



Date: January 28, 2015

Dear Valued Customer: ALI NATION

## IMPORTANT SAFETY RECALL

### THIS NOTICE APPLIES TO YOUR VEHICLE

VIN: [REDACTED]

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 **15V-007**

### REASON FOR THIS RECALL

Aprilia USA has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2015 Shiver 750 models. **In this range, Aprilia USA has identified a possible manufacturing defect with the gearbox output shaft, which could result in uncertainty of the proper tightening of the sprocket fastener. The problem could cause the sprocket fastener to loosen and subsequently lead to the locking of the rear wheel while driving.** According to vehicle registration records, you are the owner of a Shiver 750 that falls within the affected VIN range.

### WHAT WE WILL DO

To address this situation, Aprilia USA will conduct a recall of 2014-2015 Shiver 750 models within the affected VIN range. Aprilia USA, through the qualified dealer network, will inspect the gearbox output shaft for non-conformity. If the output shaft is found to be within specification, a new sprocket fastener kit will be installed. If the output shaft is found to be out of specification or non-conforming, a new gearbox output shaft will be installed along with a new sprocket fastener kit. This repair campaign will eliminate any potential safety risk.

The work required by this recall may be completed by your qualified Aprilia dealer at no charge to you for the required parts and labor. The work time for the repair is approximately 25 minutes for output shafts that conform to specification and 10 to 13 hours for output shafts that do not conform.

### WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Aprilia dealership **as soon as possible** to schedule an appointment to have the recall completed. **Please only use the vehicle to ride with very moderate speed to your authorized Aprilia dealership.** Instructions for this recall 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. Please ensure that these instructions are followed by anyone that uses your vehicle.

If 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 our Customer Care helpline at: 212-380-4433.

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 to: 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>.

Our Customer Care helpline (212-380-4433) is available to provide you with further information and any support you may need. Should the vehicle not be in your possession or available to you, please provide the name and address of the purchaser by contacting our Customer Care department or by filling out the form on the following page. This form can be faxed to 212-380-4459.

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

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

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  
Piaggio Group Americas



**Shiver 750**

**VIN # (Full 17 digits):** \_\_\_\_\_

**New Owner Details (if not in your possession)**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Date of transfer: \_\_\_\_\_

Vehicle not available for the following reasons: Scrapped: \_\_\_\_\_ Stolen: \_\_\_\_\_

Vehicle not available for other reasons: (Please specify)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Print Name:* \_\_\_\_\_

*Signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_



## **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 a select range of 2014-2015 Shiver 750 models that includes your VIN number. 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 respective Aprilia dealer. Alternatively, you may submit the request for reimbursement to the following address:

Customer Care  
Aprilia USA  
257 Park Avenue South, 4<sup>th</sup> Floor  
New York, NY 10010

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 USA authorized dealer network will be considered; however, the repair procedure must meet Aprilia USA's standards.
- When reimbursing for parts, 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 USA are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

The authorized Aprilia 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.