




Date: June 19, 2008
From: Aprilia USA
To: All Aprilia Dealers

Service Communication: 2008-003 USA  Designation

Subject: Re-issue of recall campaign 05V-506 – replacing male fuel line fitting:

Specific VINs for the 2001 - 2004 Aprilia RST 1000 Futura
Specific VINs for the 2002 - 2003 Aprilia ETV 1000 Caponord

IMPORTANT NOTE: Service Communication 2008-003 is a rewrite of 2006-003 , dated 10/27/2006, the original Service Communication for this recall. Please archive, bulletin 2006-003 and only use the information included in this communication.

VIN range: Recall 05V-506 has been active since 10/27/06. As a result many of the motorcycles within the affected VIN ranges have already been updated. Please check GGP to ensure that the motorcycle you are working on is subject to the updates described below. Do not repeat the update if the motorcycle has already been corrected. Affected VINs fall within the following ranges:

Aprilia RST Futura: ZD4PWD0001S000014 – ZD4PWD01X4S000311
ETV Caponord: ZD4PSC0002S000005 – ZD4PSC00X3S000546

Concern: The male fuel fitting quick connector can break or crack, due to excessive loading when the fuel tank is lifted for service or repairs.

Correction: The male fitting is now of a metal construction. Each example receives one male fitting as part of this recall. The female fitting is not being replaced on either model. The Futura fitting is located on the fuel return hose and the Caponord fitting is located on the pressure side, threaded into the fuel pump plate.

Owner Notification: Recall 05V-506 has been active since 10/27/2006. As a result, many of the motorcycles within the affected VIN ranges have already been updated and the record of these updates noted in the warranty system. Prior to renotifying owners of motorcycles within the affected VIN ranges, Aprilia USA will remove all the VINs that have been updated and claimed in GGP. While the goal is to notify the current owners to the necessity of having the updates required of this recall completed, Aprilia USA does not want to duplicate repairs for owners that have already had the recall successfully completed.


The current owner of an affected VIN, not noted as complete within GGP, will be notified by first class mail. In this letter Aprilia USA will describe the details of the concern, the cause and the correction required. In addition, Aprilia USA will ask that each owner contact an authorized Aprilia 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. In addition, Aprilia USA has provided each recall customer with details of the TREAD Act Reimbursement program. This program provides a plan and method to reimburse a customer who has already paid for the same repair or update as described in the recall documents, for his parts and labor expenses. 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. Please check your used motorcycle inventory for any example that may require the updates of this recall.

VIN Identification: Please poll the GGP warranty system on www.serviceaprilia.com to determine the specific Futura and Caponord examples subject to this recall.

- 1) On serviceaprilia.com select “Warranties”- on left side of home page, then “GGP” at top of column-center of page.
- 2) Once the GGP portal opens, select “Tech. Update- Campaign”, then “Enter recall coupons menu”.
- 3) Enter the VIN number under “Frame” and tab down using the TAB key on your keyboard
- 4) Under “Element”- view any recalls that apply.
- 5) If you observe the heading “Fuel Quick Connector RST and ETV”, this particular VIN is subject to the recall.

Depress the back button  to back out of the claim. (Note: Recall identification and recall claim entry are performed under the same function, so unless you have completed the recall do not continue to fill in the blocks to submit the claim. Submit the claim only when the recall work has been completed)

IMPORTANT NOTE: If you observe a pop-up message stating “Vehicle does not belong to Recall Campaign”, and you are sure the VIN applies, please contact your technical support representative. In addition, a message stating “Vehicle is not blocked” means all applicable recalls have been performed and claimed. In addition, past recall claims on a vehicle can be viewed under “Warranty”, then “View Vehicle Data”, then “Maintenance Jobs” in the pop-up.

Part Identification:

New metal fitting for Futura



New metal fitting for Caponord



Parts to order: Please order parts through the BM ordering system.

Futura: AP8104993 (90 degree male fitting-brass construction)
Caponord: AP8144623 (threaded male fitting-brass construction)




Repair instructions: Please see pages 7-8 for repair procedures.

Warranty claiming:

(Fuel Quick Connector RST and ETV)

- 1) Log on to serviceaprilia.com using your user name and password. Select "Warranties"- on left side of home page, then "GGP" top of column- center of page.
- 2) Once the GGP portal opens, select "Tech. Update- Campaign", then " Enter recall Coupons menu".
- 3) Enter the VIN number under "Frame" and tab down using the TAB key on your keyboard.
- 4) Under "Element"- select "Fuel Quick Connector RST and ETV".
- 5) Under "Coupon Type" select, "Extraordinary".
- 6) Under "Coupon Number" click the Question mark and a pop-up box will appear. Click on the number of the coupon that applies to the procedure that was performed (1, 2, etc) in the coupon box.
- 7) In the "Km / Mls" box, enter the mileage of the bike.
- 8) In "Document No." enter your in-house repair order number.
- 9) In "Document type" select "invoice".
- 10) Under the "Date Carried Out", enter the date in European format (dd/mm/yyyy).

When you are finished, submit the claim by clicking on the "Diskette Icon"  in the upper left hand corner of the screen.

Reimbursement: 24 minutes plus cost of part AP8104993 for RST Futura
36 minutes plus cost of part AP8144623 for ETV Caponord



TREAD ACT CUSTOMER REIMBURSEMENT PLAN

Customer Reimbursement for Safety Related Recall Repairs
Effective with Safety related recalls initiated as of January 15, 2003

Aprilia USA is initiating a safety related recall for the 2001-2004 Aprilia RST 1000 Futura and 2002-2003 ETV 1000 Caponord motorcycles in a range of VINs that includes your vehicle. If you have previously paid to have the repair or update, as described in the recall documentation, completed you are entitled to be reimbursed for that expense.

You are encouraged to request reimbursement from your authorized Aprilia USA dealer. Alternatively, you may submit the request for reimbursement to the following address:

Aprilia Customer Care
140, East 45th Street
New York, NY 10017

In every case:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the Aprilia authorized dealer network will be considered; however, the procedure must meet Aprilia standards and use Aprilia original equipment parts.
- When Aprilia original equipment parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last customer notification letter sent by Aprilia are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- Aprilia USA will not reimburse for prior repairs that did not use Aprilia original equipment parts.

The Aprilia authorized dealer will request a copy of the customer notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims will be processed within 60 days of receipt.



CUSTOMER NOTIFICATION LETTER

August 20, 2008

Dear Aprilia Owner:

RE: IMPORTANT SAFETY RECALL INFORMATION REGARDING YOUR APRILIA RST 1000 FUTURA OR ETV MILLE CAPONORD MOTORCYCLE

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. This notification is a re-issue of recall 05V-506 originally issued in 2006.

REASON FOR THIS RECALL

Aprilia USA has decided that a defect which relates to motor vehicle safety exists in the Aprilia motorcycle models and model years noted below:

- 2001 - 2004 Aprilia RST 1000 Futura
- 2002 – 2003 Aprilia ETV Mille Caponord

On these models and in these model years, the fuel line quick connector may break if care is not used when removing the fuel tank at the time of service. Such breakage may cause fuel to leak from the quick connector. Failure to have the updates required of this recall completed may cause personal injury or death.

Aprilia USA has identified the production VIN range of the models where a replacement of the quick connector is required. According to vehicle registration records, you are the owner of an Aprilia motorcycle that falls within this VIN range.

WHAT WE WILL DO

To address this situation, Aprilia USA will conduct a voluntary recall of all 2001 – 2004 Aprilia RST 1000 Futura and 2002 – 2003 Aprilia ETV Mille Caponord within the affected VIN range, that have not already been repaired as part of the original issuing of this recall. Aprilia USA, through the authorized Aprilia dealer network will replace the fuel line quick connector on these motorcycles, eliminating any potential for a safety risk as a result of a fuel leak from this fitting.

The work required of this recall may be completed by any authorized Aprilia Motorcycle dealer at no charge to you for the required parts or labor. The repair will take approximately 1.0 hour.

WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Aprilia Motorcycle dealer to arrange for an appointment to have the described vehicle updates completed. Instructions for making this correction have been sent to your dealer and the parts are available. Your dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible.

If, however, you take your vehicle to your dealer on the agreed service date, and they do not remedy this condition on that date or within three (3) days, we recommend you contact Aprilia Customer Care by calling (212) 380 4400, option #4.

After contacting your dealer and the above number, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic



Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safecar.gov>.

In the event that you have sold this vehicle or the vehicle is no longer in your possession, please complete and return the enclosed postage prepaid reply card to notify us of any change of ownership card.

If you previously had the work required of this recall completed at your own expense, please refer to the attached letter describing the criteria and procedure to request reimbursement.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products. Thank you for your prompt attention to this important matter.

Very truly yours,

Aprilia USA.

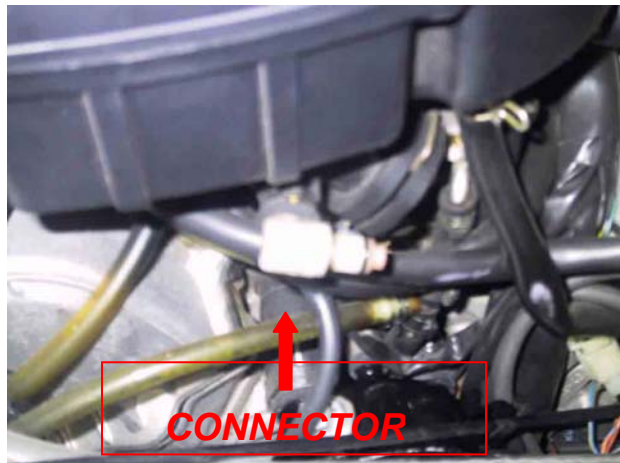
Repair Instructions:

WORK PROCEDURE FOR THE RST FUTURA

- Drain the fuel from the tank before starting the work to replace the connector.
- Remove the seat.
- Lift the fuel tank.
 - Remove the tank cover.
 - Remove the tank fixing screws.



- Disconnect the fuel line from the throttle body.
- Prop the tank up in vertical position, using the prop on the frame.
- Release the push-fit hose clamp.
- Remove the old connector.





- Replace the old connector with the new brass connector (part # AP8104993)



- Reassemble in the reverse order.
- Fit the new push-fit hose clamp (part # 8101586) supplied with the replacement connector.

WORK PROCEDURE FOR THE ETV CAPONORD 1000

- Drain the fuel from the tank before starting the work to replace the connector.
- Remove the passenger seat.
- Remove the rider seat.
- Remove the fuel tank, taking care not to damage the fuel lines.
- Replace the old plastic connector with the new metal connector (part # AP8144623).



- Refit the fuel tank over the frame, taking care not to jamb or damage the fuel lines and connectors.