




Date: January 12, 2015

Contact: Technical Services

Subject: NHTSA Recall # for Shiver 750 **PENDING**
NHTSA Recall # for Caponord 1200 **PENDING**

Service Communication:  **2015-001:** Safety recall campaign for sprocket fastener

Affected Models: Certain range of 2014-2015 Shiver 750 and 2015 Caponord 1200 models.

Concern: As part of our ongoing commitment to improve product quality and customer care, please note that the outer diameter of the recess on the end of the gearbox output shaft (sprocket mounting point) **MUST** be checked on a certain batch of Aprilia Shiver 750 and Caponord 1200 vehicles. **In this range, Aprilia 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.**

Cause: Incorrect machining on the end of the gearbox output shaft.

Correction: On VINs affected by this recall, please inspect the machined recess on the end of the gearbox output shaft using the instructions provided at the end of this bulletin. **If the output shaft is found to be within specification, a new sprocket fastener kit must be installed. If the output shaft is found to be out of specification, a new output shaft must be installed along with a new sprocket fastener kit.** Please prioritize the repair following the guidelines below:

Vehicles in circulation: Perform update at first available opportunity

Vehicles in stock: Perform update at the PDI stage before sale to customer

Note: Warranty registration in the Sell-Out Management (SOM) system is automatically blocked on vehicles in dealer inventory that require a technical update or recall campaign. Therefore, it is imperative to perform this recall before the vehicle is sold and/or leaves the dealership.

Please use the **Piaggio Warranty Management (PWM)** system to determine the specific VINS subject to this recall campaign. VINS that apply to this recall will be flagged by the PWM warranty system, so any vehicle within warranty or outside of warranty can be easily identified. Customers can also check for themselves if their vehicle is subject to this recall campaign by using this site <http://static.piaggio.com/recall/form-aprilia.html>

Owner Notification: Each owner of a vehicle included in this recall will be notified by first class mail. In this letter Aprilia USA will describe the details of the concern, the cause, and the correction addressed by this recall. In addition, Aprilia USA asks that each owner contact their respective Aprilia dealer to arrange for 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.



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 included at the end of this bulletin.**

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.

VIN Identification:

1. Go to the Dealer Extranet www.apriliausadealers.com and enter your I.D. and Password. From the left hand menu, click on “**Aftersales**”, then “**Service Site**” at the top of the screen.
2. From the “**Service Site**” portal, click on “**Piaggio Business Service**” (PBS). Click on the tab “**Piaggio Warranty Management**”- (PWM) to enter the warranty system.
3. Once PWM is open, select “**Other functions**”, then “**Vehicle History**” in the sub-menu.
4. Enter the VIN number next to “**Frame number**” and click on “**Retrieve Data**”
5. Click on the box next to “**Active Campaigns**” to view any recalls or technical updates that **apply** to the VIN. This campaign will have the description of “**750 engine sprocket tightening**” or “**1200 engine sprocket tightening**”
6. For affected VINS, the status of the campaign can be determined from the status column. See status examples shown below:

TO DO: a claim for the campaign has not be entered

SUSPENDED: A dealer in the network has entered a claim for the campaign, but has not “carried out” the claim. Please contact the warranty administrator- hmoro@piaggiogroupamericas.com

PERFORMED: a claim for the campaign has been entered and carried out by a dealer



Required parts and labor (Based on results of output shaft measurement):

- **In the USA all recall parts must be ordered and are not automatically shipped**

1200cc engine:

Coupon 1: Revised sprocket fastener kit, P/N 2R000246

Minutes of labor allocated for procedure: **25 minutes**

Alternatively

Coupon 2: Revised sprocket fastener kit, P/N 2R000246

Secondary gearbox shaft, P/N 876561

Minutes of labor allocated for procedure: **770 minutes**

750cc engine:

Coupon 1: Revised sprocket fastener kit, P/N 2R000246

Minutes of labor allocated for procedure: **25 minutes**

Alternatively

Coupon 2: Revised sprocket fastener kit, P/N 2R000246

Secondary gearbox shaft, P/N 849301

Minutes of labor allocated for procedure: **625 minutes**

(Consumable materials required for the procedure must be requested by entering a separate warranty claim with the explanation "consumables necessary for replacing secondary shaft" given in the notes section of the claim itself).

Warranty Claiming:

1. From the PWM warranty system menu, click on "**Campaigns**". Under the heading "Enter Campaigns" enter the VIN next to "**Frame number**", and then click on "**Search**".
2. Under "**Campaign Code**", click on the code for this campaign, depending on the results of the gearbox output shaft check. Choose the first coupon if the output shaft is in compliance. Choose the second coupon if the output shaft is not in compliance and will need replacement.



Caponord 1200



- 1. **PP2ZZQ1407MOT1200- Diameter recess check-Sprocket Fastener Kit Installation**
(Enter this coupon if the diameter measured is **equal to or less than 15.50 mm**)
- 2. **PP2ZZQ1407MOT1200- Diameter recess check-Secondary shaft replacement**
(Enter this coupon if the diameter measured is **more than 15.50 mm**)

Shiver 750

- 1. **PP2ZZQ1407MOT750- Diameter recess check-Sprocket Fastener Kit Installation**
(Enter this coupon if the diameter measured is **equal to or less than 15.50 mm**)
- 2. **PP2ZZQ1407MOT750- Diameter recess check-Secondary shaft replacement**
(Enter this coupon if the diameter measured is **more than 15.50 mm**)

- 3. Under “**Serv. Coup. Data**”, enter the **KM/Mi.** of the vehicle.
- 4. Click on the “**SAVE**” icon at the top of the claim.

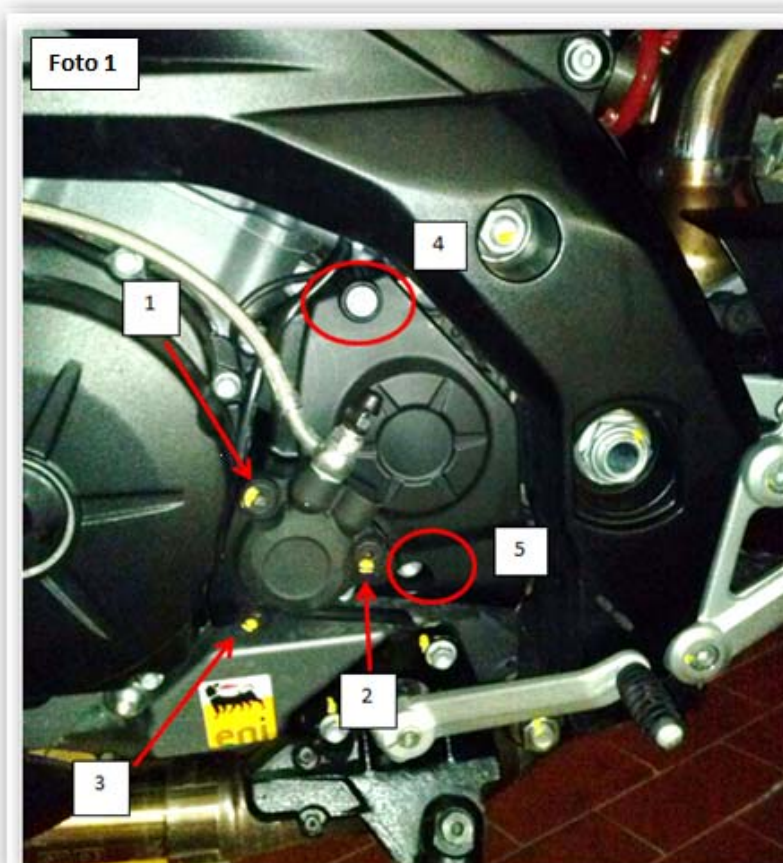
Important note: In order to begin the payment process, Campaign submission must be followed by “**Carrying-Out**” the recall or technical update campaign. This is the last step in the claim process, confirming that the work was actually performed by your dealer. “**Carrying-out**” recalls or updates is done under the function “**State Management**” in PWM. On claims found under State Management, you must click on the Wrench icon under the column “Perform work” for the respective claim. All types of claims (Normal warranty claims/ Technical update claims /Recall claims) are carried out under State Management.

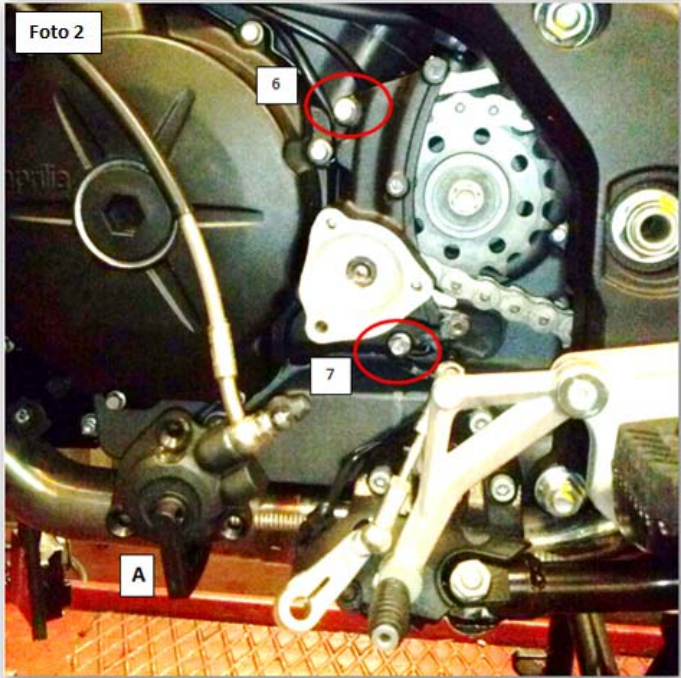
Description	Cause	Dealer progressive number	Type of request	Perform Work
Authorized		56	Warranty	
Authorized		60	Warranty	
Authorized		59	Warranty	

PROCEDURE

Set the vehicle safely on the stand, engage first gear and then lock the front brake lever in the braked position, then proceed as follows:

- Undo the screws 1, 2 and 3 fastening the clutch actuator cylinder and remove the cylinder from its mounting, immobilizing the actuator piston securely in its seat (see photo 1);
- Undo the gear lever link fastener screw and remove the link (photo 3, detail B);
- Undo screws 4 and 5 fastening the sprocket cover (see photo 1);
- Undo screws 6 and 7 fastening the clutch disengagement flange (see photo 2);
- Undo the screw fastening the sprocket.



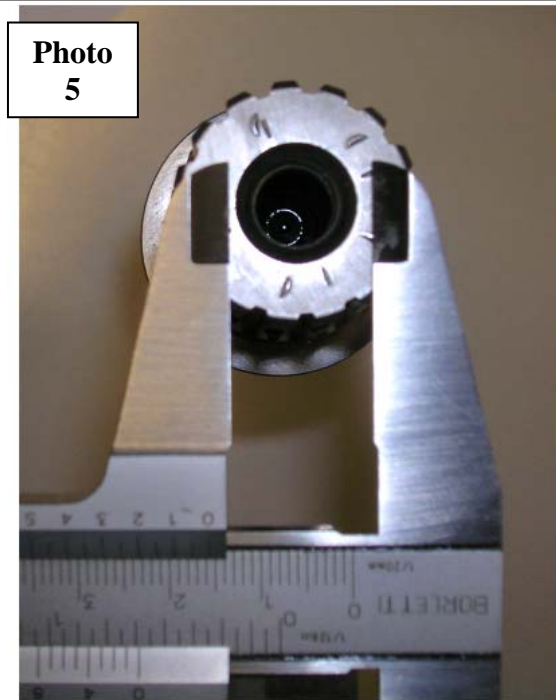


- Measure the outer diameter of the recess on the end of the secondary shaft as shown in photos 4 and 5. **Note: For the procedure to be effective, the measurement must be made with absolute accuracy.**



**Photo
4**

To reduce measurement error, set the calliper to 15.5 mm and lock in this position, then check if the two jaws of the calliper are inside (photo 4) or outside (photo 5) the diameter of the recess on the end of the output shaft.



**Photo
5**



If the diameter of the recess is equal to or less than 15.50 mm, clean the thread on the shaft thoroughly following the procedure indicated below:

- Re-tap the thread by hand using either a manual finishing threading tap (size M10, thread pitch 1.25) or with a machine tool threading tap fixture with a smaller diameter tip (also used manually).
- Blow with compressed air
- Clean with spray degreaser
- Blow with compressed air

The procedure to clean the thread MUST be performed meticulously and exactly as described to ensure that any residue of thread lock compound or grease remaining on the thread is removed completely, and taking the utmost care to prevent damaging the thread with the thread cutter.

Select the recall campaign coupon “**Diameter recess check – installing revised sprocket fastener kit**”. Please order sprocket fastener kit P/N **2R000246** (pre-coated screw, P/N B043047, Belleville washer P/N 2B002193, bush P/N 2B002191).

If the recess is larger than 15.50 mm, select the coupon “**Diameter recess check – secondary shaft replacement**”. Please order the correct secondary gearbox shaft (P/N **849301** for 750 cc engine and P/N **876561** for 1200 cc engine) and the revised sprocket fastener kit, P/N **2R000246** (pre-coated screw, P/N B043047, Belleville washer P/N 2B002193, bush P/N 2B002191). Refer to the engine section of the workshop manual for the procedure relative to Coupon 2 (replacing secondary shaft)

IMPORTANT: The new sprocket fastener kit consists of a pre-coated screw (treated with Technologic thread lock) which is tightened to 50 Nm. This screw must always be replaced with a new component after removal (e.g. when replacing transmission unit).



Consumable materials required for the procedure to replace the secondary shaft must be requested by entering a warranty claim with the explanation "consumables necessary for replacing secondary shaft recall campaign" given in the notes section of the claim itself.

Best Regards,

Aprilia USA Technical Services
Piaggio Group Americas



Note: Caponord 1200 and Shiver 750 customers will receive separate letters with information only pertaining to the model that they own. For the purpose of this dealer bulletin, both models are mentioned in the sample letter below.

Date: January 12, 2015

Dear Valued Customer:

IMPORTANT SAFETY RECALL

THIS NOTICE APPLIES TO YOUR VEHICLE

VIN: ABCDEFGHIGJLMNOPQ

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-??? for Shiver 750 or The NHTSA identification number of this recall is 15V-??? for Caponord 1200.*

REASON FOR THIS RECALL

Aprilia USA has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2015 Shiver 750 or Aprilia USA has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 Caponord 1200 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 (or Caponord)* 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 or To address this situation, Aprilia USA will conduct a recall of 2015 Caponord 1200 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 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 use the vehicle exclusively to lead, 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



Caponord 1200 or 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 or Aprilia USA is initiating a safety related recall for a select range of 2015 Caponord 1200 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, 4th 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.