



**Model:** Vespa Primavera 50-150 and Vespa GTV 310, Officina 8 versions

**Subject:** Rear-view mirror warning – **NHTSA SAFETY RECALL 26V302**

**Campaign Code:** PP2ZZQ2603

Dear Dealer / Service Center,

As part of our ongoing and rigorous quality sampling programmes for components fitted to our vehicles, our continuous search for new and improved technical solutions, and our commitment to our customers, we hereby inform you of the need to replace both rear-view mirrors on the affected vehicles.

**Concern:** The rear-view mirrors fitted to these vehicle do not have the required warning “**Objects in mirror are closer than they appear**” , which warns the driver of the convex shape of the mirrors, making objects appear smaller and altering the perception of distance. The absence of this warning increases the risk of a crash or serious injury.

**Correction:** The rear-view mirrors will be replaced with those bearing the necessary warning.

Please determine which vehicles in your stock or sold/serviced by you require this update, and:

- Check all vehicles in stock;
- Contact customers using the available contact details so that they can book an appointment as soon as possible for the intervention.

**All affected vehicles are blocked from warranty registration until the campaign claim has been entered and declared completed in “State Management” via the PWM warranty system.**



**Owner Notification:** Each owner of a vehicle included in this recall will be notified by first class mail. In this letter Piaggio Group Americas (PGA) will describe the details of the concern, the cause, and the correction addressed by this recall. In addition, PGA 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, PGA 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.*

**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 with a specific Campaign Description, a Frame number, the Campaign start date or Coupon state. Alternatively, the verification of VINs involved can be carried out by querying each individual VIN number in the PWM warranty system under “**Other functions**”, then “**Vehicle History**” in the submenu.

Please note that customers may also determine if their vehicles are subject to a recall campaign from the website [www.piaggio.com](http://www.piaggio.com) and specifically this link [http://static.piaggio.com/recall/form-piaggio\\_en.html](http://static.piaggio.com/recall/form-piaggio_en.html)

Please contact the Technical Help Desk of our Technical Support Personnel for any queries or assistance.



## **OPERATING METHOD OF INTERVENTIONS ON THE PWM**

- From the main menu, select the option “**campaigns**”, then select the option “**Enter campaigns**” from the submenu.
- Enter the chassis number subject to the recall campaign in the window opened.
- Select “**search**” to open a window with the available coupon:
  - **Rearview mirror replacement:** service that provides for the replacement of mirrors, the order for the automatic sending of the necessary components, the reimbursement of spare parts and the labor employed.
- Select the coupon, compile the “**Km/mi**” field, and then save the procedure definitively.
- Once the replacement has been completed, it is essential to immediately declare the service as completed in the PWM in order to finalize the intervention and receive reimbursement.
- The coupon that will not be declared "carried out" (by the PWM status management) within 6 months from the day of entry will be automatically discarded by the system as NOT CARRIED OUT and will NOT be refunded.

## **LABOR AND SPARE PARTS:**

### **Rear-view mirror replacement service coupon**

Minutes of labor envisaged for procedure: **10 minutes**

Spare part code: 1C008763 – Pair of Rearview Mirrors – Quantity 1

## **OPERATING PROCEDURE**

Refer to the relevant Service Station Manual for the replacement procedure of the rear-view mirrors.

Please contact the Technical Help Desk of our Technical Support Service for any queries or assistance.

Best regards,

Piaggio Group Americas

Technical Services



## Copy of Customer letter

Date: May 18, 2026

Dear Valued Customer:

### IMPORTANT SAFETY RECALL

Regarding your: **Vespa Primavera 50/150 OFFICINA 8 or Vespa GTV 310 OFFICINA 8**

**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 **26V302**

### REASON FOR THIS RECALL

Piaggio Group Americas (PGA) has decided that a defect, which relates to motor vehicle safety, exists in a specific range of Vespa motorcycles noted below:

- 2026 Vespa Primavera 50/150 OFFICINA 8
- 2026 Vespa GTV 310 OFFICINA 8

**In the affected range, Piaggio Group Americas (PGA) has found that the rear-view mirrors fitted to your motorcycle may not be equipped with the warning "Objects in mirror are closer than they appear", which warns the driver of mirror convexity, making objects appear smaller and altering the perception of distance. The absence of this warning increases the risk of a crash and/or serious injury.** According to vehicle registration records, you are the owner of a motorcycle that falls within this affected VIN range.

### WHAT WE WILL DO

To address this situation, PGA will conduct a recall of models within the affected VIN range. **PGA, through the qualified dealer network, will install new mirrors incorporating the required warning message, free of charge.**

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 10 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 at 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.

If your dealer fails or is unable to remedy this recall without charge, or within a reasonable time, you may submit a written complaint 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.NHTSA.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. Our customer care email is [customercare@us.piaggio.com](mailto:customercare@us.piaggio.com)

If you previously had the work required for 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 Group Americas  
Technical Services



**2026 Primavera 50/150 OFFICINA 8 & 2026 GTV 310 OFFICINA 8  
(Mirror 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

Piaggio Group Americas (PGA) 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 Piaggio/Vespa dealer. Alternatively, you may submit the request for reimbursement to the following address:

Customer Care- Piaggio Group Americas  
860 Washington Street. 9<sup>th</sup> Floor  
New York, NY 10014

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 PGA authorized dealer network will be considered; however, the repair procedure must meet PGA'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 PGA 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.