



**Model:** TUONO 1100 Euro4

**Subject:** checking silencer fastening position - technical update

**Campaign Code:** PAJZZQ1802

Dear Dealer / Service Centre,

Please note that it is necessary to check the mounting distance between the silencer and the swingarm on a specific batch of the aforementioned vehicles as described in the following procedure.

This issue, identified as a result of our ongoing, stringent quality control activities, will be managed via a dedicated section of the PWM warranty management software system.

The list of frame numbers involved in this update is viewable in the Campaigns / Campaign Reports section of the PWM system.

You are kindly requested to identify the vehicles in your stock which require the aforementioned update, and implement the update before sale to the customer or at the first available opportunity.

#### **CAMPAIGN MANAGEMENT PROCEDURE**

- From the main menu, select the option “**campaigns**”, then select the option “**Enter campaigns**” from the submenu.
- Enter the frame number subject to the campaign/update in the window opened.
- Select the “**search**” button; this opens a window where you can select the desired service coupon:
  - **Checking fastening position of silencer:** coupon which reimburses you for the labour necessary for the procedure to measure and, if necessary, correct the distance between the silencer and the swingarm.



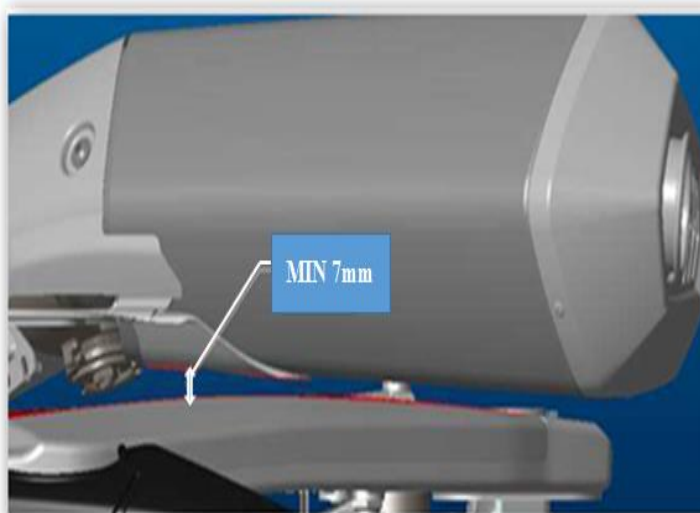
- Select the coupon, compile the “**Km**” field, then save the procedure definitively.
- After completing the procedure, the procedure relative to the coupon must be declared completed in PWM (attach photo, see image below).

### **LABOUR:**

Labour envisaged by coupon: 10

### **PROCEDURE**

- Place the vehicle on the paddock stand.
- Measure the distance between the silencer and the swingarm and take a picture. The distance measured must be at least 7 mm (see detail in figure).



- If the distance is less than 7 mm, loosen the clamp connecting the silencer to the exhaust manifold.



- Pull the silencer outwards.
- Measure the distance again between the silencer and the swingarm. If the distance measured is now 7 mm or greater, retighten the clamp as shown in second photo. If not, repeat the procedure as necessary until the correct measurement of 7 mm or greater is attained.



**IMPORTANT:** If any evident contact marks on the swingarm are noted during the inspection procedure, open a Technical Help Desk ticket containing photos clearly showing the value measured, the marks on the swingarm and the inner side of the silencer (the surface facing the swingarm). Cite this technical bulletin in the ticket.

You will be requested to return all replaced parts for inspection by Aprilia to confirm that the damage is effectively as described.

If the damage verified by Aprilia is not consistent with the damage described in the claim, you will be billed for the entire sum of the warranty claim.

Please do not hesitate to contact our Technical Support Service for any further information or assistance.

Best regards,

Piaggio & C. SpA

Business Unit Aftersales

Operations & Technical Service