



Date: September 29, 2016
Contact: Technical Services
Subject: NHTSA Recall 16V-691

Recall Communication:  **A_160299_RC_EN** Front master cylinder pushrod/boot assembly

Affected Models: A specific range of :

2014-2015 Tuono V4 1000
2016 Tuono V4 1100
2015 Caponord 1200 ABS/ADD
2016 Caponord Rally

Concern: As part of our ongoing commitment to improve product quality and to provide the best possible customer satisfaction, it has come to our attention that the aforementioned models have been fitted with **front brake master cylinders which do not meet our exacting standards**. These non-conformant front master cylinders have a defective hydraulic circuit, which in certain conditions, may result in **longer than normal braking distances**.

Cause: The design of the pushrod and boot assembly can cause air to be introduced into the braking circuit.

Correction: On VINs affected by this recall, please install a new pushrod/ boot assembly kit on the affected vehicles. The part number for this kit is **2B003807**. 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 Portal <https://dealerportal.piaggiogroup.com/> and enter your Username and Password. From the left hand menu, click on **"Piaggio Business Service"**
2. From the Piaggio Business service page, choose the tab **"Piaggio Warranty Management"**
3. Select **"Other functions"** in left-hand main menu, then **"Vehicle History"** in the sub-menu.
4. Enter the VIN number next to **"Frame number"** and click **"Retrieve Data"**
5. Click the box next to **"Active Campaigns"** to view any recalls or technical updates that **apply** to the VIN. This recall has the description, **"Replacing front master cylinder pushrod and boot"**
- 6.. The status of the campaign can be determined from the status column.
Status examples are 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-
ihenry@piaggiogroupamericas.com

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




Required parts and labor: Please be advised that entry of the recall claim automatically places an order for the spare parts kit 2B003807. Labor reimbursement is 25 minutes.



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 click **"Search"**.
2. Under **"Campaign Code"**, click the **underlined ID code** for this campaign.
3. Under **"Serv. Coup. Data"**, enter the **KM/Mi.** of the vehicle.
4. Click 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
Warranty		56	Warranty	
Warranty		60	Warranty	
Warranty		59	Warranty	

PROCEDURE

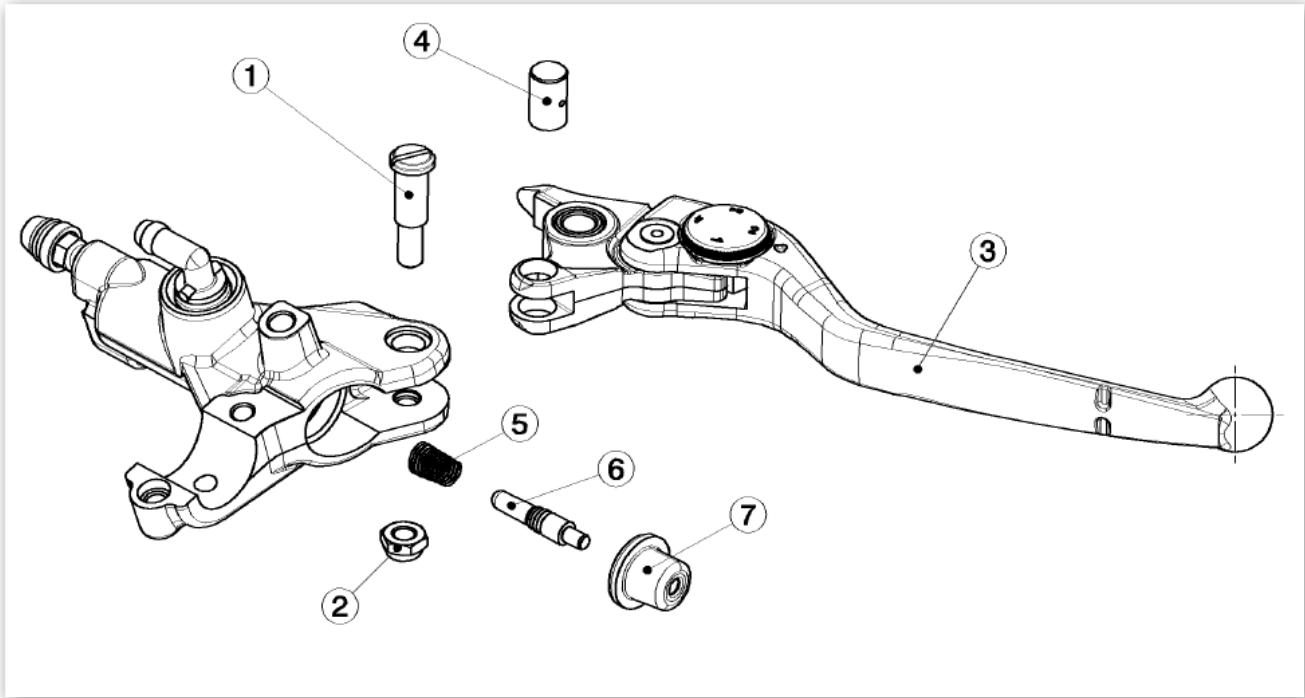


Figure 1: Brembo front brake master cylinder

1. Use a 10 mm hex nut wrench to undo the nut (2) while holding the lever pivot pin (1) with a flat head screwdriver to prevent it from turning. Undo the lever pivot pin (1) and remove it from its seat.
2. Remove the brake lever (3) from the master cylinder, taking care not to drop the barrel (4) as it detaches from the pushrod (6).
3. Use flat nose pliers to remove the pushrod (6) and the spring (5) from the boot (the spring remains attached to the pushrod).
To facilitate removal of the spring, rotate the pushrod anticlockwise while removing from the boot (see figure 2).



Figure 2

4. Use flat nose pliers to pull the boot (7) out of its seat, pulling axially and gradually (see figure 3).



Figure 3

5. Detach the spring (5) from the pushrod (6), pulling axially and gradually. Rotate the spring on the pushrod during this operation to facilitate removal of the spring (see figure 4).

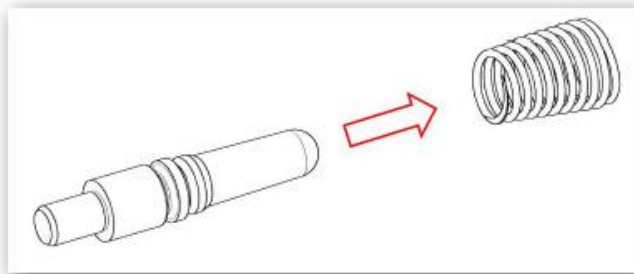


Figure 4

6. Refit the spring on the new pushrod assembly (6) with boot (7) included in the spare parts kit, pushing axially into place until it snaps perceptibly into its seat. Check that the spring is installed correctly by pulling gently in an axial direction: the spring must remain fastened to the pushrod.



Pushrod and boot kit P/N 2B003807

7. Manually push the pushrod (6), dust boot (7) and return spring (5) assembly fully into its seat in the master cylinder housing. If necessary, use a 13 mm socket wrench with a maximum outer diameter of 18.8 mm (see figure 5) to push the boot into its seat.

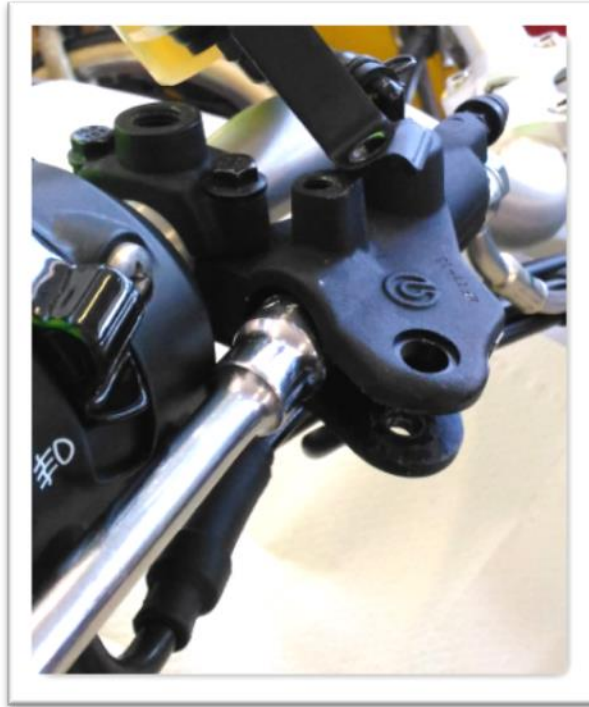


Figure 5

8. Refit the barrel (4) on the brake lever (3).
9. Hold the barrel (4) in position with your hand so that the cylindrical part of the pushrod (6) engages completely in the relative seat in the barrel (4).
10. Simultaneously, refit the lever (3) on the brake master cylinder housing.
11. Fit the lever pivot pin (1) in the relative hole. Tighten the lever pivot pin (1) fully into its seat, then hold the pivot pin with a screwdriver to prevent it from turning and tighten the nut (2) to a torque of 5 to 7 Nm.
12. Pull the brake lever repeatedly to check that it moves smoothly throughout its travel with no abnormal noise.
13. Bleed the brake system.

It is extremely important to bleed the brake system after this procedure to expel any air trapped in the system during the procedure itself.

SPECIFIC PROCEDURE FOR BLEEDING SYSTEM FROM MASTER CYLINDER SIDE

NOTE: Ensure that no brake fluid comes into contact with parts of the vehicle which could be damaged by the fluid itself, and painted parts in particular. Protect the vehicle adequately or pad any spilt fluid immediately with absorbent paper and rinse the area with water.

1. Remove the cover and the membrane from the brake fluid reservoir.
2. Retract the calliper pistons completely with circlip pliers, pushing against the brake pad backing plates in the three positions indicated in fig 6.

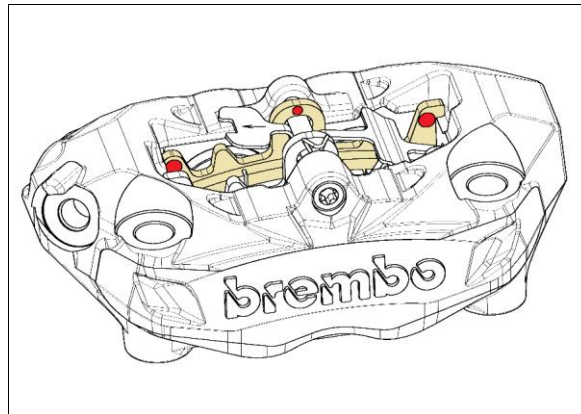


Figure 6

NOTE: push against the backing plate only, do not touch the friction material.

3. Bring the pads together again by pulling the brake lever repeatedly.
4. Remove the protective cap and connect a clear tube to the bleed plug on the master cylinder, placing the other end of the tube in a suitable container for collecting fluid.
5. Open the bleed plug.
6. Pull the brake lever.
7. Close the bleed plug.
8. Release the brake lever.
9. Open the bleed plug.
10. Pull the brake lever again.
11. Repeat the four previous steps until no air bubbles are visible in the clear tube.
12. Fit and tighten the bleed plug to a torque of 5 to 7 Nm.



13. Refit the cap.
14. **ATTENTION:** During steps 4 to 9, do not let the level in the brake fluid reservoir drop below the MIN marking.
15. Bring the pads together by pulling the brake lever repeatedly.
16. Top up the brake fluid. If the pads are new, fill to the MAX marking on the reservoir. If the pads are worn, fill to a level between the MAX and MIN markings according to the degree of wear of the pads themselves.
17. Clean the brake fluid reservoir cover and membrane thoroughly.
18. Refit the cover and the membrane, tightening the relative screws to a torque of 0.6 to 0.8 Nm.
19. Thoroughly clean any spillages of brake fluid with a damp cloth.

Best Regards,

Aprilia USA Technical Services
Piaggio Group Americas



Copy of Customer letter and Tread Act information

Date: September 29, 2016

Dear Valued Customer:

IMPORTANT SAFETY RECALL

Regarding your: **2014-2015 Tuono V4 1000, 2016 Tuono V4 1100, 2015 Caponord 1200 or 2016 Caponord Rally**

THIS NOTICE APPLIES TO YOUR VEHICLE VIN: _____

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 **16V-691**

REASON FOR THIS RECALL

Aprilia USA has decided that a defect, which relates to motor vehicle safety, exists in a specific range of Aprilia motorcycles noted below:

- Select MY 2014-2015 Tuono V4 1000
- Select MY 2016 Tuono V4 1100
- Select MY 2015 Caponord 1200
- Select MY 2016 Caponord Rally

In the affected range, Aprilia USA has identified front brake master cylinders which do not meet our exacting standards. These non-conformant front master cylinders may have a defective hydraulic circuit, which in certain conditions, may result in **longer than normal braking distances**. According to vehicle registration records, you are the owner of a vehicle that falls within this affected VIN range.

WHAT WE WILL DO

To address this situation, Aprilia USA will conduct a recall of 2014-2015 Tuono V4 1000, 2016 Tuono V4 1100, 2015 Caponord 1200 and 2016 Caponord Rally models within the affected VIN range. **Aprilia USA, through the qualified dealer network, will replace the front master cylinder pushrod and boot assembly.** 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**.



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. 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



Tuono V4 1000/1100 & Caponord 1200/Rally

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 Tuono V4 1000, 2016 Tuono V4 1100, 2015 Caponord 1200 and 2016 Caponord Rally 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.