



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