



Date: November 25, 2019

Contact: Technical Services

Subject: NHTSA Recall 19V826 - Brake bleeding campaign

Recall Communication:  **Campaign Code:** PP2ZZQ1904_GTS

Affected Models: A specific range of:

2019 GTS/GTV 300 models
2020 GTS 300 HPE models

Concern: Piaggio USA has identified the possibility of a non-conformity in the zinc plating surface treatment on the brake hose terminal fittings. This can cause a chemical reaction with the brake fluid itself and result in excessive travel from the front or rear brake lever. This situation can cause reduced braking or stopping ability and can lead to a loss of control or a crash, increasing the risk of injury.

Cause: A non-conforming zinc plating process on the brake hose fittings causes hydrogen gas to escape into the brake fluid, leading to a loss of braking ability.

Correction: The front and rear master cylinders will be fitted with special bleed fittings found in a specific kit (1R000467). In addition, the entire brake system must be bled and flushed of contaminated brake fluid. *Entering the recall claim for each VIN automatically creates the parts order for the kit. Do not order it manually.*

Please prioritize the repair following the guidelines below:

Customer vehicles: Perform recall at first available opportunity

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

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

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, "**Brake Fluid Replacement and brake system bleeding**". 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 your entire inventory for campaigns:

Campaign reports

Search Parameters

Campaign description: To ↕
 Frame number: To ↕
 Campaign Start Date: To ↕
 Coupon state:

Statistics

Total vehicles involved	Redemption (Carr. out/total)	In Stock	Sell-Out	Sell out repaired by other Dealer	Total	Interventions
133	58% (77 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	
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, “**Brake fluid replacement and brake system bleeding**”.
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:

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 on the **underlined ID code** for this campaign.
 - **Brake fluid replacement and brake system bleeding**
3. Under “**Serv. Coup. Data**”, enter the **KM/Mi.** of the vehicle.
4. Click the “**SAVE**” icon at the top of the claim.

Note: Entering the recall claim for each VIN automatically creates the parts order for the kit 1R000467. Do not order it manually.*



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	

Labor reimbursement and necessary parts:

Service coupon 1 – Replacing brake fluid and bleeding brake system

- Minutes of labor reimbursed: **100 minutes**
- Spare part kit: **1R000467** (Composed of 2 bleed fittings, 4 crush washers, 1 O-ring.)
Entering the recall claim for each VIN automatically creates the parts order for the kit. Do not order it manually.
- Reimbursement for brake fluid: \$OIL150 (Piaggio has included a flat rate of approx. \$4.00 in the service coupon, identified by the code \$OIL150, to cover the cost for the purchase of approximately 250 cc of brake fluid)

Note: “GTV” models affected by this recall, due to the design, will not be fitted with bleeder kits on the master cylinders. A revised procedure will be forthcoming on these models.

PROCEDURE

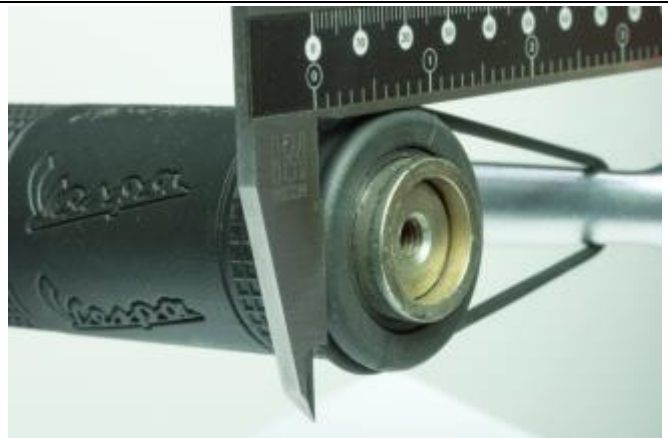
Procedure for bleeding Front brake circuit

Before starting any work on the vehicle, check the travel of the two brake levers by applying the O-ring P/N **006731** as shown in the figure.

Note: O-ring found in kit 1R000467



Place one end of the caliper gauge on the end of the hand grip as shown in the photo.



N.B.:

It is not necessary to remove the end of the handlebar, which has been removed in the photo solely to illustrate the procedure more clearly.

Place the other end of the caliper gauge on the brake lever as shown in the photo.

Measure the distance between the brake lever and the end of the hand grip.



Take photos of the measured values for both brake levers ensuring the readout is clearly visible. These photos must be attached to the service coupon when finalizing claim in State Management.

This is required to provide Piaggio with the measurements for statistical purposes.

Now start the procedure to bleed the brake system and replace the entire quantity of brake fluid in the system.

Remove the rear view mirrors and any accessories fitted to permit removal of the handlebar covers complete with headlamp.

Cover the bodywork of the vehicle adequately to protect against damage and spilt fluid.

Turn the handlebar fully to the right to allow unimpeded access for working on the front brake system.



Dry the area in the vicinity of the master cylinder with absorbent paper and remove the connector with the relative copper washers.



Fit the bleeding kit fitting with bleed nipple, P/N **AP8133945** with new copper washers, P/N **AP8113004**, and loosen the bleed nipple nut to open.

Note: Bleed nipples and copper washers found in kit 1R000467



Check the brake fluid level in the reservoir.
Top up if necessary.

N.B: use DOT 4 brake fluid



Connect one end of a transparent tube to the bleed nipple, placing the other end of the tube into a suitable container.

The tube must be kept curved, forming a bend above the level of the nipple so that the column of fluid draining from the nipple always drains upwards and never downwards.



Bleed the brake master cylinder via the bleed nipple, **turning the handlebar fully to the right** and carrying out the procedure described below:

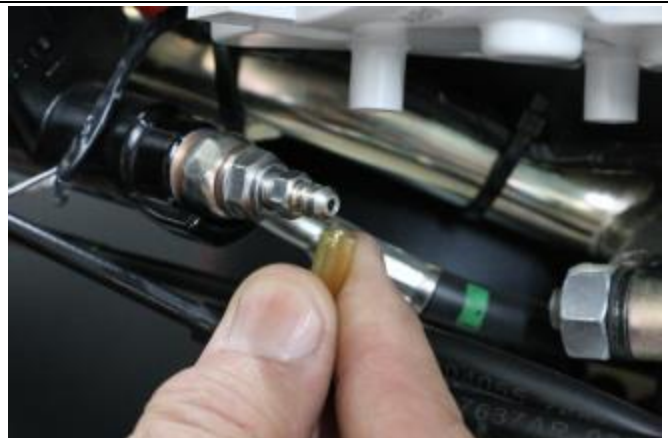
- Pull the brake lever to 1/3 of its total travel
- Loosen the bleed nipple and, as soon as brake fluid starts to bleed from the nipple (with or without air bubbles), pull the lever completely.
- Close the bleed nipple.
- Release the brake lever.

Check if the fluid contains air bubbles. Repeat the sequence described above **until only brake fluid containing no air bubbles is bled from the nipple for at least three consecutive check cycles.**

IMPORTANT:

Check the level in the brake master cylinder reservoir frequently during this procedure.

Lower the container and the tube and disconnect the drain tube to prevent loss of brake fluid.



Open the lid of the master cylinder reservoir, top up with fluid to the correct level and close the lid of the master cylinder.



Support the vehicle adequately.
Remove the front wheel, removing the fastener screws and the relative washers.



Remove the front wheel.



Loosen the bleed nipple on the front brake caliper in preparation for the next step in the procedure.



Turn the handlebar **slightly to the right** to facilitate the bleeding process.

Fit the bleed tube, curving it to form a bend above the level of the bleed nipple.



Bleed the front caliper from the bleed nipple with the procedure described below:

- Pull the brake lever to 1/3 of its total travel
- Loosen the bleed nipple and, as soon as brake fluid starts to bleed from the nipple (with or without air bubbles), pull the lever completely.
- Close the bleed nipple.
- Release the brake lever.



Check if the fluid contains air bubbles. Repeat the sequence described above **until only brake fluid containing no air bubbles is bled from the nipple for at least three consecutive check cycles.**

IMPORTANT: Check the level in the reservoir continuously and top up if necessary.

Remove the bleed tube.



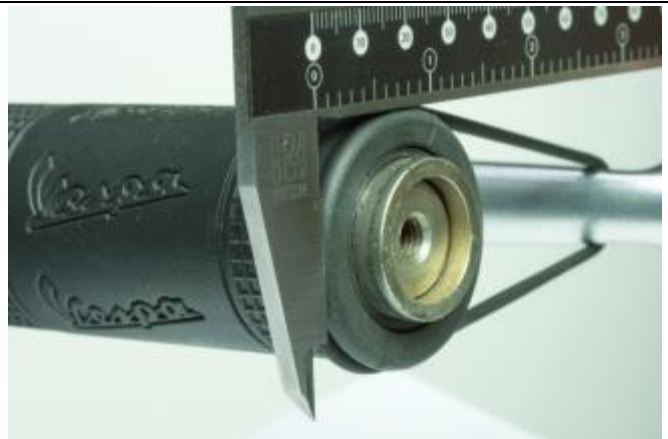
Fit the O-ring P/N **006731**, as shown in the figure. **Note: O-ring found in kit 1R000467**



Place one end of the caliper gauge on the end of the hand grip as shown in the photo.

N.B.:

It is not necessary to remove the end of the handlebar, which has been removed in the photo solely to illustrate the procedure more clearly.



Place the other end of the caliper gauge on the brake lever as shown in the photo.

Measure the distance between the brake lever and the end of the hand grip. The distance must be at least 103 mm.

IMPORTANT: If the distance measured is not correct, repeat the entire bleeding procedure from the start.



Once the distance between the lever and the hand grip is correct, replace the brake fluid with the following procedure.

Top up the fluid in the brake master cylinder reservoir to the correct level, and then carry out the following procedure to replace the brake fluid, after forming a 180° bend in the bleed tube above the bleed nipple and immersing the other end in brake fluid (see photo):



- Fill the reservoir to the max. level.
- Open the bleeder screw.
- Pull the brake lever to its end of travel 6 times

Repeat the procedure until a volume of 120 cc has been pumped and collected from the caliper.

Now close the bleed screw with the brake lever in the released position.

NOTE: all the brake fluid collected during this step MUST be disposed of, as it is contaminated and cannot be used again.

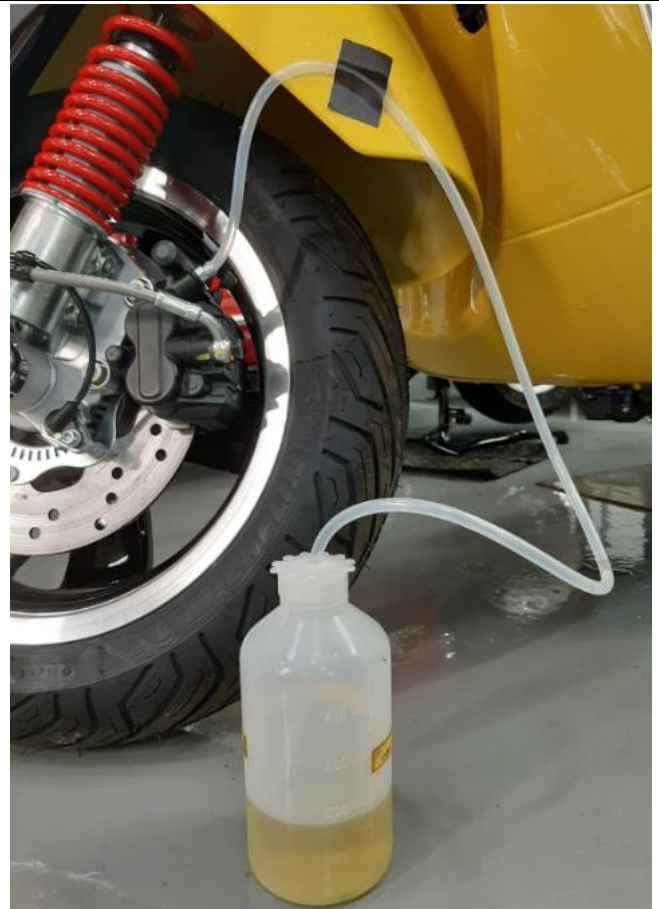
This will ensure that all the fluid in the brake circuit is replaced correctly with new fluid.

Top up to the correct level and fit and fasten the lid of the reservoir.

Note: to avoid sucking air into the circuit, do not pull the brake lever more than 6 times for each reservoir full of fluid.

Recommended product

DOT 4 brake fluid



Place one end of the caliper gauge on the end of the hand grip as shown in the photo.

Measure the distance between the brake lever and the end of the hand grip. **The distance must be at least 103 mm.**

N.B.:

It is not necessary to remove the end of the handlebar, which has been removed in the photo solely to illustrate the procedure more clearly.

IMPORTANT: If the distance measured is not correct, repeat the entire bleeding procedure from the start.



Procedure for bleeding Rear brake circuit

Dry the area in the vicinity of the master cylinder with absorbent paper and remove the connector with the relative copper washers.



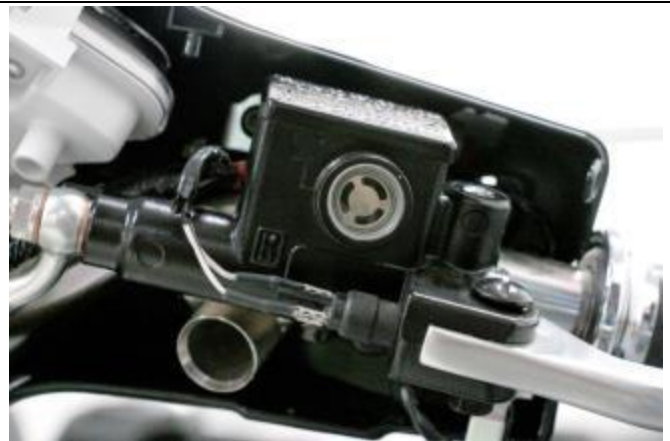
Fit the bleeding kit fitting with bleed nipple, P/N **AP8133945** with new copper washers, P/N **AP8113004**, and loosen the bleed nipple nut to open.

Note: Bleed nipples and copper washers found in kit 1R000467



Check the brake fluid level in the reservoir.
Top up if necessary.

N.B: use DOT 4 brake fluid



Connect one end of a transparent tube to the bleed nipple, placing the other end of the tube into a suitable container.

The tube must be kept curved, forming a bend above the level of the nipple so that the column of fluid draining from the nipple always drains upwards and never downwards.



Bleed the rear brake master cylinder via the bleed nipple, **turning the handlebar fully to the left** and carrying out the procedure described below:

- Pull the brake lever to 1/3 of its total travel
- Loosen the bleed nipple and, as soon as brake fluid starts to bleed from the nipple (with or without air bubbles), pull the lever completely.
- Close the bleed nipple.
- Release the brake lever.



Check if the fluid contains air bubbles. Repeat the sequence described above **until only brake fluid containing no air bubbles is bled from the nipple for at least three consecutive check cycles.**

IMPORTANT:

Check the level in the brake master cylinder reservoir frequently during this procedure.

Lower the container and the tube and disconnect the drain tube to prevent loss of brake fluid.



Open the lid of the master cylinder reservoir, top up with fluid to the correct level and close the lid of the master cylinder.



Connect one end of a transparent tube to the bleed nipple, placing the other end of the tube into a suitable container.

The tube must be kept curved, forming a bend above the level of the nipple so that the column of fluid draining from the nipple always drains upwards and never downwards.



Bleed the rear caliper via the bleed nipple, **turning the handlebar fully to the left** and carrying out the procedure described below:

- Pull the brake lever to 1/3 of its total travel
- Loosen the bleed nipple and, as soon as brake fluid starts to bleed from the nipple (with or without air bubbles), pull the lever completely.
- Close the bleed nipple.
- Release the brake lever.



Check if the fluid contains air bubbles. Repeat the sequence described above until **only brake fluid containing no air bubbles is bled from the nipple for at least three consecutive check cycles.**

IMPORTANT:

Check the level in the reservoir continuously and top up if necessary.

Fit the O-ring P/N **006731**, as shown in the figure.

Note: O-ring found in kit 1R000467



Place the other end of the caliper gauge on the brake lever as shown in the photo.



Place one end of the caliper gauge on the end of the hand grip as shown in the photo.

Measure the distance between the brake lever and the end of the hand grip. **The distance must be at least 103 mm.**

It is not necessary to remove the end of the handlebar, which has been removed in the photo solely to illustrate the procedure more clearly.



IMPORTANT: If the distance measured is not correct, repeat the entire bleeding procedure from the start.

Once the distance between the lever and the hand grip is correct, replace the brake fluid with the following procedure.

Top up the fluid in the brake master cylinder reservoir to the correct level, and then carry out the following procedure to replace the brake fluid, after forming a 180° bend in the bleed tube above the bleed nipple and immersing the other end in brake fluid (see photo on following page):



- Fill the reservoir to the max. level.
- Open the bleed screw.
- Pull the brake lever to its end of travel 6 times

Repeat the procedure until a volume of 120 cc has been pumped and collected from the caliper.

Now close the bleed screw with the brake lever in the released position.

NOTE: all the brake fluid collected during this step MUST be disposed of, as it is contaminated and cannot be used again.



This will ensure that all the fluid in the brake circuit is replaced correctly with new fluid.

Top up to the correct level and fit and fasten the lid of the reservoir.

Note: to avoid aspirating air into the circuit, do not pull the brake lever more than 6 times for each reservoir full of fluid.

Recommended product

DOT 4 brake fluid



Place one end of the caliper gauge on the end of the hand grip as shown in the photo.

Measure the distance between the brake lever and the end of the hand grip. **The distance must be at least 103 mm.**

N.B.:

It is not necessary to remove the end of the handlebar, which has been removed in the photo solely to illustrate the procedure more clearly.

IMPORTANT: If the distance measured is not correct, repeat the entire bleeding procedure from the start.



Refit the rubber caps on all the bleed nipples.



Best Regards,

Piaggio Group Americas
Technical Services



Copy of Customer letter and Tread Act Reimbursement Plan

Date: November 25, 2019

Dear Valued Customer:

IMPORTANT SAFETY RECALL

Regarding your: **2019 GTS/GTV 300** or **2020 GTS 300 HPE**

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 **19V-826**

REASON FOR THIS RECALL

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

- Select 2019 GTS/GTV 300 models
- Select 2020 GTS 300 HPE models

In the affected range, Piaggio USA has identified the possibility of a non-conformity in the zinc plating surface treatment on the brake hose terminal fittings. This can cause a chemical reaction with the brake fluid itself and result in excessive travel from the front or rear brake lever. This situation can cause reduced braking and stopping ability and can lead to a loss of control or a crash, increasing the risk of injury. 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 the aforementioned models within the affected VIN range. **Piaggio USA, through the qualified dealer network will install master cylinder bleed fittings on the front and rear master cylinders along with performing a complete brake system flush.** 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 100 minutes.**



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



2019 GTS/GTV 300 & 2020 GTS 300 HPE—Brake bleeding campaign

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 **2019 GTS/GTV 300 and 2020 GTS 300 HPE** 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
1020 W. 17th Street
Costa Mesa, CA 92627

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.