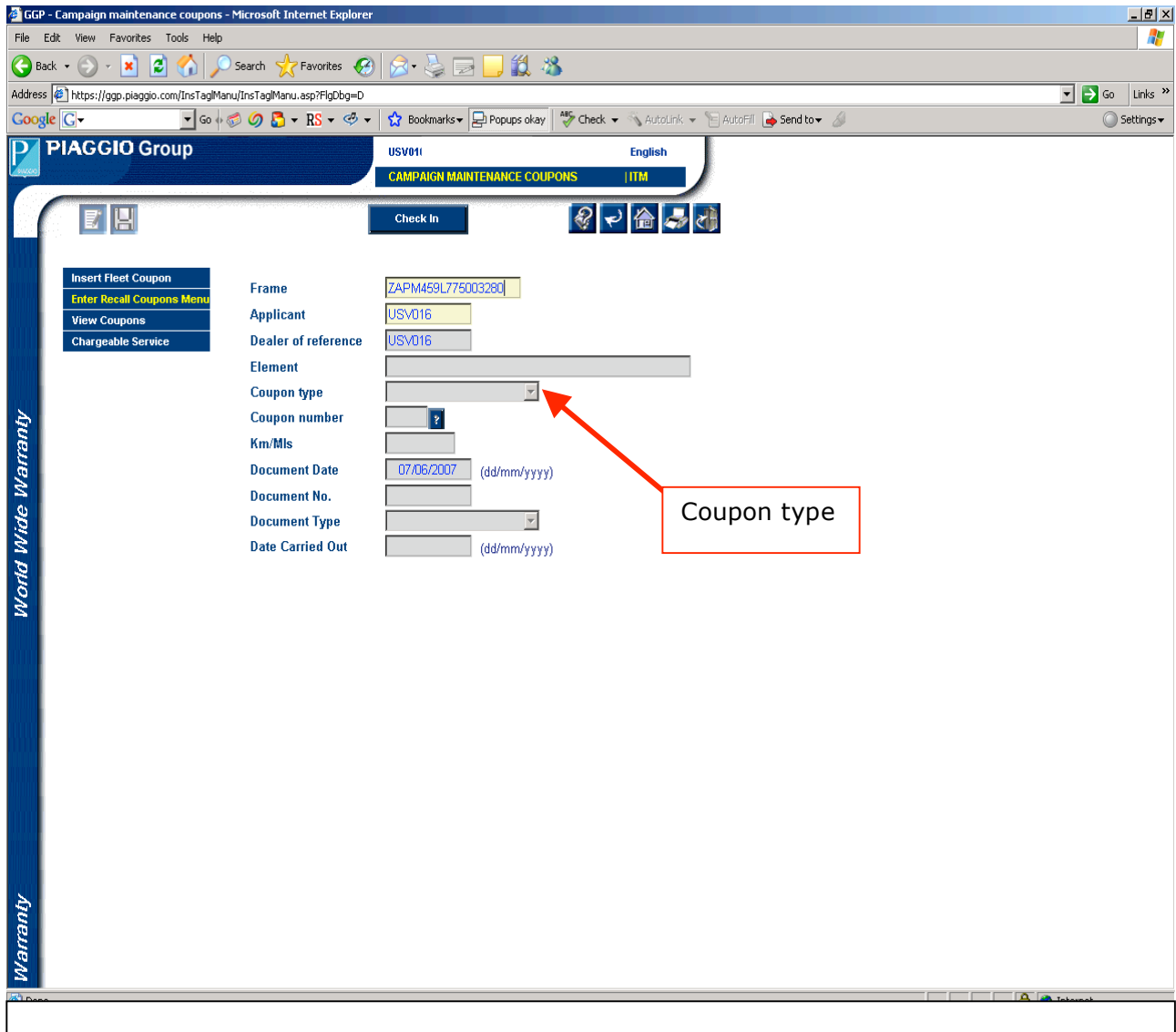
Lambda probe tightening on exhaust manifold 40 ÷ 50 Nm
(29.5 -36.8 ft lbs.).

Exhaust manifold-muffler joint tightening (two bolts) 12 ÷ 13 Nm
(8.8 - 9.5 lbs ft.)

Vespa GTS 250 Recall claim procedure

The following procedure will need to be complete once the vehicle has been updated with the new replacement part for the exhaust manifold. Failure to enter the Recall campaign in the warranty system will not allow you to claim other warranty work that the vehicle may need. This step by step process is to ensure that the procedure is being done correctly. Please read and follow the directions in this procedure. If there are any further questions in regards to this procedure please contact Piaggio Technical Services at (949) 645-0030.





Enter in Frame number and click on Coupon type.

GGP - Campaign maintenance coupons - Microsoft Internet Explorer

Address: https://ggp.piaggio.com/InsTagManu/InsTagManu.asp?FigDbg=D

PIAGGIO Group

CAMPAIGN MAINTENANCE COUPONS | ITM

Check In

World Wide Warranty

Warranty

Insert Fleet Coupon
Enter Recall Coupons Menu
View Coupons
Chargeable Service

Frame: ZAPM459L775003260 VESPA GTS 250 BLACK
Applicant: USV016 Vespa Seattle
Dealer of reference: USV016
Element: MUFFLER MANIFOLD KT
Coupon type: Extraordinary
Coupon number: ?
Km/Mls:
Document Date: 07/06/2007 (dd/mm/yyyy)
Document No.:
Document Type:
Date Carried Out: (dd/mm/yyyy)

Extraordinary

The screenshot shows the Piaggio Group website interface for entering maintenance coupons. The main form contains the following fields:

- Frame: ZAPM459L775003260
- Applicant: USV016
- Dealer of reference: USV016
- Element: MUFLER MANIFOLD KIT
- Coupon type: Extraordinary
- Coupon number: [?] (indicated by a red arrow and a text box: "Select the question mark (?)")
- Km/MIs: []
- Document Date: 07/06/2007
- Document No.: []
- Document Type: []
- Date Carried Out: []

An inset window titled "Coupon code page" displays a table of available codes:

Tagliandi			
Coupon number	Type	Code	Description
1	L	888196	MUFLER MANIFOLD KIT REPLACEMENT
2	L	888197	MUFLER MANIFOLD KIT REPLAC./CUST.CALL-B

Selecting the question mark will bring up the coupon code page. The appropriate one should be selected.

1. Muffler Manifold Kit replacement. Make this selection if this is an affected vehicle in the dealer stock.
2. Muffler Manifold Kit replacement. Make this selection if this vehicle is a customer vehicle with the defective manifold and affected vin.

World Wide Warranty

PIAGGIO Group English

CAMPAIGN MAINTENANCE COUPONS | ITM

Check In

Frame: ZAPM459L775003260 VESPA GTS 250 BLACK
 Applicant: USV016 Vespa Seattle
 Dealer of reference: USV016
 Element: MUFFLER MANIFOLD KIT
 Coupon type: Extraordinary
 Coupon number: 2
 Km/Mls: 200
 Document Date: 07/06/2007 (dd/mm/yyyy)
 Document No.: 2
 Document Type: Invoice
 Date Carried Out: 07/06/2007 (dd/mm/yyyy)

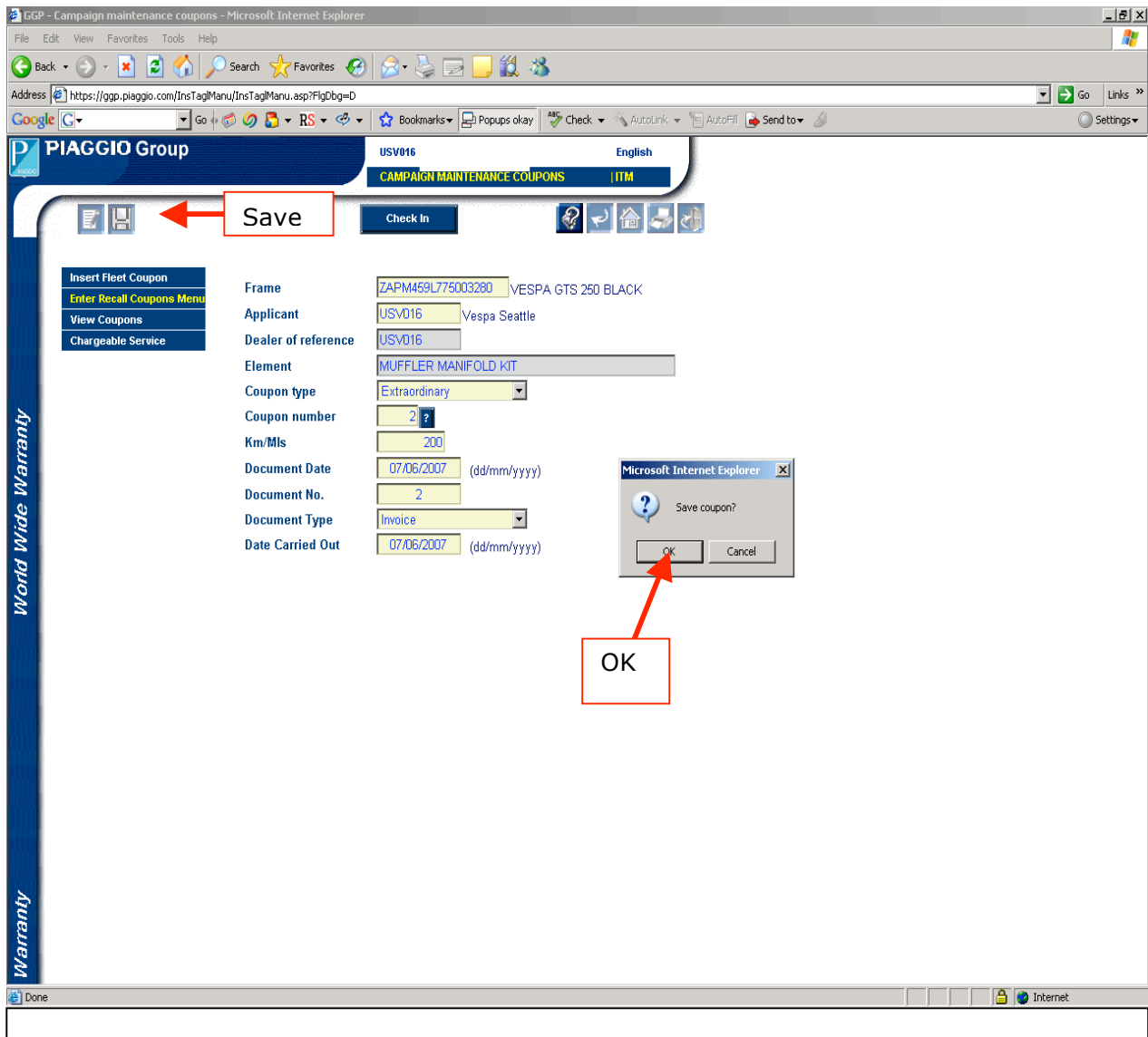
Miles → Km/Mls

Document type → Document Type

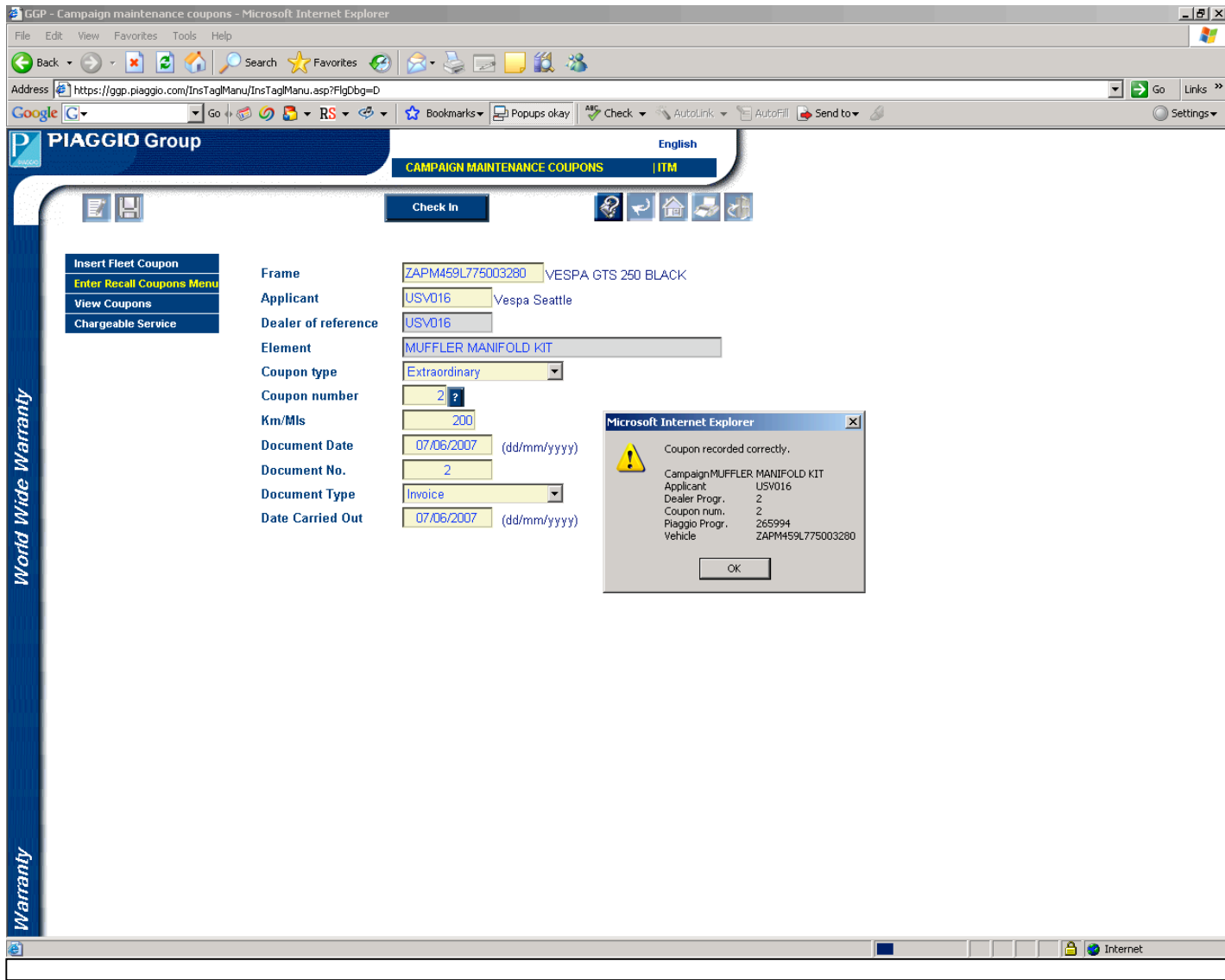
Date carried out → Date Carried Out

Document Number. Shops repair order number → Document No.

Continuing with the claim enter in the mileage of the vehicle. The Document Number should reflect the repair order of the servicing garage. The Document type selection should be invoice and the Date carried out should be filled out. Remember that the date has to reflect Date, Month and Year. Once all the fields have been filled out click anywhere on the page and the system will check your claim.



Once the claim clears select the disc icon (save) to save the claim.



Claim successful submitted and saved click ok to enter a new claim or return to the home page.