



## IMPORTANT SAFETY RECALL

Date: July 07, 2021

Dear Valued Customer: Alexander Sanchez

### IMPORTANT SAFETY RECALL

Regarding your: 2021 RS 660  
2021 Tuono 660

**THIS NOTICE APPLIES TO YOUR VEHICLE** VIN: ZD4KSUA04MS000736

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Aprilia has decided that a defect which relates to motor vehicle safety, exists in a specific range of Aprilia motorcycles. The NHTSA identification number of this recall is **21V-502**. The Piaggio Group internal campaign code for this Recall is PA2ZZQ2107.

#### REASON FOR THIS RECALL

In the affected range noted below, the supplier (SPT S.r.l.) of the connecting rod mounted on your vehicle, was subjected to a heat treatment that was not compliant with drawing specifications. **This situation could result in the breakage of the connecting rod, sudden engine stop, and the risk of a crash.** According to vehicle registration records, you are the owner of a vehicle that falls within the affected VIN range.

- 2021 RS 660
- 2021 Tuono 660

#### WHAT WE WILL DO

To remedy the defect, Aprilia will conduct a recall of models within the affected VIN range. **Aprilia will authorize dealers to replace the engine in your vehicle with a new engine, free of charge.** This repair campaign will eliminate any potential safety risk. The work required by this recall will be completed by your qualified Aprilia dealer at no charge to you for the required parts and labor. The time required for the repair is approximately **346 minutes (5 hours and 16 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 remedied as promptly as possible. We would like to clarify that the decision to replace the entire engine instead of simply replacing the connecting rod in the engine installed on your vehicle, is not from concerns about the full functionality and safety of the other engine components, but solely and exclusively from our will to seek and pursue the highest levels of satisfaction of our customers on a daily basis. **Until the engine replacement is made, we kindly ask you to only use the vehicle to go to your Dealer to have the said operation carried out; in this regard, we kindly ask you to drive your vehicle carefully and at a moderate speed.**

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 212-380-4400.

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 (212-380-4400) 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. Our Customer care email is: [customercare@us.piaggio.com](mailto:customercare@us.piaggio.com)

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 - Technical Services  
Piaggio Group Americas

### RS 660 and Tuono 660 - Engine replacement recall

**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 is initiating a safety related recall for a select range of 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 – Piaggio Group Americas  
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 authorized dealer network will be considered; however, the repair procedure must meet Aprilia'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 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.