



February 25, 2009

Dear Aprilia Owner:

RE: IMPORTANT SAFETY RECALL INFORMATION REGARDING YOUR APRILIA RSV 1000 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-538, 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 model and model years noted below:

- 2004 – 2005 Aprilia RSV 1000

The rear swing arm on the above model within the noted model years may develop a stress fracture with use, over time. A fracture in the swing arm could cause a change in the handling characteristics of the motorcycle which under certain circumstances could result in a crash, personal injury or death.

Aprilia USA has identified the VIN range of the RSV 1000 model where the replacement of the rear swing arm 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 2004 – 2005 Aprilia RSV 1000 motorcycles 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 rear swing arm on these motorcycles, eliminating any potential for a safety risk as a result of a fracture developing in this component.

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 4.0 hours.

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 replacing the rear swing arm 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.safercar.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.

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 re-notifying customers of a safety related recall for Aprilia RSV 1000 model motorcycles in a range of VINs that includes your vehicle. If you have previously paid to have the repair or update, as described in this consumer notification letter, 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 – 17th Floor
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.



PIAGGIO

Piaggio Group Americas, Inc.
140 East 45th Street, 17th Floor
New York, NY 10017

Presorted
First-Class
Mail
U.S. Postage
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C.L.S.

SAFETY RECALL NOTICE

VEHICLE IDENTIFICATION
NUMBER

Current Date: / /
Date of Change of Status: / /
Sold Privately ☐ (Print name & address of new owner above, if known)
Purchased Privately ☐ Exported ☐
Traded ☐ Destroyed ☐
Lease Ended ☐ Stolen ☐
Gifted ☐ Never Owned ☐ 8/07

☐ Mr. ☐ Mrs. ☐ Ms. Last Name
First Name
Middle Initial
Address: Number Street
City State Zip Code
Apt./Suite
Cell Phone
Email
Comments

Information Change Card

Please print new owner or update your customer information

For immediate updates please contact Piaggio Group Customer Care at (212) 380-4400, option #4.

Please Check One:
☐ Address Change
☐ Ownership Change

The information supplied by you will be used by Piaggio Group Americas, Inc. to update new owner and customer information. We will not rent or sell your personal information to anyone.