



Date: August 3, 2017
Contact: Technical Services
Subject: NHTSA Recall 17V468

Recall Communication:  P_170328_RC_EN

Affected Models: A specific range of:

2015-2017 Fly 150 IE 3V models

Concern: In the affected range, Piaggio USA has identified the possibility of **improper torque on the screws attaching the front brake disc to the wheel assembly**. If the screws were to loosen, they could lead to interference between the brake caliper mounting plate and the fork tubes, increasing the risk of a crash.

Cause: Front brake disc mounting screws may be improperly torqued from the factory

Correction: Using the instructions in this bulletin, clean and tighten all front brake disc screws, using the proper torque and applying thread locking compound to prevent loosening. If any damage is found on any related components, due to improperly tightened screws, the affected parts can be claimed under a normal warranty claim. **Please note that the drying time for thread locking compound is approx. 2 hours, so the vehicle cannot be used or given back to the customer until this time as passed.**

Please prioritize the repair following the guidelines below:

Customer vehicles: Perform update at first available opportunity

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

All affected vehicles are blocked from warranty registration until the campaign has been completed in PWM

Note: It is imperative to perform this recall before the vehicle is sold and/or leaves the dealership. **Using the PWM warranty system, click on “Campaigns”, then “Campaign Reports” to view all VINS in your inventory that require a technical update or recall.** This list can be filtered by searching for a specific Campaign Description, a Frame number, the Campaign start date or Coupon state. This recall has the description, **“Tightening front brake disc fastening screws”**. Customers can also check for themselves if their vehicle is subject to this recall by using this site: http://static.piaggio.com/recall/form-piaggio_en.html



Checking inventory for campaigns:

	In Stock	Sell-Out	Sell out repaired by other Dealer	Total	Interventions
suspended	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	

Owner Notification: Each owner of a vehicle 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 their respective Piaggio/Vespa 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, 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 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 (for individual VINS):

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, “**Tightening front brake disc fastening screws**”.
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

Warranty Claiming: Reimbursement is **15 minutes**

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.

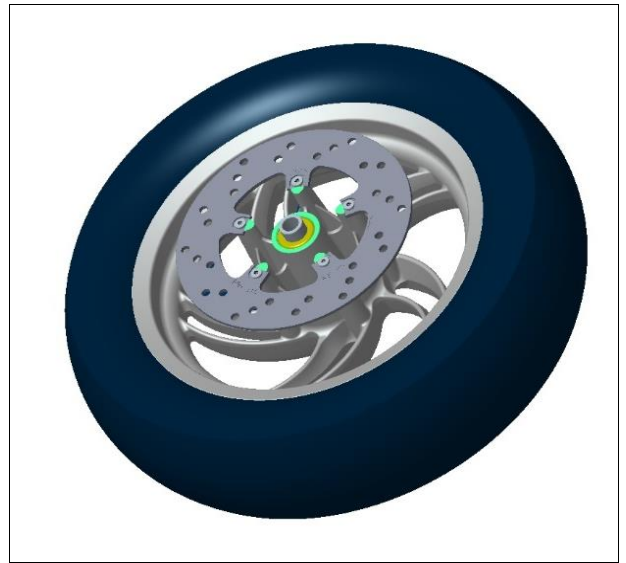


Description	Cause	Dealer progressive number	Type of request	Perform Work
Normalized		56	Warranty	
Normalized		60	Warranty	
Normalized		59	Warranty	

PROCEDURE:

- Undo the five screws fastening the front brake disc.
- Clean the threads of the screws with a wire brush or use new screws.
- Apply medium strength Loctite 243 thread lock compound to the threads of the screws.
- Tighten the screws to a torque of 8 to 10 (Nm) or (5.9 to 7.4 Ft. lbs.) or (71-88 Inch lbs.)

Note: Undo and refit the screws one at a time to prevent losing the correct alignment of the disc on the hub. **Note that Loctite thread lock has a curing time of approximately two hours; do not use the vehicle until the product has fully cured.**



If one or more screws are found to be loose, before starting the procedure described above, check the condition of the screws, disc and hub. If any damage is found, replace the damaged components, but enter the claim for the safety recall campaign first, before entering a claim for the replacement of damaged parts. The recall must be entered and finalized before the system will allow normal warranty claims.

Best Regards,

Piaggio USA Technical Services
Piaggio Group Americas



Copy of Customer letter and Tread Act Information

Dear Valued Customer:

IMPORTANT SAFETY RECALL

Regarding your: Fly 150 IE 3V scooter

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 **17V-468**

REASON FOR THIS RECALL

Piaggio USA has decided that a defect, which relates to motor vehicle safety, exists in a specific range of Piaggio scooters as noted below

- Select 2015-2017 Fly 150 IE 3V models

In the affected range, Piaggio USA has identified the possibility of improper torque on the screws attaching the front brake disc to the wheel assembly. If the screws were to loosen, they could lead to interference between the brake caliper mounting plate and the fork tubes, increasing the risk of a crash. 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, Piaggio USA will conduct a recall of 2015-2017 Fly 150 IE 3V models within the affected VIN range. **Piaggio USA, through the qualified dealer network, will remove, clean and tighten all front brake disc screws, using the proper torque and applying thread locking compound to prevent loosening. If any damage is found on any related components, due to improperly tightened screws, the affected parts will be replaced under warranty.** This repair campaign will eliminate any potential safety risk.

The work required by this recall may be completed by your qualified Piaggio/Vespa dealer at no charge to you for the required parts and labor. **The work time for the repair is approximately 15 minutes. However, the thread locking compound (applied to the screws) takes approximately 2 hours to dry, so the vehicle cannot be used until this time has passed.**



WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Piaggio/Vespa 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,

Piaggio USA
Piaggio Group Americas



2015-2017 Fly 150 IE 3V- Front brake disc screw tightening

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

Piaggio USA is initiating a safety related recall for a select range of **2015-2017 Fly 150 IE 3V** 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 Piaggio/Vespa dealer. Alternatively, you may submit the request for reimbursement to the following address:

Customer Care
Piaggio 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 Piaggio USA authorized dealer network will be considered; however, the repair procedure must meet Piaggio 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 Piaggio USA are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

The authorized Piaggio/Vespa 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.