




**Date:** June 15, 2009

**Contact:** Technical Services

**Subject:** NHTSA Recall #09V-188 Piaggio X9 & BV500-Fuel pump-Flange-Filter pipe

**Service Communication:** 2009-001 USA  Designation \* RECALL\*

**Affected Models:** Select 2005-2007 Piaggio X9 & 2006-2008 BV500 models

**Affected U.S. Model VIN Range:** Please refer to the Piaggio Warranty System (GGP) to confirm the status of VINs affected by this recall.

**Concern:** Select X9 & BV500 models from specific production runs may be affected by an improperly fastened fuel hose, located between the fuel pump and the fuel filter. A loose connection at this point could cause a drop in, or loss of, fuel pressure to the engine. If this were to happen, the rider may experience trouble in starting the motorcycle. If started, the rider might experience a decrease in power output, a sudden loss of power or the stalling of the engine.

**Correction:** The fuel hose in question is located inside the fuel tank, located between the fuel pump and mounting flange/filter, so no signs of fuel leak will be visible. Under this recall, the fuel hose and two hose clamps will be replaced on the VINs included in this recall.

**Owner Notification:** Each owner of a scooter included in this recall will be notified by first class mail. In this letter Piaggio USA will describe the details of the concern, the cause and the correction addressed by this recall. In addition, Piaggio USA asks that each owner contact an authorized 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. In addition, Piaggio USA has provided each recall customer with details of the TREAD Act Reimbursement program. In short, this program provides a plan to reimburse a customer who has already paid for the same repair or update as described in the recall documents. A copy of the Owner Notification and the TREAD Act Reimbursement letters are attached to this bulletin.

**Important Note:** Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must ensure 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.

#### **VIN Identification:**

To determine the X9 and BV 500 VINS subject to this recall, access the GGP warranty system via the Piaggio Extranet site <http://dealers.piaggiouusa.com>. Log in with your ID and password.


1. When home page appears after logging in, select "Aftersales" on left column, then "eclaims/GGP" at top of page. Select "Go to GGP" to open the GGP warranty system. Enter your dealer ID and password.



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2. Once the GGP portal opens, select "Tech. Update Recall-Campaign", then "Enter Recall Campaign Claim".
3. Enter the VIN number under "Frame" and tab down using the TAB key on your keyboard
4. Under "Element"- view any recalls/updates that apply.
5. If you observe the heading "**X9- Fuel pump hose and clamps**" or "**BV500-Fuel pump hose and clamps**", this particular VIN is subject to the recall.

Depress the back button  to back out of the claim. (Note: Recall/update identification and recall/update claim entry are performed under the same function, so unless you have completed the recall/update do not continue to fill in the blocks to submit the claim. Submit the claim only when the recall/update 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/updates have been performed and claimed. In addition, past recall/update claims on a vehicle can be viewed under "Warranty", then "View Vehicle Data", then "Maintenance Jobs" in the pop-up window.**

**IMPORTANT NOTE ON PART REQUIREMENTS:** Please note that there are two different part kits to complete this recall. Which part kit is used depends on the model, X9 or BV500. The difference can clearly be seen in the VIN prefix. Please see details below:

VIN Prefix ZAPM270W: Qty. 1 of Fuel hose / click clamp kit, part code **641138**  
This VIN prefix applies to the 2005-2007 model year **X9**.

VIN Prefix ZAPM340W: Qty. 1 of Fuel hose / click clamp kit, part code **641139**  
This VIN prefix applies to the 2006-2008 model year **BV500**.

#### **Warranty Claiming:**

(X9 & BV500-Fuel Pump-Flange-Filter pipe)

Access the GGP warranty system via the Piaggio Extranet site  
<http://dealers.piaggiouusa.com>. Log in with your ID and password.

- 1) When home page appears, select "Aftersales" on left column, then "eclaims/GGP" at top of page. Select "Go to GGP" to open the GGP warranty system. Enter your dealer ID and password.
- 2) Once the GGP portal opens, select "Tech. Update- Recall Campaign", then "Enter Recall Campaign Claim".
- 3) Enter the VIN number under "Frame" and tab down using the TAB key on your keyboard
- 4) Under "Element"- select "**X9 Fuel pump hose and clamps**" or "**BV500 Fuel pump hose and clamps**"
- 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. **Coupon 1 is the only choice for each campaign.**
- 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.

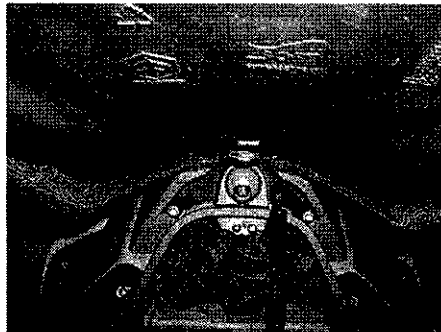
**Reimbursement:**            **X9:** 45 minutes labor plus parts  
                                      **BV500:** 45 minutes labor plus parts

### Repair Procedure:

Two different procedures are listed below, based on the VIN prefix. It is recommended that the fuel tank be only partially filled with fuel to prevent unnecessary fuel spillage during the repair procedure.

#### Piaggio X9

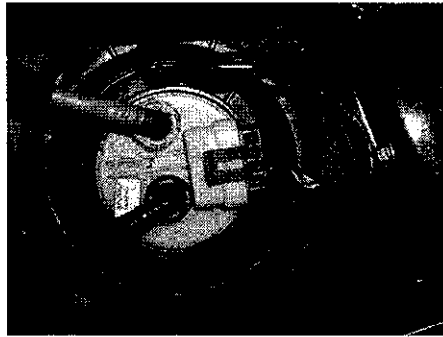
- 1) Remove seat and seat shock (Two- 8mm hex screws, One- Phillips screws)



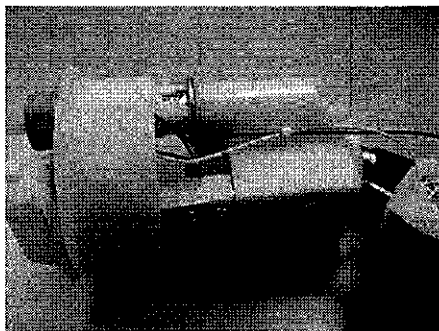
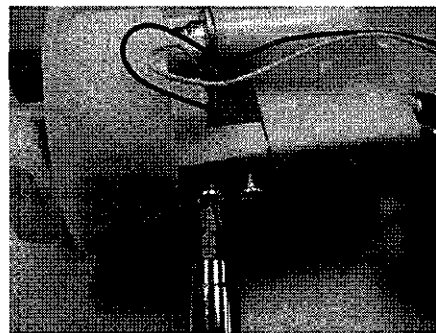
- 2) Remove gas cap, splash gasket and center panel (Two- Phillips screws)

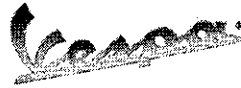


- 3) Looking between the frame rails, locate the fuel pump assembly at the top of the fuel tank. Note orientation of assembly before removal. Disconnect the two quick connect fuel hoses (watch for spray) and unplug the electrical connection (Be careful not to damage the quick connectors of fuel pump assembly)



- 4) Unscrew the fuel pump assembly from the fuel tank by turning the round collar counterclockwise. Raise the fuel pump assembly above the top of the fuel tank. Allow residual fuel to drain into the tank, before moving it away.
- 5) Locate the fuel hose between the fuel pump and filter. Remove the old hose and install the new hose with new hose clamps. Note: If installation of new hose and clamps is difficult due to clearance issues, disassemble pump assembly in a similar fashion as BV500 procedure on pages 6-8. (Be careful with black and white fuel level sensor wires if screws are removed for hose installation. Tuck wires back in place when finished)

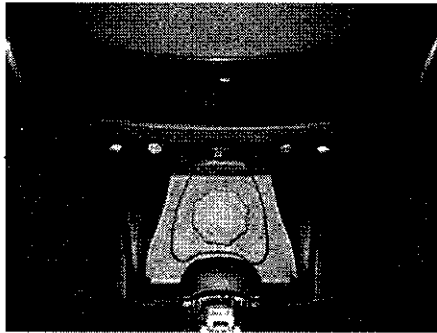




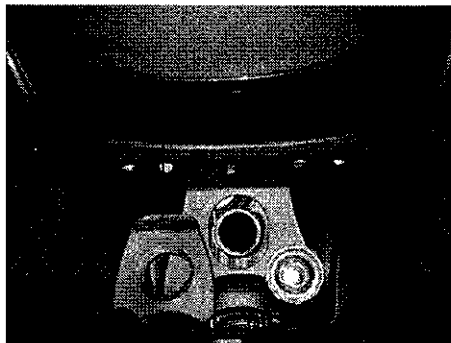
- 6) Fit seal ring into tank neck while sliding pump into place (pump will slide into seal ring). Make sure pump is correctly oriented, being sure to fully tighten collar (tap collar with large flat tip screwdriver if necessary). Re-connect electrical connection and snap the quick connect fuel hoses into pump assembly. Check integrity of fuel hose connections by gently pulling up and down. Hoses should not disconnect or pull away; otherwise they are not fully seated and locked.
- 7) Before installing any bodywork, cycle the key on to activate the fuel pump and check for any leaks at external fuel connections.
- 8) Re-install central panel, splash gasket, fuel cap and seat assembly

### **Piaggio BV500**

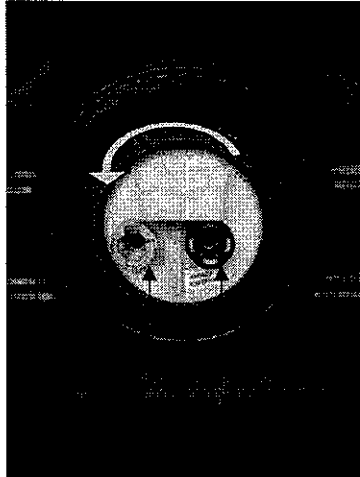
- 1) Remove the four screws on front plastic panel.



- 2) Remove the fuel cap and rubber cover. Remove plastic panel.

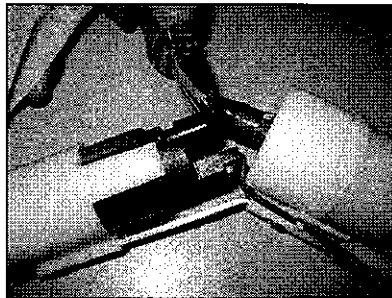


- 3) Locate the fuel pump assembly at the top of the fuel tank. Note orientation of assembly before removal. Disconnect the two quick connect fuel hoses (watch for spray) and unplug the electrical connection (Be careful not to damage the quick connectors of fuel pump assembly)

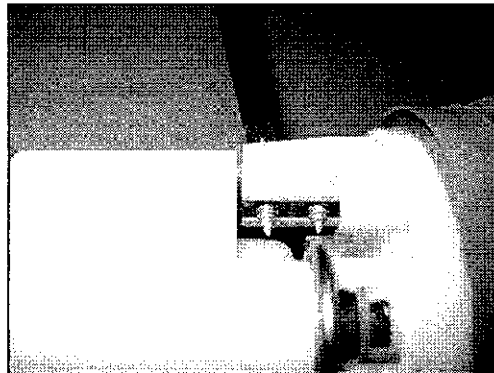


- 4) Unscrew the fuel pump from the fuel tank by turning the round collar counterclockwise. Raise the fuel pump assembly above the top of the fuel tank. Allow residual fuel to drain into the tank, before moving it away.
- 5) Locate the fuel hose between the fuel pump and fuel filter. Since the BV500 models have a shorter hose and limited clearance for installation, a specific procedure is required for the repair. Follow the procedure below, removing the old hose and installing the new hose with new hose clamps.

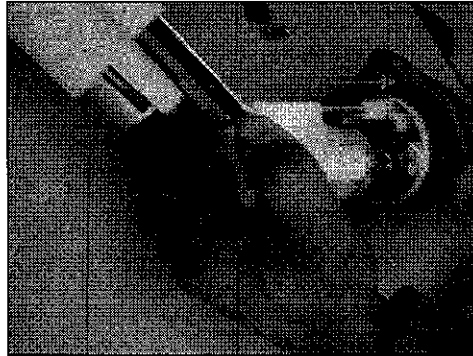
**Cut old hose between pump and filter**



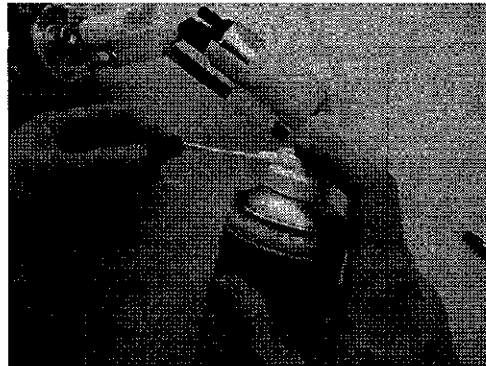
**Remove two screws at top of fuel pump assembly.  
\*Save nut plates for re-assembly\***



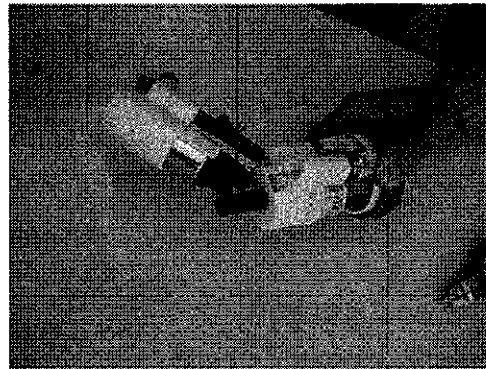
**Slide upper section on metal bar to create clearance for new hose installation**



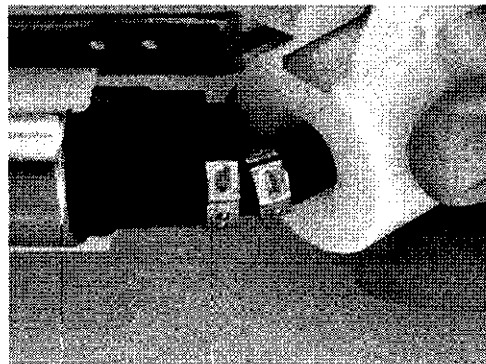
**Lubricate new hose assembly to aid installation**



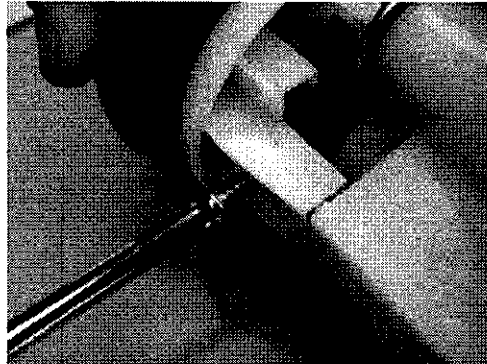
**Press new hose on to filter side**



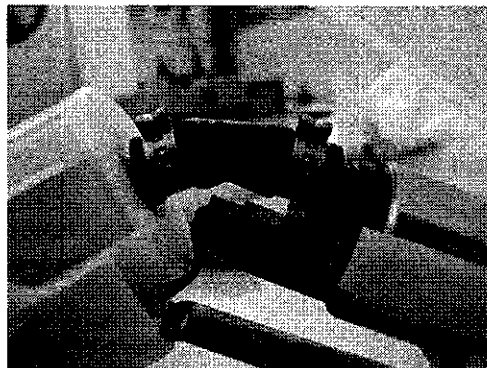
**Slide upper section on metal bar toward pump while simultaneously guiding fuel hose on to fuel pump outlet.  
\*Be sure metal clamps are already fitted to hose\***



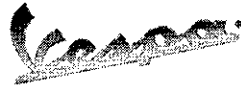
**Re-attach upper section to metal bar using previously removed screws and nut plates. Be certain nut plates are slid into the plastic channel before fitting screws**



**Position clamps and squeeze metal tangs to tighten hose connections (Use Oetiker type clamping tool)**



- 6) Fit seal ring into tank neck while sliding pump into place (pump will slide into seal ring). Make sure pump is correctly oriented, being sure to fully tighten collar (tap collar with large flat tip screwdriver if necessary). Re-connect electrical connection and snap the quick connect fuel hoses into pump assembly. Check integrity of fuel hose connections by gently pulling up and down. Hoses should not disconnect or pull away; otherwise they are not fully seated and locked.
- 7) Before installing any bodywork, cycle the key on to activate the fuel pump and check for any leaks at external fuel connections.
- 8) Re-install panels or components previously removed to gain access to pump.



## TREAD ACT CUSTOMER REIMBURSEMENT PLAN

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

Piaggio USA is initiating a safety related recall on a specific VIN range of Piaggio vehicles. If the repair or update, as described in the consumer notification letter for this recall, has previously been completed and paid for by the owner of a vehicle within this VIN range; the owner is entitled to be reimbursed for that expense.

Reimbursement is to be requested through an authorized Piaggio USA dealer. Alternatively, the request for reimbursement may be submitted to the following address:

Piaggio USA  
Attn: Customer Care  
140 East 45<sup>th</sup> Street – 17<sup>th</sup> Floor  
New York, NY 10017

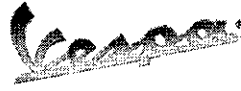
In all cases:

- 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 Piaggio USA authorized dealer network will be considered; however, the procedure must meet Piaggio USA standards and use Piaggio original equipment parts.
- When Piaggio original equipment parts are used, the 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 Piaggio USA are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- Piaggio USA will not reimburse for prior repairs that did not use Piaggio original equipment parts.

The Piaggio USA authorized dealer will request a copy of the customer notification letter, a copy of the owner's previously paid invoice and will 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.



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Dear Piaggio Owner:

**RE: IMPORTANT SAFETY RECALL INFORMATION REGARDING YOUR X9 500 or BV 500 SCOOTER**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The NHTSA identification number of this recall is 09V-188.

**REASON FOR THIS RECALL**

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

- 2005 – 2007 X9 500 or 2006-2008 BV 500

The fuel pump assembly has a length of fuel hose that connects the fuel pump to the fuel filter. This hose is assembled with a "push fit" connection. Over time, with the subsequent use of the scooter and the affects of fuel of different levels of quality and content of additives, the fuel hose will loosen and in some cases come off the fitting on either the fuel pump or the fuel filter. A loose fitting of this fuel hose to either the fuel filter or the fuel pump will cause a reduction in, or loss of, fuel pressure to the engine. This reduction or loss of fuel pressure may cause difficulty in starting the scooter, or if already started and running, inconsistent running and possible stalling of the engine. Under certain circumstances these conditions could result in a crash, personal injury or death. These components are located inside the fuel tank of these scooters so no external or visible indicators of these leaks will be apparent to the owner/rider.

Piaggio USA has identified the VIN range of the X9 500 and BV 500 models where the replacement of the fuel hose and fuel hose clamps is required. According to vehicle registration records, you are the owner of a Piaggio scooter that falls within this VIN range.

**WHAT WE WILL DO**

To address this situation, Piaggio USA will conduct a voluntary recall of 2005 – 2007 and 2006 – 2008 model X9 500 and BV 500 scooters within the affected VIN range. Piaggio USA, through the authorized Piaggio dealer network, will replace the section of fuel hose between the fuel pump and the fuel filter, installing hose clamps to secure this section of fuel hose. This repair will eliminate any potential for a safety risk from a loose fitting fuel hose and the resulting reduction or loss of fuel pressure.

The work required of this recall may be completed by any authorized Piaggio dealer at no charge to you for the required parts or labor. The repair will take approximately 3 hours.

**WHAT YOU SHOULD DO**

With the receipt of this letter, please contact your authorized Piaggio dealer to arrange for an appointment to have the described vehicle updates completed. Instructions for replacing the fuel hose and clamps 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 Piaggio 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,

Piaggio USA