



**Date:** September 17, 2008

**Contact:** Technical Services

**Subject:** Recall 08V-306 Tuono 1000 and RSV 1000 Fuel Hose Replacement

**Service Communication:** 2008-005 USA  Designation \* RECALL\*

**Affected Models:** Select 2005 RSV 1000 and 2007 RSV & Tuono 1000 models

**Affected U.S. Model VIN Range:** Please refer to the Aprilia Warranty System (GGP) to confirm the status of VINs affected by this recall.

**Concern:** Select RSV 1000 and Tuono 1000 models from specific production runs may be affected by an improperly fastened fuel hose located between the fuel pump mounting flange and the fuel filter. A loose connection at this point could cause a drop in, or loss of, fuel pressure to the engine. If this were to happen, the rider may experience trouble in starting the motorcycle. If started, the rider might experience a decrease in power output, a sudden loss of power or the stalling of the engine.

**Correction:** The fuel hose in question is located inside the fuel tank, located between the fuel pump mounting flange and fuel filter, so no signs of fuel leak will be visible. Under this recall, the fuel hose and two hose clamps will be replaced on the VINs included in this recall.

**Owner Notification:** Each owner of a motorcycle included in this recall will be notified by first class mail. In this letter Aprilia USA will describe the details of the concern, the cause and the correction addressed by this recall. In addition, Aprilia USA asks that each owner contact an authorized Aprilia dealer to arrange 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, Aprilia 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 attached to this bulletin.

**Important Note:** Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must ensure 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:**

Please poll the GGP warranty system on [www.serviceaprilia.com](http://www.serviceaprilia.com) to determine the RSV 1000 or Tuono 1000 VINS subject to this recall.

- 1) On [www.serviceaprilia.com](http://www.serviceaprilia.com), select "GGP" under the heading "Warranties"- on left side of home page. Once the GGP portal opens, select "Tech. Update- Campaign", then "Enter recall coupons menu".
- 2) Enter the VIN number under "Frame" and tab down using the TAB key on your keyboard



- 3) Under "Element"- view any recalls/updates that apply.
- 4) If you observe the heading "**RSV 1000/Tuono 1000 fuel hose replacement**", this particular VIN is subject to the recall.

Depress the back button  to back out of the claim. (Note: Recall/update identification and recall/update claim entry are performed under the same function, so unless you have completed the recall/update do not continue to fill in the blocks to submit the claim. Submit the claim only when the recall/update work has been completed)

**IMPORTANT NOTE: If you observe a pop-up message stating "Vehicle does not belong to Recall Campaign", and you are sure the VIN applies, please contact your technical support representative. In addition, a message stating "Vehicle is not blocked" means all applicable recalls/updates have been performed and claimed. In addition, past recall/update claims on a vehicle can be viewed under "Warranty", then "View Vehicle Data", then "Maintenance Jobs" in the pop-up window.**

**Parts to Order:** Qty. 1 Fuel hose AP8144476  
Qty. 2 Click Clamp 890435

#### **Warranty Claiming:**

(RSV 1000/Tuono 1000 Fuel Hose Replacement Recall)

- 1) Log on to [www.serviceaprilia.com](http://www.serviceaprilia.com) using your user name and password. Select "GGP" under the heading "Warranties"- on left side of home page.
- 2) Once the GGP portal opens, select "Tech. Update- Campaign", then " Enter recall coupons menu".
- 3) Enter the VIN number under "Frame" and tab down using the TAB key on your keyboard
- 4) Under "Element"- select "**RSV 1000/Tuono 1000 fuel hose replacement**"
- 5) Under "Coupon Type" select, "Extraordinary".
- 6) Under "Coupon Number" click the Question mark and a pop-up box will appear. Click on the number of the coupon that applies to the procedure that was performed (1, 2, etc) in the coupon box.
- 7) In the "Km / Mls" box, enter the mileage of the bike.
- 8) In "Document No." enter your in-house repair order number.
- 9) In "Document type" select "invoice".
- 10) Under the "Date Carried Out", enter the date in European format (dd/mm/yyyy)

When you are finished, submit the claim by clicking on the "Diskette Icon"  in the upper left hand corner of the screen.

**Reimbursement: 35 minutes labor plus cost of parts AP8144476 and 890435**

**Repair Procedure:** Please see pages 5-7 in this bulletin



## **TREAD ACT CUSTOMER REIMBURSEMENT PLAN**

Customer Reimbursement for Safety Related Recall Repairs  
Effective with Safety related recalls initiated as of January 15, 2003

Aprilia USA is initiating a safety related recall for 2005 Aprilia RSV 1000 and 2007 RSV & Tuono 1000 motorcycles in a range of VINs that includes your vehicle. 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 authorized Aprilia USA dealer. Alternatively, you may submit the request for reimbursement to the following address:

Aprilia Customer Care  
140, East 45<sup>th</sup> Street  
New York, NY 10017

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 procedure must meet Aprilia standards and use Aprilia original equipment parts.
- When Aprilia original equipment parts are used, 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.
- Aprilia USA will not reimburse for prior repairs that did not use Aprilia original equipment parts.

The Aprilia authorized 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.



## **CUSTOMER LETTER**

September 10, 2008

Dear Aprilia Owner:

### **RE: IMPORTANT SAFETY RECALL INFORMATION REGARDING YOUR APRILIA RSV 1000 AND TUONO 1000 MOTORCYCLES**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. The identification number of this recall is 08V-306.

#### **REASON FOR THIS RECALL**

Aprilia USA has decided that a defect which relates to motor vehicle safety exists in the Aprilia motorcycle model and model years noted below:

- 2005 – 2007 Aprilia RSV 1000
- 2005 – 2007 Aprilia Tuono 1000

The fuel hose connecting the fuel filter with the fuel pump mounting plate may come loose. A loose fitting of this fuel hose to either the fuel filter or the fuel pump mounting plate will cause a reduction in, or loss of, fuel pressure to the engine. This reduction or loss of fuel pressure may cause difficulty in starting the motorcycle, or if already started and running, inconsistent running and possible stalling of the engine. Under certain circumstances these conditions could result in a crash, personal injury or death. These components are located inside the fuel tank of these motorcycles so no visible indicators of these leaks will be apparent to the owner/rider.

Aprilia USA has identified the VIN range of the RSV and Tuono models where the replacement of the fuel hose and fuel hose clamps is required. According to vehicle registration records, you are the owner of an Aprilia motorcycle that falls within this VIN range.

#### **WHAT WE WILL DO**

To address this situation, Aprilia USA will conduct a voluntary recall of all 2005 – 2007 Aprilia RSV 1000 and Tuono 1000 motorcycles within the affected VIN range. Aprilia USA, through the authorized Aprilia dealer network will replace the section of fuel hose and the clamps for this section of fuel hose, to eliminate any potential for safety risk as a result of the reduction or loss of fuel pressure from the connection points of this hose to either the fuel filter or the fuel pump mounting plate.

The work required of this recall may be completed by any authorized Aprilia Motorcycle dealer at no charge to you for the required parts or labor. The repair will take approximately 2.0 hours.

#### **WHAT YOU SHOULD DO**

With the receipt of this letter, please contact your authorized Aprilia Motorcycle dealer to arrange for an appointment to have the described vehicle updates completed. Instructions for replacing the fuel hose and clamps 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.



If, however, 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 Aprilia Customer Care by calling (212) 380 4400, option #4.

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 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>.

In the event that you have sold this vehicle or the vehicle is no longer in your possession, please complete and return the enclosed postage prepaid reply card to notify us of any change of ownership card.

If you previously had the work required of this recall completed at your own expense, please refer to the attached letter describing the criteria and procedure to request reimbursement.

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 USA.

## REPAIR PROCEDURE

- Completely drain fuel tank.
- Remove the seat
  - Remove the right and left side body panels



**CAUTION**  
FUEL VAPOURS ARE FLAMMABLE AND HARMFUL IF INHALED. CARRY OUT THIS OPERATION IN A SUITABLE ENVIRONMENT AND USING SUITABLE PROTECTIONS



- Remove the two front screws from tank



- Remove through bolt at rear of tank



- Disconnect the fuel pump connector.
- Lift the fuel tank and tilt it to the left, paying attention not to force the fuel lines and supporting the tank



**CAUTION**  
PAY ATTENTION NOT TO DAMAGE AND/OR  
SCRATCH THE TANK PAINT



- Remove the 8 retaining screws from fuel pump flange



- Slide out the complete pump assembly from tank.



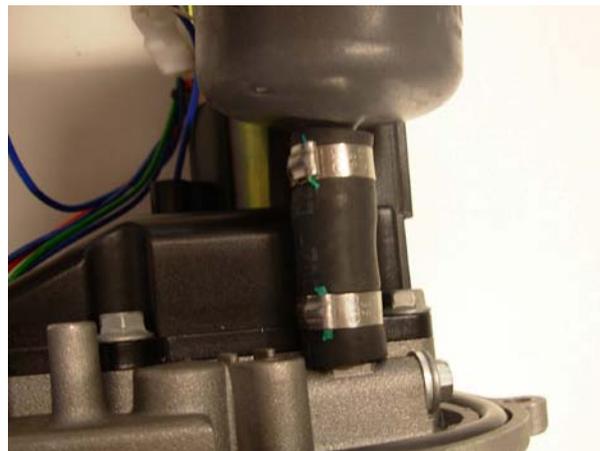
**CAUTION**  
AFTER REMOVING THE PUMP ASSEMBLY,  
THE TANK HAS NO RETAINER. PAY  
ATTENTION NOT TO DROP IT.



- Leaving the pump connected to fuel lines, release the two click clamps fastening the fuel hose between the mounting flange and the fuel filter. Discard old hose.



**CAUTION**  
**THE CLICK CLAMPS YOU REMOVED CAN NOT BE REUSED AND SHALL BE RENEWED WITH THE NEW ONES SUPPLIED WITH THE KIT.**



- Install the new fuel line AP8144476 with two new click clamps 890435.
- Refit the pump to tank, tighten screws finger tight and then tighten them in a cross pattern

TIGHTENING TORQUE 6 Nm

- Reassemble vehicle parts following the removal procedure in the reverse order

