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After Sales Book

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Dear Retailer,

This After Sales Book is a guide to the Piaggio Group's procedures available to the Service Network to provide adequate support and meet **Customer** requirements.

Correct performance of the after sales activities is critical to enhancing and strengthening the relationship with **Customers** and meeting their increasing and increasingly diverse expectations from Authorised Service Centres.

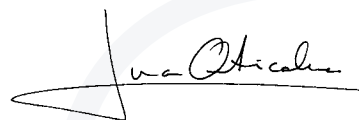
The After Sales Book will enable the Service Network to benefit from the full potential of Piaggio Group's tools, both to meet **Customers'** expectations – so as to develop and strengthen the after sales business – and to enhance the effectiveness and performance of related activities.

Signing the sales contract marks the beginning of the relationship with a **Customer**, and customer management and support must be knowledgeable, professional, reliable, friendly and transparent, in order to establish a lasting relationship to the mutual satisfaction of both parties involved.

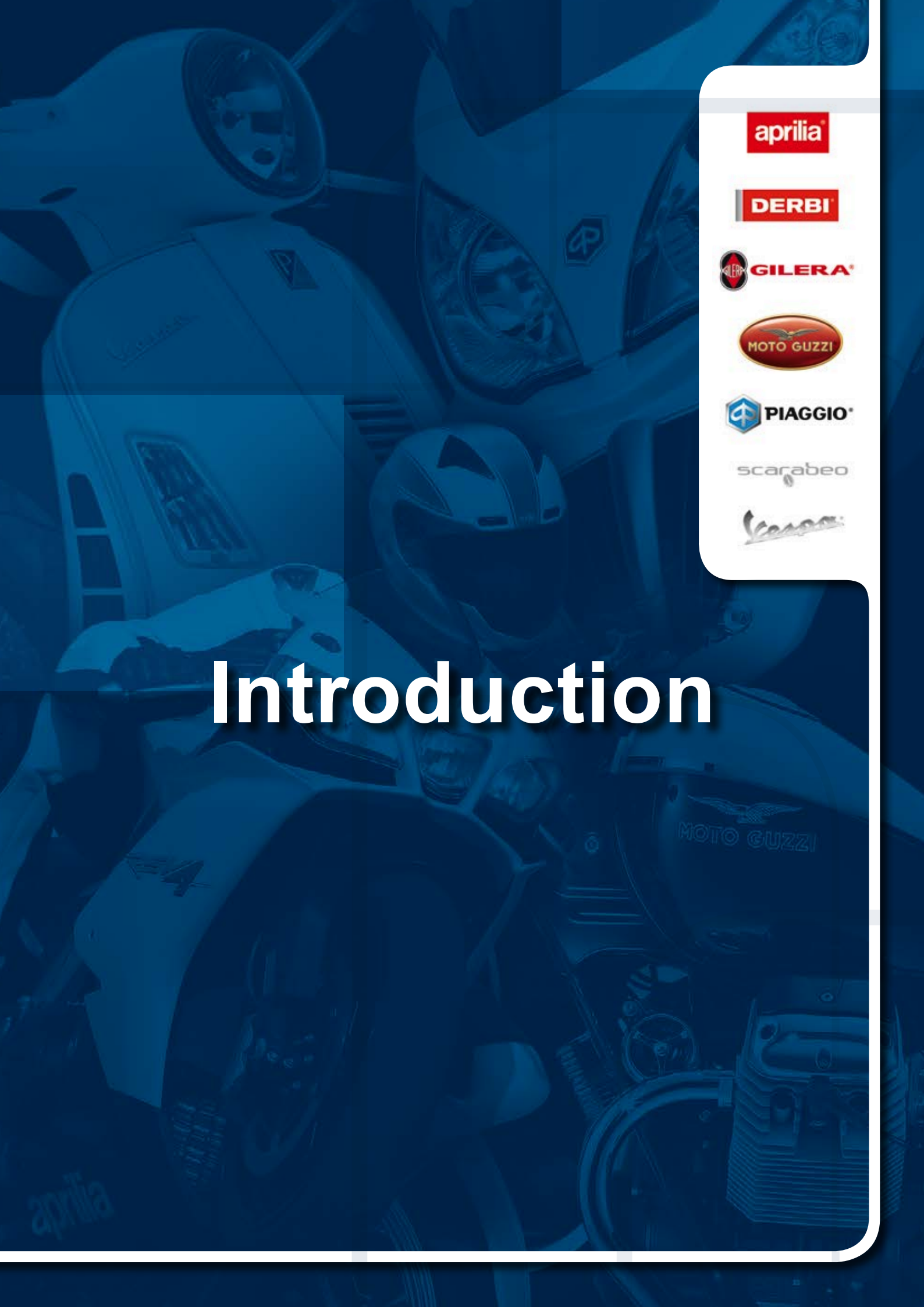
We trust that this After Sales Book will provide tangible help in improving your work flow and your **Customer** service.

Business Unit
Spare Parts, Accessories and After Sales Technical Service

Executive Vice President
Juan Orticochea







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Introduction

PIAGGIO GROUP PROFILE

The **Piaggio Group** is a global player, as the leading European manufacturer of two-wheeled motor vehicles and a brand leader in the commercial vehicle sector on international markets.

Founded in 1884 by Rinaldo Piaggio, since 2003 the Group has been controlled by Immsi S.p.A., an industrial holding listed on the Italian stock exchange and headed by **Roberto Colaninno**, who also acts as Chairman and Chief Executive Officer for the Piaggio Group. The Group has been listed on the Italian stock exchange since 2006.

The Piaggio Group product range includes scooters, mopeds and motorcycles from **50 to 1,200 cc** marketed under the **Piaggio, Vespa, Gilera, Aprilia, Moto Guzzi, Derbi and Scarabeo** brands. The Group also operates in the three- and four-wheeled light transport sector with its **Ape, Porter and Quargo** ranges of commercial vehicles.

The Group is based in **Pontedera (Pisa, Italy)** and has production operations worldwide with plants in:

Pontedera (Pisa), which produces Piaggio, Vespa and Gilera branded two-wheeled vehicles, light transport vehicles for the European market and engines for scooters and motorcycles; **Scorzè (Venice)**, which produces Aprilia and Scarabeo branded two-wheeled vehicles; **Mandello del Lario (Lecco)**, which produces Moto Guzzi vehicles and engines; **Martorelles (Barcelona, Spain)**, producing Derbi vehicles; **Baramati (in the Indian state of Maharashtra)**, which produces three and four-wheeled light transport vehicles for the Indian market; **Vinh Phuc (Vietnam)**, which produces Vespa scooters for the local market and the ASEAN area. The Piaggio Group is also a 45% stakeholder in a joint venture in **China (in Foshan, in the Guangdong province)**. Due to the size of the stakeholding, however, this is not consolidated in the annual results of the Group.

Motor sports play a vital role for the Piaggio Group's motorcycle production operations. The Group's brand portfolio includes names that have earned pride of place in the history of international motorcycle racing.

The **2009** racing season was an outstanding year for the Piaggio Group, with the sports brands **Aprilia, Derbi and Gilera** scoring excellent results in the 125 and 250 cc MotoGP classes, and with Aprilia securing three (riders' and constructors') championships. Complementing the growth of Aprilia's range of large capacity, ultra-high performance motorcycles was the incredible **world Superbike championship debut of the new RSV4**.

In the **2010** season, the competitive potential of the Aprilia RSV4 and Max Biaggi turned into an outright **domination of the WSBK championship**.

The **Aprilia Alitalia Racing Team** celebrated their double world title in the **World Superbike Championship 2010: Riders' World title with Max Biaggi and Constructors' World title**.

The two new titles conquered in the 2010 season bring Aprilia's list of achievements to 45 world titles, making it the most winning Italian and European manufacturer in the Motorcycle World Championship.

PIAGGIO GROUP BRANDS

The Group operates in the two-wheeled vehicle sector with the following brands:



The line-up ranges from scooters to extreme performance motorcycles, from 50 to 1,200 cc and has earned the Group an impressive number of world titles in world circuit and off-road championships in just twenty years.



The range includes scooters from 50 to 300cc and small and medium capacity motorcycles representing the state of the art in terms of technology and componentry. Derbi is synonymous with sports and performance.



The Italian brand that offers emotive high performance products for those who live and breathe motorbikes and who live every day as if it were an exciting new challenge. The passion and style of the Gilera brand is targeted at the Customer who demands an evolved expression of sportiness.



Founded in 1921, it is one of the world's best known motorcycle brands. It represents the aristocracy of large capacity motorcycles and is designed for enthusiasts who seek classic elegance combined with innovative technology. 90° V-twin engines with cardan shaft final drive.



It offers modern, intelligent, stylish and elegant solutions for modern mobility. Technological innovation, safety and care for the environment come together to create affordable, functional vehicles that make life easier.



Ideal for all customers needing a vehicle that caters for their everyday professional and commercial needs. Piaggio Group's light transport vehicles are characterised by their compact size, great load capacity and high manoeuvrability.



It is synonymous with distinctive elegance. Its timeless neo-vintage styling is anything but commonplace and is perfect for standing out from the faceless crowd of modern scooters. Scarabeo is a youth icon and the most exclusive tall-wheeled scooter of all.



The expression of a unique, distinctive lifestyle. Its timeless success is intrinsically linked with its heritage and iconic status.

(sources: www.piaggiogroup.com; www.piaggio.com)

USER'S GUIDE

CHAPTER

Each chapter is divided into several sheets with this layout:

INTRODUCTION

Provides an outline of the basic concepts discussed in that chapter.

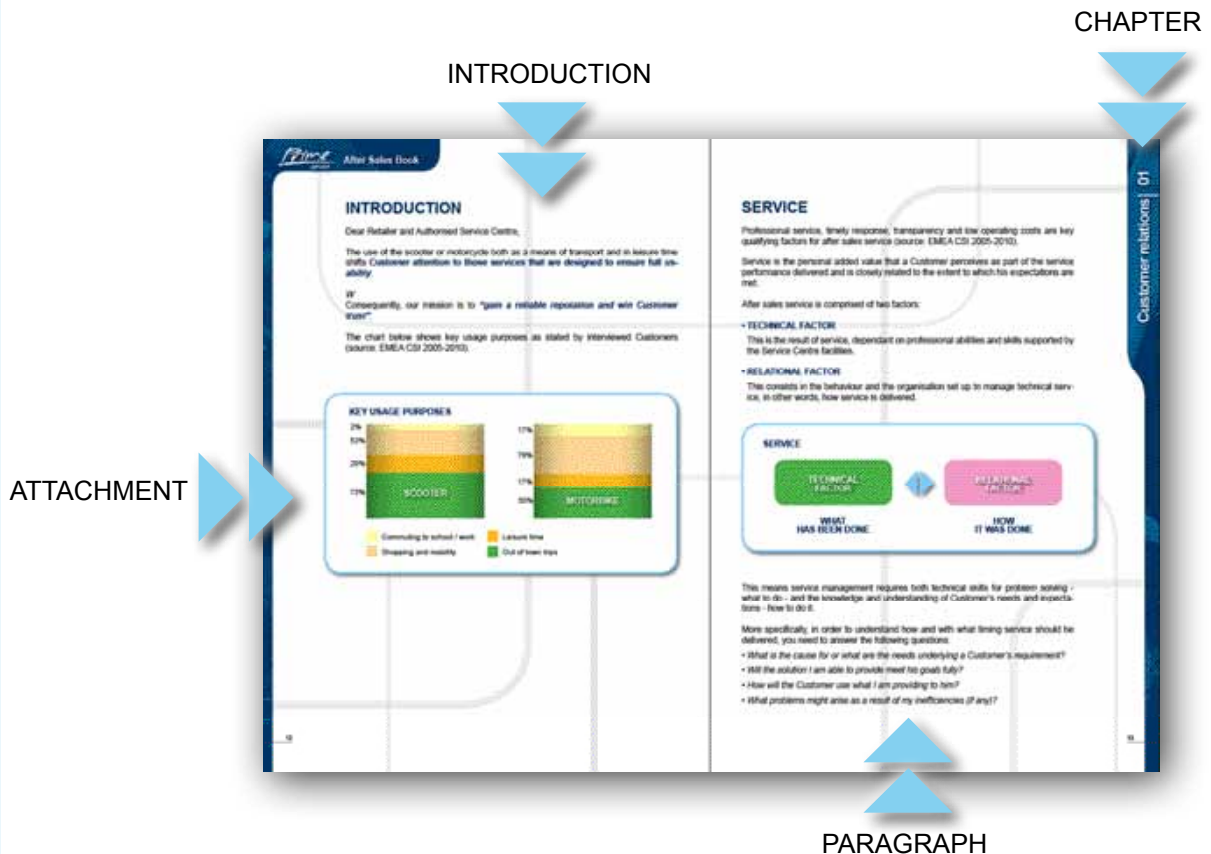
PARAGRAPH

In-depth description and discussion of the topics covered by that chapter.

ATTACHMENT

Data or fact sheets, forms or useful annexes complement topic discussion.

USER'S GUIDE - EXAMPLE



CONTENTS

This manual provides an operational guide for these topics:

- 01. CUSTOMER RELATIONS**
- 02. SPARE PARTS & ACCESSORIES MARKETING AND SALES**
- 03. NETWORK REQUIREMENTS**
- 04. ICT TOOLS**
- 05. HELP-DESK TECHNICAL SUPPORT**
- 06. ELECTRONIC CATALOGUE**
- 07. EQUIPMENT**
- 08. TECHNICAL DOCUMENTATION**
- 09. TRAINING**
- 10. PREDELIVERY**
- 11. WARRANTY MANAGEMENT**
- 12. SPARE PARTS AND ACCESSORIES MANAGEMENT**
- 13. SPARE PARTS AND ACCESSORIES LOGISTICS**
- 14. VISUAL IDENTITY**

GLOSSARY

AFTER SALES, SERVICE

Set of activities carried out after a vehicle is sold, including: predelivery procedures, scheduled and special maintenance, warranty processing, repair and technical service, spare parts management.

DEALERSHIP, RETAILER

Business activity described and governed by the Piaggio & C. S.p.A. contract consisting in the sales of vehicles, spare parts and accessories.

AUTHORISED SERVICE CENTRE

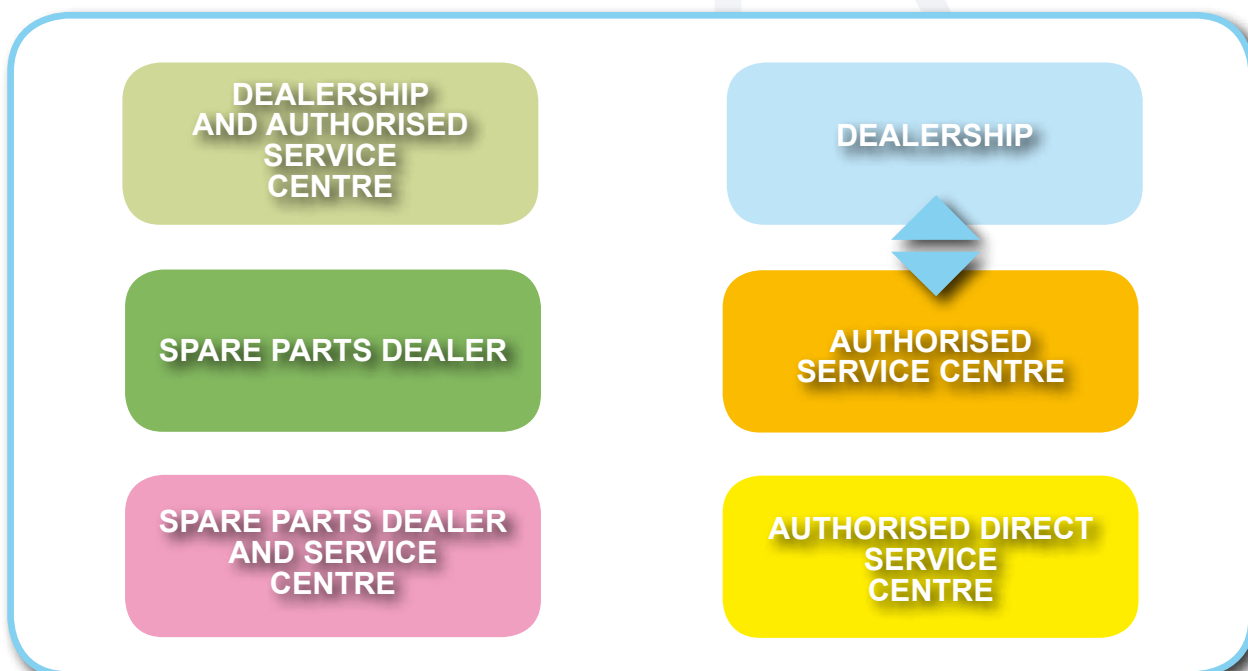
Business activity described and governed by the Piaggio & C. S.p.A. contract consisting in after sales services and requiring dedicated facilities and technical authorisations for the specific activities.

AFTERSALES NETWORK DEVELOPMENT

Piaggio Group personnel dedicated to after sales activities in the field.

SERVICE NETWORK

All Authorised Service Centres



SERVICE NETWORK PARTNERS

Service Centres associated with Dealerships, with appropriate technical authorisations, not bound by any direct contract with Piaggio & C. S.p.A.





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01

Customer relations

“A style to make a difference”

INTRODUCTION

Dear Retailer and Authorised Service Centre,

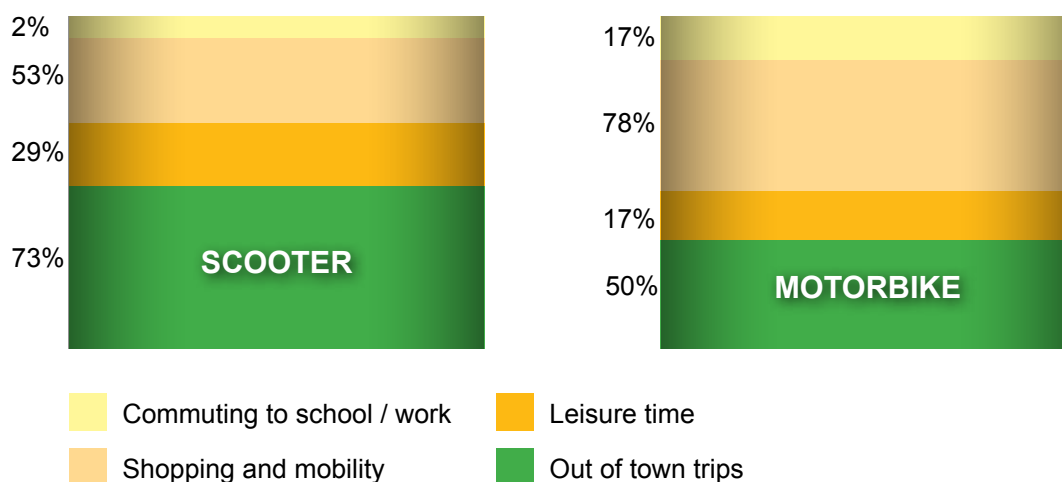
The use of the scooter or motorcycle both as a means of transport and in leisure time shifts **Customer attention to those services that are designed to ensure full usability**.

In the two-wheeler market, the product is the key to gaining the customer, and after-sales service is the item to “build” a relationship of trust over the long term.

Consequently, our mission is to **“gain a reliable reputation and win Customer trust”**.

The chart below shows key usage purposes as stated by interviewed Customers (source: EMEA CSI 2005-2010).

KEY USAGE PURPOSES



SERVICE

Professional service, timely response, transparency and low operating costs are key qualifying factors for after sales service (source: EMEA CSI 2005-2010).

Service is the personal added value that a Customer perceives as part of the service performance delivered and is closely related to the extent to which his expectations are met.

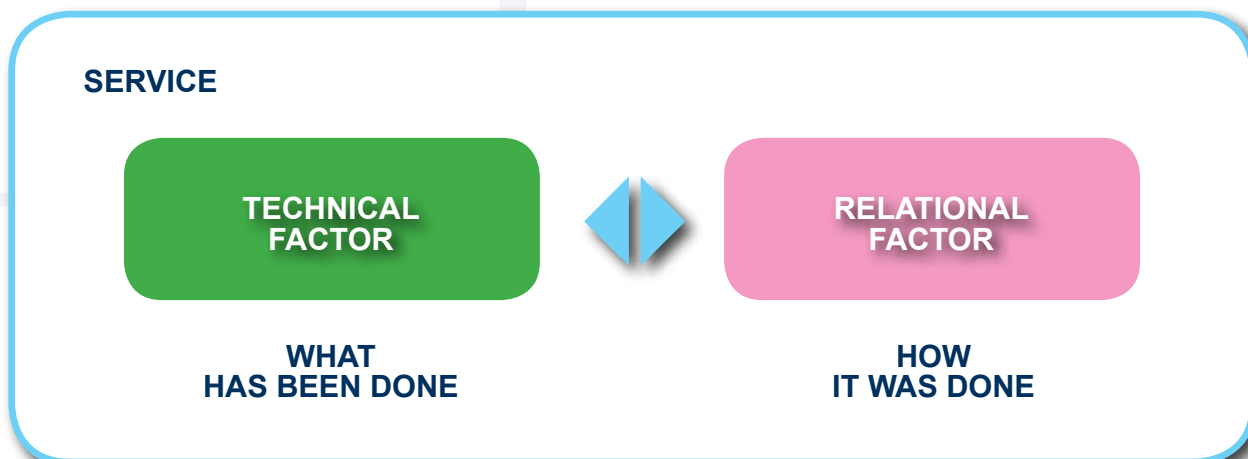
After sales service is comprised of two factors:

- **TECHNICAL FACTOR**

This is the result of service, dependant on professional abilities and skills supported by the Service Centre facilities.

- **RELATIONAL FACTOR**

This consists in the behaviour and the organisation set up to manage technical service, in other words, how service is delivered.



This means service management requires both technical skills for problem solving - what to do - and the knowledge and understanding of Customer's needs and expectations - how to do it.

More specifically, in order to understand how and with what timing service should be delivered, you need to answer the following questions:

- *What is the cause for or what are the needs underlying a Customer's requirement?*
- *Will the solution I am able to provide meet his goals fully?*
- *How will the Customer use what I am providing to him?*
- *What problems might arise as a result of my inefficiencies (if any)?*

ORGANISATION AS THE KEY TO MANAGE CUSTOMER RELATIONS

Success depends on the “**ability to listen and understand**” a **Customer’s express or implicit needs**.

This means we need to determine the **ability to listen** rather than individuals, **of our organisation as a whole**.

In order to do this, first we need to answer these few questions honestly:

- Is it easy to contact us?
Do we manage telephone contacts efficiently? Do we have a mailbox for Customers?
- Are we quick to provide information?
- Are we asking Customers what their expectations are?
- Are we offering individualised service?
- Do we keep our promises in terms of deliveries, service coupons and repairs?
- Do we establish standards for our services?
- Do we know what the standards of our competitors or other dealers are?

Whenever the answer is “No”, you need to determine the cause and identify the proper solution.

The solution represents our service offering:

i.e. the timing and procedures required for each activity. Specialised personnel must share in the solution as they will be assigned responsibilities for Customer satisfaction.

SERVICE MANAGEMENT

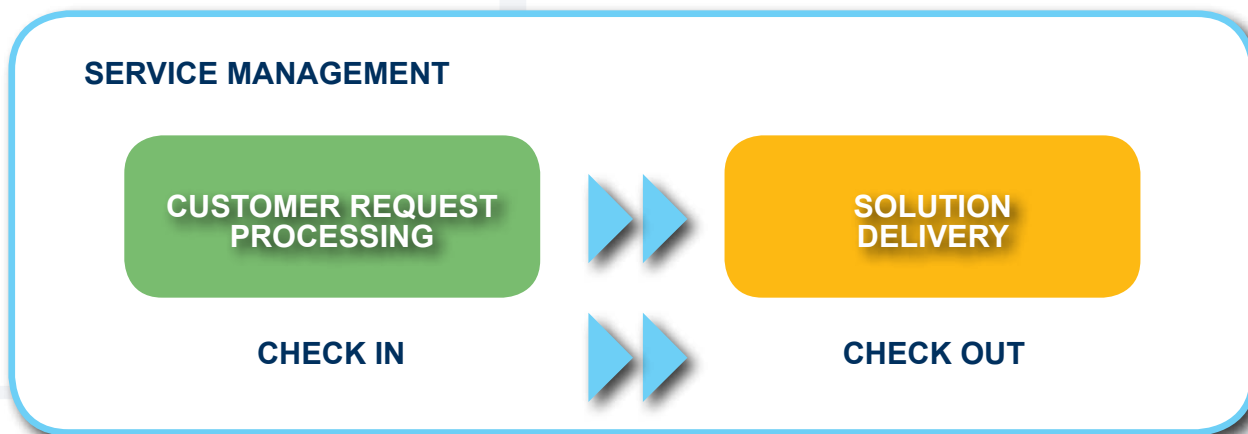
Customers identify the **professional approach and honesty of a Service Centre** as crucial; **trust-building factors**.

In this regard, it is worth noting that it is not easy for anyone to describe the service performance obtained; The most lasting impression frequently consists in one's perception of the *"ability or inability to solve problems"* and *"how fast or slow"* service was delivered.

A pre-requisite for keeping service management in control is dividing into two operational phases:

Check In, processing of Customer request;

Check Out, delivery and explanation of solution.



CHECK IN

When processing a Customer request, it is vital to:

- **Listen to Customer's requests carefully**
- **Ask clarifying questions to ensure you have understood what the Customer needs**
- **Clarify the reasons for Customer's requests, timing, delivery procedures, etc...**
- **Ask if there is anything we can do to help or reduce Customer inconvenience**

CHECK OUT

When delivering the vehicle, first it is necessary to provide a brief description of the technical solution adopted. In addition, it is vital to establish effective communication to:

- **Ensure that all requests have been addressed/solved**
- **Enquire about Customer satisfaction**
- **If Customer is not satisfied, find out why**
- **Turn criticism into useful feedback and/or an opportunity**

CUSTOMER SATISFACTION

Customer requests and needs must be recorded upon check-in along with Customer details and how he wishes to be informed / contacted for any matters concerning his service.

The organisation and personnel in charge must ensure that all activities are consistent with requests.

In order to meet Customer needs and measure the service level offered, the Service Centre must explain what has been done when the vehicle is delivered and perform a short interview to assess Customer satisfaction.

A **“Customer Satisfaction Questionnaire” – a paper or online form – for Customers to submit opinions and suggestions anonymously** may be made available to Customers.

(This method is quite effective as it spares the Customer embarrassment when there have been problems or he is not satisfied).

Piaggio Group has been conducting such interviews for over three years, asking Customers to offer their opinions on products and services purchased or used, and comparing results with those of major competitors.

Key topics analysed and monitored are as follows:

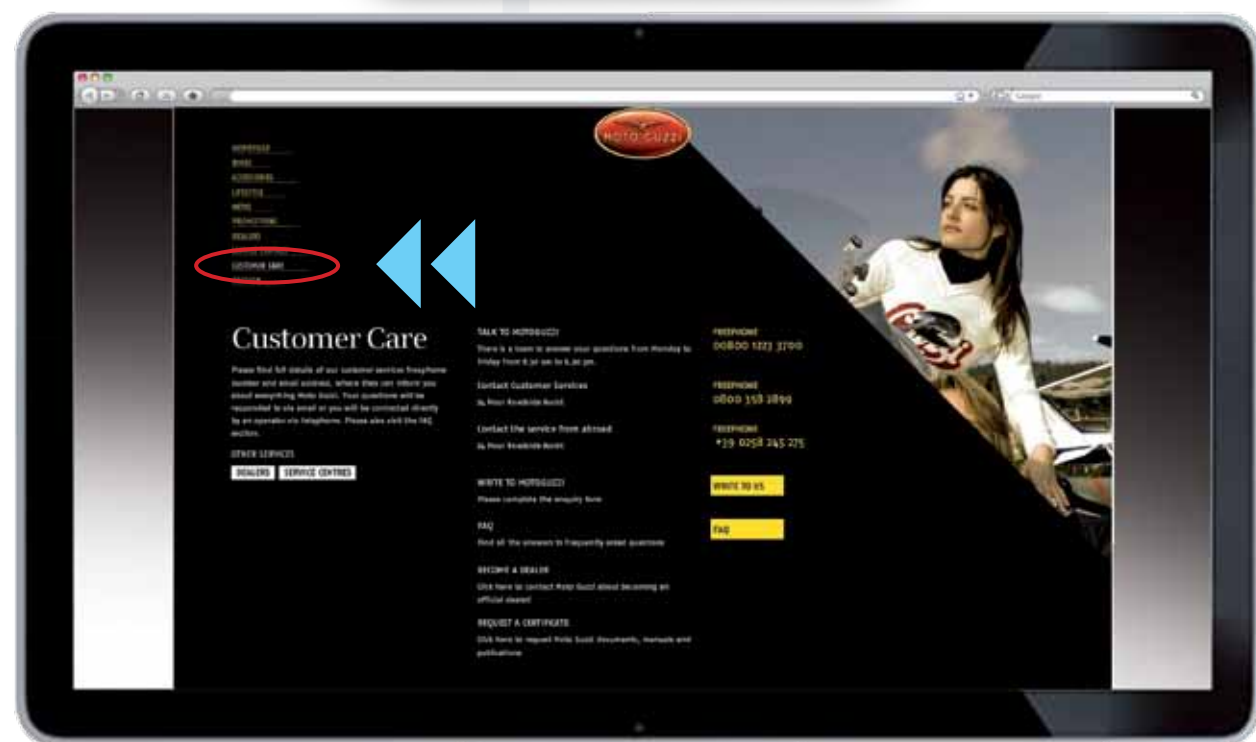
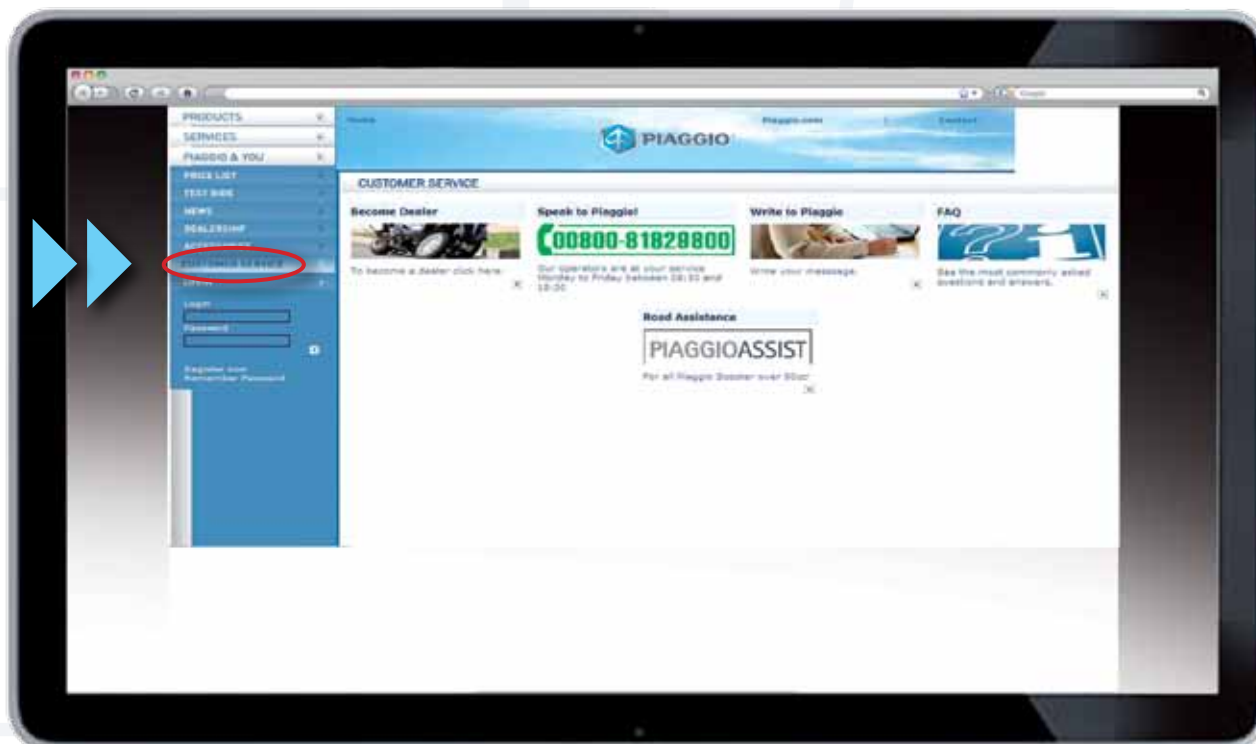
- Customers' desires in terms of product and service characteristics
- satisfaction with products and sales and service experiences. Topics specifically related to Dealership activities are as follows:
friendly reception, professional explanation of product range characteristics, timely delivery, quality of product delivered.
With regard to after sales, concerning service coupons or repair work: friendly reception, ability to understand a problem, ability to solve problem effectively;
- willingness to recommend products and Sales Outlets and Service Centres;

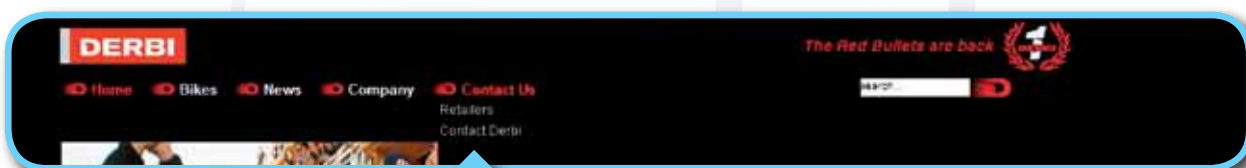
The results of these interviews are shared online through dedicated ICT tools.

Service improvement actions are designed to promote Brand and Dealership trust, creating **“Customer Promoters”**, i.e. **“Customers who spread positive word of mouth about us, who recommend our products, our Sales Outlets and Service Centres to family and friends”**.

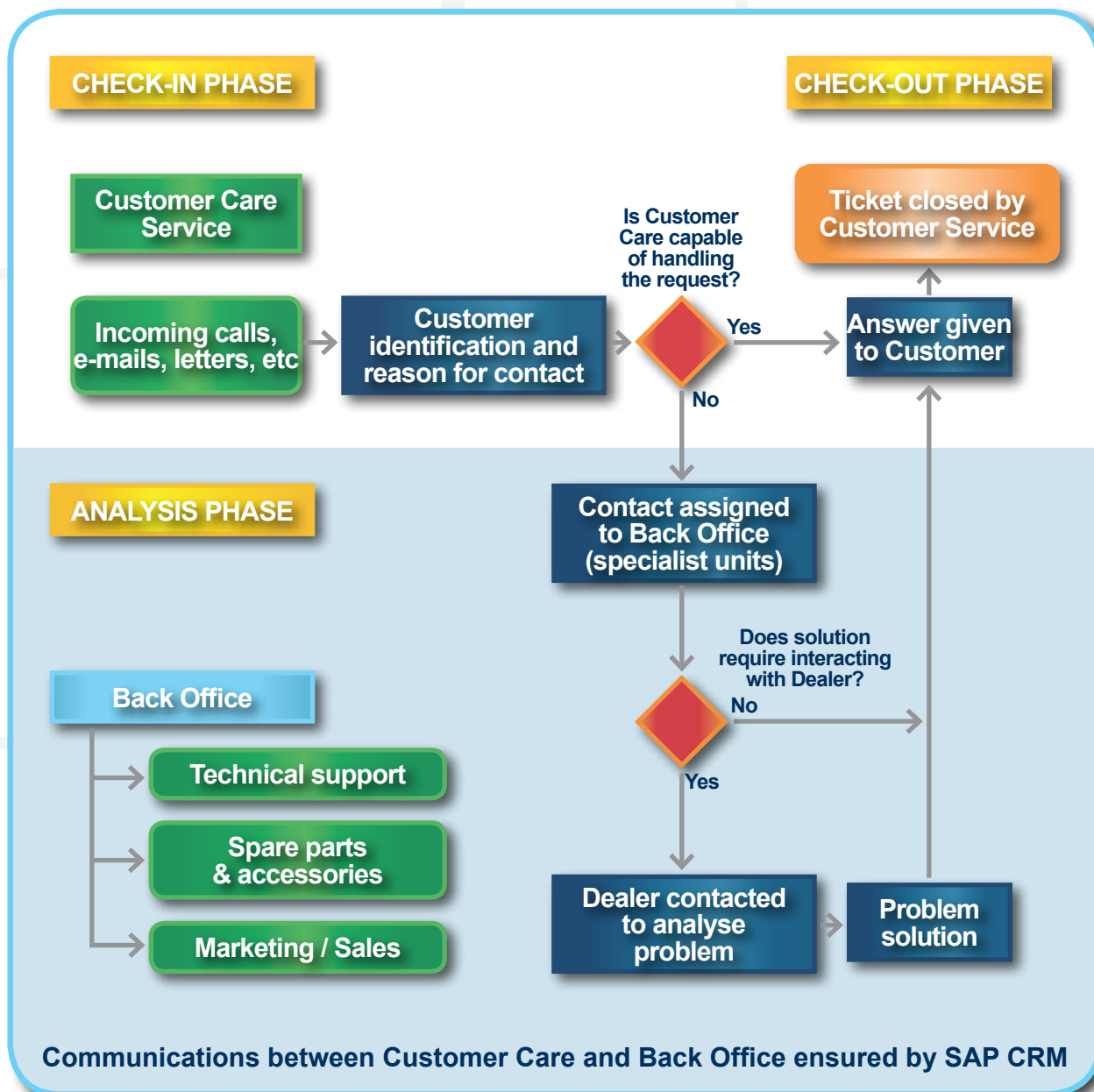
CUSTOMER SERVICE

In line with internationally acknowledged best practices, Piaggio Group has set up Toll-Free Numbers and a Contact form dedicated to “Customer Service”, managed at an international level and available on all web sites. Customer Service web pages available on consumer sites are reported below.





Customer Service is also based on the **Check-In** and **Check-Out** principle. In addition, check-out information is used to improve service on a daily basis.



To ensure Customer satisfaction and the proper operation of the Customer Service process, a series of service levels are monitored, namely:

- **Answer Service Ratio (ASR):** % of service accessibility;
 $\text{calls answered} / \text{total incoming calls}$
 excellence standard 90%
- **Phone call managed (SL):** % of calls answered within 30 sec;
 $\text{calls answered within 30 sec} / \text{total calls answered}$
 excellence standard 85%
- **One Call Solution:** % of requests solved upon first contact;
 $\text{no. of problem solutions} / \text{no. of same-problem calls (3 months rolling)}$
 excellence standard 90%

When a Customer contacts “Customer Service”, he is immediately **“identified”** by his **personal identification number** or **chassis number** in order to establish an **individualised relation** and trace back his history.

CRM Interaction Center

Mr. JEAN DURAND

Reset Account % End&Save Ready Not Ready

Identify Account (ID: 104668242) Back

Account More Fields

Account PETER SMITH

Street/House Number OXFORD STREET

Street 2

City LONDON

Postal Code/Region W1

Country UK

Telephone/Extension

Fax

E-Mail Address

Confirm Edit Clear

Vehicle

VIN ZAPM452000018270

Licence Plate No. DM63092

Description VESPA GTS 300 SUPER BIANCO

Confirm Details Clear

Relationship

Relationship Type Owner (Automotive)

Note History Last Interactions

Posting Date	Channel	Description	Transaction No.	Priority	User Status
19.01.2011	Interv. GGP	Km 007875	2152610	Medium	Open

Next, the reason for the call is analysed:

CRM Interaction Center

Mr. JEAN DURAND

Reset Account % End&Save Ready Not Ready

Identify Account (ID: 104668242) Back

Telephone/Extension

Fax

E-Mail Address

Confirm Edit Clear

Note History Last Interactions

Posting Date	Channel	Description	Transaction No.	Priority	User Status
19.01.2011	Interv. GGP	Km 007875	2152610	Medium	Open
19.01.2011	Interv. GGP	Km 007666	2152606	Medium	Open
17.01.2011	Telephone call	Mercato Italia	8000290448	Medium	Closed BO
10.12.2010	Interv. GGP	Km 007450	1426732	Medium	Open
03.12.2010	Interv. GGP	Km 007400	1425292	Medium	Open
22.09.2009	Telephone call	PIAGGIO	8000170557	Medium	Closed CC
21.10.2009	Telephone call	PIAGGIO	8000168628	Medium	Closed CC
22.09.2009	Telephone call	PIAGGIO	8000166517	Medium	Closed CC
22.09.2009	Telephone call	PIAGGIO	8000163598	Very high	Closed BO
01.10.2009	Telephone call	PIAGGIO	8000161932	Medium	Closed CC

CLAIM MANAGEMENT

A complaint expresses a Customer's disappointment or dissatisfaction. **What we need to do is get the Customer to change his mind about our ability to address and solve his problems.**

The Customer must “perceive” that his particular case has been given full consideration, that uniform, clear sales and service policies are in place, and that Piaggio Group and the Official Service Network operate on shared criteria and standards.

Dedicated personnel has the task of assisting the Official Sales and Service Network in their everyday relations with Customers.

In complex cases, a joint, formalised decision may help.

ROAD SERVICE

Road service is accessible at the dedicated phone numbers listed in:

- use and maintenance manual
- “Warranty Activation Certificate” delivered at the time of purchase
- on web sites, in the Customer Service section





02

Spare Parts & Accessories marketing and sales

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INTRODUCTION

This chapter is designed to assist with **spare parts and accessories marketing and sales activities at the Authorised Service Centre**.

The next chapter "Network Requirements" discusses the qualifications and tasks of two important roles in a Centre's organisation: check-in specialist and parts & accessories specialist.

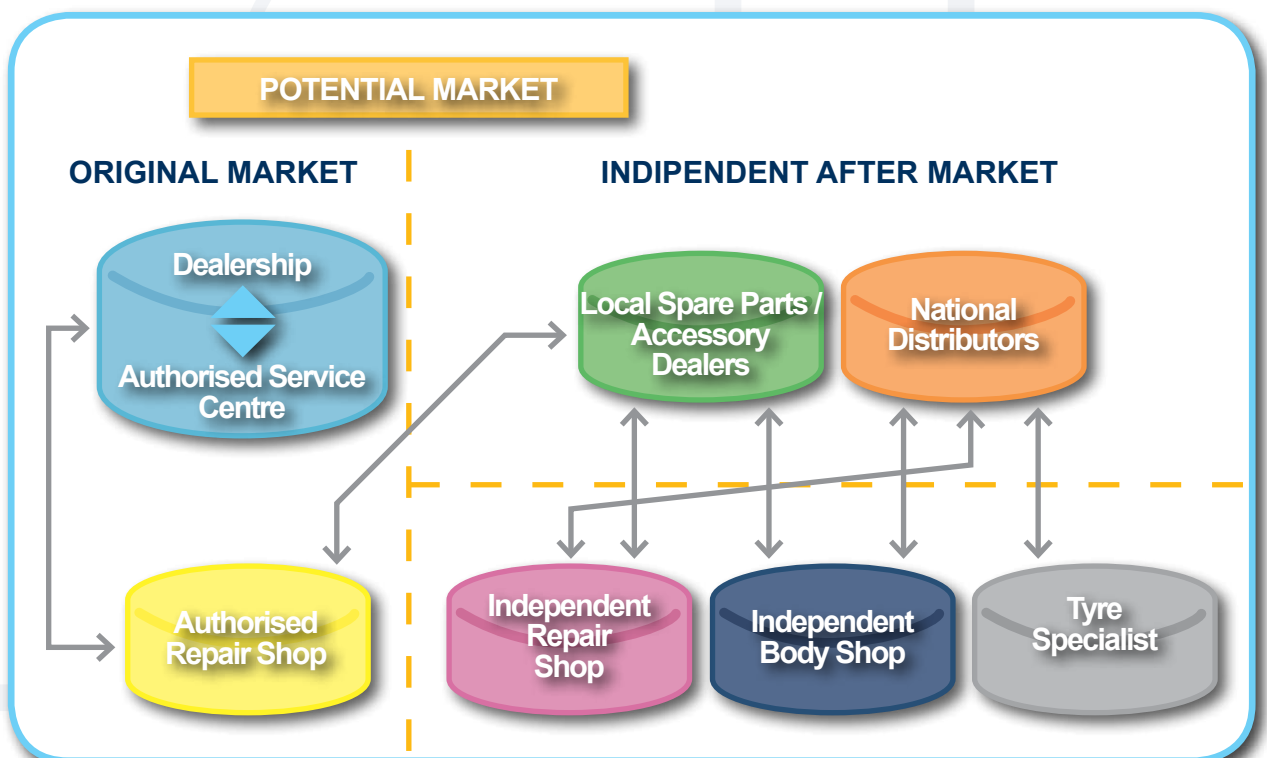
MARKET AND COMPETITION

For an Authorised Service Centre it is vital to know its local reference market, including:

- Potential customer pool
- Customer profiles
- Competitors

Potential customer pool information, as well as the financial standing of local competitors may be obtained from market sector analyses available from industry associations - such as confederations of crafts, Chambers of Commerce and from competent local authorities (such as local trade authorities).

Below is a simple diagram that provides an overview of parts sales and distribution through the Official and Independent Networks.



Owners of Piaggio Group vehicle are customers who have made their choice. This means after sales competitors *are not national or foreign competitor manufacturers*.

Competitors of Dealers and Authorised Service Centres include all businesses capable of offering “products” and “services” that represent an “alternative to original ones”.

In this scenario, it is important to analyse other local competitive factors:

- Prices and promotions offered by Independent Network
- Flexibility and delivery service offered by independent distributors
- Advertising pressure
- Location in areas with greater customer flow

SERVICE CENTRE CUSTOMER

As mentioned in the previous chapter, Customers are our key partners, a source of professional satisfaction and profit.

Do not forget that .

“Safeguarding the pool of Customers of the Centre and increasing customer traffic at one’s facility” is the way to achieve a business’ mission through excellent turnover and profit.

One way to achieve this is setting up a comfortable, well-lit reception area and a **customer database**.

Storing customer and vehicle in the shop CRM module, such as:

- **customer details and vehicle S/N data**
- **vehicle mileage and notes on operation**
- **service coupon and repair/service history**

will enable you to contact Customers at regular periods for after sales promotions (when Customer has signed the Privacy Policy statement).

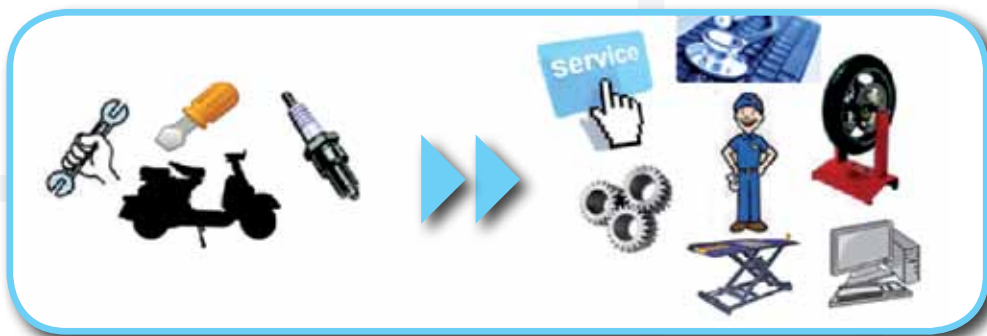
OFFERING

Offering includes all activities a Service Centre is capable of delivering depending on its technical personnel, skills and facility.

A typical centre's offering includes:

- Scheduled maintenance = Service coupons
- Generic repair
- Warranty processing

To respond to changing Customer needs, Service Centres have been evolving from simple repair shops into proper **Service Centres** in the broadest sense of the term. Paragraph "Marketing levers" provides an in-depth discussion of the following topics.



These are factors that can make a difference in the eyes of Customers:

- **Sales of spare parts, lubricants and accessories**
- **Added-value services**

MARKETING LEVERS

Today's Authorised Service Centres can broaden their range of technical services - in order to become proper **Service Centres** - to include:

- Injection system diagnosis with delivery of diagnostic report
- Tyre change and balancing
- Regular inspections - Check-ups -
- Flat-fee service coupons
- Small fleet maintenance
- Repair service agreements with insurers
- Check-up before mandatory vehicle inspection
- Qualification as mandatory vehicle inspection centre
- Restoration of vintage vehicles

SERVICES

The ability to offer additional services is also vital to ensuring all-round customer satisfaction. Here are a few practical examples:

- Sales promotions on spare parts and maintenance services in low season periods
- Sales promotions on accessories
- Sales promotion associated with on-line booking on website
- Extended hours for vehicle drop-off and collection
- Courtesy vehicle during time needed for repair
- Two-wheel vehicle rental service
- Emergency road service van
- Vehicle wash or complimentary gadgets upon delivery
- Scheduled maintenance sticker
- Individualised letter with mandatory inspection reminder

TRANSPARENCY

Transparency may be used as a marketing lever when Customers are accustomed to receiving clear, detailed information:

- Issue a cost estimate
- Tell the Customer that any charge in excess of estimate amount will be notified before-hand
- Scheduling, check-in and delivery handled through shop CRM

SERVICE PACKAGES

To promote repeat visits, a Service Centre may launch sales promotions with , also known as during low season periods.

“Service Packages” offer **spare parts replacement at low, clear and detailed prices** and should be grouped by product range (e.g. 50cc mopeds, 125-200cc scooters, scooters higher than 200cc), regardless of model or brand.

Examples of flat-fee services:

- “Brake pads” or “Brake pads and discs”
- “Fast & Full - full Service coupon
- “Fast & Fit” - quick Service coupon
- “Check-up”- vehicle’s checks and tuning

EFFECTIVE COMMUNICATION

Proper publicising of after sales promotions requires conventional or latest generation, however strictly **web-oriented** communication means.

The presence of your campaigns on the “media”, supported by the consistent brand image provided by Piaggio Group, will attract Customers and give your business more visibility.

Campaigns may be advertised as follows:

- newspapers and local press
- flyers and posters
- local radio stations
- screens or totems in shopping centres

ORGANISATION OF / PARTICIPATION IN EVENTS

Taking part in events and “club activities” will give your Centre greater visibility and provide business development opportunities.

Organising or simply taking part in rallies, trade shows or other events with your own booth provides a chance to meet and talk with your Customers at a different venue, and to:

- Offer practical advice
- Perform simple “Fast & Fit” services
- Invite them to visit your Centre

as well as:

- Sell vintage spare parts
- Sell technical gear
- Sell accessories
- Sell merchandise

Sponsoring major local events or sports competitions further promotes the visibility of a Service Centre in the local area and provides an effective means of communication.

ORIGINAL SPARE PARTS

In your quotation, it is important to stress that the Service Centre uses **“original spare parts and accessories”** identified by their original package.



The use of **“original spare parts”**, i.e. spare parts designed and tested by Piaggio Group design engineers, during maintenance operations ensures **“reliable, safe results”**.

Reliability and safety extend a vehicle's life and subsequently future maintenance requirements, bringing in additional profit for Service Centres.

ORIGINAL VINTAGE SPARE PARTS

Piaggio Group maintains a specific catalogue dedicated to collectors and restorers of vintage Vespa models.

The range of “Vespa Vintage” original spare parts includes for the most part key components required to restore or recondition a vehicle.

The most popular Vespa models manufactured from the Forties through to the Eighties are covered.

It is important to stress that **using original “Vespa Vintage” spare parts** obtained from an Authorised Service Centre to restore a vehicle **adds a flair of authenticity**.



ORIGINAL ACCESSORIES

To promote the sales of “**original accessories**”, it is important to set up a dedicated display area in the premises where Customers can look at the real products.

DISPLAY AREA

To tempt Customers into buying sports apparel or technical gear items, helmets, technical accessories, the display area should be well lit, pleasant, ensure good visibility, and Customers should be able to touch, try and wear the products on display and receive useful product tips.

DISPLAY EQUIPMENT IN RECEPTION AREA

Technical or vehicle accessories, such as top boxes, luggage carriers, rear-view mirrors, hand grips, windshields and mats **put on display near the reception area** of a Service Centre may catch the eye of a Customer who may be interested in updating or replacing a worn accessory when he drops off or collects his vehicle.

SELLING TECHNIQUES

For the sake of simplicity, selling techniques are divided into two types:

- **product-oriented sales**
- **service / customer-oriented sales**

In the first approach, sales pitch and salesman are exclusively focused on the product on sale and its features, and rely on product presentation to Customer.

In this approach, the salesman plays a limited role in terms of customer advice; it is more a case of the Customer making a purchase, rather than the salesman actually making a sale.

In the second approach, the salesman acts a consultant to the Customer, gathering information on him and his activities, trying to identify his needs and making a sales proposition built around his actual needs.

Obviously enough, this requires an in-depth knowledge of the range and focusing on the actual needs of the Customer, presenting the benefits of your proposition, and those solutions that are best suited to meet his requirements.

SELLING SPARE PARTS TO SERVICE NETWORK PARTNERS

Those Service Centres that have stocking capabilities and a Network of Associated Service Partners will be keen on pro-actively selling to their associated Service Centres.

Managing Partner Service Centres requires a service-oriented approach towards local facilities.

Partner Service Centres need quick supplies and delivery of the spare parts required for current repair jobs on a daily basis.

Presently, lists of requirements, purchase and component check by the technical personnel of the Partner Service Centre may no longer be handled at the Dealership reception desk only.

Parts picking steals valuable time from technical tasks in the shop.

This means Retailers need to develop a distributor's approach, with scheduled repeat deliveries.

This also helps promote the loyalty of Partner Service Centres in the face of competition from independent parts distributors.

This way, Retailers are able to relay the sales promotions offered by Piaggio Group on a regular basis across their network of Partner Service Centres and promote the use of original spare parts.

AFTER SALES PROFITABILITY

A simplified Profit and Loss Account of a Service Centre might look like this:

TURNOVER – TOTAL COSTS – OVERHEAD = PROFIT

TURNOVER:

Longer vehicle life creates more sources of revenue for technical service facilities. Taking good care of a vehicle increases repeat visits from that Customer or Customer traffic at the technical service department, bringing in added income for the Centre.

TOTAL COSTS:

Purchase of spare parts, consumables, lubricants and accessories.
Accurate purchasing management helps put a cap on costs through regular sales promotions offered by Piaggio Group, along with carefully planned inventory management and rotation.

OVERHEAD:

Wages, employer's contributions, insurance, power bills
In this regard, reducing dead time and promoting technical personnel performance are key issues.



03

Network requirements

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Vespa

INTRODUCTION

Being part of the Piaggio Group **Service Network** involves structuring one's activities so as to meet all necessary technical and organisational **requirements** to **meet Customers' expectations**.

Facilities, skills, equipment, professional approach and transparency are required to meet such expectations observing shared professional ethics that reflects the principles set by Headquarters at a local level. Piaggio Group is committed to making tools, projects and methods available to its Retailers / Authorised Service Centres to:

“enhance its Service Network and its market position in terms of perceived quality”

The table below provides an overview of the tools available Authorised Service Centres to better compete in the market and relevant chapters.

SKILLS	TOOLS
Diagnostic capabilities	ICT support Help Desk Technical Support service
Repair capabilities	Technical training: itinerant training and E-learning

RELIABILITY	TOOLS
Effective maintenance and repair	Facilities and technical equipment
Visibility and identity with Official Network	Consistent brand image

DEPENDABILITY	TOOLS
Warranty processing	Technical authorisations
Original spare parts, times taken for repairs, labour cost	Electronic catalogue, dedicated signage

TRANSPARENCY	TOOLS
Professional, friendly behaviour	Information to Customer
Cost estimates and billing	Dealer Management System
Visibility of additional services	Dedicated signage

AFTER SALES NETWORK DEVELOPMENT

After Sales Network Development includes those activities aimed at supporting Authorised Service Centres in their daily business and help them achieve Customer satisfaction.

Piaggio Group evaluates the procedures and facilities of Dealers through **dedicated After Sales Network Development personnel** on site and helps Retailers plan improvement measures that are defined in the **Dealership Evaluation Chart**.

During on-site visits, personnel in charge discuss improvement area and any corrective and/or preventive action required.

The purpose is to strengthen the basic factors contributing to Customer satisfaction:

- *Skills*
- *Reliability*
- *Dependability*
- *Transparency*

CONTRACT

After sales activities governed by the “Authorised Service Centre Contract” signed by both parties.

The contract is a pre-requisite for joining the Official Service Network.

SKILLS

Authorised Service Centre personnel must take part in a training scheme in which training is administered both on-line and at Piaggio Group or third parties' premises, so as to ensure proper skills in activity management.

Piaggio Group maintains a technical training catalogue, that is described in detail elsewhere in this manual.

Technical skills are a pre-requisite for obtaining “Technical Authorisations”.

Network Development personnel verify actual participation in training and maintenance of authorisation status.

RELIABILITY

Authorised Service Centres meet “Network Requirements” in terms of facilities, organisation, as well as general and specific equipment.

Official status as a member of the Network is highlighted by signage conforming to corporate image standards and by wearing the work apparel described in the catalogues included in this manual.

DEPENDABILITY

Authorised Service Centres undertake to maintain **technical authorisations obtained** according to their facilities, specific equipment, training and ICT media.

These factors enable **warranty processing and safeguard Customers**.

The Dealer is committed to carrying out repairs under warranty **using original spare parts and accessories** so as to guarantee conformity and proper operation of the product worked on.

TRANSPARENCY

The **transparency and fair business practices of a Service Centre** are advertised by posting **hourly labour rates** as well as business hours.

At Customer's request, a Service Centre **is capable of providing cost estimates** with clear, detailed information, preferably by means of a shop CRM.

Whenever charges in excess of the cost estimate are expected, the Centre promptly informs the Customer to obtain his authorisation to complete the job on hand.

After job completion, the Customer receives an **invoice or receipt** listing the **part numbers** and descriptions of all **spare parts used**, as well **labour time** and **total labour charge**.

The Service Centre explains that retaining these **documents** is a **pre-requisite** for **preserving legal warranty validity**, as provided for by prevailing rules and regulations.

FACILITIES

After sales facilities and premises must be adequately sized for the volume of business and for technical service activities.

Outlined below are a few tips to create a work environment that will reflect a:

- *safe*
- *efficient*
- *orderly and professional image*

UTILITIES AND PERMITS

Utilities conforming to prevailing regulations and mandatory permits are pre-requisites for any Authorised Service Centre.

WASTE DISPOSAL

Authorised Service Centres collect and dispose of waste material according to prevailing rules, in line with environmental awareness policies.

TECHNICAL PERSONNEL

Service Centres employ an adequate number of technical personnel for the expected business volume and after sales activities. Such personnel are suitably qualified to handle repair work independently and interact with Customers.

Network Development personnel may indicate or suggest improvements in this area.

PERSONAL COMPUTER

A PC station with an updated Personal Computer, adequate Internet access and meeting the system requirements for operating the diagnostic tool is indispensable to ensure independent, professional business management.

LIGHTING

Effective lighting is critical to ensuring proper work conditions and helps create a wide, pleasant impression in the Customer, enhancing professional image.

A few tips:

- Plan lights layout so to ensure that vehicles under repair are properly illuminated.
- Provide portable lamps for additional lighting during critical repair work.

The light intensity in the garage area must be 500 Lux (measured at the work height) and the light intensity in the lanes must be at least 200 Lux at a height of 1.50 m. and in any case both must comply with UNI 10.380 standard – Indoor lighting – Recommended lighting values.

Shop design should incorporate natural lighting for energy saving.

FACILITY LAYOUT

Each Service Centre has its own unique characteristics in terms of available interior space, location and urban context.

The standards defined by the Piaggio Group for its Dealers also identify the fundamental aspects expected for its Authorised Service Centres.

Service centres are also categorised by available space and workforce size. There are three different Service Centre size categories: **Small, Medium, Large.**

SPACE				PERSONNEL		
Service centre type	Repairs, mq (*)	Number. of workstations	which with vehicle lifts	Mechanics	Reception clerk	Chief Mechanic
Small	54	3	2	1	0,5	0,5
Medium	90	5	3	3	0,5	0,5
Large	130	7	5	5	1	1

(*) only if service centre handles scooters only or motorcycles only. If the centre handles both scooters and motorcycles, at least 18 mq (one workstation) dedicated to motorcycle repairs must be added to the above.

As a guideline, in a **well organised and efficient** Service Centre, the functional areas (which vary in relation to the two-wheeled vehicles handled) must be visually demarcated, and generic and specific tools must be kept separate.

Functional areas are identified by specific panelling and easily visible signage guiding Customers through the aftersales area. This signage may be supplemented with colour-coded arrow markings.

Service Centre functional areas discussed in the relevant paragraph are as follows:

- *Customer waiting area*
- *Reception*
- *Repairs*
- *Parking area*
- *Spare parts warehouse*

For your information, the following suggestions are given for subdividing spaces.

Bear in mind that a dedicated waste collection area is required for compliance with local legislation.

For additional information on decor, see Chapter 14, "Visual Identity".

TYPE	CUSTOMER WAITING AREA	RECEPTION Mq	REPAIRS AREA		IN – OUT VEHICLE PARKING Mq	SPARE PARTS WAREHOUSE Mq
			WORKSHOP Mq (*)	VEHICLE WASH Mq		
Small	No suggestions given	2	54	5	5	10
Medium		3	90	5	15	23
Large		6	130	5	25	40

CHECK- IN AREA

This is where the initial Customer contact takes place, before the following check-in, repair and delivery processes.

Customers enter the dedicated area or office, identified by a suitable panel to find a pleasant, well-lit, comfortable environment.

CHECK- IN AREA AS THE KEY CUSTOMER INTERFACE POINT

The initial Customer contact at the shop occurs when he picks up his newly purchased vehicle. The next contacts will occur when routine and special maintenance appointments are scheduled.

The **workshop manager supports the Customer** acting as a **technical consultant** and gathers Customer's requests in a professional manner.

The workshop manager must have the proper tools and equipment available in his area so as to provide Customer support and operate independently.

- Create a comfortable, well-lit and pleasant check-in area
- Provide area identification using the "Check-in" panel
- Provide a desk to facilitate recording Customer requests
- Enter Customer and vehicle data into the shop CRM
- Have the Customer sign the "Privacy Policy Statement"
- Preliminary checks: vehicle mileage, notes on vehicle operation, visible damage
- Information to the Customer about the warranty conditions
- Prepare a cost estimate
- Tell the Customer that any charge in excess of estimate amount will be notified promptly
- Handle scheduling, check-in and delivery using shop CRM
- Fill in the "repair order" and record vehicle identification

A PC with Internet access is indispensable to obtain direct access to the Service Portal, in addition to a printer, phone and fax machine. Finally, the Centre must:

- Keep Customer up-to-date on repair progress
- Record parts and labour time on the "repair order"
- Test the vehicle after repair
- Deliver the vehicle and explain the job done

ADDITIONAL SERVICES

When the Customer has purchased the vehicle, he must receive proper information on scheduled maintenance terms: first Service coupon and subsequent inspections.

These give a Service Centre the opportunity to demonstrate their professional skills and use marketing levers to promote **long-term customer loyalty**.

The ability to offer additional services is also vital to ensuring all-round customer satisfaction. Here are a few practical examples:

- Sales promotions on maintenance services in low season periods
- Sales promotions on certain spare parts and accessories
- Courtesy vehicle during time needed for repair
- Vehicle wash upon delivery-related
- Scheduled maintenance sticker
- Individualised letter with mandatory inspection reminder
- On-line booking
- Extended hours for vehicle drop-off and collection
- Complimentary gadgets upon delivery
- Confirmation text to customer

REPAIR AREA

The repair area is the **strictly technical area destined only for specialised personnel**.

It must be separated from other functional areas to prevent unauthorised access, especially by Customers (viewing window).

Delimit this repair area should be marked off by lines on the floor or physical barriers in contrasting colour to brand colour scheme. Typically, white or yellow is used for this purpose.

The demarcation line indicates a dangerous area due to possible falling objects from the lift. The distance of the line, from the lift's pad on the ground, must be about 30-40 cm along the entire perimeter.

Work stall size depends on the dimensions of two-wheel vehicles handled:

Small-to-medium size vehicles (scooters or motorcycles)

Larger vehicles (motorcycles or big motorbikes)

The size of the whole after sales area requires careful consideration, including the location of access and exit doors, so as to make the most of available space.

REPAIR AREA BY TYPE OF OPERATION

Shop operations are grouped in three categories:

- maintenance and repair work on fully assembled vehicle
- maintenance and repair work with engine out of the frame
- full engine disassembly

The first type requires an area equipped with the necessary material to speed up work, and normally involves a short stay at the shop.

MECHANICAL PARTS WASHING AREA

In standard practice, the dismantled engine and all of its components are washed where necessary

The Service Centre must provide a parts washing basin. The equipment must conform to prevailing liquid waste disposal regulations.

VEHICLE WASHING AREA

Washing the vehicle before beginning repair work improves work performance.

Delivering a clean vehicle after repair completion enhances Customer perception of service added value.

Today's Service Centres **take good care of Customer's vehicle to strengthen customer loyalty.**

The washing area should be provide suitable drains and grids to drain away any debris and must be isolated from the repair area.

In addition, it must be well away from any electrical equipment and systems, which must include adequate safety arrangements.

VEHICLE PARK AREA

The check-in specialist parks the vehicle before technical personnel begin repair work. The **park area** is marked off by suitable signage and floor signs, and **must not be used to store any partially disassembled vehicles and/or vehicles under repair**.

After repair, vehicles are parked in this area until delivery.

SPARE PARTS AREA

Customers like to discuss their parts and accessories purchase at length with the Service Centre contact person.

The facility should include a dedicated area for this purpose so as to promote parts business development and meet Customer needs.

Putting accessories on display so that they are accessible for Customers to try out gives added value to Centre offering.

EQUIPMENT

Using specific equipment gives further evidence of a Centre's professional organisation and reliability.

Specific equipment is a pre-requisite for obtaining “Technical Authorisations”.

A Tool and Equipment Catalogue has been prepared and is included in the relevant chapter of this manual.

AUTHORISATIONS

Technical authorisations are specific certificates that enables Service Centres to operate independently using the tools and aids made available by after sales service.

Authorisations are issued to Service Centres after they have completed the predetermined training scheme and purchased the appropriate equipment required to service specific types of vehicles.

After Sales Network Development personnel is responsible for monitoring conformance to and maintenance of mandatory requirements.

Specifically, authorisations are required to service vehicles covered by legal warranty and apply to the manufacturer for refunds.

Each technical authorisation is specific to one type of vehicles, and each different category requires a specific authorisation.

Current technical authorisations are grouped by brands as follows:

APRILIA	DERBI	PIAGGIO	MOTO GUZZI
	Derbi	Carburettor	Motorcycle
Motorcycle		Injection	
Off Road		MP3	
RSV4		GP800	
ARRC		MP3 Hybrid	

RETAILER RATING

During their visits with Authorised Service Centres, Network Development personnel discusses issues relating to after sales activities with centre staff and fills in an **Evaluation Chart After Sales**.

The “Evaluation Chart” includes Customer management, facility level, skills level and warranty cost management ratings, and the different items are weighed to obtain an overall rating.

This document provides a basis for improvement action planning aimed at promoting Service Centre commitment to ongoing Customer satisfaction.

All “Evaluation Charts” are processed into an overall “Dealer Rating” of Authorised Service Centres’ performance throughout the Official Network.

RETAILER WITH SERVICE NETWORK

Retailer must **monitor the performance of their Service Networks**, that must also fill the technical requirements necessary to meet Customer expectations.

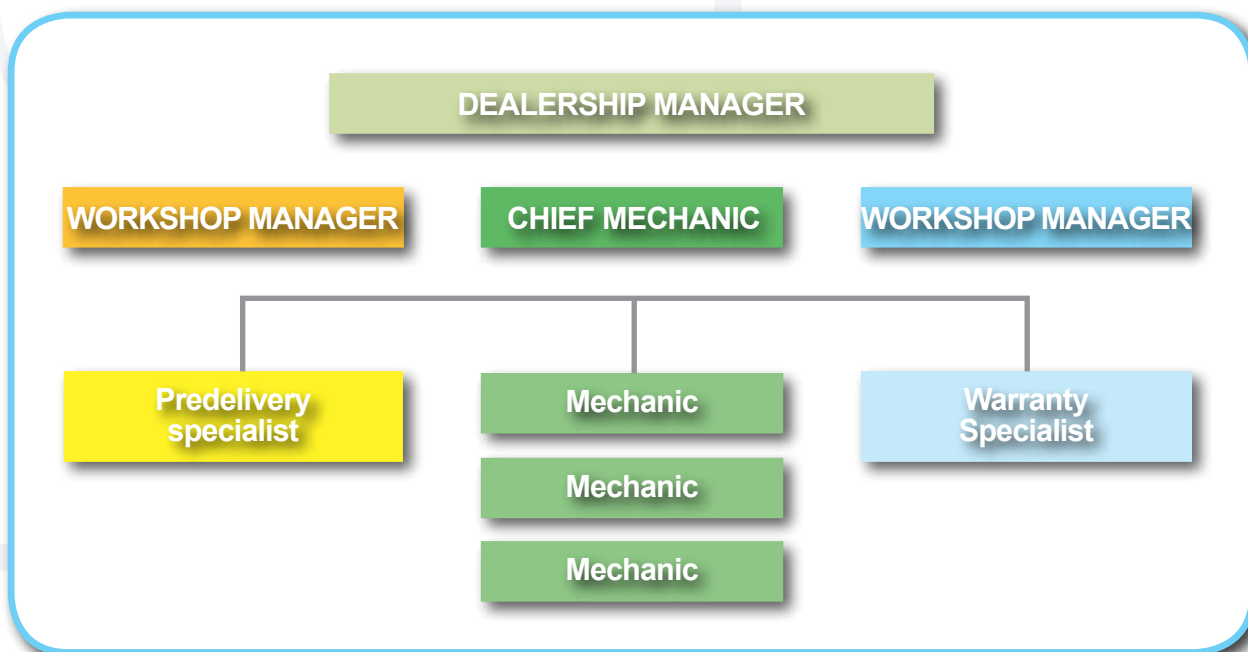
The service offered by the Service Network must meet the **requirements and criteria** set by Piaggio Group discussed earlier.

The Dealership must provide the Service Network with **efficient spare parts service** and **technical support as well as assistance with Customer Relations**.

The Dealership is **supported by Network Development** personnel.

ALLOCATION OF RESOURCES AND RULES

Below is an example organisation chart that meets Piaggio Group standards, to help Dealers allocate resources and assign roles.



WORKSHOP MANAGER:

He is responsible for meeting Customer expectations, has good communication skills and **interacts directly with After Sales Network Development personnel**.

CHIEF MECHANIC:

Dealership technical manager, attends training courses, has specific knowledge of the products and acts as the contact person for the Service Network.

He is responsible for reviewing the Technical Notices published daily on the Service Portal and **interacts directly with the Help-Desk Technical Support Service**.

WORKSHOP MANAGER:

He manages the Dealership's Service Network, establishes conformance to standards and is in charge of spare parts business and management.

He collects orders and delivers spare parts, and has a commercial vehicle available to visit repair shops.

He ensures that original spare parts are used and promotes business through sales promotions and marketing campaigns.

He interacts with the contact person of After Sales Network Development and with the Spare Parts Dealer Manager.



04 ICT tools

aprilia

DERBI

GILERA

MOTO GUZZI

PIAGGIO

scarabeo

Vespa

INTRODUCTION

To carry out its day to day activities and manage the flow of information, the Service Network communicates with the Piaggio Group after sales structure via a single tool: ***the Service Portal***.

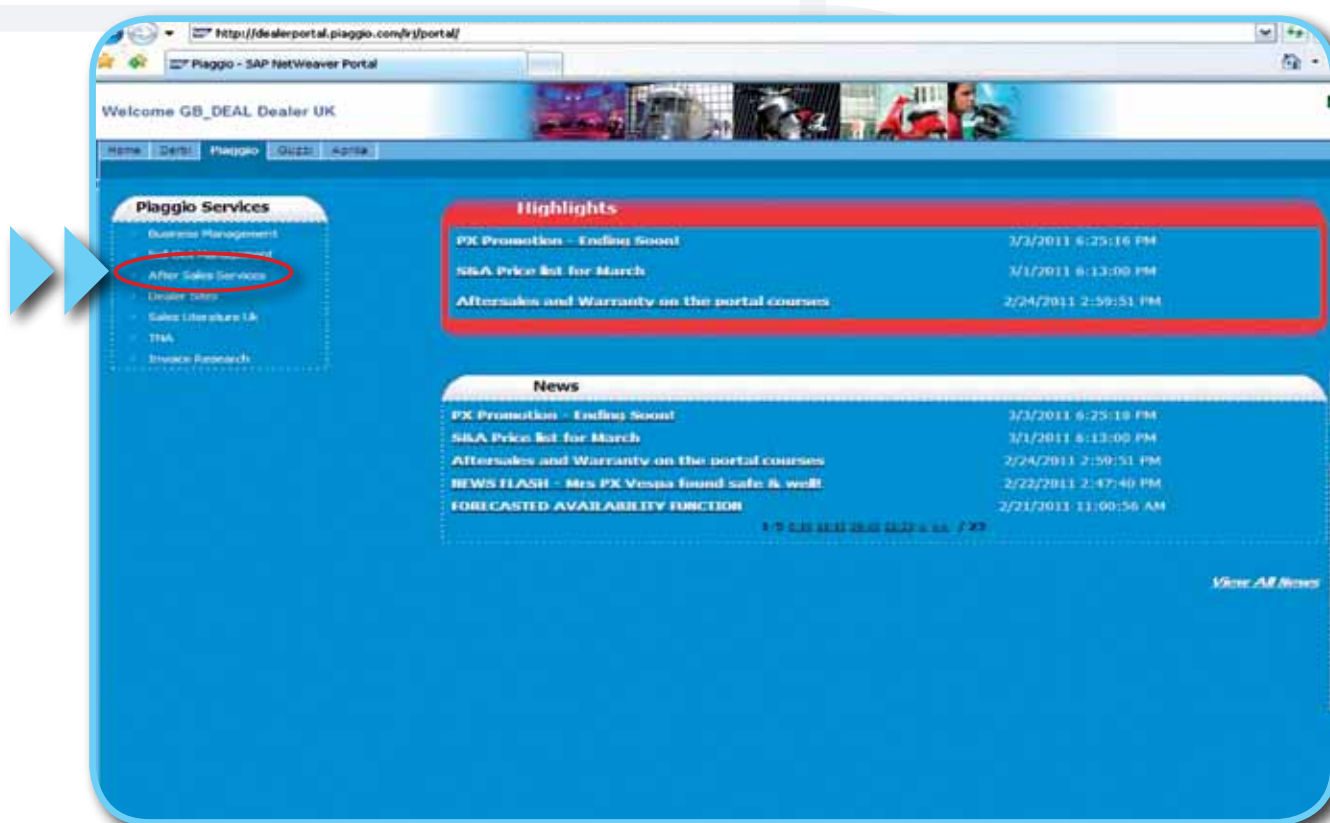
Let's see how to access this work tool.

COMMUNICATING WITH THE COMPANY

The Service Portal dedicated to dealers is accessed by internet from the Dealer Portal

<http://dealerportal.piaggio.com>

through the dedicated "After Sales Services" area.



ACCESS TO THE SYSTEM

Access to the Service Portal, which is subdivided by brand, is possible via the following addresses:

www.service.piaggio.com

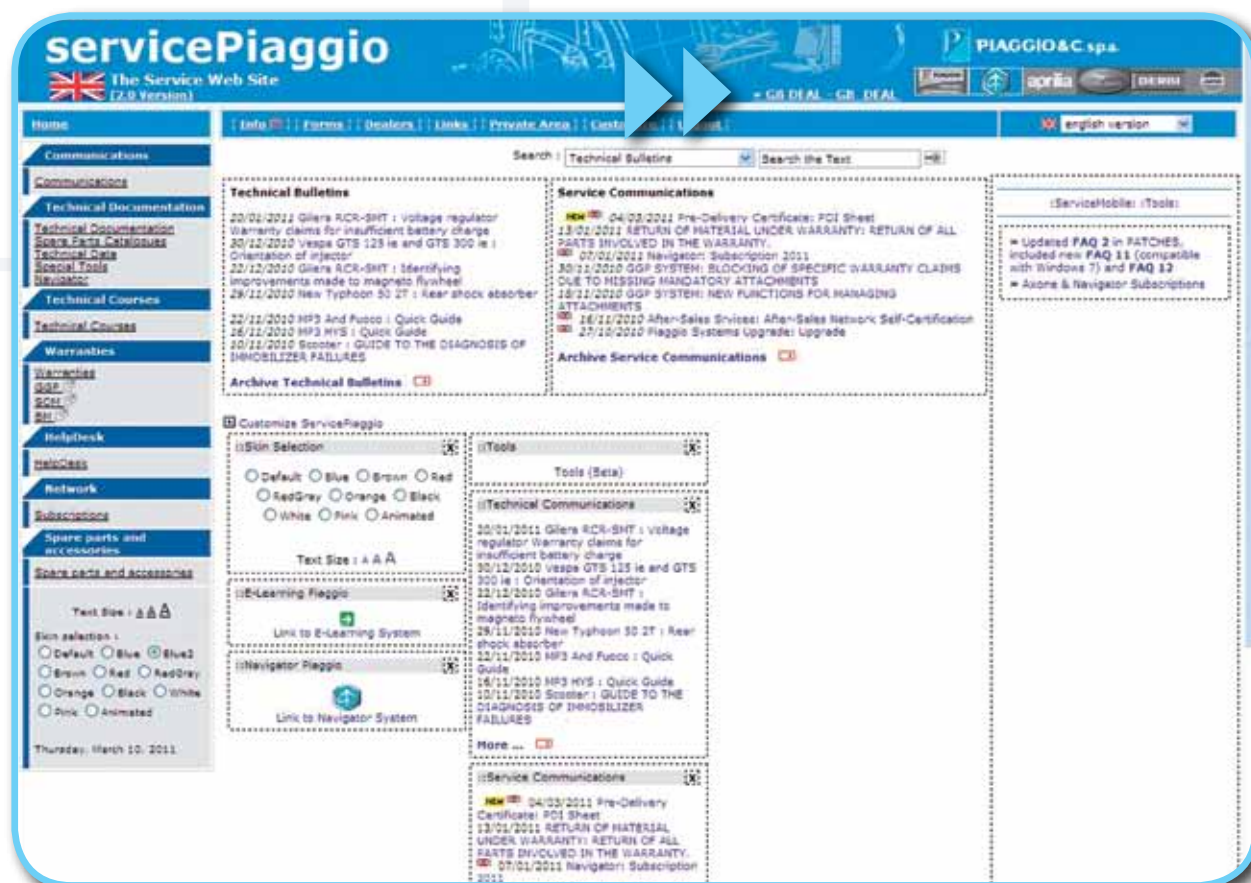
www.serviceaprilia.com

www.servicemotoguzzi.com

www.servicederbi.com

Typing one of these addresses followed by “username” and “password”, after sales services may access the sites through direct navigation, a convenient feature for technical personnel.

Username and password are issued automatically by the system and may be viewed by clicking on your code in the header.



Username is the same as your code. When you selecting “Edit”, you can view and edit your password.

SUBSCRIPTION

Each Dealership/Service Centre with access to the Service Portal is required to confirm their request for the annual subscription by subscribing to the service in the dedicated “Private Area”.

PRIVATE AREA

The following actions are possible in the reserved area:

- Renew annual dealership subscription
- Renew annual Sub-network subscriptions
- Communicate with Piaggio personnel or Dealerships
- Modify personal details and password



NON-RENEWAL OF SUBSCRIPTION

A valid subscription to the Service Portal is a necessary **prerequisite** for **retaining technical authorisation** and to continue to be a part of the Service Network.

Maintaining a valid subscription to the Service Portal also means that you will be represented on the consumer sites.

SERVICE NETWORK PARTNERS MANAGEMENT

The subscriptions relative to the sub-network of the dealership (if any) are managed via the Private Area.

A subscription request must originate from a Service Centre associated with the Dealership, which must evaluate the validity of the request and, if the request is deemed appropriate, authorise access to the portal and its services.



SERVICE PORTAL SERVICES

The Service Portal provides access to the following services for one calendar year:

COMMUNICATIONS

- Consultation of Technical and Service Bulletins

TECHNICAL DOCUMENTATION *

- Consultation of service manuals and electrical circuit diagrams
- Consultation of use and maintenance manuals
- Unrestricted downloading of material provided

SPARE PARTS CATALOGUE *

- Consultation and searching of spare parts catalogues
- Updated spare parts price list

SPECIFIC EQUIPMENT

- Consultation of necessary tools and equipment and respective applications

NAVIGATOR

- Update information
- Diagnostic tool subscriptions

TECHNICAL COURSES

- Management and enrolment system for technical training
- On-line training with E-Learning
- Unrestricted downloading of course material
- Training history and certificate printout

WARRANTIES

- Access to and use of the warranty management system

HELP-DESK *

- Access to and use of the on-line technical support system

SUBSCRIPTIONS

- Access to Private Area for subscription renewal

SPARE PARTS AND ACCESSORIES

- Management of spare parts with “vehicle detained in workshop”
- Unrestricted downloading of material provided



* Services marked with an asterisk are accessible after yearly subscription.

CONTACTS

To facilitate queries for information, the Service Portal includes a direct “Info” link.



The contact list provides specific contacts for each type of query, subdivided in relation to the main menu (technical documentation, spare parts, technical courses etc.) as shown below.

For further queries, contact After sales Network Development via your area manager.





aprilia



DERBI



GILERA



MOTO GUZZI



PIAGGIO



scarabeo



Vespa

05

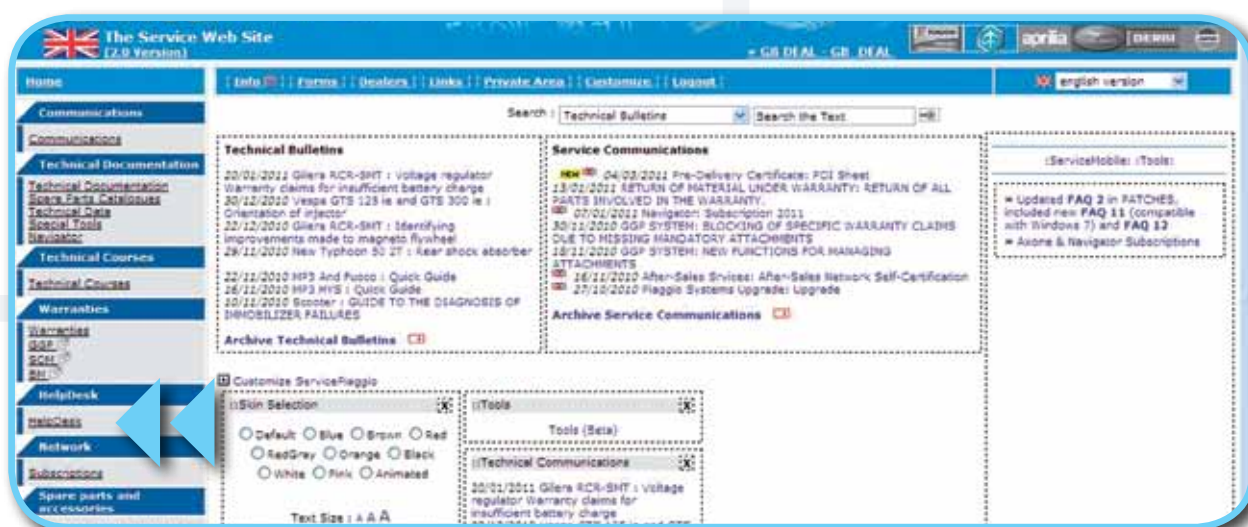
Help-Desk technical support

INTRODUCTION

The Piaggio Group employs an IT-based **Help-Desk** technical support system accessible via the Service Portal after renewing the yearly subscription.

The application allows user to submit a wide variety of technical requests and queries to personnel specialised in the relative area.

The system allows users to submit their queries at any time.



HELP-DESK APPLICATION

The following is possible by accessing the Help Desk section:

- **Enter a new technical query, or “Ticket”**

- **View tickets pending a reply**

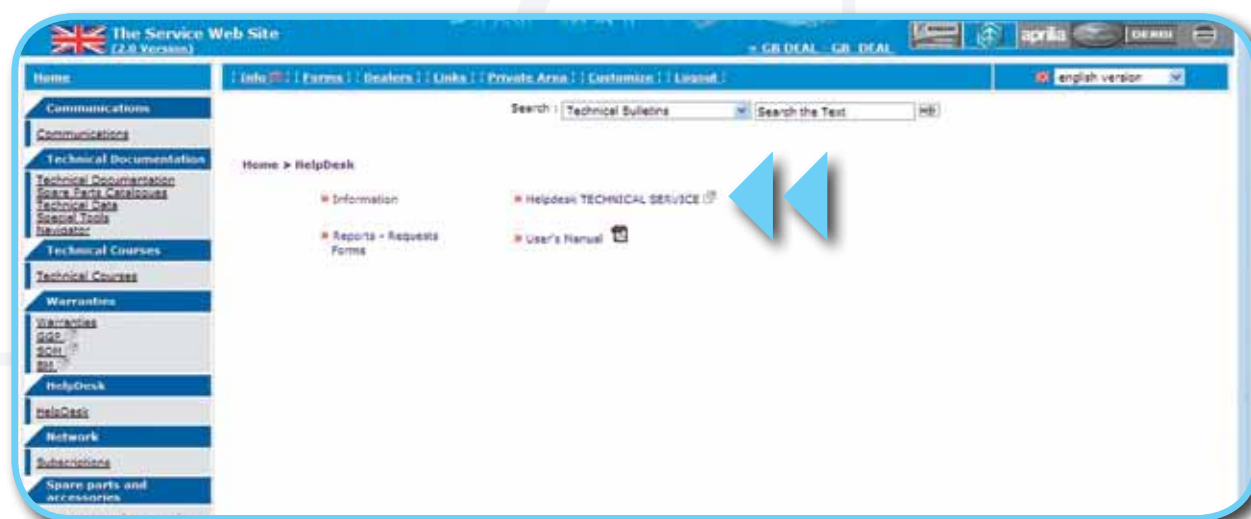
- **View “resolved” tickets**

Proposed solutions pending confirmation by Dealership/Service Centre.

- **View “closed” tickets**

The proposed solutions had a positive outcome and the Dealership/Service Centre closed the ticket.

TYPE OF REQUEST



OPENING A TICKET

A number of precisely defined mandatory fields must be compiled when entering a ticket in order to give the specialist a picture as comprehensive as possible.

Please remember that the effectiveness of the system is dependent on the detail and quality of the information provided to the dedicated personnel by the Dealership / Service Centre.

Vague queries or queries with no clear context will result in delayed processing.

There is a limit to number of tickets a Dealership / Service Centre may enter and it varies with query type

HELP-DESK TECHNICAL SERVICE

The query types which may be entered are subdivided into the following topics:

- **Information concerning bulletins or technical documentation**
- **Information concerning campaigns or technical updates**
- **Generic technical support**
- **Technical support for complex repair procedures**
- **Technical Support concerning diagnostic tool**
- **Generic warranty management problems**
- **Information concerning rejected warranty requests**

OVERVIEW OF DATA REQUIRED FOR TECHNICAL AREA TICKET

To ensure a faster and more effective technical response, the specific mandatory information required for a technical area ticket, for each category of query, is given as follows.

TYPE	CHASSIS	WARRANTY NO.	ITEM	DESCR.	KM
Bulletin information / Communications / Recall campaigns / Notifications / Remarks			✓	✓	
Generic and specific GGP problems	✓		✓	✓	
Information concerning warranties / authority rejections	✓	✓	✓	✓	
Technical Support	✓		✓	✓	✓
Diagnostic instrument	✓		✓	✓	

CLOSING A TICKET

A proposed solution may be closed permanently by the Dealership / Service Centre.

If the Ticket is not closed after the final solution, the system will close it after a default time that varies with ticket type.

When a solution is deemed to be effective, the specialist proposes a **“problem solved”** status for that ticket.

The Dealership / Service Centre tests and evaluates the solution and changes ticket status accordingly by setting field “Verify solution” to status **“ticket closed”** and selecting “Save”.

This latter procedure is vital in order to give dedicated personnel the feedback necessary to compile a casebook to refer to in the event of similar situations in future.

The screenshot displays a web application interface for technical assistance. The layout includes a top navigation bar with links like 'HomePage', 'Search for a solution', 'Send a request', and 'Help'. The main content area is divided into three columns:

- Left Column (Technical assistance):** Contains sections for 'Your tickets awaiting for response' (No ticket being processed), 'Your Solved tickets' (No tickets solved), and 'Your Closed tickets' (listing two closed cases with details like 'Your case n. 5199591 It was closed' and 'Your case n. 4930526 It was closed').
- Middle Column (Most recent in detail):** Displays a detailed view of a ticket with fields for Number (5933378), Type (document), Creation Date (06/04/2010), Title (Recalibrating MP3 400 cc ECU with release 1233GN2N), Description (Please find attached the note concerning reprogramming MP3 400 cc ECUs in the event of engine cut-out under deceleration. Follow all the instructions given in the document precisely.), and Notes (View attachment 0).
- Right Column (Troubleshooting/Diagnostic):** Features a 'Most recent' section with links to 'Recalibrating MP3 400 cc ECU with release 1233GN2N' and 'Recalibrating ECU with release 1233GN2N', and a 'Most consulted' section with links to 'Component malfunctioning problems - petrol engine', 'Excessive oil consumption', and 'Electrical system to ground'.

At the bottom of the page, there is a footer: 'Pieglio & C. s.p.a. © 2008 - Powered by Ksolutions S.p.A.'.



06

Electronic catalogue

aprilia

DERBI

GILERA

MOTO GUZZI

PIAGGIO

scarabeo

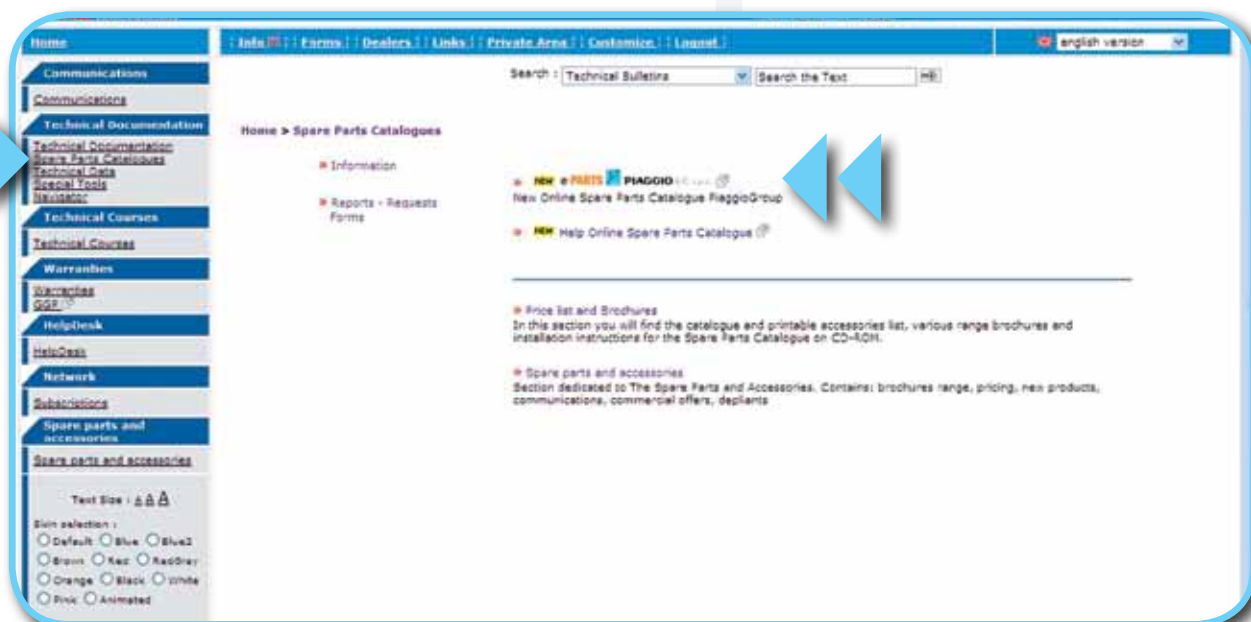
Vespa

INTRODUCTION

Service Centres waste time and resources in locating spare parts. The new Piaggio Group electronic catalogue is a multilingual IT tool for spare parts search covering all brands.

HOW TO ACCESS THE ELECTRONIC CATALOGUE

Electronic catalogue search requires a valid yearly subscription to the Service Portal. To browse the catalogue, select the “Spare Parts Catalogues” icon in the main menu.



REFERENCE GUIDE

The on-line reference guide outlines catalogue features.

The IT tool lets you select any group brand and choose from ten display languages.

The system provides the following features:

- Spare parts search by vehicle
- Graphic display of selected component
- Product search by chassis number
- Find applications of selected component
- Check suggested retail price
- Check times taken for repair related to individual part
- Check times taken for repair related to sequence of operations
- Save part codes directly to shopping cart
- Prepare preliminary cost estimates based on spare parts cost

A few example screen shots showing key catalogue features are given below.

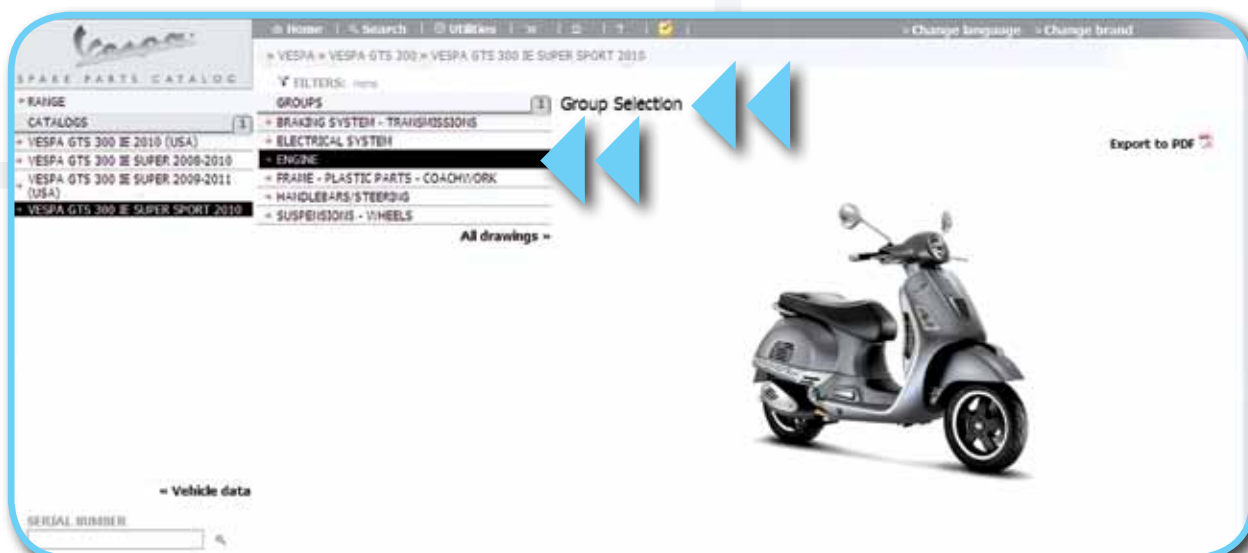
The screen shows a list of brands, languages and available product lines.



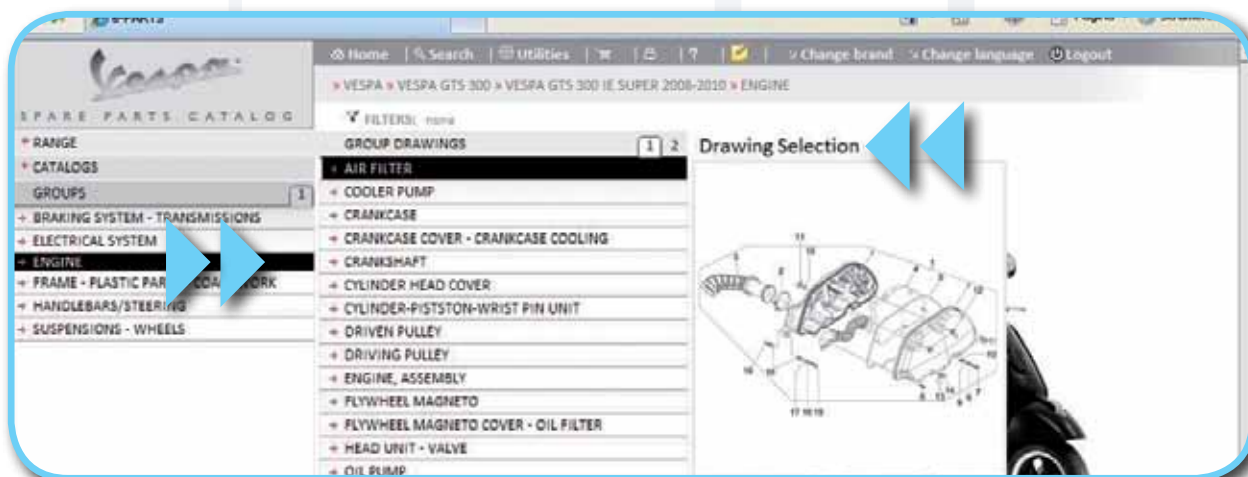
If you know the chassis number, vehicle specifications are loaded automatically.



then to the catalogue.



The screen shows a list of available “functional groups”.



When you have selected the desired group, the system will offer the relevant tables.

CATALOGUE TABLES

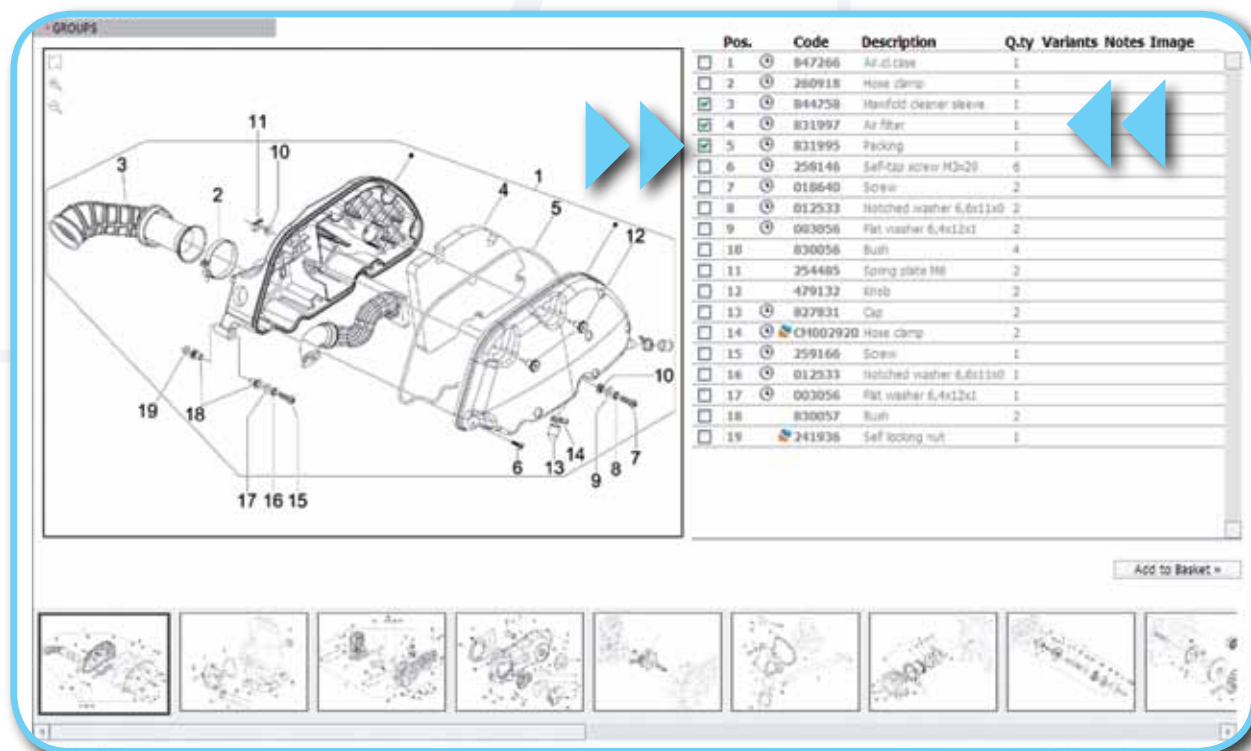


Image shows an “air filter” table and the descriptions of relevant parts.
The different sections of a catalogue table are described below.

TABLE HEADER

- Table designation
- Number of table within group
- Icons « » to scroll through group tables
- Table revision index

TABLE PARTS LIST

A list of the spare parts associated to that table is provided along with detailed part information (notes on usage, if any, and validity).

TABLE DIAGRAM

Table diagram is displayed along with the reference number associated with the part code. When you roll the mouse cursor over a reference number, the diagram number and the corresponding line in the associated parts list are highlighted.

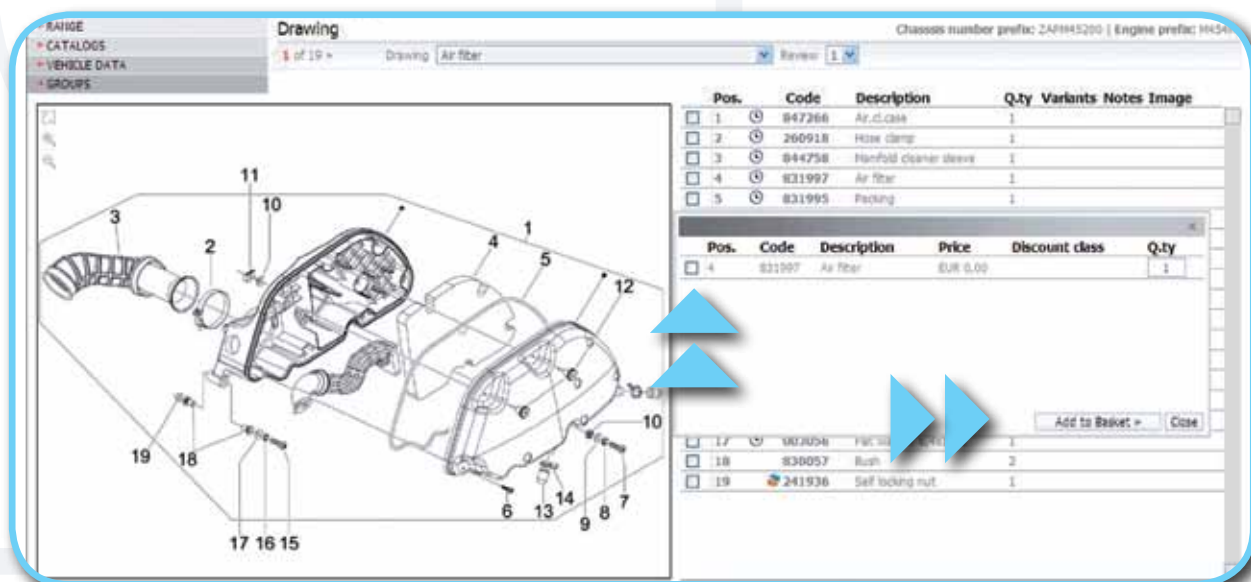
Icons ,  and  provided above the diagram let you refresh and zoom into the diagram.

TABLES BAR

The minimised diagrams of all tables in the group are shown in this area. Using the horizontal scroll bar, you may browse through images to find the diagram you need. Select the diagram to open “zoom” view.

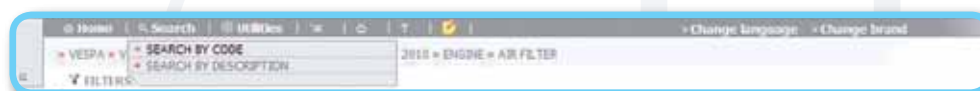
PRICE LIST

Click a product code to view suggested retail price (VAT excluded). Using a flag, you may also select any products you wish to add to your cart.



SEARCH BY SPARE PART CODE

Use this function to find information on parts when you know their codes. Information includes scope of application.



Proceed as follows:

- Enter product code in the first text field
- Click "SEARCH" or press "ENTER".
- You may select other parameters such as: Family, Model, Group.

Use them to filter results so that only applicable categories are displayed.

Search by code

Enter the product code, then click on "Search" to display its application. Filters available to improve the search

Code:

Range:

Catalogue:

Assembly:

Search for substitution: ☐

Search in all brands: ☒

969228 Stator

Note: When you do not know the full code, you may enter an asterisk (*) at the end of the code. The system will find all codes that match the first part of the code you entered, along with their descriptions.

APPLICATIONS

Product application information provides up to three drill-down levels, depending on product line.

Proceed as follows:

- Click the icon  at the side to display model
- Click the icon  at the side of the model to view the Group and the table in which product is used.
- Click product code to view the complete table

969228 Stator

- APRILIA - SPORT CITY ONE
 - Sport City ONE 50 4T 2V E2 2008-2010
 - ENGINE | Co. magneto assy | 969228 - Stator
- DERBI - ATLANTIS
- DERBI - BOULEVARD
- PIAGGIO - Cataloghi Stenci 1998-2005
- PIAGGIO - Fly 100
- PIAGGIO - Fly 50
- PIAGGIO - Liberty 50
- PIAGGIO - ZIP 100
- PIAGGIO - ZIP 50
- SCARABEO - SCARABEO 100 4T
- SCARABEO - SCARABEO 50 4T
- VESPA - Cataloghi Stenci 1998-2005

SEARCH BY SPARE PART DESCRIPTION

Use this function to search for products and their application information by product description (or part of it).

Enter a search keyword in the first "Description" field (4 characters required), click "Search" or press "Enter".

If any results are found, the system shows the application tree for the selected description using the same layout as in "Search by code" (see paragraph above).

To filter application results, select the pull-down menu for that family, model and group.

Search by description

Enter a description, select "Update". Then choose a description and the Brand, using any filter: click on "Search".

Description:	electrical
Range:	-- Select a model --
Catalogue:	
Assembly:	
Search in all brands:	☒
Search >> Cancel	

Select one of the codes found to perform the Search

00H01033301	ELECTRICAL INSTALATIONS ASSY.	
GU30747160	Electrical system	
278165	ELECTRICAL ENGINE	
GU19747120	Electrical system	
GU03747100	Electrical system	
00H01034301	ELECTRICAL INSTALATIONS ASSY.	
LV071001000070	Electrical system	
863068	ELECTRICAL INSTALATIONS ASSY.	
560703	Electrical socket	

TIMES TAKEN FOR REPAIR

If a part included in a table is associated with a time, icon ⌚ is shown at the side.
Select icon ⌚ to display the detailed time associated with that operation or (where available) for each of its steps.

SPARE PARTS CATALOG

VESPA VESPA GTS 300 VESPA GTS 300 IE SUPER 2006-2010 ENGINE COOLER PUMP

Filters: none

Drawing: 2 of 10 Drawing Cooler pump Review

Chassis number prefix: ZAP945200 Engine prefix: H454H

Pos.	Code	Description	Q.ty	Variants	Notes	Image
☐ 1	846734	Water pump cover	1			
☐ 1	877528	Water pump cover	1			
☐ 2	828662	Screw M5x22	3			
☐ 3	485080	O-ring	1			
☐ 4	841130	Pump-cylinder hose	1			
☐ 4	828626	Pump-cylinder hose	1			
☐ 5	847718	Bu-pan pda	1			
☐ 6	CH001922	Hose clamp	2			
☐ 7	CH001904	Hose clamp	1			
☐ 8	CH001904	Hose clamp	1			
☐ 9	842360	Drive key	1			
☐ 10	145288	Fascetta a strappo	1			

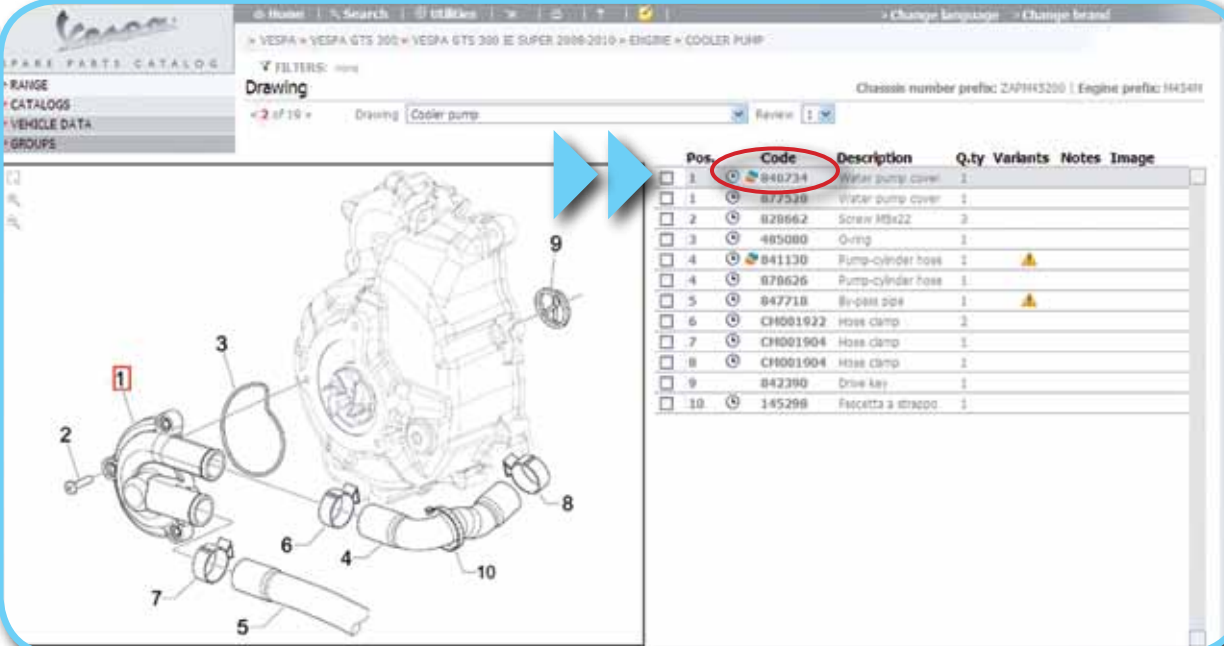
Pos.	Code	Description	Price	Discount class	Q.ty
☐ 1	877528	Water pump cover	EUR 0,00		1

Time table for operations:

☐ 001057	Thermostat replacement	25	Minutes
☐ 001087	Flywheel cover replacement	75	Minutes
☐ 007017		30	Minutes

SUPERSEDING CODE

If a part code is superseded by a new code, the relevant line is highlighted by icon  (superseding code and superseded code are interchangeable).
Click the icon to view obsolete and superseding codes.



VESPA PARTS CATALOG

Filters: none

Drawing: Cooler pump

Chassis number prefix: ZAP143200 | Engine prefix: 14434H

Pos.	Code	Description	Q.ty	Variants	Notes	Image
1	 846734	Water pump cover	1			
1	877528	Water pump cover	1			
2	828662	Screw M8x22	3			
3	485080	O-ring	1			
4	 841130	Pump-cylinder hose	1			
4	878626	Pump-cylinder hose	1			
5	847718	Bi-pass pipe	1			
6	CH001922	Hose clamp	2			
7	CH001904	Hose clamp	1			
8	CH001904	Hose clamp	2			
9	842390	Drive key	1			
10	145298	Fascetta a strappo	1			



10 145298 Fascetta a strappo

Pos.	Code	Description	Price	Discount class	Q.ty
1	 846734	Water pump cover	EUR 0,00		1

Substitution chain

- 846734 - Water pump cover (1) ()
- ↳ 877528 - Water pump cover (1) (Jun 23, 2009)

Latest items

Code	Description	Q.ty
877528	Water pump cover	1

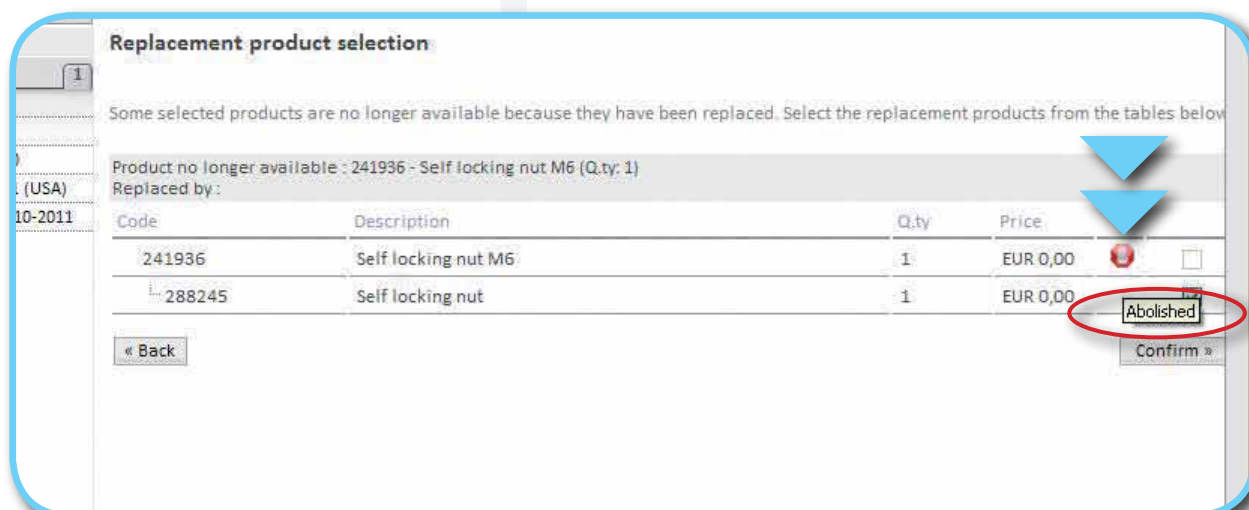
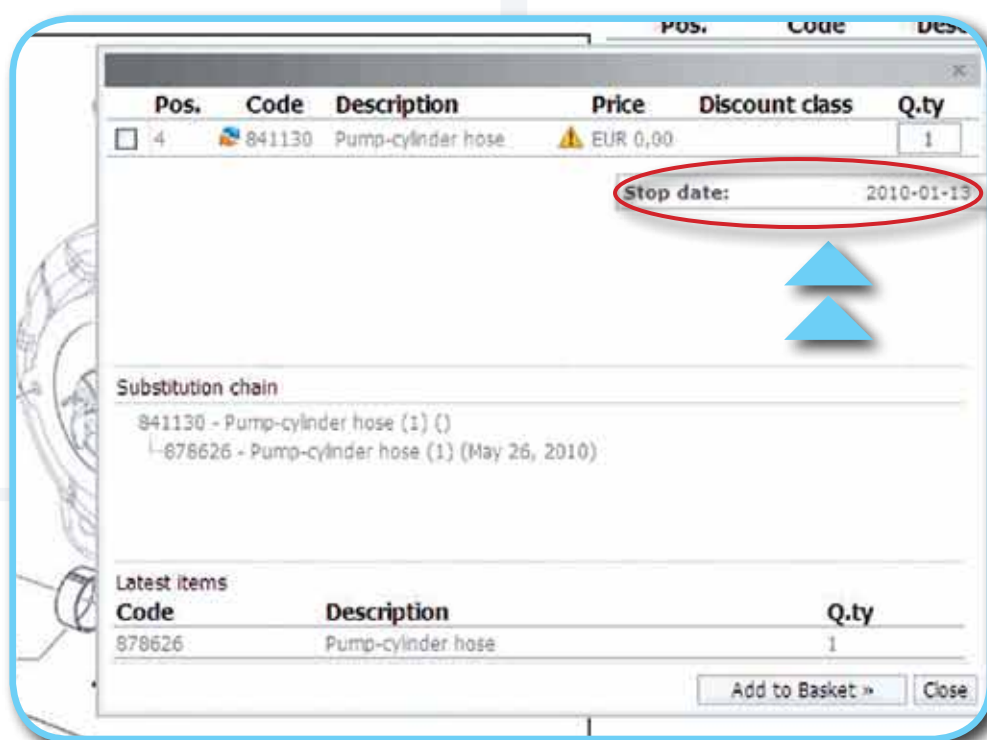
Add to Basket » Close

NOTES

If a part code requires additional information, such information is highlighted by icon ⚠.

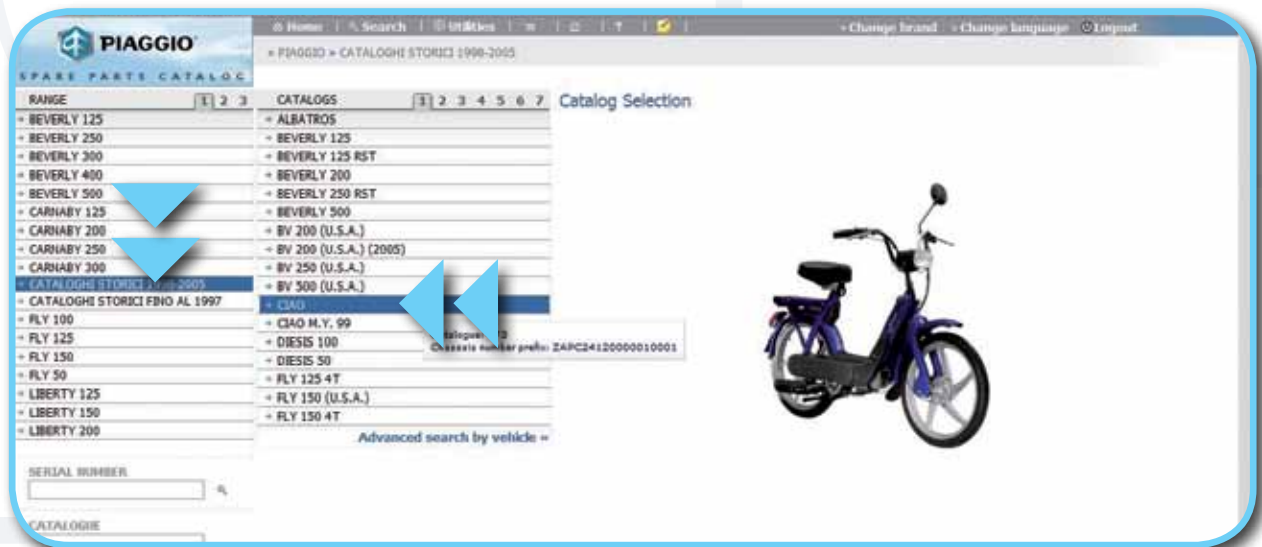
- Data stop (component was used on that vehicle up to specified date)
- Data start (component is being used on that vehicle as of specified date)
- Colour scheme of vehicle on which component is used (this is not the component's colour), diagram of a coloured vehicle (e.g. Red), plastic components in different colour (e.g. Black)
- Text notes in Italian/English

Select the icon to view relevant information.



HISTORICAL CATALOGUES

The new application allows access to all previous spare parts catalogues, or “historical catalogues”, for discontinued models. These catalogues feature the same layout as current catalogues and the same search instructions apply.



Example of how to access discontinued “Ciao” model catalogue.

CART

After selecting the desired parts codes and saving them to your cart, a screen is available with the full list.

The parts list can be accessed while browsing clicking the “Cart” icon shown in the top menu of each screen at all times.



Any product can be added to the cart from the “cart” screen by entering the code in the suitable text field and selecting “Add to cart” to confirm.

Product basket

This screen contains an editable list of selected products plus their list prices. You can add new products to the list by entering their codes in the box provided and clicking on the button to add them to the basket. Every time you change the quantity, then you must click on the update product button.

Search by code:

Code:

Product code found: Q.ty

Product code found

Catalogue does not include this product :

Description	Q.ty	Price

Shopping basket empty

Example of list of products added to cart with set quantities.

eParts.Piaggio.shopping.DISCOUNT_TYPE: Retail Recommended pricelist

Loose products :

Code	Description	Q.ty	Price	Discount class
6411235	Lamda sensor	1	EUR 0,00	
641541	Sensore pressione olio	1	EUR 0,00	
826165	Oil filter plug	1	EUR 0,00	
82635R	Oil filter	1	EUR 0,00	
826388	Boccola in graffite	1	EUR 0,00	

Catalogue does not include this product :

Description	Q.ty	Price

Additional notes*:

*Click "Update page" if you have changed any quantity and/or additional information

SUMMARY:

N. products: 5

Total: EUR 0,00

Buttons: Empty basket, Print offer, Display order, Import basket from file..., Save basket to file..., Sfoglia...

To remove an individual part from the cart, click icon ● on the product code line.

Click **"Clear cart"** to delete all products in the cart and cancel the order (if any).

Click **"View order"** to access the "Order overview" screen.

Display order

This screen displays a summary of all the products in your basket. You can use the buttons provided to print the list or export it to a formatted text file.

Code	Description	Q.ty	Packing quantity	Order quantity	Unit price	Discount class
82635R	Oil filter	1	0	1	EUR 0,00	
826165	Oil filter plug	1	0	1	EUR 0,00	
641541	Sensore pressione olio	2	0	2	EUR 0,00	
6411235	Lambda sensor	1	0	1	EUR 0,00	
826388	Boccola in graffite	1	0	1	EUR 0,00	

SUMMARY:

N. products:

Total:

[Back to Basket](#)

[Export your order](#)

[Send order](#)

To export the order to .txt format, click **“Export order”**.

To load the file path in the spare parts order management application (BM Business Management), click **“Submit order”**.

COST ESTIMATE

This application lets you print a preliminary cost estimate based on the list of selected spare parts.

Click **“Print cost estimate”** and the system will display a pdf document with cart information.

Date: Dec 16, 2010

CENTRO MOTOSCOOTER
VIALE RINALDO PIAGGIO 25 - PONTEDERA (PI)
Tel: 0587 333333
Fax: 0587 111111
info@scooter.com
VAT number: 20

Estimate

Loose products :				
Code	Description	Unit price	Qty	Price
6411235	Lambda sensor	EUR 0,00	1,0	EUR 0,00
641541	Sensore pressione olio	EUR 0,00	2,0	EUR 0,00
826165	Oil filter plug	EUR 0,00	1,0	EUR 0,00
82635R	Oil filter	EUR 0,00	1,0	EUR 0,00
826388	Boccola in graffite	EUR 0,00	1,0	EUR 0,00
Summary:		N. products:	6	
		Total:	EUR 0,00	
		VAT:	20,0%	
		Total includes VAT:	EUR 0,00	

To add any notes you want printed in the cost estimate, use field “Additional notes” shown before order recap information.

Please note that you need to have Acrobat Reader installed in order to use this function.



07 Equipment

aprilia

DERBI

GILERA

MOTO GUZZI

PIAGGIO

scarabeo

Vespa

INTRODUCTION

This chapter describes the minimum equipment required to obtain technical authorisations. The chapter also covers general equipment recommended for Service Centres.

GENERAL EQUIPMENT:

These tools are commonly found in today's automotive repair facilities and are recommended or indispensable for performing technical service on the full range of our vehicles.

- **GENERAL EQUIPMENT FOR FACILITY**
- **GENERAL SUPPORT EQUIPMENT**
- **MEASUREMENT INSTRUMENTS**
- **EQUIPMENT FOR MECHANICAL REPAIR**
- **SUPPORT ELECTRIC EQUIPMENT**

GENERAL EQUIPMENT FOR FACILITY		REQUIRED	RECOMMENDED
	Hydraulic lift for motorcycle	✓	
	Work bench with vice	✓	
	Tool trolley with complete set of tools	✓	
	Tool storage pegboards for specific tools	✓	
	Fume / gas exhauster	✓	
	Used oil container	✓	
	Used fluid container	✓	
	Spent batteries container	✓	
	Spent friction material container	✓	
	Compressor	✓	
	Tyre changer	✓	
	Wheel balancer	✓	
	Hydraulic hoist		✓
	Hydraulic press		✓
	Storage cabinets for general tools		✓

GENERAL SUPPORT EQUIPMENT		REQUIRED	RECOMMENDED
	Compressed air gun	✓	
	Wheel stands		✓
	Pillar drill		✓
	Bench spring and brush		✓
	Pressure washer		✓

MEASUREMENT INSTRUMENTS		REQUIRED	RECOMMENDED
	Automotive digital multimeter	✓	
	Clamp ammeter	✓	
	Exhaust gas analyser	✓	
	Battery charge tester	✓	
	Trickle battery charger	✓	
	Digital rpm indicator	✓	
	Stroboscopic gun	✓	
	Tyre pressure gauge	✓	
	Noise meter		✓

EQUIPMENT FOR MECHANICAL REPAIR		REQUIRED	RECOMMENDED
	Torque wrench, 2-10 kgm	✓	
	Set of socket box wrenches	✓	
	Dial gauge with magnetic stand	✓	
	Surface plate for dial gauge	✓	
	Micrometer	✓	
	0.02 mm Vernier caliper	✓	
	Valve grinding set	✓	
	Vacuum pump	✓	
	Heater	✓	
	Set of die plates and taps	✓	

SUPPORT ELECTRIC EQUIPMENT		REQUIRED	RECOMMENDED
	Electric soldering iron	✓	
	Battery for cranking and starting	✓	

The overprinted images are strictly for illustrative purposes. The models, dimensions and colours may vary depending on the Dealers' choices, in observance of the compliance indications provided by Piaggio.

MEASUREMENT INSTRUMENTS

As a result of the constant progress in modern injection system and ECU technologies, specific measurement instruments are necessary in order to identify faults and respond correctly.

Possessing these measurement instruments is a prerequisite for maintaining “Scooter injection” and “Motorcycle” technical authorisation

AUTOMOTIVE MULTIMETER - part No. **020331Y**

- Ohmmeter, Voltmeter, Ammeter, AC – DC

CLAMP AMMETER

- Instrument that measures AC - DC amperes; jaws open on one side to apply meter to cables.
- Technical Specifications: 200 - 400 A range, max resolution 100 mA.

MILLIAMMETER

- Instrument that measures AC - DC amperes,
- Technical Specifications: intermediate range amounts to 2A, resolution 1 mA or lower

BATTERY CHARGER

- Including voltmeter/ammeter selection for trickle charge

DIAGNOSTIC TOOL

In order to be able to work on electronic injection systems and maintain “Scooter injection” and “Motorcycle” technical authorisation, possession of the diagnostic tool is also necessary.

Connecting directly to the vehicle diagnostics network, the diagnostics instrument reads all of the electronic control unit parameters on board and, in addition to the many operations that it can carry out, it allows the service warning lights to be reset, cancellation of errors to be verified and ignition keys to be programmed.

Thanks to diagnostics software (which can always be updated over a broadband Internet connection which also allows the vehicle to be connected directly to the Pondera Home Office from any Service Centre world wide for remote diagnostics) the diagnostics instrument contains all of the necessary information for diagnosis. Simply select the make and model of the product under analysis to access all the diagnostics resources available for that vehicle.

SPECIFIC TOOLS

- Scooters
- Aprilia Motorcycles
- Moto Guzzi Motorcycles.

The part numbers indicated are to be considered as the minimum indispensable tools which must be provided in the garage.

The complete lists of items available can be found in the Service Manuals of the relative vehicles, and can be consulted online on the Service Portals.

In the list below you will find the tool part numbers listed in increasing order, the relative description and the corresponding field of use.

Due to constant research and innovations the tools may be subject to variations based on technical needs.

SPECIFIC EQUIPMENT FOR SCOOTER

CODE	DESCRIPTION	APPLICATION							FRAME		
		ENGINE									
		50 2T	50 4T 4V	SCARABEO 125-200	LEADER LEADER ARIA	QUASAR	MASTER	850	SCOOTER	MP3/FUOCO	GP800
001330Y	Tool to fit thrust bearings on chassis								✓	✓	
001467Y	Bearing extractor								✓	✓	
008564Y	Flywheel extractor				✓						
020004Y	Punch to remove thrust bearings								✓	✓	
020055Y	Wrench for steering tube ring nut								✓	✓	
020074Y	Crankshaft alignment tool				✓	✓	✓				
020128Y	Piston ring compressor							✓			
020162Y	Flywheel extractor	✓									
020163Y	Crankcase splitting strip	✓									
020166Y	Tool for fitting piston locking stops	✓									
020262Y	Crankcase splitting strip				✓	✓	✓				
020263Y	Sheath for installing half-pulley				✓	✓					
020271Y	Tool to fit/remove silent blocks								✓	✓	
020287Y	Piston fitting ring				✓	✓					
020368Y	Driving pulley lock wrench				✓	✓					
020393Y	Piston ring compressor					✓					
020423Y	Clutch housing lock wrench				✓	✓					
020425Y	Punch for flywheel-side oil seal				✓	✓					
020426Y	Fork for piston fitting				✓	✓					
020428Y	Piston projection support				✓	✓					
020430Y	Tool to fit pin locks				✓	✓					
020432Y	Tool for fitting starter sector gear spring				✓						
020451Y	Driving pulley lock wrench	✓									
020452Y	Tube for removing/installing driven pulley shaft	✓									
020454Y	Tool to fit pin locks					✓					
020467Y	Flywheel extractor					✓	✓				
020468Y	Piston ring compressor						✓				
020470Y	Tool to fit pin locks						✓	✓			
020471Y	Countershaft timing pin						✓				
020472Y	Flywheel lock wrench						✓				

CODE	DESCRIPTION	APPLICATION									
		ENGINE							FRAME		
		50 2T	50 4T 4V	SCARABEO 125-200	LEADER LEADER ARIA	QUASAR	MASTER	850	SCOOTER	MP3/FUOCO	GP800
020474Y	Driving pulley lock wrench						✓				
020475Y	Tool to check piston position						✓	✓			
020476Y	Hub cover stud bolt set						✓				
020479Y	Countershaft lock wrench						✓				
020489Y	Hub cover stud bolt set					✓					
020512Y	Piston lock fork						✓	✓			
020527Y	Engine mount base						✓	✓			
020565Y	Belt tension adjusting tool (calliper spanner)				✓	✓	✓				
020622Y	Tool to fit/remove integral door oil seal				✓	✓					
020626Y	Driving pulley lock wrench					✓					
020627Y	Flywheel lock wrench					✓					
020632Y	22-mm Allen key										✓
020633Y	Clamp for fitting fork seal (40 to 41 mm)							✓			
020646Y	Four-bar linkage lock tool									✓	
020647Y	Tool to check toe-in									✓	
020647Y028	Tool to check toe-in LT extensions									✓	
020647Y032	Plate for 13" wheel for toe-in tool (wheel alignment)									✓	
020647Y033	Plate for 13" wheel for toe-in tool (drum)									✓	
020658Y	Engine support plate							✓			
020659Y	Tool for clutch and belt removal							✓			
020660Y	Driving pulley lock							✓			
020661Y	Water pump integral seal set						✓	✓			
020663Y	Water pump oil seal punch							✓			
020664Y	Tool to fit flywheel-side crankshaft							✓			
020665Y	Tool to fit transmission-side crankshaft							✓			

CODE	DESCRIPTION	APPLICATION								
		ENGINE							FRAME	
		50 2T	50 4T 4V	SCARABEO 125-200	LEADER LEADER ARIA	QUASAR	MASTER	850	SCOOTER	MP3/FUOCO
020667Y	Wrench for swingarm pin adjuster ring nut									✓
020668Y	Wrench for steering ring nut									✓
020683Y	Valve springs compressor		✓							
020700Y	Coolant seal punch			✓						
020701Y	Punch for bushings			✓						
020702Y	Punch bearing main shaft on transmis- sion cover			✓						
020703Y	Punch for clutch shaft bearing cap / crankcase cover			✓						
020704Y	Bushing extractor			✓						
020705Y	Tool for fitting piston locking stops			✓						
020707Y	Flywheel extractor			✓						
020709Y	Engine support							✓		
020713Y	Flywheel extractor							✓		
020714Y	Dial gauge support		✓							
020892Y	Wrench for side steering ring nut adjustment									✓
020916Y	Flywheel retainer reaction plate					✓				
020917Y	Driven pulley lock					✓				
020918Y	Clutch retainer					✓				
020919Y	Clutch discs disassembly tool					✓				
020920Y	Piston fitting ring					✓				
020921Y	Piston projection measurement tool					✓				

SPECIFIC EQUIPMENT FOR APRILIA MOTORCYCLE

CODE	DESCRIPTION	APPLICATION				
		RSV4/ RSV4 APRC/ TUONO	750 CC	850 CC	1200 CC	RS 125 4T
864486	Countershaft retainer					✓
864567	Camshaft locking/timing adjustment pins					✓
864868	Flywheel extractor					✓
865259	Magneto flywheel retainer					✓
865260	Camshaft sprocket retainer					✓
866380	Tool set for extracting/installing water pump					✓
866714	Tool for adjusting swingarm nut					✓
00H05300041	Clutch retainer					✓
00H05600351	12 mm oil seal guide					✓
020128Y	Segment tightner			✓		
020470Y	Piston installation ring		✓	✓	✓	
020475Y	Piston position control			✓		
020512Y	Piston locking fork			✓		
020527Y	Engine support base			✓		
020633Y	Clamp fork o-ring assembly			✓		
020658Y	Engine support plate			✓		
020659Y	Clutch and belt disassemble			✓		
020660Y	Driving pulley lock			✓		
020661Y	Water pump integral sealant kit		✓	✓		
020663Y	Water pump oil sealer punch			✓		
020664Y	Crankshaft flywheel side assemble ogive			✓		
020665Y	Crankshaft transmission side assemble ogive			✓		
020709Y	Engine support		✓	✓	✓	
020711Y	Engine pinion locking		✓			
020712Y	Tool for flywheel cover removal		✓		✓	
020713Y	Flywheel extractor		✓	✓	✓	
020714Y	Dial gauge support		✓	✓	✓	
020715Y	Socket wrench		✓		✓	
020716Y	Connecting rod locking		✓	✓	✓	
020718Y	Camshaft gear alignment pin		✓		✓	
020719Y	Timing system pin		✓		✓	
020720Y	Timing system tool		✓		✓	
020721Y	Adaptor cap for removing / installing valves		✓			
020722Y	Oil seal guide		✓			
020723Y	Jig for valve timing check		✓			
020724Y	Gear control rod roller cage punch		✓		✓	
020725Y	Punch for water pump overall sealing		✓			
020726Y	Extractor for bushings		✓		✓	

CODE	DESCRIPTION	APPLICATION				
		RSV4/ RSV4 APRC/ TUONO	750 CC	850 CC	1200 CC	RS 125 4T
020727Y	Punch for driving bushings		✓		✓	
020847Y	Flywheel extractor	✓				
020848Y	Flywheel retainer	✓				
020849Y	Clutch retainer	✓				
020850Y	Primary shaft lock	✓			✓	
020851Y	Camshaft timing setting pin	✓				
020852Y	Crankshaft timing adjuster screw	✓				
020853Y	Bucket tappets for removing / refitting intake valves	✓				
020854Y	Bucket tappets for removing / refitting exhaust valves	✓				
020855Y	Lever to release timing system hydraulic tensioner	✓				
020856Y	Piston installation ring	✓				
020857Y	Crankshaft bearing U-bolt	✓				
020858Y	Tool for retaining piston in cylinder	✓				
020859Y	Graphics for RSV4 panels	✓				
020860Y	Engine support extensions	✓				
020861Y	Punch for countershaft bushings	✓				
020862Y	Gearbox control rod roller cage fitting punch	✓				
020863Y	Desmodromic drum roller cage fitting punch	✓				
020864Y	Engine support plate	✓				
020865Y	Timing crown gear support tool	✓				
020866Y	Tool panel hooks	GENERAL				
020880Y	Shiver/Dorsoduro graphics for tool panels		✓			
020884Y	Wrench for diameter steering adjuster ring nut	ALL MODELS				
020885Y	Punch for driving water pump oil seal		✓			
020888Y	Clamp for Sachs fork tube preloading	✓	✓	✓	✓	
020889Y	Locking wrench for Sachs fork pumping member ring nut	✓	✓		✓	
020890Y	Support rod for Sachs fork pumping member stem	✓	✓		✓	
020891Y	25 mm adaptor				✓	✓
020894Y	Tool for knocking out pin				✓	
020895Y	Piston ring compressor				✓	
020896Y	Adaptor cap for removing/installing valves				✓	
020898Y	Dorsoduro 1200 decal for panel				✓	
020911Y	Engine support					✓
020913Y	KOKUSAN FLYWHEEL EXTRACTOR	✓				
020914Y	KOKUSAN FLYWHEEL RETAINER	✓				
AP8140199	Tool panel	GENERAL				
AP8140266	Dial gauge support					✓
AP8140426	Hooks for panel				✓	
AP9100896	Clutch bell lock wrench		✓		✓	

SPECIFIC EQUIPMENT FOR MOTO GUZZI MOTORCYCLE

CODE	DESCRIPTION	APPLICATION						
CODICE		750	850	1100	1200 2V	1200 8V	Bellagio 940	California 1100
020672Y	Clutch centring and spring compressor					✓		
020675Y	Timing chain service shaft gear lock					✓		
020676Y	Dial gauge support for piston position					✓		
020677Y	Alternator belt tensioning tool		✓	✓	✓	✓		
020678Y	Clutch rod inspection tool					✓		
020716Y	Connecting rod locking tool					✓		
AP8140145	Punch to drive oil seal for 41 mm forks	ALL MODELS						
AP8140146	Weight for tool AP8140145 e AP8140189	ALL MODELS						
AP8140149	Protection for fork disassembly		✓	✓	✓	✓	✓	
AP8140151	Showa fork overhaul kit		GRISO	GRISO		GRISO		
AP8140179	Valve fitting/removal support					✓		
AP8140189	Punch to drive oil seal for 43 mm forks	ALL MODELS						
AP8140190	Wrench to tighten steering		✓	✓	✓	✓		
AP9100838	Valve spring compressor					✓		
GU01929100	Jig for fitting sump cover oil seal		✓	✓	✓	✓		
GU01966330	Fitting of flexible coupling			GRISO	BREVA			
GU05901930	Spark plug tool		✓	✓	✓		✓	
GU05902530	Support for gearbox		✓	✓	✓	✓	✓	
GU05902731	Transmission case oil seal punch		✓	✓	✓	✓	✓	
GU05902732	Handgrip for buffers		✓	✓	✓	✓	✓	
GU05902733	Punch to hold ball joint		✓	✓	✓	✓	✓	
GU05902734	Wrench for transmission pinion ring nut		✓	✓	✓	✓	✓	
GU05902735	Transmission pinion oil seal punch		✓	✓	✓	✓	✓	
GU05911730	Sump cover jig insertion cone		✓	✓	✓	✓		
GU05912530	Support for gearbox		✓	✓	✓		✓	
GU05927230	Timing system cover oil seal punch		✓	✓	✓	✓		
GU05948630	Alternator belt tensioning tool		BREVA	BREVA	✓	✓		
GU06948600	Alternator belt tensioning tool		GRISO	GRISO		✓		
GU10907200	Tool for removing/fitting valves	ALL MODELS						
GU12911801	Flywheel / starter ring gear locking		✓	✓	✓	✓	✓	✓
GU12912000	Flange on crankshaft	ALL MODELS						
GU12913600	Tool to fit / remove flywheel-side crankshaft flange		✓	✓	✓	✓	✓	✓

CODE	DESCRIPTION	APPLICATION						
		750	850	1100	1200 2V	1200 8V	Bellagio 940	California 1100
GU14927100	Tool to fit flywheel side sealing ring		✓	✓	✓	✓	✓	✓
GU14927200	Timing cover seal ring						✓	✓
GU14929600	Support for gearbox							✓
GU19902500	Support for gearbox	✓						
GU19905460	Clutch shaft nut adjusting wrench	✓						
GU19905900	Punch for seal ring on clutch shaft	✓						
GU19906500	Clutch disc fitting and centring	✓						
GU19907000	Cardan drilled pin inner ring extractor	✓						
GU19907100	Bevel gear set pinion locking tool	✓						
GU19907160	Clutch shaft locking tool	✓						
GU19911800	Flywheel locking tool	✓						
GU19926000	Punch for gearcase sealing ring	✓						
GU19926020	Valve guide cap punch	✓						
GU19926100	Punch for drive pinion seal ring	✓						
GU19926200	Punch for bevel gear pinion bearing	✓						
GU19926300	Punch for transmission main shaft bearing	✓						
GU19926400	Punch for tapered bearing transmission ring	✓						
GU19926460	Insertion of tool secondary shaft bearing	✓						
GU19926500	Punch for ring of gearcase bearing	✓						
GU19927100	Flywheel flange sealing ring	ALL MODELS						
GU19927200	Fitting of secondary shaft seal ring	✓						
GU19927202	Spacer for fitting ring on secondary shaft	✓						
GU19927300	Bushing seal ring on secondary shaft	✓						
GU19927320	Fitting of timing cover seal ring	✓						
GU19927500	Transmission case ring extractor	✓						
GU19927600	Swingarm bearing extractor	✓						
GU19927700	Idle gear seal	✓						
GU19927800	Reduction bushing for valve removal	✓						
GU19927900	Punch for drilled pin bearing	✓						
GU19929400	Punch shaft bearing clutch	✓						
GU30906510	Clutch installation tool		✓	✓	✓		✓	✓
GU30912810	Clutch internal body locking		✓	✓	✓	✓	✓	✓



08

Technical documentation

aprilia

DERBI

GILERA

MOTO GUZZI

PIAGGIO

scarabeo

Vespa

INTRODUCTION

The Service Portal provides updated information for the Service Network on a daily basis through the bulletins posted in the “Home Page”:

- **Service Communications**
- **Technical Bulletins**



Service Communications provide news on the services offered by the Service Network: new functions of electronic catalogue, new spare parts list, new technical training calendar, new warranty management procedures, etc...

Technical Bulletin provide news relating to Technical Service operational notes.

Bulletins are stored in an on-line archive.

ON-LINE SERVICE MANUALS

Authorised Service Centres may refer to the procedures stored in the technical database for instructions on how to service or repair a vehicle.

Technical documentation for each brand is available in the following formats:

- **On-Line Workshop Manuals**
- **Workshop Manuals in pdf format**



When you select “On-Line Workshop Manuals”, you access **model selection** and **interactive manual navigation** by topic:

- Specifications
- Maintenance
- Electrical system
- Injection
- Braking system
- Bodywork
- Times taken for repair
- Specific tools
- Troubleshooting
- Engine
- Suspension
- Cooling system
- Predelivery

Model selection has a dedicated display for each brand.



Example of model and on-line manual selection for Vespa brand.



Example of model and on-line manual selection for Aprilia brand.

After model selection, on-line navigation is divided by unique topics.



On-Line Workshop Manuals for discontinued models may also be available.



PDF SERVICE MANUALS

The application “Technical Documentation” lets you download and save a service manual in the pdf version to retain **a copy on your personal computer for future reference.**

This function has a dedicated display for each brand.



Example of pdf workshop manual download for Vespa brand.



Example of pdf workshop manual download for Aprilia brand



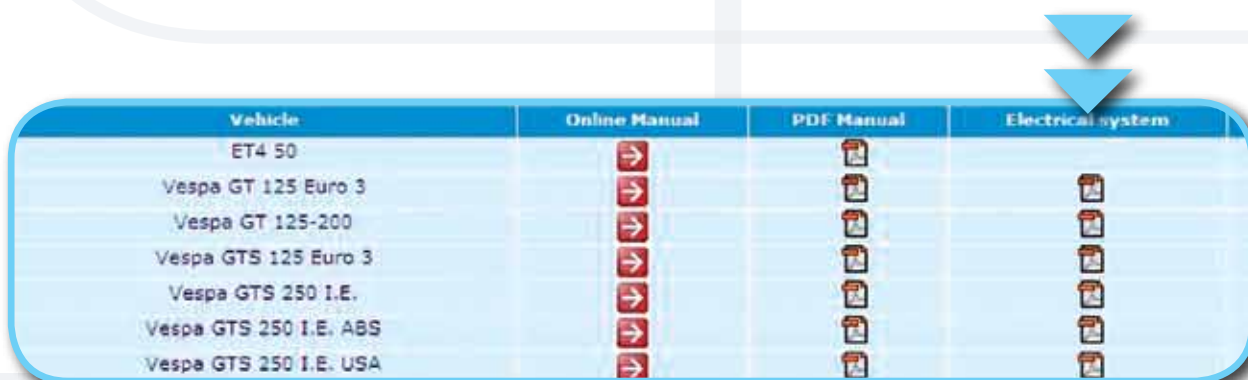
Example of pdf workshop manual download for Moto Guzzi brand.

ELECTRICAL SYSTEMS

During vehicle diagnostic procedures, it is possible to look up electrical system information on-line or in pdf format.

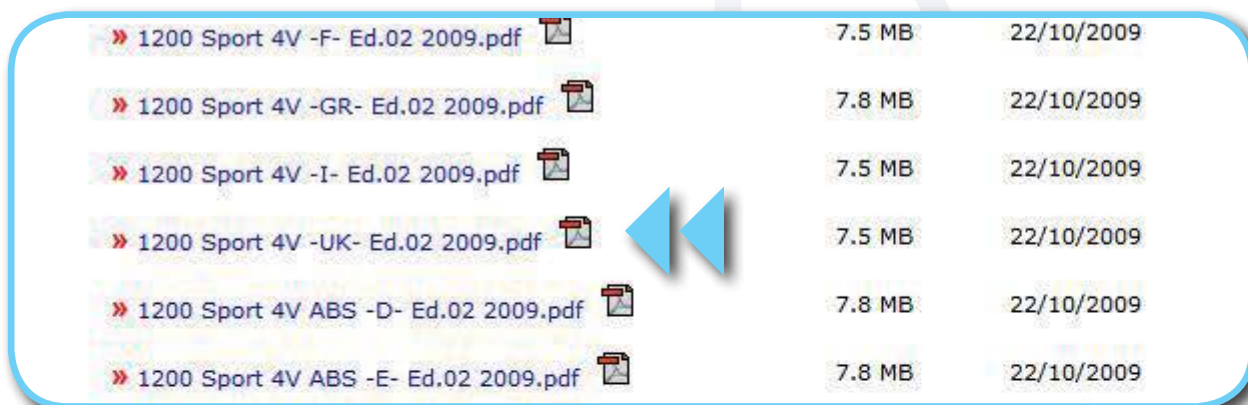
Select the pdf file for the desired electrical system in the "Technical Documentation" application and highlight the levels relating to the desired section.

The file is in pdf format and may be downloaded, saved and printed to obtain a better view.



Vehicle	Online Manual	PDF Manual	Electrical system
ET4 50			
Vespa GT 125 Euro 3			
Vespa GT 125-200			
Vespa GTS 125 Euro 3			
Vespa GTS 250 I.E.			
Vespa GTS 250 I.E. ABS			
Vespa GTS 250 I.E. USA			

Example of Vespa electrical system pdf download



» 1200 Sport 4V -F- Ed.02 2009.pdf	7.5 MB	22/10/2009
» 1200 Sport 4V -GR- Ed.02 2009.pdf	7.8 MB	22/10/2009
» 1200 Sport 4V -I- Ed.02 2009.pdf	7.5 MB	22/10/2009
» 1200 Sport 4V -UK- Ed.02 2009.pdf	7.5 MB	22/10/2009
» 1200 Sport 4V ABS -D- Ed.02 2009.pdf	7.8 MB	22/10/2009
» 1200 Sport 4V ABS -E- Ed.02 2009.pdf	7.8 MB	22/10/2009

Example of Moto Guzzi electrical system pdf download.

Recommended print formats - available at copying offices - are as follows: A2 / A1 recommended, A3 as a minimum.

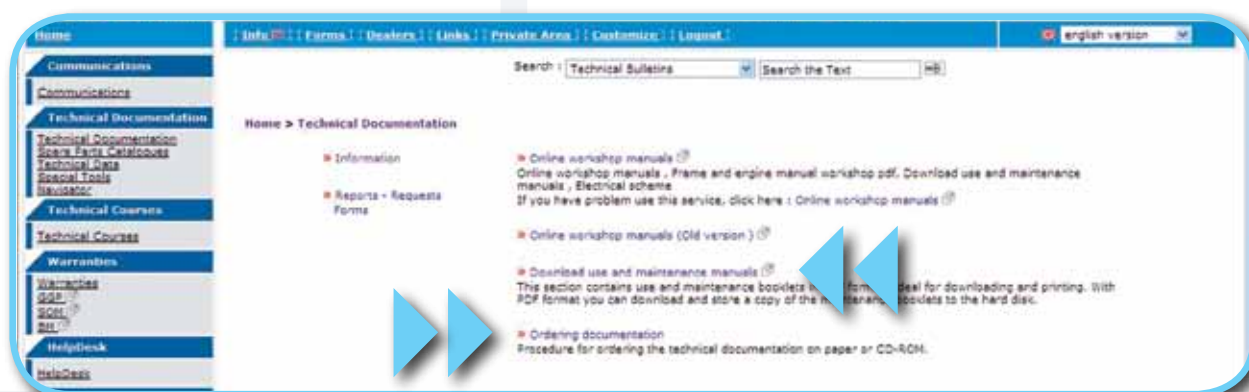
The A4 format supported by common printers does not provide sufficient detail for ease of reference.

PROCEDURE HIGHLIGHTS

The “Technical Documentation” area, pdf “Service Manuals” section may contain “procedure highlights”, depending on selected brand. These provide maintenance or repair tips.

USE AND MAINTENANCE MANUALS

This section, highlighted in the “Technical Documentation” area, contains the pdf files of the Use and Maintenance Manuals supplied with vehicles to Piaggio Group’s customers.



HOW TO ORDER THE DOCUMENTATION

To request the documentation in hardcopy, use link **“How to order the documentation”** in the “Technical Documentation” area to send a mail message to Piaggio Group After Sales and **purchase hardcopy manuals**.



09 Training

aprilia

DERBI

GILERA

MOTO GUZZI

PIAGGIO

scarabeo

Vespa

INTRODUCTION

Staying competitive in a market that places increasing emphasis on technological progress requires the latest up-to-date technical skills.

Training is a complex process involving the transfer of knowledge, contents and methods; in other words, it is a set of activities aimed at teaching an individual how to carry out an activity, a profession, or simply how to communicate.

Technical training plays a vital role in a mechanic's activity, and is a pre-requisite for keeping the pace with changing work environment.

Piaggio Group makes available technical training personnel, facilities and schemes through its After Sales to promote Service Network development.

TRAINING AREAS

Training is central to learning and provides the following options:

- **Class room training**
- **On-line training**

On-line training is administered through the E-Learning platform on the Service Portal.

TRAINING AUDIENCE

Training courses are designed for chief mechanics and technical personnel of Authorised Service Centres.

TRAINING SCHEMES

Training offered comprises two different areas:

- **Product** training
- **Electrical/electronic skills** training

Topics covered by the different training schemes are outlined listed below. Product training is subdivided into three macro stages: New Dealer 1, New Dealer 2, New Dealer 3.

NEW DEALER 1

On-line training through E-Learning platform designed for a mechanic who begins his activity with one of the Piaggio Group brands; it includes:

- Basic on-line training
- On-line training on "Navigator diagnostic tool"

Training goals:

- Gradual development of knowledge required to interact with Piaggio Group organisation
- Access to technical information available on Service Portal
- Learning basic principles relating to diagnostic tool

NEW DEALER 2

Spanning over several days, this **class room training expands the concepts** included in the New Dealer 1 area and is designed for trainees who have successfully completed that training.

It is also aimed at mechanics who are familiar with a Piaggio Group brand and wish to expand their knowledge of the product, key operations and systems used.

NEW DEALER 3

Product-specific class room training providing **in-depth knowledge** of the vehicles of each brand.

Training courses dedicated to the different implemented and integrated systems (ignition and injection) also fall within this area.

Upon successful completion of the training courses included in this area, After Sales Network Development personnel issues the **technical qualifications**, also known as **“authorisations”** according to brand and reference market that qualify Authorised Service Centres for warranty processing.

For more details, please see chapter “Network Requirements”.

ELECTRICAL/ELECTRONIC SKILLS

Training program begins with basic electric engineering concepts, includes measurement of electrical quantities, reading and understanding an electrical circuit diagram, until covering the diagnosis of complex systems.

Class room training **“Electric Checks”** provides a foundation for this training.

TRAINING PROCEDURES

Technical training procedures, unless specific requirements exist, are as follows:

BOOKING

Participation in training is subject to registration in the Service Portal application according to the rules reported in the relating service bulletin.

TRAINING COSTS

A “**registration fee**” is charged for technical personnel, as mentioned in the “Service bulletin” issued when training is publicised and posted on the Service Portal. Registration fees for “Reserved Training Courses” are advised directly by After Sales Network Development personnel.

SERVICES

Lunch included, depending on training location.

LITERATURE

Training material supplied.

TRAVEL ALLOWANCE

Travel costs are at trainee's charge.

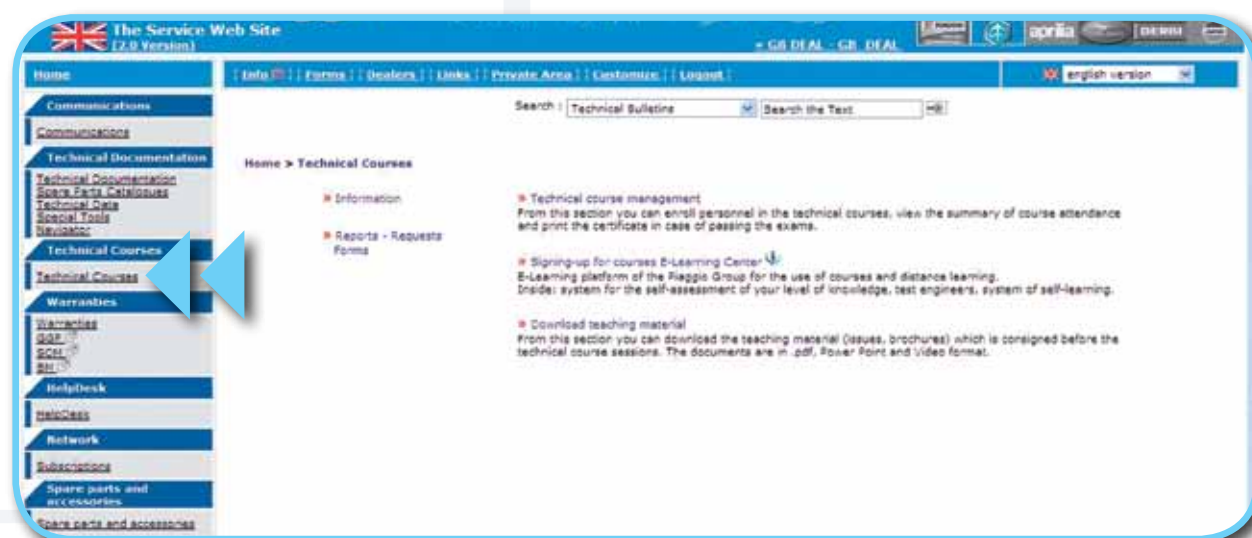
ACCESS TO TRAINING

Technical training is accessible through the dedicated application available on the Service Portal.

Published training courses are highlighted by a banner.

Selecting the **“dynamic banner”** displays the training courses scheduled for the next future and available places.

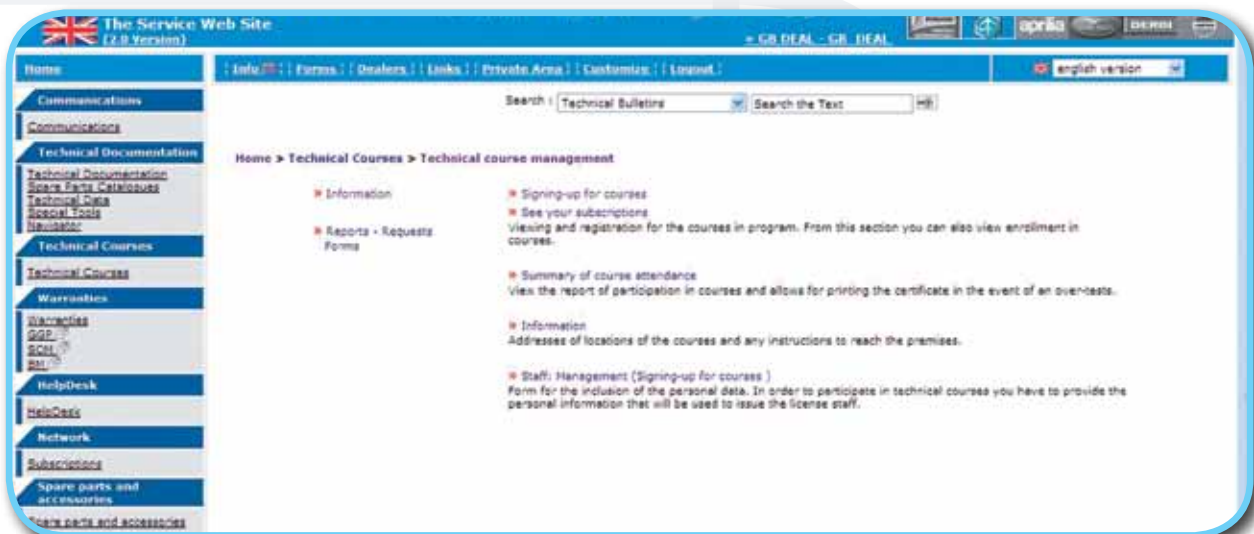
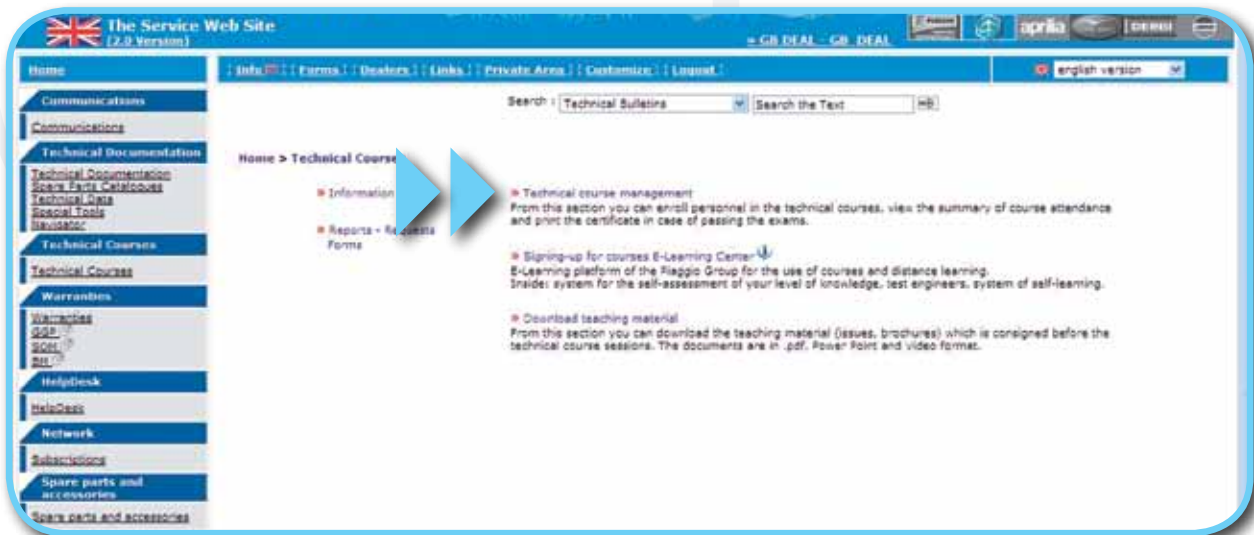
Selecting **“Technical Training”** gives access to the technical training management section.



Note: For **“Reserved Training Courses”** to which Service Centre personnel have no access, the dynamic banner does show training sessions, but registration is disabled. For more details, please contact Network Development personnel.

TECHNICAL TRAINING MANAGEMENT

In this environment, the following operations are possible:



- Registration for training
- Viewing one's bookings
- Viewing training history
- Managing technical personnel to be registered for training

REGISTRATION FOR TRAINING

In this environment, the training courses scheduled for the next future and available places can be viewed.

#	Brand	Date	Course	Location	City	Address	Information	Places available	Make and see your subscription
1	april	19 April 2011	Aprilia & Piaggio Problem Solving 2010-2011	Piaggio Group Training Centre - c/o AA Training	Leicestershire	Six Hills, LE14 3PD	Please refer to April Training Brochure on the Dea...	Places available : 3	Make and see your subscription
2		19 April 2011	Aprilia & Piaggio Problem Solving 2010-2011	Piaggio Group Training Centre - c/o AA Training	Leicestershire	Six Hills, LE14 3PD	Please refer to April Training Brochure on the Dea...	Places available : 3	Make and see your subscription

When you need to register a trainee, select “Book and view bookings”.

Aprilia & Piaggio Problem Solving 2010-2011 19 April 2011 - Places available : 3

Dear Dealer GB DEAL - Code GB DEAL, with this form you can book to the following courses "Aprilia & Piaggio Problem Solving 2010-2011" it will take place on 19 April 2011 at Piaggio Group Training Centre - c/o AA Training in Leicestershire.

For additional information :
Piaggio Group Training Centre - c/o AA Training
 Phone : 07919 051137
 FAX : 0116 2902344
 E-Mail : dalzell@piaggio.co.uk

Reservations for the Dealer GB DEAL in date 19 April 2011 : 0
 Up to >>> 2 <<< participant may be enrolled on the course
 To date you have made : 0 bookings - you may make up to a maximum of 2 bookings.
 See your subscriptions

Dealer's Code : GB4567
 Dealer : GB DEAL
 E-Mail : XXXXXXXXXXXXXXXX

GREENSMITH PETER (codice 5412867) ☒

Choose the number of participants and press "GO" :

Select the technical personnel that wishes to attend the training using the appropriate flag, and select “GO” to confirm.

GREENSMITH PETER (codice 5412867) ☒

Choose the number of participants and press "GO" :

Participants to the session : Aprilia & Piaggio Problem Solving 2010-2011

Country	Dealer	Email	Enrolled
UNITED KINGDOM	HAYWARDS GIRTON GARAGE LTD	haywards.cambs@btinternet.com	1
UNITED KINGDOM	SCOOTER CRAZY	neil@scootercrazy.com	1

Booking Confirmed : 2

A full list of Dealerships / Service Centres whose trainees will attend the published training session is provided at the bottom of the screen.

VIEW BOOKINGS

In this environment, bookings may be viewed after registration.



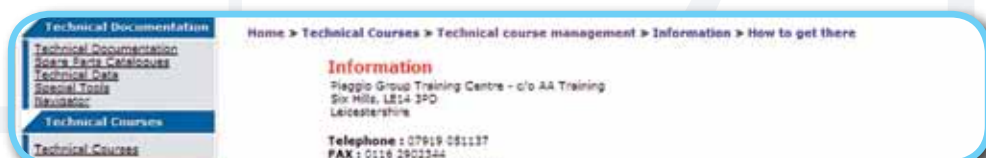
TRAINING HISTORY

A list of all training courses attended with final test rating is displayed. If test was passed, it is possible to print the relevant **certificate**.



INFORMATION

Shows training facility addresses and directions.



TECHNICAL PERSONNEL MANAGEMENT

Proper entry of personal data is a pre-requisite for registration and training attendance. Such data will be used to issue a unique trainee identifier.

To register your personnel, select "Personnel Management" as shown below.

The Service Web Site (2.0 Version) - GB DEAL - GB DEAL

Home > Technical Courses > Technical course management > Staff: Management (Signing-up for courses) - Modify USER DATA

Information

Reports - Requests Forms

USER DATA

Surname: SMITH

Name: PETER

Date of birth (dd/mm/yy): 21/11/1965

Dealer's Code: GB4567

Mobile Nr.: (+44) 0000000000

Provisions under Section 13 of Legislative decree n. 196, June 30th 2003
 "Personal data protection code"
 We wish to inform you that Legislative decree n. 196 of June 30th 2003 ("Personal data protection code"), by unifying the provisions of the former law n. 675/96, has reorganised and modified
 In compliance with the provisions of section 23 of the Personal data protection code (law 196/03), I hereby declare that I have viewed the Information under section 13 and express my free and informed consent to the processing of my personal data by PiaggioGroup S.p.A. for the purposes and methods therein described.
☐ I Accept

Go back Data Modify

The Service Web Site (2.0 Version) - GB DEAL - GB DEAL

Home > Technical Courses > Technical course management > Staff: Management (Signing-up for courses)

Information

Reports - Requests Forms

List of dealership users enrolled GB DEAL - Details -

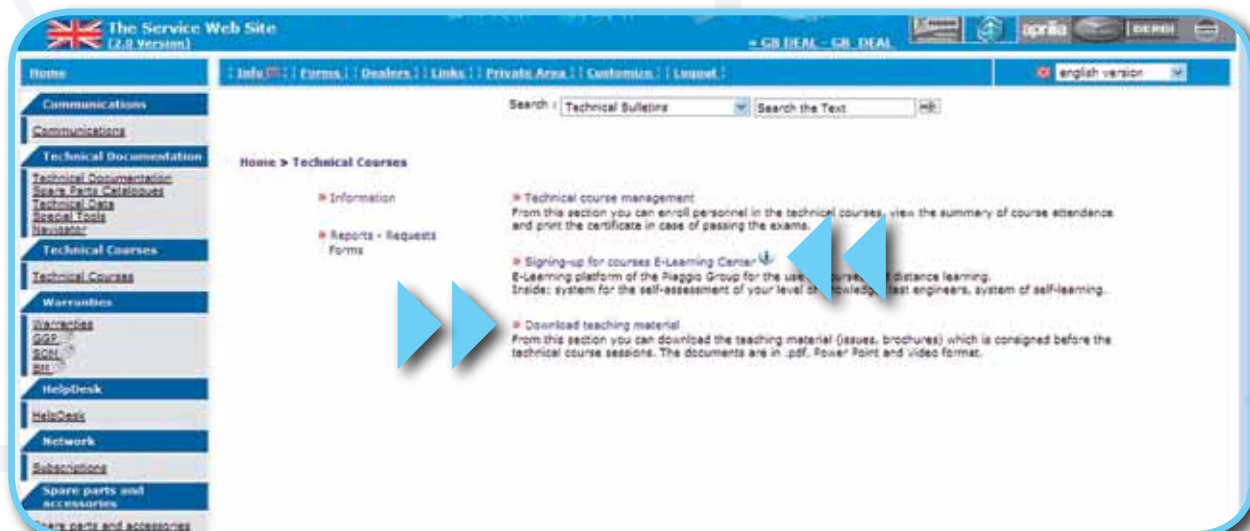
[Data entered]

Summary of Name	Surname	course attendance
[Modify]	PETER	SMITH [Modify] [Delete]

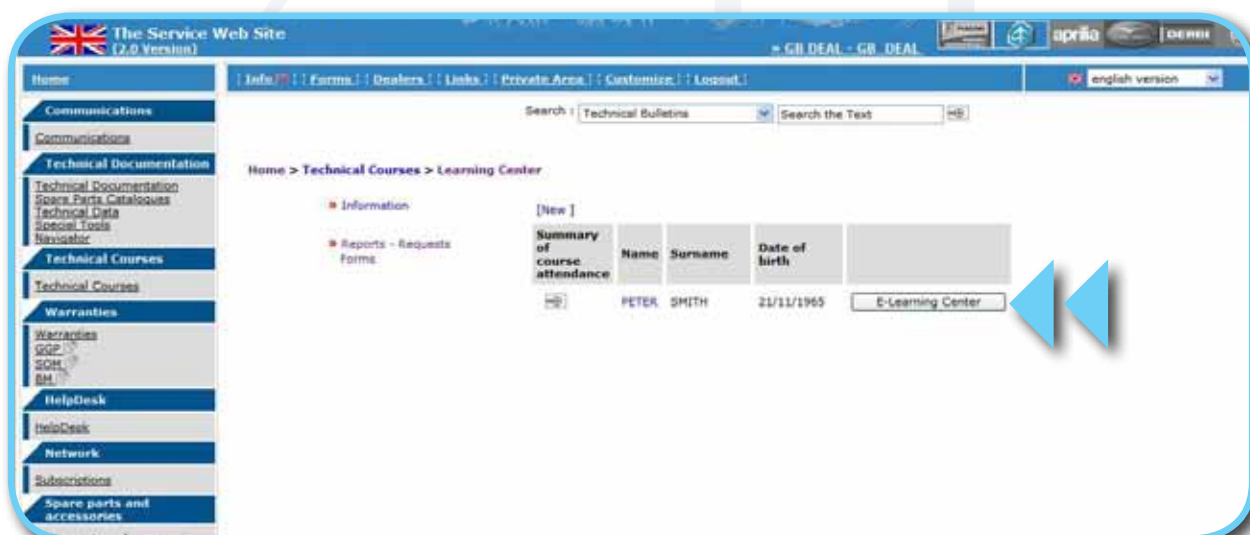
TRAINING MATERIAL

Technical training material is available in Pdf format or Power Point presentations.

Handouts can be downloaded from the “Technical Training” section after selecting string “Download training material”, mostly dedicated to Aprilia, Moto Guzzi and Derbi brands.



The E-Learning platform also makes available additional training handouts from Piaggio training courses.



Access to E-Learning area.

Course categories

English online courses

Electrotechnic

ELECTROTECHNICS and MEASUREMENTS

Topic outline

Forum News

- 1
 - 1 - Electrical quantities: current, voltage, power
 - 2 - Circuit elements and electric circuits
 - 3 - Voltage, current and resistance measurements
 - 4 - Discrete components: switches, diodes, fuses, relays
 - 5 - Electromagnetism: solenoids, transformers, coils
 - 6 - Ignition and recharging systems
 - 7 - The battery

2 ☒ Basic Electrical Theory

3 ☐ PDF - ELECTROTECHNICS and MEASUREMENTS

MP3 - FUOCO

MP3 Hybrid

Gilera GP800 INJECTION

1 MP3 - FUOCO

Chapter 1

2 MP3 - FUOCO

Chapter 2

3 MP3 - FUOCO

Chapter 3

4 ☒ QUIZ

5 ☐ PDF - MP3 FUOCO

6

7

8

Example of on-line training and relating training material.

EXAMPLE OF RECAP TABLE NEW DEALER 3 AREA TECHNICAL TRAINING

DEDICATED PIAGGIO TRAINING	DAYS
MP3/Kubo	1
GP800 mechanics and injection	1
Hybrid system for MP3	2
Piaggio (PVG) Problem solving	1

DEDICATED APRILIA TRAINING	DAYS
Shiver / Dorsoduro 750 mechanics and injection	2
Mana 850 mechanics and injection	2
RSV4 mechanics and injection	2
RVX / SXV 450/500	1

DEDICATED MOTO GUZZI TRAINING	DAYS
1200 8V mechanics	1
Moto Guzzi problem solving	1



10 Predelivery

aprilia

DERBI

GILERA

MOTO GUZZI

PIAGGIO

scarabeo

Vespa

INTRODUCTION

The term “predelivery” indicates the set of activities performed by the technical personnel of the Dealership or Service Centre to prepare the vehicle for final delivery to the client.

This stage therefore entails readying the vehicle and its accessory parts, and checking function in accordance with the guidelines indicated by the manufacturer.

PREDELIVERY AREA

The area used for predelivery activities must be sufficiently spacious and illuminated for the product, and suitably equipped with specific and generic tools and equipment to resolve any nonconformities identified during the predelivery stage itself.

The work area must be equipped with a PC terminal connected to the internet to allow the technician readying the vehicle to access technical information regarding the vehicle itself.

PREDELIVERY CERTIFICATE

After completing the predelivery stage, the technician readying the vehicle must compile the specific “Predelivery certificate” document, which is available from the Service Portal.

To access the certificate, enter the “Warranties” area, then select “SELL OUT Management – Predelivery certificate”.



Upon receipt of the new vehicle, the customer checks the vehicle, with the assistance of the technical personnel of the Dealership Service Centre; both the client and the technician then sign the document in the dedicated space.

During delivery, it is recommended that the dedicated personnel assigned to deliver of the vehicle and complete a full of the technical characteristics of the vehicle itself.

PREDELIVERY PROCEDURES

Listed below are the different stages of the predelivery vehicle preparation process:

PREPARING DOCUMENTATION ACCOMPANYING VEHICLE:

- Use and maintenance manual, warranty booklet

CHECKING THAT THE CHASSIS AND ENGINE NUMBERS INDICATED IN DOCUMENTS ARE CORRECT

INSTALLATION OF COMPONENTS AND ACCESSORIES:

- Mirrors, licence plate mounts
- Top fairing and side stand (if applicable)
- Check tool kit provided with vehicle

VISUAL CHECKS:

- Correct assembly of plastic components, scratches, residual dirt

CHECK TIGHTNESS:

- Screws and safety fasteners

CHECK ELECTRICAL SYSTEM:

- Main switch
- Headlights: daytime running lights, low beam, high beam
- Adjust headlights in compliance with applicable legislation
- Taillight, stop light, park light and relative indicator lamps
- Turn indicators and relative warning lights
- Instrument panel and indicators: fuel level and coolant temperature
- Horn
- Automatic starter

PREPARING BATTERY:

- Follow the correct procedure indicated in the workshop manual

CHECKING LEVELS:

- Engine oil level
- Coolant level
- Brake fluid level
- Gearbox oil level
- Rear hub oil level

STATIC CHECKS:

- Check locks
- Check tyre pressure

FUNCTIONAL CHECKS:

- Travel of brake levers and/or pedal
- Clutch lever travel and clutch lever functional check
- Check throttle control travel

STARTER:

- Check oil pressure warning lamp on 4 stroke vehicles
- Check injection telltale light
- Check run off switch

ROAD TEST:

- Cold start
- Instrument function
- Throttle response
- Stability under acceleration and braking
- Front and rear brake function
- Front and rear suspension function
- Abnormal noise

STATIC CHECKS AFTER TEST DRIVE:

- Restart with hot engine
- Check idle speed
- Smooth steering operation
- Fluid losses

		VEHICLE PRE-DELIVERY CERTIFICATE		Date Printed Certificate	
This Certificate certifies that the vehicle has been subjected and passed all the controls required by Piaggio to guarantee vehicle reliability and ensure users' safety. The specialised Technicians at the Dealers/Sub-dealers of Piaggio authorised network will carry out the checks listed below, following the instructions specified in the corresponding Workshop Manual. The owner must keep this Certificate together with the Warranty Booklet.					
Chassis:		Customer's Surname and Name:		Sell-out Date:	
Model:		Street	No.	Postal Code	City
					Province
ASSEMBLY					
Standard equipment (to be installed where specified): ☐ turn indicators ☐ front wheel ☐ handlebar ☐ silencers ☐ anti-vibration weights ☐ rear-view mirrors ☐ miscellaneous small parts ☐ other		Standard accessories (to be installed where specified): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other		Accessories ordered by Customer (not standard): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other	
Installed by (Surname and Name in BLOCK LETTERS)			Signature		
PRE-DELIVERY CHECKS					
Chassis and Bolts, Nuts and Screws (check, and if required, tighten): ☐ engine fixing, swingarm, wheel pins and nuts ☐ handlebar ☐ shock absorber/s to chassis/engine ☐ (front and rear) brake callipers		Pipes and Cables (check, adjust, and if required, lubricate): ☐ brake cables and brake fluid pipes ☐ throttle cable ☐ petrol pipes and clamps ☐ engine oil pipes, mix oil pipes (purge if required)		Fluids (check level, and if required, top up): ☐ check all types of oil (engine oil, gearbox oil, transmission oil, brake oil, clutch oil, etc.) ☐ coolant (check that there is antifreeze solution)	
Electrical Components (check, and if required, restore): ☐ battery level and charge (at least 10 hours of controlled current charge) ☐ proper working condition of fuses ☐ horn proper operation ☐ light controls proper operation ☐ proper operation of stop switches and stand switch.		Couplings (check and if required, adjust): ☐ throttle control clearance ☐ steering clearance ☐ clutch clearance ☐ gearing chain clearance (lubricate if required) ☐ brake levers/pedal clearance		Lights and Warning Lights (check and if required, adjust): ☐ instrument panel lights (all lights and their warning lights) ☐ vehicle lights (all lights and their adjustment) ☐ stop lights	
Chassis (check and if required, restore): ☐ tyre condition and pressure check ☐ wheel spokes ☐ chain/crown/pinion assembly		Bodywork: ☐ check couplings ☐ check that the "warning" stickers have been placed		Locks: ☐ ignition lock ☐ steering lock ☐ locks for fuel cap, oil cap, saddle	
Checks carried out by (Surname and Name in BLOCK LETTERS)			Signature		
ROAD TEST AND SUBSEQUENT CHECKS					
Dynamic Test: ☐ standard adjustment for rear-view mirrors ☐ instrument panel functions check (for instance, mix oil level warning lights, oil pressure, lights, km/h, odometer, adjustment keys, etc.) ☐ stand switch operation test ☐ function check test (for instance, engine output, chassis setting, etc.) ☐ braking system proper operation ☐ engine start-up when cold and idle speed check ☐ throttle control assembly proper operation (it should run "free" all along its travel) ☐ there should be no failures (noise and/or vibrations)			Static Check (after road test): ☐ there should be no leaks (water, engine oil, petrol, brake fluid, etc.) ☐ engine start-up when warm and idle speed check (adjust if required) ☐ check that there are no abnormal clearances (steering and wheels) ☐ check the engine cooling system for proper operation (water cooler, oil cooling radiator, electric fan, temp. in instrument panel) ☐ check that no component is loose (for instance, top box, suitcases, windshield, etc.) ☐ check there are no aesthetic defects		
Starting mileage: _____			End mileage: _____		
Test carried out by (Surname and Name in BLOCK LETTERS)			Checks carried out by (Surname and Name in BLOCK LETTERS)		
Signature			Signature		
DELIVERING THE VEHICLE TO CUSTOMERS					
Dealer: ☐ Correspondence between chassis No. and Vehicle Registration Documents checked ☐ Handing over keys and copies ☐ Handing over Use and Maintenance Manual plus explanation of these checks and the subsequent routine maintenance ☐ Handing over Warranty Booklet (Warranty+Servicebook) plus explanation of the conditions that govern insurance and its limitations (for instance, materials that wear) ☐ Handing over Piaggio Road Assistance Certificate plus explanation of the conditions that govern the service (only for vehicles with right to it) ☐ Handing over of Special Tools plus explanation on how to use them ☐ Explanation on how to adjust controls (for instance, instrument panel functions, brake lever stroke, saddle opening and closing, steering lock, shock absorber adjustment, fork adjustment, etc.) ☐ Every recall campaign or check required by Piaggio has been carried out ☐ The vehicle has been delivered clean and without aesthetic defects			Customer: ☐ I hereby confirm that I have visually inspected the vehicle and found no aesthetic defects or parts missing ☐ I hereby confirm that I have received the Use and Maintenance Manual and the Warranty Booklet plus the general explanations regarding the conditions that govern the services (insurance and limitations; for instance, materials that wear) ☐ I have been given the explanations regarding the extension of warranty (only for vehicles with right to it) ☐ I hereby confirm I have received the Piaggio Road Assistance Certificate (only for vehicles with right to it) ☐ I hereby confirm I have been given the general explanations on how to use and adjust the controls ☐ I hereby confirm I have been given the general explanations on how to ride the vehicle safely (for instance, starting and setting off, engine stop, etc.)		
Seal and signature by Dealer			Date of vehicle collection (dd/mm/yyyy)		
			Customer's signature		
Dealer's Remarks:			Customer's Remarks:		

NB: Two copies of this Certificate have to be signed: one for the Customer, and the other for the Dealer, that has to be attached to the sales documents

aprilia		VEHICLE PRE-DELIVERY CERTIFICATE				Date Printed Certificate	
This Certificate certifies that the vehicle has been subjected and passed all the controls required by Aprilia to guarantee vehicle reliability and ensure users' safety. The specialised Technicians at the Dealers/Sub-dealers of Aprilia authorised network will carry out the checks listed below, following the instructions specified in the corresponding Workshop Manual. The owner must keep this Certificate together with the Warranty Booklet.							
Chassis:		Customer's Surname and Name:			Sell-out Date:		
Model:		Street	No.	Postal Code	City	Province	
ASSEMBLY							
Standard equipment (to be installed where specified): ☐ turn indicators ☐ front wheel ☐ handlebar ☐ silencers ☐ anti-vibration weights ☐ rear-view mirrors ☐ miscellaneous small parts ☐ other _____		Standard accessories (to be installed where specified): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other _____		Accessories ordered by Customer (not standard): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other _____			
Installed by (Surname and Name in BLOCK LETTERS)				Signature			
PRE-DELIVERY CHECKS							
Chassis and Bolts, Nuts and Screws (check, and if required, tighten): ☐ engine fixing, swingarm, wheel pins and nuts ☐ handlebar ☐ shock absorber/s to chassis/engine ☐ (front and rear) brake callipers		Pipes and Cables (check, adjust, and if required, lubricate): ☐ brake cables and brake fluid pipes ☐ throttle cable ☐ petrol pipes and clamps ☐ engine oil pipes, mix oil pipes (purge if required)		Fluids (check level, and if required, top up): ☐ check all types of oil (engine oil, gearbox oil, transmission oil, brake oil, clutch oil, etc.) ☐ coolant (check that there is antifreeze solution)			
Electrical Components (check, and if required, restore): ☐ battery level and charge (at least 10 hours of controlled current charge) ☐ proper working condition of fuses ☐ horn proper operation ☐ light controls proper operation ☐ proper operation of stop switches and stand switch.		Couplings (check and if required, adjust): ☐ throttle control clearance ☐ steering clearance ☐ clutch clearance ☐ gearing chain clearance (lubricate if required) ☐ brake levers/pedal clearance		Lights and Warning Lights (check and if required, adjust): ☐ instrument panel lights (all lights and their warning lights) ☐ vehicle lights (all lights and their adjustment) ☐ stop lights			
Chassis (check and if required, restore): ☐ tyre condition and pressure check ☐ wheel spokes ☐ chain/crown/pinion assembly		Bodywork: ☐ check couplings ☐ check that the "warning" stickers have been placed		Locks: ☐ ignition lock ☐ steering lock ☐ locks for fuel cap, oil cap, saddle			
Checks carried out by (Surname and Name in BLOCK LETTERS)				Signature			
ROAD TEST AND SUBSEQUENT CHECKS							
Dynamic Test: ☐ standard adjustment for rear-view mirrors ☐ instrument panel functions check (for instance, mix oil level warning lights, oil pressure, lights, km/h, odometer, adjustment keys, etc.) ☐ stand switch operation test ☐ function check test (for instance, engine output, chassis setting, etc.) ☐ braking system proper operation ☐ engine start-up when cold and idle speed check ☐ throttle control assembly proper operation (it should run "free" all along its travel) ☐ there should be no failures (noise and/or vibrations)				Static Check (after road test): ☐ there should be no leaks (water, engine oil, petrol, brake fluid, etc.) ☐ engine start-up when warm and idle speed check (adjust if required) ☐ check that there are no abnormal clearances (steering and wheels) ☐ check the engine cooling system for proper operation (water cooler, oil cooling radiator, electric fan, temp. in instrument panel) ☐ check that no component is loose (for instance, top box, suitcases, windshield, etc.) ☐ check there are no aesthetic defects			
Starting mileage: _____ Test carried out by (Surname and Name in BLOCK LETTERS) Signature				End mileage: _____ Checks carried out by (Surname and Name in BLOCK LETTERS) Signature			
DELIVERING THE VEHICLE TO CUSTOMERS							
Dealer: ☐ Correspondence between chassis No. and Vehicle Registration Documents checked ☐ Handing over keys and copies ☐ Handing over Use and Maintenance Manual plus explanation of these checks and the subsequent routine maintenance ☐ Handing over Warranty Booklet (Warranty+Servicebook) plus explanation of the conditions that govern insurance and its limitations (for instance, materials that wear) ☐ Handing over Aprilia Road Assistance Certificate plus explanation of the conditions that govern the service (only for vehicles with right to it) ☐ Handing over of Special Tools plus explanation on how to use them ☐ Explanation on how to adjust controls (for instance, instrument panel functions, brake lever stroke, saddle opening and closing, steering lock, shock absorber adjustment, fork adjustment, etc.) ☐ Every recall campaign or check required by Aprilia has been carried out ☐ The vehicle has been delivered clean and without aesthetic defects				Customer: ☐ I hereby confirm that I have visually inspected the vehicle and found no aesthetic defects or parts missing ☐ I hereby confirm that I have received the Use and Maintenance Manual and the Warranty Booklet plus the general explanations regarding the conditions that govern the services (insurance and limitations; for instance, materials that wear) ☐ I have been given the explanations regarding the extension of warranty (only for vehicles with right to it) ☐ I hereby confirm I have received the Aprilia Road Assistance Certificate (only for vehicles with right to it) ☐ I hereby confirm I have been given the general explanations on how to use and adjust the controls ☐ I hereby confirm I have been given the general explanations on how to ride the vehicle safely (for instance, starting and setting off, engine stop, etc.)			
Seal and signature by Dealer				Customer's signature		Date of vehicle collection (dd/mm/yyyy)	
Dealer's Remarks:				Customer's Remarks:			

NB: Two copies of this Certificate have to be signed: one for the Customer, and the other for the Dealer, that has to be attached to the sales documents

		VEHICLE PRE-DELIVERY CERTIFICATE				Date Printed Certificate	
This Certificate certifies that the vehicle has been subjected and passed all the controls required by Moto Guzzi to guarantee vehicle reliability and ensure users' safety. The specialised Technicians at the Dealers/Sub-dealers of Moto Guzzi authorised network will carry out the checks listed below, following the instructions specified in the corresponding Workshop Manual. The owner must keep this Certificate together with the Warranty Booklet.							
Chassis:		Customer's Surname and Name:				Sell-out Date:	
Model:		Street		No.	Postal Code	City	Province
ASSEMBLY							
Standard equipment (to be installed where specified): ☐ turn indicators ☐ front wheel ☐ handlebar ☐ silencers ☐ anti-vibration weights ☐ rear-view mirrors ☐ miscellaneous small parts ☐ other		Standard accessories (to be installed where specified): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other		Accessories ordered by Customer (not standard): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other			
Installed by (Surname and Name in BLOCK LETTERS)				Signature			
PRE-DELIVERY CHECKS							
Chassis and Bolts, Nuts and Screws (check, and if required, tighten): ☐ engine fixing, swingarm, wheel pins and nuts ☐ handlebar ☐ shock absorber/s to chassis/engine (front and rear) brake callipers		Pipes and Cables (check, adjust, and if required, lubricate): ☐ brake cables and brake fluid pipes ☐ throttle cable ☐ petrol pipes and clamps ☐ engine oil pipes, mix oil pipes (purge if required)		Fluids (check level, and if required, top up): ☐ check all types of oil (engine oil, gearbox oil, transmission oil, brake oil, clutch oil, etc.) ☐ coolant (check that there is antifreeze solution)			
Electrical Components (check, and if required, restore): ☐ battery level and charge (at least 10 hours of controlled current charge) ☐ proper working condition of fuses ☐ horn proper operation ☐ light controls proper operation ☐ proper operation of stop switches and stand switch.		Couplings (check and if required, adjust): ☐ throttle control clearance ☐ steering clearance ☐ clutch clearance ☐ gearing chain clearance (lubricate if required) ☐ brake levers/pedal clearance		Lights and Warning Lights (check and if required, adjust): ☐ instrument panel lights (all lights and their warning lights) ☐ vehicle lights (all lights and their adjustment) ☐ stop lights			
Chassis (check and if required, restore): ☐ tyre condition and pressure check ☐ wheel spokes ☐ chain/crown/pinion assembly		Bodywork: ☐ check couplings ☐ check that the "warning" stickers have been placed		Locks: ☐ ignition lock ☐ steering lock ☐ locks for fuel cap, oil cap, saddle			
Checks carried out by (Surname and Name in BLOCK LETTERS)				Signature			
ROAD TEST AND SUBSEQUENT CHECKS							
Dynamic Test: ☐ standard adjustment for rear-view mirrors ☐ instrument panel functions check (for instance, mix oil level warning lights, oil pressure, lights, km/h, odometer, adjustment keys, etc.) ☐ stand switch operation test ☐ function check test (for instance, engine output, chassis setting, etc.) ☐ braking system proper operation ☐ engine start-up when cold and idle speed check ☐ throttle control assembly proper operation (it should run "free" all along its travel) ☐ there should be no failures (noise and/or vibrations)				Static Check (after road test): ☐ there should be no leaks (water, engine oil, petrol, brake fluid, etc.) ☐ engine start-up when warm and idle speed check (adjust if required) ☐ check that there are no abnormal clearances (steering and wheels) ☐ check the engine cooling system for proper operation (water cooler, oil cooling radiator, electric fan, temp. in instrument panel) ☐ check that no component is loose (for instance, top box, suitcases, windshield, etc.) ☐ check there are no aesthetic defects			
Starting mileage:				End mileage:			
Test carried out by (Surname and Name in BLOCK LETTERS)				Checks carried out by (Surname and Name in BLOCK LETTERS)			
Signature				Signature			
DELIVERING THE VEHICLE TO CUSTOMERS							
Dealer: ☐ Correspondence between chassis No. and Vehicle Registration Documents checked ☐ Handing over keys and copies ☐ Handing over Use and Maintenance Manual plus explanation of these checks and the subsequent routine maintenance ☐ Handing over Warranty Booklet (Warranty+Servicebook) plus explanation of the conditions that govern insurance and its limitations (for instance, materials that wear) ☐ Handing over Moto Guzzi Road Assistance Certificate plus explanation of the conditions that govern the service (only for vehicles with right to it) ☐ Handing over of Special Tools plus explanation on how to use them ☐ Explanation on how to adjust controls (for instance, instrument panel functions, brake lever stroke, saddle opening and closing, steering lock, shock absorber adjustment, fork adjustment, etc.) ☐ Every recall campaign or check required by Moto Guzzi has been carried out ☐ The vehicle has been delivered clean and without aesthetic defects				Customer: ☐ I hereby confirm that I have visually inspected the vehicle and found no aesthetic defects or parts missing ☐ I hereby confirm that I have received the Use and Maintenance Manual and the Warranty Booklet plus the general explanations regarding the conditions that govern the services (insurance and limitations; for instance, materials that wear) ☐ I have been given the explanations regarding the extension of warranty (only for vehicles with right to it) ☐ I hereby confirm I have received the Moto Guzzi Road Assistance Certificate (only for vehicles with right to it) ☐ I hereby confirm I have been given the general explanations on how to use and adjust the controls ☐ I hereby confirm I have been given the general explanations on how to ride the vehicle safely (for instance, starting and setting off, engine stop, etc.)			
Seal and signature by Dealer				Date of vehicle collection (dd/mm/yyyy)			
Dealer's Remarks:				Customer's Remarks:			

NB: Two copies of this Certificate have to be signed: one for the Customer, and the other for the Dealer, that has to be attached to the sales documents

DERBI		VEHICLE PRE-DELIVERY CERTIFICATE				Date Printed Certificate	
This Certificate certifies that the vehicle has been subjected and passed all the controls required by Derbi to guarantee vehicle reliability and ensure users' safety. The specialised Technicians at the Dealers/Sub-dealers of Derbi authorised network will carry out the checks listed below, following the instructions specified in the corresponding Workshop Manual. The owner must keep this Certificate together with the Warranty Booklet.							
Chassis:		Customer's Surname and Name:			Sell-out Date:		
Model:		Street	No.	Postal Code	City	Province	
ASSEMBLY							
Standard equipment (to be installed where specified): ☐ turn indicators ☐ front wheel ☐ handlebar ☐ silencers ☐ anti-vibration weights ☐ rear-view mirrors ☐ miscellaneous small parts ☐ other _____		Standard accessories (to be installed where specified): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other _____		Accessories ordered by Customer (not standard): ☐ racing silencers ☐ suitcases ☐ luggage rack ☐ top box ☐ windshield ☐ satellite navigation system ☐ radio ☐ other _____			
Installed by (Surname and Name in BLOCK LETTERS)				Signature			
PRE-DELIVERY CHECKS							
Chassis and Bolts, Nuts and Screws (check, and if required, tighten): ☐ engine fixing, swingarm, wheel pins and nuts ☐ handlebar ☐ shock absorber/s to chassis/engine ☐ (front and rear) brake callipers		Pipes and Cables (check, adjust, and if required, lubricate): ☐ brake cables and brake fluid pipes ☐ throttle cable ☐ petrol pipes and clamps ☐ engine oil pipes, mix oil pipes (purge if required)		Fluids (check level, and if required, top up): ☐ check all types of oil (engine oil, gearbox oil, transmission oil, brake oil, clutch oil, etc.) ☐ coolant (check that there is antifreeze solution)			
Electrical Components (check, and if required, restore): ☐ battery level and charge (at least 10 hours of controlled current charge) ☐ proper working condition of fuses ☐ horn proper operation ☐ light controls proper operation ☐ proper operation of stop switches and stand switch.		Couplings (check and if required, adjust): ☐ throttle control clearance ☐ steering clearance ☐ clutch clearance ☐ gearing chain clearance (lubricate if required) ☐ brake levers/pedal clearance		Lights and Warning Lights (check and if required, adjust): ☐ instrument panel lights (all lights and their warning lights) ☐ vehicle lights (all lights and their adjustment) ☐ stop lights			
Chassis (check and if required, restore): ☐ tyre condition and pressure check ☐ wheel spokes ☐ chain/crown/pinion assembly		Bodywork: ☐ check couplings ☐ check that the "warning" stickers have been placed		Locks: ☐ ignition lock ☐ steering lock ☐ locks for fuel cap, oil cap, saddle			
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Starting mileage: _____ Test carried out by (Surname and Name in BLOCK LETTERS) Signature				End mileage: _____ Checks carried out by (Surname and Name in BLOCK LETTERS) Signature			
DELIVERING THE VEHICLE TO CUSTOMERS							
Dealer: ☐ Correspondence between chassis No. and Vehicle Registration Documents checked ☐ Handing over keys and copies ☐ Handing over Use and Maintenance Manual plus explanation of these checks and the subsequent routine maintenance ☐ Handing over Warranty Booklet (Warranty+Servicebook) plus explanation of the conditions that govern insurance and its limitations (for instance, materials that wear) ☐ Handing over Derbi Road Assistance Certificate plus explanation of the conditions that govern the service (only for vehicles with right to it) ☐ Handing over of Special Tools plus explanation on how to use them ☐ Explanation on how to adjust controls (for instance, instrument panel functions, brake lever stroke, saddle opening and closing, steering lock, shock absorber adjustment, fork adjustment, etc.) ☐ Every recall campaign or check required by Derbi has been carried out ☐ The vehicle has been delivered clean and without aesthetic defects				Customer: ☐ I hereby confirm that I have visually inspected the vehicle and found no aesthetic defects or parts missing ☐ I hereby confirm that I have received the Use and Maintenance Manual and the Warranty Booklet plus the general explanations regarding the conditions that govern the services (insurance and limitations; for instance, materials that wear) ☐ I have been given the explanations regarding the extension of warranty (only for vehicles with right to it) ☐ I hereby confirm I have received the Derbi Road Assistance Certificate (only for vehicles with right to it) ☐ I hereby confirm I have been given the general explanations on how to use and adjust the controls ☐ I hereby confirm I have been given the general explanations on how to ride the vehicle safely (for instance, starting and setting off, engine stop, etc.)			
Seal and signature by Dealer				Customer's signature		Date of vehicle collection (dd/mm/yyyy)	
Dealer's Remarks:				Customer's Remarks:			

NB: Two copies of this Certificate have to be signed: one for the Customer, and the other for the Dealer, that has to be attached to the sales documents



11

Warranty management

aprilia

DERBI

GILERA

MOTO GUZZI

PIAGGIO

scarabeo

Vespa

INTRODUCTION

The EC 'guarantees' directive and the corresponding complementary national legislation introduce the concept of a guarantee for movable goods purchased by the consumer, where a **"consumer"** is exclusively "a person who uses the goods for purposes other than business or professional activities" (e.g. household/private use).

This Directive has been implemented in Italy with Legislative Decree no. 206/2005, the so-called "Codice del Consumo" (Consumer Code), and provides for a **"two-year legal warranty" provided by the seller**. This warranty covers conformity defects or items lacking the promised characteristics.

Among other remedies, Consumers may demand the repair or replacement of the faulty item by the seller. Such repair or replacement must occur within an appropriate term and must not cause the Consumer remarkable inconvenience.

Legal warranty may not be waived by the parties and any such agreements are null and void.

A manufacturer's warranty may also operate in addition to - but not instead of - the seller's legal warranty.

Piaggio & C. S.p.A. ("Piaggio") grants its Customers a 24-month warranty after product purchase, according to the terms and conditions outlined in the Warranty Booklet.

Repairs under such manufacturer's warranty are performed by the Dealer / Authorised Service Centre and cost and labour is refunded by Piaggio to those entities that are designated as such under the Piaggio agency contract (art. 8.2).

WARRANTY BOOKLET

Topics relating to warranty listed below:

- warranty period
- scope
- contract clauses

are outlined in the "Warranty Booklet" supplied with the vehicle.

In all countries that have implemented the European Directive mentioned above, Piaggio grants consumers the terms and conditions described in the "Warranty Booklet".

Warranty terms and conditions on the same products applicable to the relationship between Piaggio and Dealers are agreed upon in the agency contract between Piaggio and Dealer.

MANAGEMENT OF WARRANTY PROCESSING

The Dealership or Authorised Service Centre may request approval for warranty processing relating to Piaggio Group vehicles using the specific **GGP - Preventive Warranty Management** - application (see specific GGP manual).

Requests will be processed entirely by the GGP application from evaluation to reimbursement.

WARRANTY PROCESSING TYPES

The application allows for the entry of different types of requests for technical work in relation to circumstances:

- **Work on vehicle during predelivery stage**

Problem is technical in nature and must NOT be attributable to transport damage.

- **Work on vehicle sold within 24 months from date of purchase or first registration**

Requests can be traced back to date of purchase or first registration of vehicle in favour of Customer.

- **Recall campaigns**

Defective component influencing the safety of the driver/rider.

Recall campaigns are published officially on the website of the Ministry of Transport.

- **Technical updates communicated by manufacturer**

Technical improvement to a defective component which does NOT influence the safety of the driver/rider.

Warranty requests that CANNOT be processed using the GGP application include:

- **Request for work to rectify transport damage**

- **Request for work on SPARE PARTS**

replaced on the vehicle outside the warranty period or sold directly to Customer.

- **Request for work on ACCESSORIES**

These cases are discussed in chapter "Spare parts and accessories logistics".

USING THE WARRANTY MANAGEMENT APPLICATION

Warranty requests may only be entered by using the GGP application. Use of the application necessitates the following:

- **Valid access to the Service Portal, obtained by purchasing and renewing the annual subscription**
- **Completion of CERTIFICATION session**
- **Requests must be for work for which the user has technical authorisation**

ACTIVATING THE WARRANTY PERIOD

The warranty period is activated on the same date that the declaration of sale of the vehicle is entered via the specific **SOM** (Sell-Out Management) application.

All Dealers have access to this application. The commercial back office is responsible for SOM management.

Access to the declaration of sale application (SOM) is not granted to entities involved solely in After Sales activities:

Authorised direct Service Centres, Partner Service Centres and Spare Parts Dealers.

Entry of the declaration of sale in the SOM system is a prerequisite for activation of the warranty period.

CUSTOMER RECALL

In the event of a **recall campaign or technical update**, it is of fundamental importance that the personal details of the Customer are registered correctly in the system.

In these cases, failure to inform the end Customer **may result in civil liability and/or prosecution.**

The Piaggio Group After Sales structure will **block chassis numbers** in cases where **corrective measures are necessary during the predelivery stage for reasons of safety or to implement technical updates.**

This makes it **impossible for Dealer to complete the relative declaration of sale.**

ENTERING INFORMATION FOR REQUEST FOR APPROVAL FOR WORK UNDER WARRANTY

For all warranty requests, the Customer must exhibit a valid “Warranty Booklet”.

All requests submitted to the manufacturer through the GGP application must be technically valid. Requests that are not technically valid will not be evaluated, approved and subsequently reimbursed.

It is therefore important that, before submitting a request, as much **objective information** as possible is gathered in order to facilitate the technical analysis of the problem. For each request, the following summarised information:

- **chassis number**
- **mileage**
- **part causing problem**
- **symptom**

is **mandatory** when entering a request.

In addition to that information, request must be completed with:

- **digital pictures**
in the event of aesthetic defects or engine breakdown
- **engine parameters sheet**
in the event of system malfunction or failure
- **electrical parameters**
in the event coils, central ignition units, voltage regulators, batteries, etc. are replaced.

Pictures and parameter sheets may be entered directly into the GGP system along with the warranty request.

In the event the attachments are not entered, Authority personnel may request such documentation through the Help Desk (see dedicated chapter), in the specific AUTHORITY section.

The GGP system also includes a “NOTES” field for entering technical details of the problem.

PROCESS FOR REQUESTING APPROVAL OF WORK UNDER WARRANTY

Warranty requests received through the GGP application are assigned one of two possible statuses:

APPROVED - or - **REJECTED**

Certain requests may be put on hold by the system pending further examination by Authority personnel. Such intermediate status is identified with the label:

CHECK

The GGP application evaluates the validity of the request in real time in accordance with the following objective conditions:

- **valid warranty period**
- **no information contradicting with prior requests**
- **repeated work**
- **for wear parts, consistent mileage**
(e.g.: brake pads, filters, spark plugs, clutch, belts, etc...)
- **material subject to technical or safety control**

Most requests are processed directly by the GGP system that will return an **APPROVED** or **REJECTED** status immediately.

World Wide Warranty

Cause part			Position	
Part code	Part	replaced	Cod. Position	Description
641825	HI-LO SWITCH WITH PASSING	Yes	3204020200	CONMUTADOR INTERMITENTE

Request		Note	Request Status	
Plaggio ref #	3210891		Status	INVOICE
Number	25094		Status Date	08/02/2011
Country	ENGLAND		Doc. Date	08/02/2011
Element Type	TWO WHEELS F		Doc. Num	B109
Element	NORMAL 2R		Payment Date	
			Doc. Type	F
			Problemi Legali	Not

Applicant code	Plaggio ref #	Dealer ref #	Request Date	Reason	Request Status	Sale Date	Warranty Type/ Damage in transit	Km/Mls	Brand	Frame	Total value	Status histor
IT089J	3210891	25094	10/01/2011		INVOICE	22/07/2010	Normal	1570	Plaggio 2r	ZAPM28A0001025138	12,75	
IT333J	3210907	25095	10/01/2011	CHECKED	REFUSED	10/02/2011	Normal	8891	Plaggio 2r	ZAPM2680100014764	0,00	
IT347J	3211267	25098	10/01/2011	VERIFIED	REFUSED	03/12/2009	Normal	9800	Plaggio 2r	ZAPM6710000019317	0,00	
ITA890	3211648	25097	11/01/2011		INVOICE	26/04/2010	Normal	1901	Plaggio 2r	LBMM5720000003576	37,80	
ITA890	3211860	25098	11/01/2011		INVOICE	29/12/2010	Normal	1	Plaggio vti	ZAPS90THW00002359	25,00	
IT765J	3212090	25099	11/01/2011		INVOICE	19/08/2009	Normal	13001	Aprilia	ZD4VBL0029S002548	152,83	
IT765J	3212118	25100	11/01/2011	VERIFIED	REFUSED	07/08/2010	Normal	4340	Aprilia	ZD4TGE009AS003480	0,00	
ITA890	3212129	25101	11/01/2011		INVOICE	03/01/2011	Normal	1	Aprilia	ZD4VBE003AS003580	90,00	
IT768J	3212148	25102	11/01/2011	VERIFIED	CHANGED	08/05/2009	Normal	7925	Aprilia	ZD4TGB0028S002776	50,59	
ITA890	3212716	25103	12/01/2011		INVOICE	16/03/2009	Normal	6069	Plaggio 2r	ZAPM3670000003861	35,71	

AUTHORITY

Requests that are assigned **CHECK** status by the GGP system are examined by internal technical personnel: **Authority**.

Requests are checked based on entered data and submitted information. Further details may be forwarded to the requesting user via the Technical Support service of the HELP DESK system.

The request is **APPROVED** or **REJECTED** on the basis of the circumstances of the individual case.

INFORMATION CONCERNING REJECTED WARRANTY REQUESTS

To request technical information and the details regarding a rejected warranty request, use the Technical Support service of the HELP DESK.

Using the Help Desk application, enter an ***“Information on Warranties or Authority Rejections”*** type ticket, specifying the progressive number of the warranty request to which the query refers.

SPARE PARTS REQUESTS UNDER WARRANTY

When a request is entered using the GGP application, the user is given the possibility of creating a list of the spare parts necessary to carry out the work and receive subsequent reimbursement.

The part numbers entered may be declared as follows:

- **AVAILABLE**

part is in stock at the Dealership / Authorised Service Centre, and there is no need to create a part processing order.

- **NOT AVAILABLE**

part is not in stock at the Dealership / Authorised Service Centre, and an urgent order is processed automatically*.

*Aprilia/Moto Guzzi UK Network only

DELIVERY OF SPARE PART UNDER WARRANTY

Check if the application has generated the order correctly for the relative request. Select the field **"Rows"** to identify the order number and check if the order has been effectively generated.

VISUALIZE WARRANTY STATUS - REQUESTS | VISGAR

Attachments Vehicle data **Rows**

Dealer	GB_DEAL	MOTORBIKE CENTRE	C	Vehicle	
Dealer Ref.	GB_DEAL	MOTORBIKE CENTRE	C	Frame	ZAPM28A0001025138
User	GB_DEAL	MOTORBIKE CENTRE	C	Description	BV 300 GRAY

Cause part			Position		
Part code	Part	replaced	Cod. Posibon	Description	
841825	H/L/O SWITCH WITH PASSING	Yes	3204020200	COMUTADOR INTERMITENTE	

Request		Request Status	
Plaggio ref #	3210891	Status	INVOICE
Number	25094	Status Date	08/02/2011
Country	ENGLAND	Doc. Date	08/02/2011
Element Type	TWO WHEELS	Doc. Num	B109
Element	NORMAL 2R	Payment Date	
		Doc. Type	F
		Problem Legal	Not

Warranty

VISUALIZE WARRANTY STATUS - ROWS | VISDETT

Attachments Vehicle data **Requests** **Report**

Request		Row			
Plaggio ref #	3212148	Number	Type	Part code	New code
Request Number	25102	1	P	AP8269083	85175900XN2
Country	ENGLAND	Code T1		T1	Code T2
Date	11/01/2011	991		Various - other	MD
Status	AUTHORIZED	Code T2		T2	FAULT TO BE SPECIFIED
Dealer code	7788J	Spare part destination address			
Total value €	50.59	GB_DEAL			
		OXFORD STREET, LONDON			

Vehicle	
Frame	ZD4TGB0028S002776
Sale date	08/05/2009
Km/Mis	7925
Brand	Aprilia

Row note
Request note
Status History

Row Num.	Row Type	Part/ Lab. code	New code	Parts Return Id	Parts Return State	SAP Order #	Order type	Order status	Available	Status	Cause part	Qty	Cost €
1	P	AP8269083	85175900XN2			9714575037	URGENTE	ACR03-034	Not available	AUTHORIZED	Y	1	38,90
2	L	DB0091							available	AUTHORIZED	N	23	11,69

If **order was not generated automatically** (e.g.: spare part blocked for technical reasons, Dealer blocked for administrative reasons, etc...), you will need to enter a "Spare Parts Ticket" using Help-Desk Technical Support and request that order be entered manually (see chapter Technical Support service).

REIMBURSEMENT OF WORK DONE UNDER WARRANTY

Once the request has been approved by the GGP system or Authority, the actual technical work may commence.

Once the work has been completed, the status of the request must be modified as follows:

from **APPROVED**  to **COMPLETED**

REMARK: In order to maintain a warranty processing history, all **APPROVED** requests not yet updated to **COMPLETED** status are automatically rejected by the system 180 days after approval date.

New request status is **EXPIRED**.

PRE-INVOICE GENERATION

The GGP system automatically generates **“Pre-invoices”** on a weekly basis. These documents only refer to request for reimbursements with status changed:

from **APPROVED**  to **COMPLETED**

Each **“Pre-invoice”** may cover one or more submitted warranty requests. Each time user accesses the GGP system, he will be informed that such documents are available.

RECORDING INVOICES

In order to obtain a **final reimbursement**, user must access the **“INVOICE”** section and **“Assign Pre-invoice Numbers”**.

You must assign **your progressive number** for administration personnel of Dealership / Authorised Service Centre to trace back internal documentation for tax purposes.

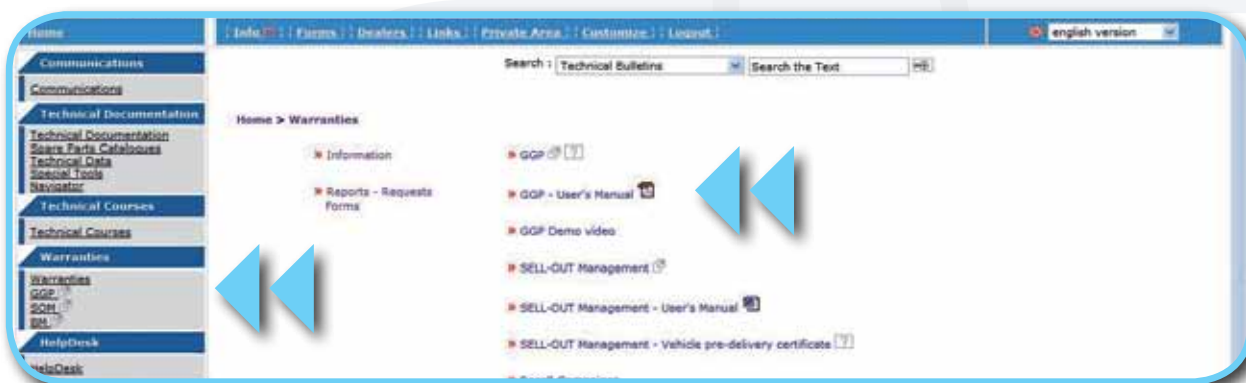
Once the *Pre-invoice* is saved with your progressive number, the document is transformed into an **Invoice** by the system and entered in the accounting system.

Remark: It is NOT necessary to send hardcopy documents.

Piaggio Group Administration will issue reimbursement approximately during the third week of every month.

WARRANTY MANAGEMENT MANUAL

The User Manual for the GGP Warranty Management application is available in printable pdf format on the Service Portal, in the dedicated “Warranties” section.







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Spare Parts & Accessories management

INTRODUCTION

This chapter describes the activities involved in Dealership spare parts and accessories procurement.

SPARE PARTS APPLICATION

Piaggio Group maintains an ICT tool for spare parts & accessories business management and communications termed **“Business Management”** (also known as BM).

Remark: BM is the same tool used to manage vehicle business; please note that spare parts & accessories business is managed separately from the vehicle business although both are supported by the same tool.

ACCESS TO THE SYSTEM

The application is accessed through the “Dealer Portal” and governed by a contract agreed upon with the area spare parts sales manager.





The following entities have direct access to the application and may order and obtain spare parts and accessories directly from Piaggio Group:

- Dealers
- Spare Parts Dealers
- Authorised direct Service Centres

Sales Outlets and Partner Service Centres associated with Dealers have no access to the application.

CREATING AN ORDER

When accessing the dedicated “Spare parts” or “Accessories” sections, and then the **“Create Order”** section, the following fields are displayed:

Type of order

Purchase order no.

Delivery address

Material code

After the items are selected, suggested retail prices (VAT excluded) are displayed.



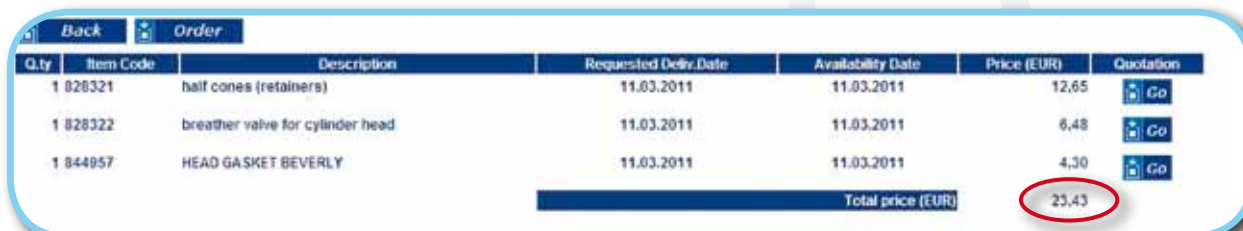
Q.ty	Item Code	Description	Requested Deliv.Date	Price (EUR)	Quotation	Delete
1	828321	half cones (retainers)	11.03.2011	20,49	Go	
1	828322	breather valve for cylinder head	11.03.2011	10,49	Go	
1	844957	HEAD GASKET BEVERLY	11.03.2011	6,97	Go	

When **“quotation”** is selected on the order line, the unit price granted to that Dealer and the discount granted on that item are displayed.

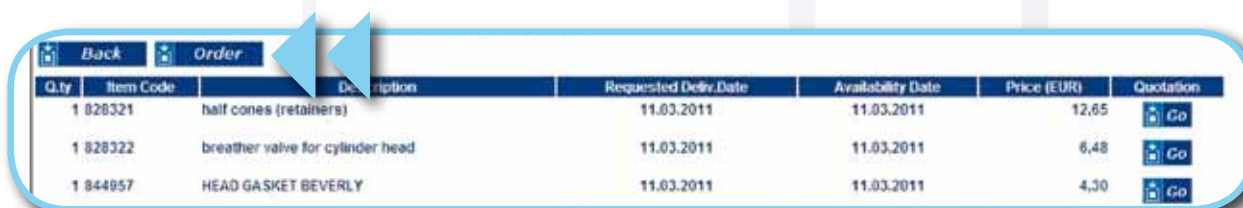


Back	
844957 (HEAD GASKET BEVERLY)	
FAW Price Overseas	6,97 EUR
Base discount	2,67 EUR
Net Price	4,30 EUR
Total Amount	

For an overall **“quotation”**, the total amount of all order lines charged to the Dealer is displayed.



Q.ty	Item Code	Description	Requested Deliv.Date	Availability Date	Price (EUR)	Quotation
1	828321	half cones (retainers)	11.03.2011	11.03.2011	12,65	Go
1	828322	breather valve for cylinder head	11.03.2011	11.03.2011	6,48	Go
1	844957	HEAD GASKET BEVERLY	11.03.2011	11.03.2011	4,30	Go
Total price (EUR)					23,43	



Q.ty	Item Code	Description	Requested Deliv.Date	Availability Date	Price (EUR)	Quotation
1	828321	half cones (retainers)	11.03.2011	11.03.2011	12,65	Go
1	828322	breather valve for cylinder head	11.03.2011	11.03.2011	6,48	Go
1	844957	HEAD GASKET BEVERLY	11.03.2011	11.03.2011	4,30	Go

“Quantity” is minimum delivery quantity.

“Material code” is the part or accessory number.

“Date available” is the first working day on which component preparation will begin (excluding transport).

Selecting **“Order”** generates the order with relevant codes and entered quantities.

TYPE OF ORDER

There are several types of order available depending on requirement and delivery time. Available types are as follows:

- **STANDARD:** item is available and no block due to administrative reasons exists; order is picked and filled within 3 working days after order entry date. The **reference discount** is applied.
- **URGENT:** item is available and no block due to administrative reasons exists; if order was entered EARLIER than 11:00 AM, it is filled the same day; if order was entered AFTER 12:00 AM, it will be filled the next day. A **discount reduction %** is applied to reference discount.

PURCHASE ORDER NO.

The purchase order number is a progressive number assigned by the Dealership to identify the transaction.

If the order line makes reference to work under warranty, this field reports the progressive number provided by the GGP system (see dedicated chapter).

DELIVERY ADDRESS

If purchaser maintains several operations or premises, the appropriate delivery address should be selected here.

PRICE LIST

This query returns the prices for searched codes. Suggested retail price (VAT excluded) is displayed. It is not possible to request individualised quotations, as this function is provided in the order environment.

SPARE PARTS CATALOGUE TO BM INTERFACE

The Electronic Catalogue and Business Management applications have been designed for interfacing with each other. The electronic catalogue includes all spare part codes (including superseded codes) and is constantly updated. The BM application enables day to day order management.

The spare parts selected and saved to the **“cart”** in the catalogue may be transferred to the BM order lines to enable order processing.

PRICE LIST UPDATE

The price list available in BM is always updated on-line, whereas the price list available in the catalogue is maintained by an update routine.

CANCELLED ORDER

The Dealership may request that the order line be **“cancelled”**. Orders may be cancelled at any time until the delivery document is created. This occurs at the time of order picking, and must observe predetermined rules. Cancellation is entered using the spare parts **“Help Desk”** application.

Examples:

- An order line for work under warranty may only be cancelled if warranty status is **“not completed”**.
- If warranty is **“completed”**, the relevant order line may not be cancelled.
- A set of order lines may be only cancelled by the spare parts sales manager.

ACCESSORIES MANAGEMENT

The logistic flow of accessories is governed by the same rules applicable to spare parts.

For additional information, please refer to the dedicated section on the Service Portal.

» Spare Parts Catalogues

» Price list and Brochures

In this section you will find the catalogue and printable accessories list, various range brochures and installation instructions for the Spare Parts Catalogue on CD-ROM.

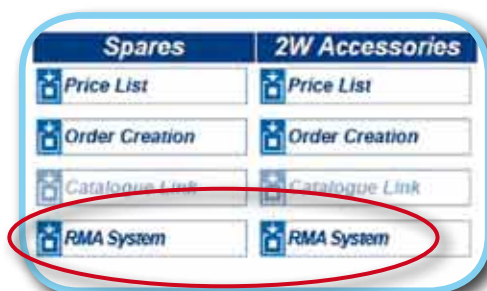
» Commercial Communications Spare Parts and Accessories

Commercial communications issued by the Spare Parts and Accessories Sales Department.

» Accessories (Piaggio.com web site I)

» Accessories (Piaggio.com web site II)

SPARE PARTS & ACCESSORIES RETURNS MANAGEMENT



The Dealership enters any faults found in the dedicated **“Returns Management”** section.

An appropriate procedure is in place to support Dealership in this regard and is discussed in chapter 13.



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Spare Parts & Accessories logistics

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INTRODUCTION

The spare parts and accessories procurement process and its particular characteristics were discussed earlier in chapter "Spare Parts & Accessories Management".

This chapter outlines the **"Returns Management"** procedure available to Dealership / Authorised Service Centre to **report problems** (hereinafter **referred to as Claims**), **relating to spare parts and accessories shipment**.

SCOPE OF APPLICATION

The "Returns Management" procedure applies to all brands of spare parts and accessories distributed by Piaggio Group through its European warehouses.

This means the "Returns Management" procedure is not applicable to components with functional or assembly defects installed on vehicles due to a failure in the production process; such components are handled through the preventive warranty request procedure.

Please note that "Returns Management" is **NOT THE SAME as a request for work under warranty** and the relevant procedure is different from that outlined in chapter "Warranty Management".

ACCESS TO RETURN MANAGEMENT SYSTEM

The Business Management - BM - application provides a Claim entry function that also lets you monitor Claim progress.

"Returns Management" handles spare parts and accessories separately according to their specific characteristics.



RETURNS MANAGEMENT PROCEDURE

A Claim may only be entered after selecting:

- **Type of document**
 - document of transport document of transport + package no.
 - delivery no. invoice sales order no.
- **Number of document**
 - Number of selected document
- **Material**
 - part code

Operational note:

if the first digit of document of transport number is zero, replace with digit 1 or 2 until the complete number is accepted (for instance, document “00230240” should be entered with number “10230240” or “20230240”).

When “**Search**” is selected, the system shows the list of materials contained in the document.

If material (i.e. part code) was entered in the selection, the system will display only the document lines relevant to the requested material.

RMA System

Main Menu Dealer: XX1094 SOC CO

Back RMA List

Reference type: Transport document number

Document number: 305325

Parcel:

Material: 8252

Search

RMA System

Back

Reference type: F - Invoice number

Document number: 9351035970

Parcel:

Material:

Page 1 of 5

VIEW EXISTING CLAIM

CREATE NEW CLAIM

Delivery	Delivery position	Parcel document	Parcel	Material	Quantity	Date	Invoice	Invoice position	Claim detail
9704196999	000010	0000318452	08018338	6003918091	12 PC	13.12.2010	9351035970	000570	
9704198182	000010	0000318071	08017455	574235	3 PC	13.12.2010	9351035970	001020	
9704198182	000020	0000318070	08018843	574235	2 PC	13.12.2010	9351035970	001021	
9704198182	000030	0000318070	08016394	259790	1 PC	13.12.2010	9351035970	001022	
9704198182	000040	0000318070	08016394	259790	1 PC	13.12.2010	9351035970	001023	

Select icon  and the system will display the Claim entered for that part.

Select icon  and the system will display a new Claim on selected part.

When this is the case, select **Type** and **Reason** for the new Claim among available options and enter the required data in the displayed fields.

Field **“Claim qty”** reports the quantity for which a replacement or reimbursement was requested, with or without returning the items, for the codes and quantities stated in the document of transport (i.e. invoiced).

Field **“Claim type”** and its description report the problem found.

The screenshot shows the 'RMA System' interface. At the top, there is a 'Back' button. Below it, a header bar contains the text: 'Material 800391M001 Parcel document 0000316452 Parcel date 13.12.2010 ??s?t?ta pa??d?s?? 12'. The main form area includes the following fields:

- Claim type:** A dropdown menu with 'LOGISTIC CLAIM' selected.
- Claim reason:** A dropdown menu with 'PART RECEIVED DIFFERENT FROM ORDERED' selected.
- Item received:** A text input field containing '000292'.
- Dealer reference:** An empty text input field.
- Qty claimed:** A text input field containing '800'.
- Dealer's text:** A multi-line text area with the first line containing 'RECEIVED 200 PS. PLEASE ADDED REST OF GOODS'.

At the bottom left of the form is a 'SAVE' button. To the right of the 'Item received' field, there are radio buttons for 'Yes' (selected) and 'No'.

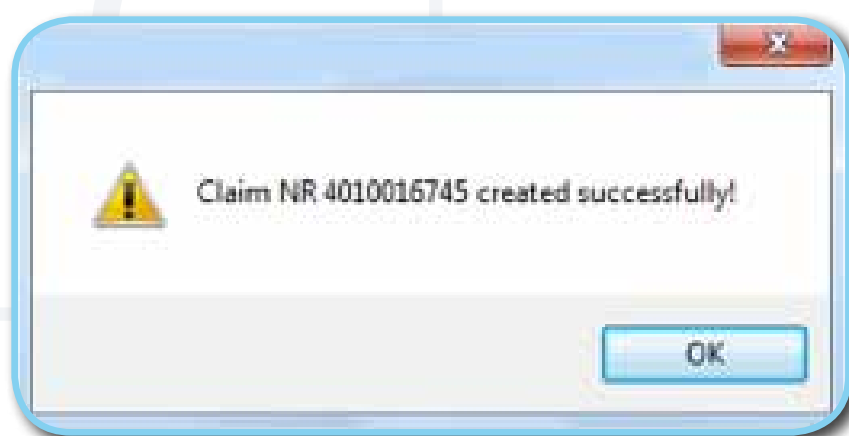
Optional field **“Customer reference”** may be used to enter your reference information.

The **required field “Dealer text”** is reserved for additional information that may clarify the problem and speed up processing.

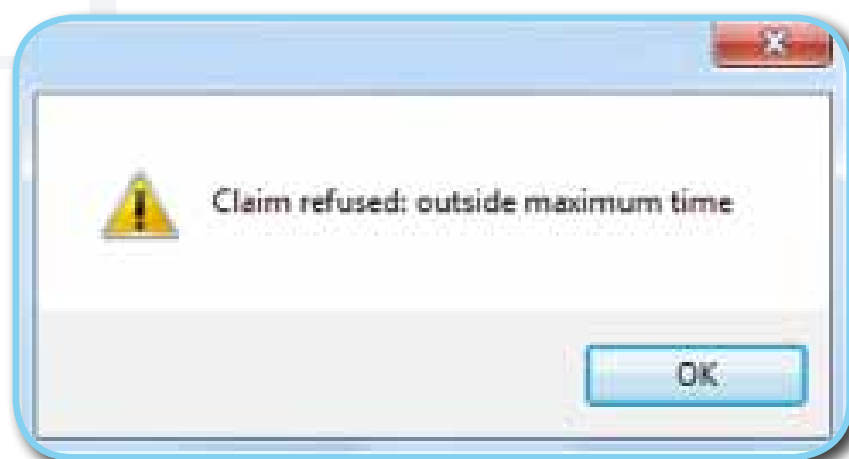
If no additional information is available, you may enter any abbreviation (e.g. N/A) so that the Claim can be saved.

After entering all data, double-click **SAVE**.

For each Claim created correctly, the system returns a message with the identification number required for subsequent steps.



If Claim was entered after the allowed term, the following message is displayed.



Allowed Claim entry terms by Claim type are reported in the table.

TYPE OF CLAIM	DESCRIPTION	REASON FOR CLAIM	DESCRIPTION	RESP.	ALLOWED TERM
100	Commercial Claim	10A	Dealer error	PIAGGIO	15 dd (*)
		10B	Never ordered	PIAGGIO	15 dd (*)
		10C	Wrong invoice	PIAGGIO	15 dd (*)
		10D	Different from Catalogue	PIAGGIO	1 year
200	Logistic Claim	20A	Incomplete delivery	CEVA	15 dd (*)
		20B	Overdelivery	CEVA	15 dd (*)
		20C	Item received other than DDT	CEVA	15 dd (*)
		20D	Error packaging	CEVA	180 dd (*)
		20F	Incomplete KIT (specify missing parts)	CEVA	180 dd (*)
		20I	Damaged item	CEVA	15 dd (*)
300	Defective material	30A	Functional defect	PIAGGIO	2 years
		30B	Processing incomplete / omitted	PIAGGIO	2 years
		30C	Nonconforming paintwork (except for damage)	PIAGGIO	2 years
		30D	Wrong paintwork shade	PIAGGIO	2 years
		30E	Rust - oxidised	PIAGGIO	2 years

(*) Days are calendar days, not working days.

Please note the description of the following cases:

DEALER ERROR

Order was entered incorrectly; Dealer need a superseding order number in order to continue. Number of wrong order must be entered in the "Dealer text" field.

INCOMPLETE DELIVERY

The quantity of items received is lower than that reported in the document of transport. The quantity and code of missing material must be entered; if any empty / open packages were found, this must be reported in the "Dealer text" field.

OVERDELIVERY

The quantity of items received is greater than that reported in the document of transport. The quantity and code of excess material must be entered; if Dealer wishes to retain excess material, select "Yes" in item "Retain".

If the excess material received refers to another Dealer's code, enter the code found in the "Dealer text" field.

ITEM RECEIVED OTHER THAN DOCUMENT OF TRANSPORT

The material received is different from that reported in the document of transport. Enter the code of the material actually received (if known) in the "Material received" field, or the code of the material reported in the document of transport if the code of received material is not known.

Enter any additional information in the "Dealer text" field.

If Dealer wishes to retain the material, select "Yes" in item "Retain".

ITEM DOES NOT MATCH PACKAGE

The part received is not the part needed and does not match the code reported on the package. Enter the code of the material actually received (if known) in the "Material received" field, or the code of the material reported in the document of transport if the code of received material is not known. It is important that you enter the packaging lot number reported on the label in the "Dealer text" field.

DAMAGED ITEM

The part contained in the packaged is NOT fit for use. Provide a comprehensible description - using technical terms - of the condition of the package (in good condition, damaged), type of damage, and damage location on the part in the "Dealer text" field, and mark damage area with chalk if possible.

OPERATIONAL NOTES

Faulty or damaged material is not replaced automatically after a Claim is entered; Dealer must always create a new order. Any material received "in excess of document of transport" is managed through the system; it must be reported in writing to the logistics company (CEVA), to make the necessary agreements for returning it

For any information and details concerning Claim procedures, refer to Piaggio Group Back Office; a specific back office entity is in charge of spare parts, a separate back office entity handles accessories, scooters and motorcycles.

Types of Claims: Damaged package, Missing package or Stolen package are visible on the Portal; however, they are reserved for logistics company (CEVA) to enter any problems reported by dealers and MUST NOT BE USED.

CLAIM DISPLAY REPORT

Entered Claims may be viewed by selecting option **“List of claims”** and subsequently selecting the desired options (see table below).

If no system option is highlighted, all entered Claims are displayed when the “Search” is selected.

Each entered Claim has two progress fields: **Status** and **Goods Status**, according to the combinations and meanings indicated in the table.

STATUS	INITIAL	GOODS STATUS	FINAL	SIGNIFICATION
In progress	To be defined			To be examined
Accepted	To be defined		Goods invoiced	Accepted with a credit note (*)
Accepted	Goods to be returned	Goods returned	Goods invoiced	Accepted with made (*)
Accepted			Goods replaced	Accepted with replacement
Accepted			To be defined	Normalised
Rejected			To be defined	See reason for rejection
Annulled			To be defined	Canceled for Dealer's request

(*) Note "Goods Invoiced" is only shown after credit note is issued by Piaggio Group.

(**) Field "Goods Status" reads "Goods Returned" only after material has been returned, and reads "Goods Invoiced" only after credit note is issued by Piaggio Group.

Date from: 80
 Claim type:
 Claim reason:
 Delivery:
 Status: ACCEPTED

Page 1 of 9

Claim number	Material	Qty claimed	Claim type	Claim reason	RMA response	Sub-status	Goods status	Returns
4010009500	265947 LEVER	2	LOGISTIC CLAIM	DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010009524	576560074 SEATICE	1	DEFECTIVE MATERIAL	QUALITY PROBLEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010009900	CM078402 ELECTRONIC INJECTION DEVICE	1	DEFECTIVE MATERIAL	QUALITY PROBLEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010009276	233793 TRAFF LIGHT	1	LOGISTIC CLAIM	PART RECEIVED DIFFERENT FROM ORDERED	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010011522	9004395169000 BUSH	3	LOGISTIC CLAIM	FEWER MATERIAL RECEIVED	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010850	265948 LEVER	2	LOGISTIC CLAIM	DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010173	163985 Headlamp P/AE	1	LOGISTIC CLAIM	DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010176	5748182090 FOOT REST HEXAGON 34	1	LOGISTIC CLAIM	DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010208	219084 TRANSPARENT P/A	1	LOGISTIC CLAIM	DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010181	636678 HT COIL (OLD P/N 282134)	1	LOGISTIC CLAIM	FEWER MATERIAL RECEIVED	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010324	00005903431 FRONT SHIELD #/MER	1	LOGISTIC CLAIM	DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010296	1958980001 GLASS	1	LOGISTIC CLAIM	DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010276	497407 WATER PUMP SHAFT KIT	1	LOGISTIC CLAIM	FEWER MATERIAL RECEIVED	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010289	584783 THROTTLE ASSY TYPHOON 50	1	LOGISTIC CLAIM	FEWER MATERIAL RECEIVED	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010028	573508 GLERA LOGO BADGE RUINERS	2	LOGISTIC CLAIM	PART RECEIVED DIFFERENT FROM ORDERED	ACCEPTED	CARRIED OUT	INVOICED GOODS	
4010010028	577163 EDGE OF THE SHIELD LEFT HAND SIDE	1	LOGISTIC CLAIM	FEWER MATERIAL RECEIVED	ACCEPTED	CARRIED OUT	INVOICED GOODS	

The example shows a screen returning all material for which a return request exists.

Claim reason	RMA response	Sub-status	Goods status	Returns	CN Request	Parcel document	Parcel date	Customer's parcel document	Customs
DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030302636	0000072686	02.04.2010		
QUALITY PROBLEM	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030302636	0000065854	29.03.2010		
QUALITY PROBLEM	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030305440	0000065854	29.03.2010		
PART RECEIVED DIFFERENT FROM ORDERED	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030302809	0000053148	15.03.2010		
FEWER MATERIAL RECEIVED	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030309745	0000100201	30.04.2010		
DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030305079	0000078946	12.04.2010		
DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030303407	0000078946	12.04.2010		
DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030305073	0000078971	12.04.2010		
DAMAGED ITEM	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030303408	0000085776	19.04.2010		
FEWER MATERIAL RECEIVED	ACCEPTED	CARRIED OUT	INVOICED GOODS		9030305074	0000078946	12.04.2010		

When the "small pen" icon is selected, two fields are made available at the side of each material line to enter date and number of the document of transport issued to return material to the Piaggio Group warehouse.

In addition to returns, the system lets you trace Claims throughout their progress until they are closed.

When the "Claim number" field is selected, the full details are displayed.

RMA System

Back
Print

Claim number	4010000662
Date	16.07.2009
Claim type	COMMERCIAL CLAIM
Claim reason	DIFFERENT FROM THE C
Status	ACCEPTED
Sub-status	CARRIED OUT
Division	Components
Dealer reference	9713606791
Material	597276 FORK
Delivery quantity	1
Q.ty claimed	1
Q.ty to be returned	1
Q.ty credited	0
Claim value	94,38 EUR
Goods status	GOODS TO GIVE BACK

Select "Print" to generate the recap that needs to be attached to the materials returned to Warehouse.

CLAIM 4010009520

XX1094

Print Date
11.03.2011

Claim number	4010009520
Date	22.04.2010
Claim type	LOGISTIC CLAIM
Reason	DAMAGED ITEM
Status	ACCEPTED
Sub-status	CARRIED OUT
Division	Components
Dealer reference	XX1094
Material	265947 LEVER
Delivery quantity	4
Quantity claimed	2
Quant. to be returned	0
Quantity credited	2
Claim value	3,38 EUR
Goods status	INVOICED GOODS
Refusing reason	
Invoice	9351029091
Invoice position	000285
Credit note	0030302635

Dealer text

THE FINISHING COAT OF THE TWO LEVERS IS POOR, WE HAVE PHOTO IF NECESSARY

Select "Download" to save the list of claims to a local file/directory.



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INTRODUCTION

I Dealer possono essere distinti in due categorie:

DEALERS MAY BE DIVIDED INTO TWO CATEGORIES:

Single Brand Dealers are Dealers which: have an entire showroom for the Brand, or a portion of a showroom dedicated to the Brand and separated from areas for other Brands by dedicated entrances;

- have a sales staff dedicated entirely to dealing with Piaggio Group products;
- do not have other competitor Brands in the dedicated showroom;
- do not have other competitor accessory or garment Brands in the dedicated showroom.

MULTI-BRAND

Multi-Brand Dealers are Dealers which;

- have a showroom shared by the Brand with other Brands;
- have a portion of the showroom dedicated entirely to Piaggio Group products and identified as such;
- have a sales staff that is not entirely dedicated to dealing with Piaggio Group products;
- have accessories or garments by other Brands in the showroom.

In both cases, the Dealer - either entirely or in part - represents the image of the Piaggio Group to the end Customer.

It is therefore imperative that specific guidelines are followed to ensure coherence in the image perceived by the Customer.

This chapter describes the key aspects which establish and express the image of the Piaggio Group and its Brands in the Service Centre.

EXTERIOR IDENTIFICATION

The term “Exterior Identification” indicates the exterior signage and decor of the service area of the Dealership which clearly and unequivocally communicate the Dealership’s membership to the official Piaggio Service Network to the Customer.

SIGNAGE

The appropriate signage must be used and displayed in relation with the activities conducted by the centre and the Brands and vehicles handled.

Using the most up to date signage variants emphasises the impression of membership to the Official Network.

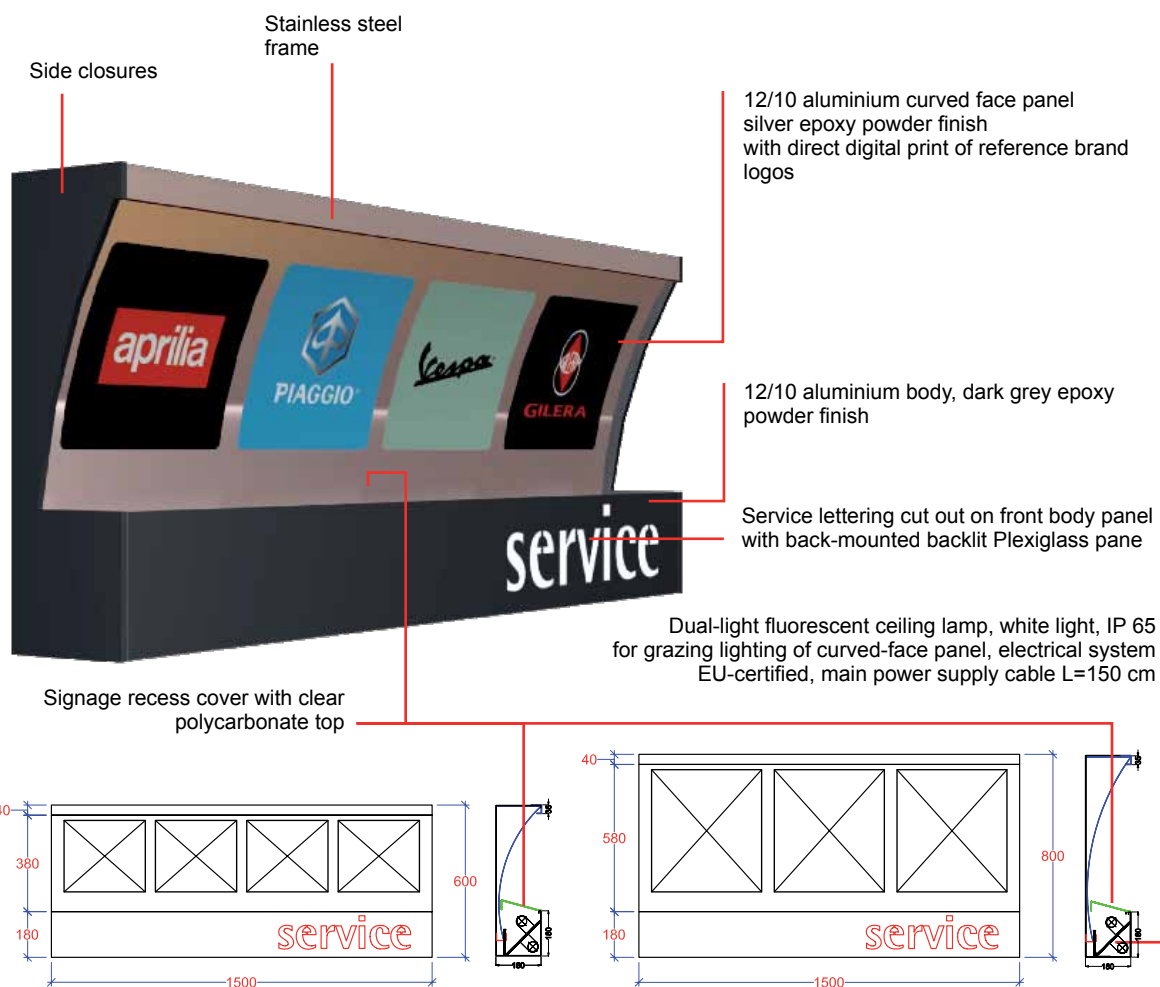
These communication tools must cover the entire available exterior area of the centre - in other terms, all areas suitable for the type of signage and not already used by other forms of signage. Maximum visibility must be ensured for signage expressing the identity of the Brand, which may not be smaller than any other signage displayed.

The effective visual impact of exterior signage is crucial in communicating the idea to Customers that they are placing their vehicles in the hands of qualified personnel working in a reliable facility.

The technical characteristics of the signage currently in use are given as follows.

EXTERIOR SERVICE SIGNAGE

TECHNICAL SPECIFICATIONS

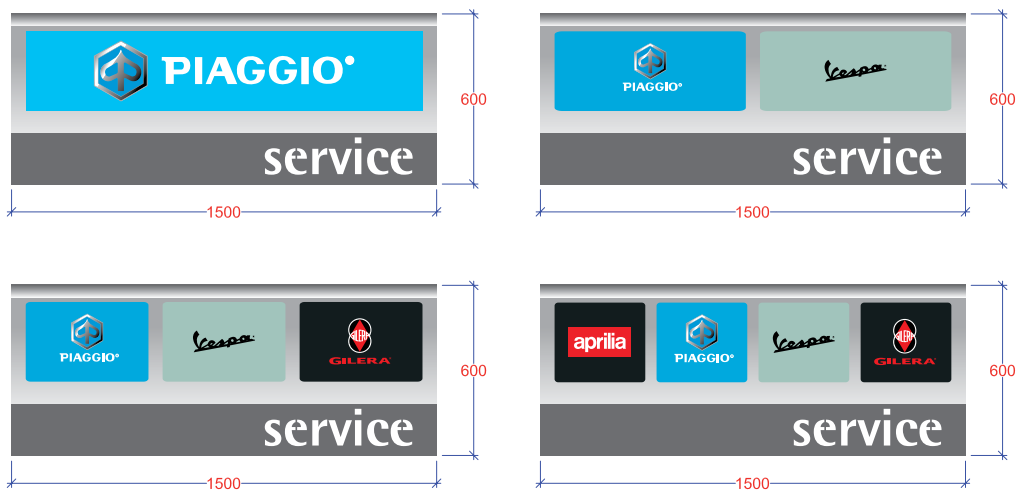


EXTERIOR SERVICE SIGNAGE

MODULE 60

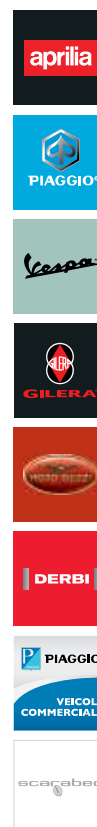
ITEM PMS07

exterior service signage, type B60, with up to 4 brand logos in different sizes



Exterior top fascia sign type B60, including side closure caps, clear polycarbonate protective top.
Certified electrical system with 150-cm cable

BRAND

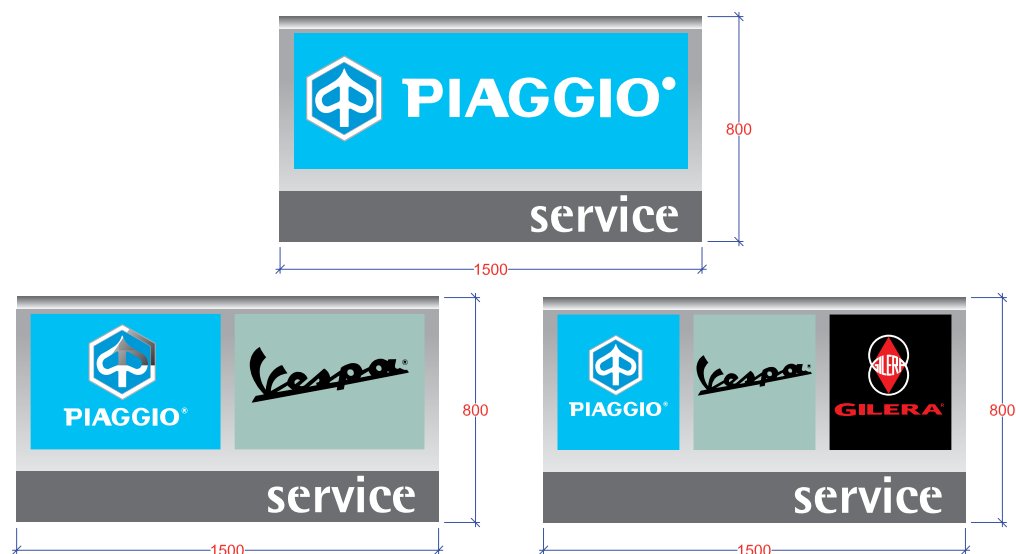


EXTERIOR SERVICE SIGNAGE

MODULE 80

ITEM PMS08

exterior service signage, type B80, with up to 3 brand logos in different sizes



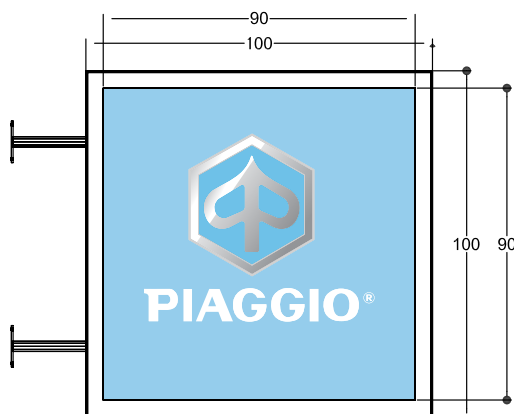
Exterior top fascia sign type B80, including side closure caps, clear polycarbonate protective top.
Certified electrical system with 150-cm cable

BRAND



EXTERIOR SERVICE SIGNAGE

TECHNICAL SPECIFICATIONS



galvanised metal frame
4 pre-wired fluorescent lamps

2 supporting brackets
with hot-galvanised iron plate



alukobond casing
dark grey

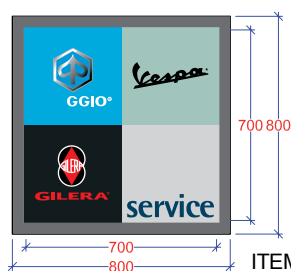
2 Plexiglass panels
with direct digital print
of reference brand logo

EXTERIOR SERVICE SIGNAGE MODULE 100

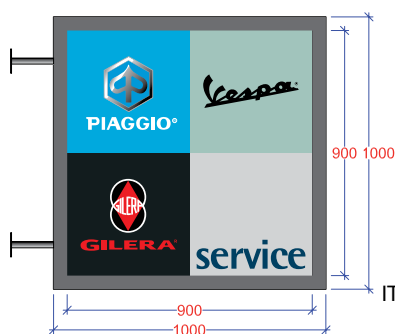
BRAND

ITEM PTM05

Exterior double-side illuminated Service flag sign, with 3 brand logos + service lettering



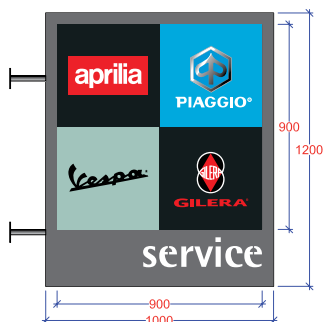
ITEM PTM05-01



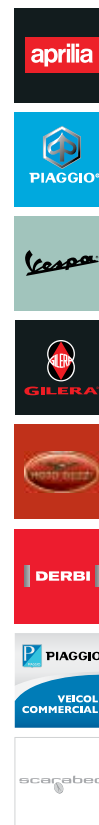
ITEM PTM05-02

ITEM PTM06

Exterior double-side illuminated Service flag sign, with single and 4 brand logo(s) + backlit service lettering



ITEM PTM06-01

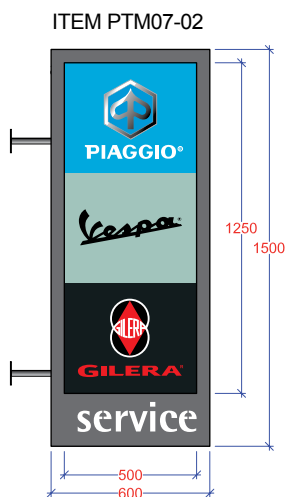
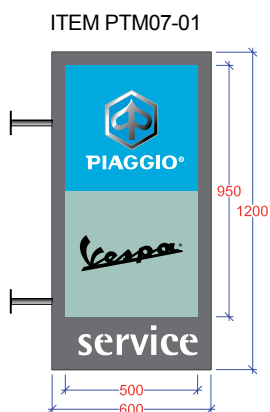
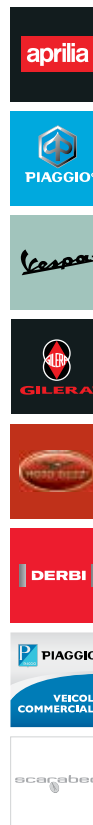


EXTERIOR SERVICE SIGNAGE

ITEM PTM07

Exterior double-side illuminated Service flag sign, with 2 and 4 brand logos + backlit service lettering

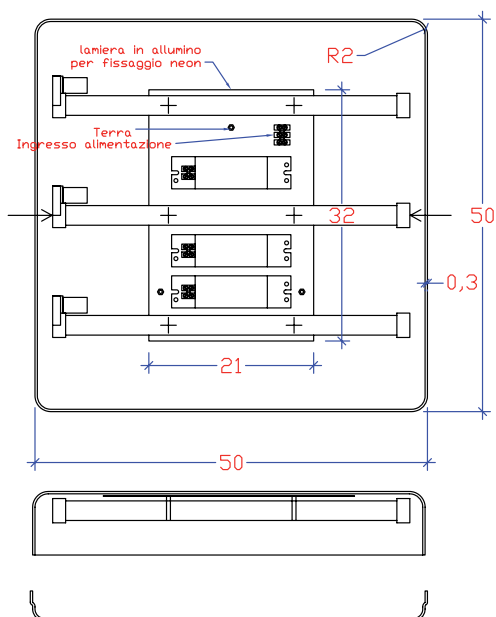
BRAND



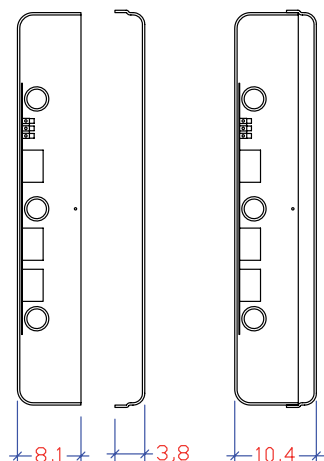
EXTERIOR SERVICE SIGNAGE

EXTERIOR ILLUMINATED SIGNS MOD. C - TECHNICAL DATA SHEET

ABS base - dark grey outside, white inside



Signs (code PIG16 PIG18) are hollow casings with an ABS base and a Plexiglass cover with screen-printed reference brand logos. The internal (pre-wired) electrical system includes three 18/24W mechanical power supply modules, three 450-mm 15W fluorescent lamps for total 45W output and conforms to European standards. Power supply cable not included in scope of supply.



Package includes 2 wall-mount anchor bolts and a waterproof cable gland. Total package weight is 5 Kg

EXTERIOR SERVICE SIGNAGE

FIG 16

EXTERIOR ILLUMINATED SIGNS MOD. C - AVAILABLE BRANDS



FIG16-A11



FIG16-P11



FIG16-V11



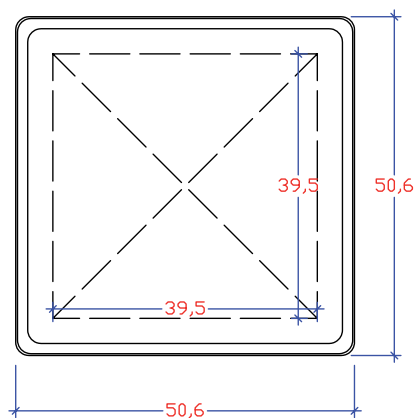
FIG16-G11



FIG16-MG1



FIG16-D11



In accordance with the Piaggio Prime Service centres which will be implemented from 2012 onwards, (see Chapter 3, Network Requirements), the Dealerships in question will also be identified with signage.

Further details will be given in subsequent editions of the handbook.

STREET IDENTIFICATION

Piaggio Dealerships must have appropriate street signs emplaced to help Customers locate and identify the Service Centre.

DEDICATED AND CLEARLY IDENTIFIED CUSTOMER PARKING FOR SPARE PARTS AND WORKSHOP AREA

Piaggio Dealerships must offer a dedicated parking area for service workshop Customers. This area must be appropriately identified with signage and separate from the staff parking area.

BUSINESS HOURS

The business hours of the Piaggio Dealership must be clearly visible to the public.

INTERIOR IDENTIFICATION

The term “Interior Identification” indicates the interior decor elements which clearly and unequivocally communicate the Dealership’s membership to the official Piaggio Service Network to the Customer.

The Dealership must install appropriate interior signage to identify aftersales areas.

VISUAL IDENTITY AND INTERIOR SIGNAGE

In addition to the special apparel of technical personnel, Brand identity and the impression of membership to the Official Network are also expressed in the colour schemes and details used in the workshop.

The colours chosen by the Piaggio Group for the Service Network:

- Lend an airy appearance to the premises
- Convey a neat, orderly image
- Emphasise the impression of professionalism
- Create a relaxing and pleasant work environment for personnel.

These attributes convey an impression of trustworthiness and reliability to the client, and the certainty that the centre belongs to the Official Service Network.

Service Centre Standards also define the following Internal Identification elements:

WORKSHOP AREA

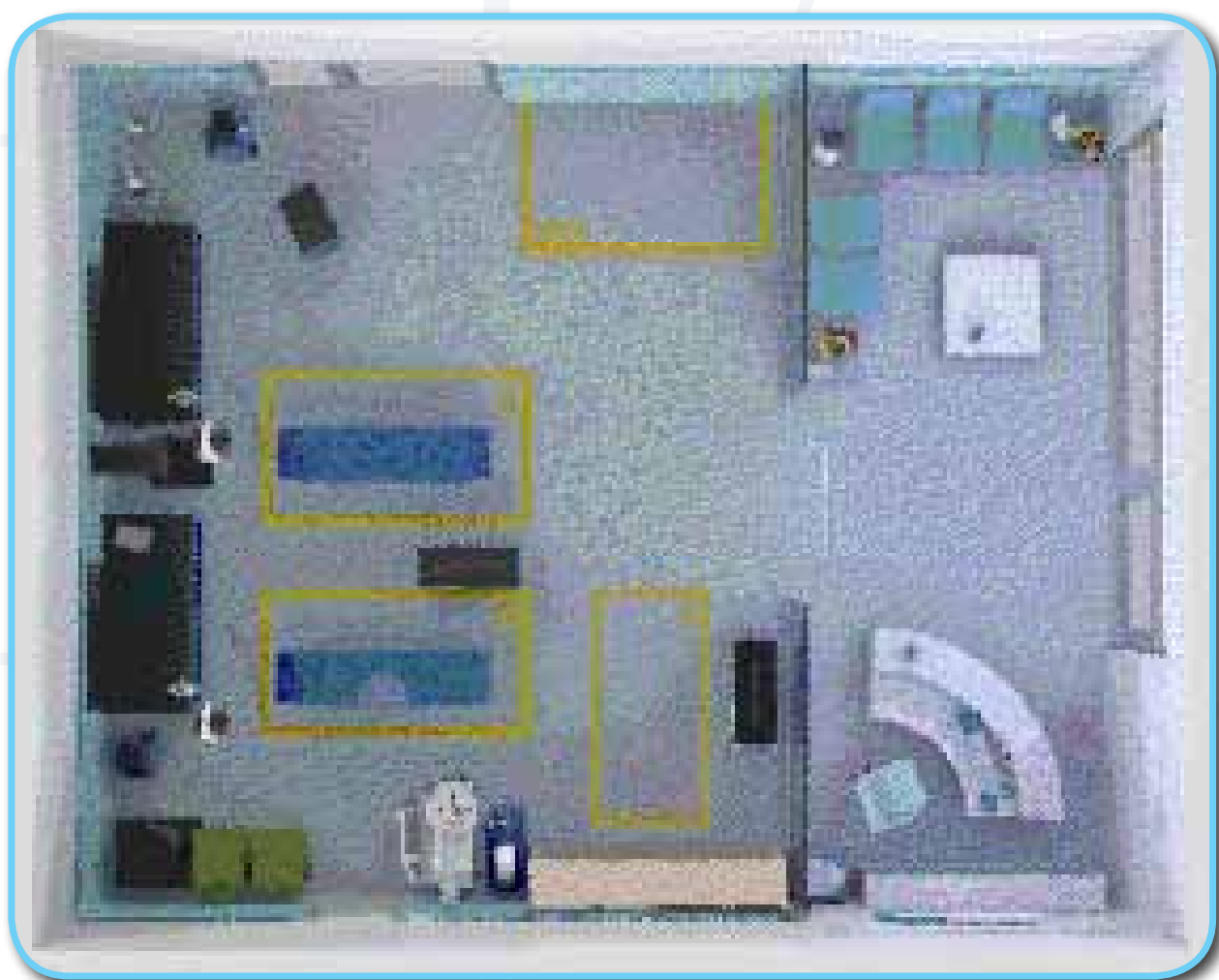
ITEM	DESCRIPTION	TECHNICAL CHARACTERISTICS
Identification and demarcation of areas	Guiding the Customer along a virtual route through the workshop makes the Customer feel at ease and avoids potentially embarrassing situations.	The vehicle repair area is restricted to employees only. If this area has no doors, it must be appropriately demarcated with partitions. Always use a sign indicating "Authorised personnel only" to prevent access to this area.
Wall colours	The wall colour must be coherent with the ceiling colour to convey an impression of space.	Lower portion, h. 200 cm - RAL 9018 Divider line, h. 20 cm - RAL 5001 Upper portion - RAL 9010 Washable paint
Flooring type	The flooring must be light in colour and coherent with the wall colour. Demarcation lines must be used to define the following functional areas: reception, repairs, parking and spare parts.	Grey - RAL 7037 or similar. Use of flooring compliant with applicable local legislation. N.B. remember to demarcate the working areas of vehicle lifts with a line according to the law..
Workshop Decor	Counters	Electric blue - RAL 5015
Workshop Decor	Vehicle lift	Electric blue - RAL 5015
Workshop Decor	Trolleys/wall cabinets	Electric blue - RAL 5015
Workshop Decor	Fume extractor	Electric blue - RAL 5015
Workshop Decor	Differentiated waste collection containers	Refer to applicable legislation Located at discretion of Dealership in practical positions which do not hinder movement of personnel.
Workshop Decor	Tool panels	Black, with adhesive label indicating Brand and model (in case of specific tools), and adhesive labels with images and outlines of tools.
Tools	see Chap. 3 Network Requirements	Tools must be kept in the respective trolleys and cabinets in a neat and orderly fashion. This is both makes work more efficient and conveys an impression of precision if the workshop area is still visible to Customers even though unauthorised access is prohibited.
Shelving for replaced parts	A specific area must be reserved for storing and cataloguing parts that have replaced for repair or warranty work.	These shelves (or equivalent storage solution) must be accessible to area technicians for inspection if necessary (as specified in warranty contract).

RECEPTION AREA

ITEM	DESCRIPTION	TECHNICAL CHARACTERISTICS
Identification of entrance and reception areas	The entry to the Service Area must be clearly visible to the Customer upon arrival, if the layout of the Dealership does not permit independent entrances for the sales and service areas. The reception area must be appropriately identified with signage bearing the word "Reception".	If the workshop consists of a single space, this sign should be suspended from the ceiling over the reception counter or affixed to the wall behind the counter. The sign should be placed at a height that ensures adequate visibility and attracts the attention of Customers as they enter the service area. (approx. 2 m). If the reception area is located in a separate room, it should be identified by a plaque next to the door or a sign above the door. To clearly identify the reception area, it must include at least a reception counter and a PC workstation.
Waiting room	It is recommended that the Dealership has a suitably furnished room to provide a welcoming and comfortable environment for waiting Customers.	This room should include a number of seats and provide some form of diversion, such as magazines, brochures etc.
Displaying certificates	Certificates are proof of the technical expertise of the service centre personnel. Certificates must be displayed in a clearly visible and orderly fashion to allow Customers to peruse them while waiting.	Preferably use simple frames or frameless mounts. Certificates must be neatly aligned and arranged in chronological order and grouped in accordance with the employee obtaining certification. Further information on recommended frame types will be given in subsequent versions of the handbook.
Holders for brochures and other communication material	Information relative to initiatives and promotions, and sector-related magazines must be available to Customers in this area.	Organise counter-top brochure holders and display stands in appropriate positions where they will not hinder movement. All communication material must be printed on appropriate paper. Do not print impromptu communication material. Remember to remove all information concerning past promotions, as this creates an impression of negligence and disorder.
Hourly rates and general terms of sale for spare parts and repair work	The following must be displayed publicly in the reception area accessible to Customers, and kept constantly up to date: - the current labour rates, and information concerning supplements for special procedures; - the terms of sale for spare parts and repair work.	Use materials and print media that give the document a durable appearance. For example, use framed documents printed in A4 format, whereas if a notice board is available, documents printed on thicker paper or laminated documents may be used.

The following image provides an example of a Small Authorised Service Centre (see service Centre classification in Chap. 3, Network Requirements, Internal Layout).

The example envisages a repair area of approximately 54 mq in a single space.





As can be seen, the reception area is clearly demarcated by the white counter, which conveys an impression of order and cleanliness.

All internal and Customer documentation is kept behind the counter on a shelf, which is accessible to personnel only. Employee certificates are clearly displayed in a high position on the wall.

In corner opposite the counter is furnished as a waiting area, with decent seating, a rack with sector-related magazines, a drinking water dispenser and a waste basket.

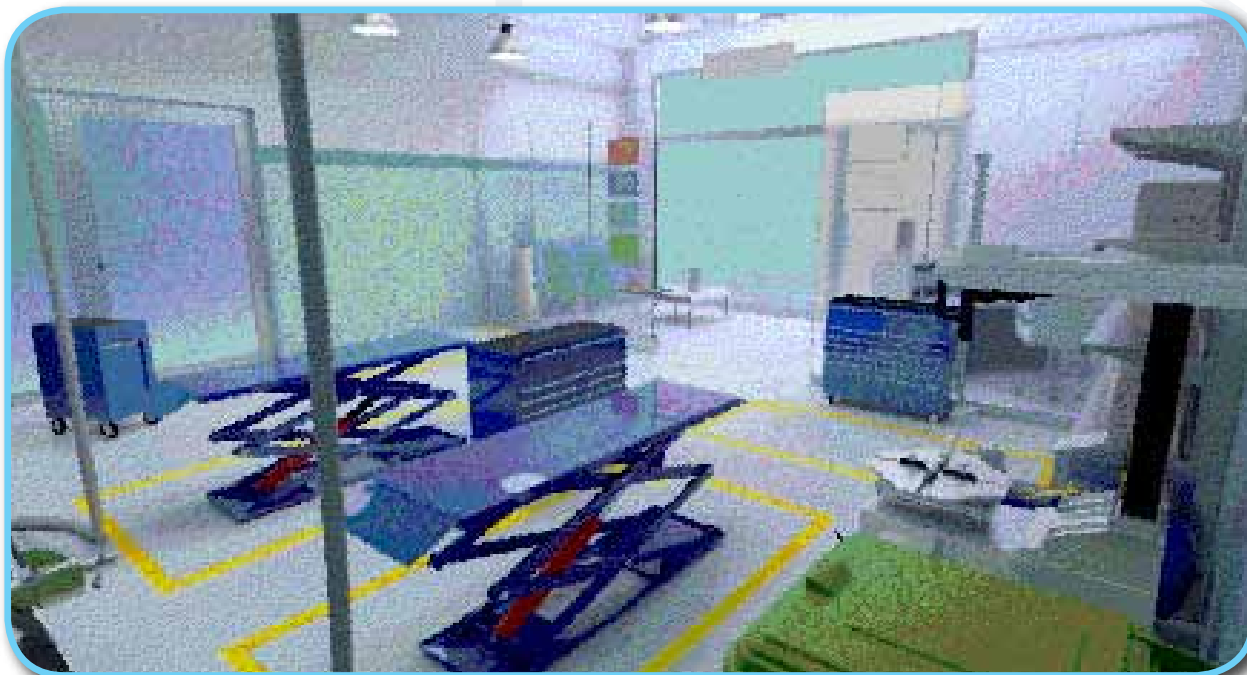
The reception and waiting room areas are separated from the rest of the service area by a partition.

The use of partitions allows demarcation of different areas even with very limited space available.



The Repair area consists of three work stations - two of which with a vehicle lift, a tool cart, a fume extractor, a work bench and a tool panel.

The third work station only has floor markings demarcating the safety zone. On one side is shelving for carrying new spare parts or replaced parts, containers for differentiated waste collection and other frequently used equipment and materials.



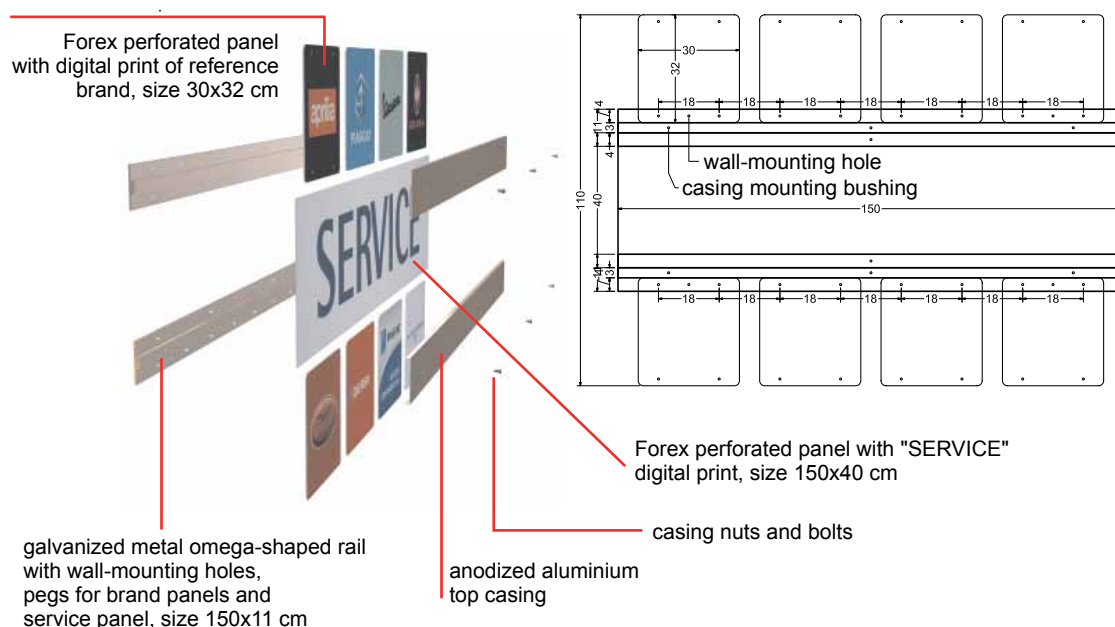
The above example of a “Small” service area and its constituent elements demonstrates how it is possible to optimise space effectively, and how a well organised, clean environment conveys the impression of a workshop that delivers an excellent service.

The technical characteristics of the **interior signage** currently in use are given as follows.
Further information will be provided to Dealerships qualifying as Piaggio Prime Service Centres.

INTERIOR SERVICE SIGNAGE

INTERIOR SIGN SYSTEM - TECHNICAL DATA SHEET

Interior sign system, for up to 4 brands (single-rail system) or 5 to 8 brands (two-rail system), for wall mounting



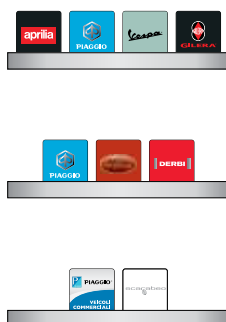
INTERIOR SERVICE SIGNAGE

ITEM PSM01
INTERIOR SIGN SYSTEM - MODULE

single-rail system



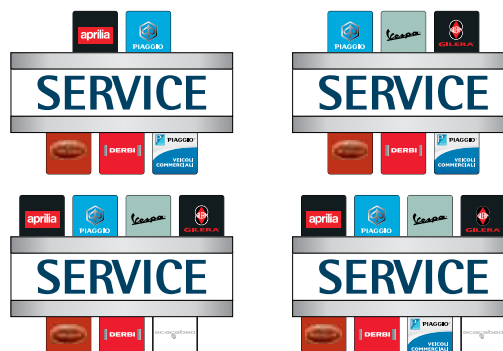
example combinations -
single-rail system



two-rail system



example combinations -
two-rail system

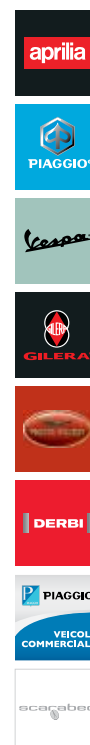


INTERIOR SERVICE SIGNAGE

INTERIOR SIGN SYSTEM - PRICE LIST



BRAND



BUILDING CUSTOMER LOYALTY AND CORPORATE COMMUNICATION FOR AUTHORISED CENTRES

The Authorised Service Centre is the vehicle through which the excellence of the service offered by the Piaggio Group is conveyed to the Customer. Focusing attention on the needs (whether expressed or not) of the Customer is the first step in building Customer loyalty.

Customers do not always clearly perceive the benefits offered to them by an Authorised Service Centre, and often think only in terms of negative aspects such as higher costs. The primary objectives are therefore:

- To communicate the values of the Official Piaggio Network
- To communicate the unique services and advantages distinguishing an Authorised Service Centre
- To increase the value perceived by the Customer, and Customer loyalty

Before a Customer loyalty building strategy may be successfully implemented, there must be a change in the mindset and attitude of the Authorised Service Centre personnel.

To deliver service excellence, the network must focus on four key principles.

To disseminate these principles directly in the Service Centre, a set of four informative panels has been devised, with each panel dedicated to one of the four corporate values defined for the relationship between the Dealership and the Customer, specifically: Safety, Quality, Reliability and Environment.



SAFETY - Guarantees

- Special training given to mechanical staff ensures efficiency and safety in all vehicle maintenance and repair work.
- Advanced diagnostic instruments ensure that the Manufacturer's original specifications are observed, which, as a result, ensures vehicle safety.
- All maintenance and repair work is conducted using only "Original Spare Parts and Accessories", which have been specifically designed and tested by Piaggio Group engineers and ensure that the safety of the vehicle is maintained even after maintenance work or repair work to rectify a fault.



ENVIRONMENT - Care for the environment

- Used materials are collected and disposed of in compliance with environmental legislation.
- Innovative technology used in new products, such as hybrid and electric drivetrains, require specific expertise, and this is guaranteed by Piaggio through its Authorised Service Network.



QUALITY - Quality through competence

- Every single hour of training received by personnel is recorded and certified, and a system of certification allows Customers to ascertain and appreciate the level of expertise of our Dealerships and Authorised Service Centres for themselves.
- We guarantee the originality of our products and services to the Customer: our Brand is our symbol of excellence.



RELIABILITY - Reliable information: Transparency

- The Customer receives documentation guaranteeing and certifying the work performed.
- Our personnel prepares and presents a detailed quote before the work is done.
- Our Sales and Service Network receives constant technical updates to ensure product reliability and that the product itself is kept constantly up to date.

The purpose of these panels is to communicate a lasting value. As a result, they must be printed on durable media resistant to deterioration and age.

The technical specifications for the realisation of these panels are given as follows.



These four panels will be displayed in the reception area of the Dealership. To create an object that is both visually appealing and compatible with the limited space of the service area, these panels will be linked by “chains”. Unlike conventional posters, this solution requires only a single nail and a wall or pillar.

Other measures which may be used by the Dealer to build Customer loyalty are:

- Promotions. Keep Customers informed of the latest promotions and encourage them to find out more for themselves with the communication tools available. If displayed correctly, promotional material may be very helpful in building Customer loyalty.
- Always give the Customer a reminder card indicating the date when his or her vehicle will be ready for collection.

This card must include the following: date and time of collection, the service Centre stamp, the telephone numbers the Customer may call for any queries and the corporate logos.

- Personalised business cards, to be handed to Customers coming to the service Centre for information only.
- Key holder board for vehicles in workshop. A neat and well organised dedicated key holder board gives the Customer an impression of care and attention in the service delivered by the Dealer. This board should be located behind the counter, so that it is only accessible to authorised personnel. The use of dedicated key holder boards which also indicated the state of the vehicle (e.g. 'Delivery date .././.... etc.) is also recommended.

In future Piaggio will implement measures to allow Dealers to deploy targeted Customer loyalty building campaigns. Given the importance of this matter, we trust that these measures will be received with enthusiasm.

TECHNICAL GEAR

The professional image of the workshop not only depends on the neatness and order of the premises themselves, but also on the image conveyed by its technical personnel.

Appropriate work apparel should be worn to enhance Brand identity and the impression of membership to the Official Network.

Images illustrating the latest line of technical apparel developed for our Service Centres and the respective technical specifications are given as follows. This apparel line has been created to meet all daily needs while ensuring superior comfort and functionality. The design, which is unmistakably identifiable by the Customer and is the same as the apparel worn by Piaggio Commercial Vehicle service personnel, is another element that strengthens the image of the Piaggio Group.

The staff of the PIAGGIO Dealership must include the following figures:

- Chief Mechanic
- Reception clerk
- Mechanic
- Spare Parts Manager.

The following guidelines indicate the correct apparel to be used in a service Centre with the aforementioned personnel.

RECOMMENDED APPAREL

	Overalls	Dungarees	Coat (Comm. Vehicles only)	Polo shirts	T-shirt	Swe- atshirt	Shirt
Reception clerk				x			x
Chief Mechanic	x	x	x	x	x	x	
Mechanic	x	x	x	x	x	x	
Spare Parts Manager				x		x	x

SERVICE CENTRE APPAREL LINE FOR PIAGGIO GROUP

The new line of apparel for Piaggio Group service Centres has been created with particular attention to fabric quality, wearability, comfort and high temperature washability.

The range consists of the following eight garments:

- overalls
- dungarees
- sweatshirt
- shirt
- long-sleeved polo shirt
- short-sleeved polo shirt
- t-shirt
- coat.

This line covers the following Brands:

- Piaggio
- Aprilia
- Moto Guzzi
- Piaggio Commercial Vehicles.

The garments for each of these Brands are the same, but differentiated by the respective Brand colours.

Overalls, coats and dungarees are made with fabrics developed specifically for the mechanical working environment which are shrink-resistant at high wash temperatures to facilitate cleaning.

T-shirts, polo shirts and shirts are made from pure cotton, while sweatshirts are made from mixed fibre fabric.

All garments are available in standard American sizes (S, M, L etc.) to facilitate choosing the correct size.

The technical specifications for Piaggio technical apparel (and which also apply to other apparel lines) are given as follows.



OVERALLS

Made from: 65% polyester - 35% cotton
Wash temperature



Max. wash temperature 60°C (normal cycle)



Do not bleach



May be tumble-dried at low temperature



Iron at max. 150°C



Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)



DUNGAREES

Made from: 65% polyester - 35% cotton
Wash temperature



Max. wash temperature 60°C (normal cycle)



Do not bleach



May be tumble-dried at low temperature



Iron at max. 150°C



Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)



SWEATSHIRT SHIRT

Made from: 50% polyester - 50% cotton
Wash temperature

	Max. wash temperature 60°C (normal cycle)
	Do not bleach
	May be tumble-dried at low temperature
	Iron at max. 110°C Ironing with steam may damage the garment
	Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)



SHIRT

Made from: 100% cotton
Wash temperature

	Max. wash temperature 30°C (extra-delicate cycle)
	Do not bleach
	May be tumble-dried at low temperature
	Iron at max. 110°C Ironing with steam may damage the garment
	Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)



ML POLO SHIRT

Made from: 100% cotton

Wash temperature

	Max. wash temperature 30°C (extra-delicate cycle)
	Do not bleach
	May be tumble-dried at low temperature
	Iron at max. 110°C Ironing with steam may damage the garment
	Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)



MC POLO SHIRT

Made from: 100% cotton

Wash temperature

	Max. wash temperature 30°C (extra-delicate cycle)
	Do not bleach
	May be tumble-dried at low temperature
	Iron at max. 110°C Ironing with steam may damage the garment
	Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)



T-SHIRT

Made from: 100% cotton

Wash temperature

	Max. wash temperature 30°C (extra-delicate cycle)
	Do not bleach
	May be tumble-dried at low temperature
	Iron at max. 110°C Ironing with steam may damage the garment
	Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)



COAT

for commercial vehicles only

Made from: 65% polyester - 35% cotton

Wash temperature

	Max. wash temperature 60°C (normal cycle)
	Do not bleach
	May be tumble-dried at low temperature
	Iron at max. 150°C
	Dry-cleanable with tetrachloroethylene or other solvents indicated for garments with F symbol (normal cycle)

Each garment in the line is available in the colours of the respective Brands.



Thermal transfers of the respective **Brand logos** are applied to the front of the garments. The actual dimensions of these logos are as follows:



actual dimensions:
6,6 x 2 cm



actual dimensions:
6 x 3,2 cm



actual dimensions:
6 x 3 cm



actual dimensions:
6 x 3,7 cm

MULTI-LOGO STRIPE



The multi-logo stripe in Jacquard material is applied as follows:

- Overall and dungarees: vertical, from top down, on outside of right leg;
- Sweatshirt, polo shirt, t-shirt and shirt: horizontal from front to rear on left side of garment;
- Coat: vertical, from top down, on outside of right sleeve.

EMBROIDERED DETAILS

The Italian nationality of the Group has been emphasised by adding an Italian flag on the sleeve near the word 'service'.

The right sleeve has two embroidered elements:



RH sleeve flag
actual dimensions:
8 x 0,5 cm

SERVICE

written word "SERVICE"
actual dimensions:
8 x 1,4 cm

PARTNER LOGO

The logo of the Group's official partner and sponsor ENI is applied to the left sleeve. This is applied with the same print methods used for Piaggio Group corporate logos.



PIAGGIO PRIME – LOGO GUIDE

Piaggio Prime Service was created in 2011: an Aftersales service offering the outstanding competence of a global leader.

CRITICAL MARKET FACTOR

There is a proliferation of thousands of different signs in the Aftermarket world that are neither correctly implemented nor authorised.

This is very confusing for Customers, who often mistakenly identify unofficial organisations as authorised Piaggio Centres. This is not only harmful to our Brands, but also has a harmful effect on the Customer's perception of the Group that is difficult to quantify, and is harmful to the business of our authorised Dealers.

THE SOLUTION CHOSEN

The Piaggio Group controls eight different Brands. Taking measures to warn rebuke those who habitually abuse the Piaggio Brand is costly and complex in terms of both resources and time.

The solution chosen is therefore to focus on the following targeted activities:

- Create a new identifying logo, which is used in conjunction with the Brands of the Group to unequivocally identify the genuine Aftersales Network.
- Convey the concepts of: Quality, Excellence and Attention to detail to the Customer.
The goal is to attain levels of excellence consistent with the positioning of our Brands.
- Represent all related business areas, such as Spare Parts and Accessories, with the same logo.

MEANING

It is imperative that the new logo is coherent with the mission of the Piaggio Group:

To generate value for shareholders, Customers and employees by operating as a global player and offering superior quality products, services and solutions for urban and extra urban mobility that respond to the evolving needs of the market and lifestyles.

To stand out as a player that contributes to the social and economic growth of the communities in which it operates, considering, in its activities, the need to protect the environment and the collective wellbeing of the community.

To be an Italian global player in the light mobility segment, standing out for its superior design, creativity and traditions. To become a leading European Company with a world class reputation, championing a business model based on the values of quality and tradition, and on the ongoing creation of value.

FONTE WWW.PIAGGIOGROUP.COM

The “Piaggio Prime” Brand will identify service Centres that stand out for excellence, and is a guarantee of even higher levels of service quality for the end Customer.

The “Piaggio Prime” Service network will – through the qualification of the existing Aftersales Network - encompass and identify service Centres equipped with the most advanced diagnostic systems and staffed by personnel that has completed specific training courses, uses exclusively original spare parts and accessories (identified by the Piaggio Prime Parts / Piaggio Prime Accessories logos) and is capable of ensuring that the original functionality and safety of a motorcycle or scooter is maintained even after repair or maintenance work.

A policy of transparent and competitive pricing, punctual observance of the completion times for service and repair jobs indicated beforehand, and the certified absolute quality of the service rendered are the core principles distinguishing “Piaggio Prime” Service Centres.

The goal of the “Piaggio Prime2 Service project is to place the Customer and Customer satisfaction at the centre of every activity conducted. This means that the user of the service - in other terms, the owner of a Piaggio Group vehicle - can, through a transparent certification system, ascertain the degree of expertise and competence of the Group’s Dealership or Service Centre for him or herself, and make an informed choice with the certainty of a quality service.

In harmony with the policies and products of the Piaggio Group, Piaggio Prime Service Centres will also ensure environmental protection by collecting and disposing of waste materials in compliance with the most stringent environmental legislation.

PIAGGIO PRIME is, first and foremost, a pledge to the Customer and, secondly - in light of its strategic importance - to the Dealer.

STRATEGY FOR BUILDING A NETWORK THAT REFLECTS THE GOALS DEFINED BY THE

PIAGGIO GROUP

- Compile and spread the After Sales Book, which describes in detail the standards that the Official Network must observe.
- Provide the tools necessary to optimise Network performance, such as a suitable Aftersales personnel training programme, and devices and services to differentiate our service from the competition.
- Identify Service Centres worthy of representing PIAGGIO PRIME SERVICE. These Centres will be nominated in selection sessions expected in the visit plan implemented during the year, in which the Centres joining or leaving the PIAGGIO PRIME NET will be communicated. While qualification of the network is an indispensable prerequisite, it will be implemented progressively to allow Centres sufficient time to comply with the requirements should they wish to do so.
- Monitor Customer satisfaction in the field and provide support to correct inappropriate attitudes and behaviours.
- Compile and publish a clear price list for the end Customer, with coherent and competitive prices for labour and spare parts, in order to emphasise the value of the individual Brands and the network itself.

OFFICIAL NETWORK

- Comply with the standards defined in the After Sales Book.
- Adopt and implement the four key principles: Safety, Quality, Safety and Care for the Environment.

SYNERGY

- Communicate this new initiative to end Customers and invite them to put the new Aftersales Organisation to the test for themselves.
- Aim for Customer satisfaction and loyalty building as primary goals.

PIAGGIO PRIME ...THE FUTURE IS COMING

The procedure for obtaining Piaggio Prime Service classification will be illustrated in detail in forthcoming editions of the After Sales Book.

Please keep in contact with your Piaggio Group representative to be kept up to date with any future developments.

LOGO GUIDE

The Piaggio Prime Service logo cannot be used by all Dealers indiscriminately, but only by Dealers acknowledged by Piaggio as belonging to the Piaggio Prime Net.

However, all accessories and spare parts will be identified on their respective packaging by the two new Piaggio Prime Parts and Piaggio Prime Accessories logos, which symbolise quality and safety.

The following guide is given for your information and to ensure that the Brand is used correctly and effectively.

The image shows the Piaggio Prime logo, which consists of the word "Prime" in a stylized, handwritten-style font. The word is written in a dark blue color and is underlined with a thick, dark blue horizontal line. A small registered trademark symbol (®) is located at the end of the word.

GUIDA AL LOGO • LOGO GUIDELINES

Logo = Logo

GUIDA AL LOGO • LOGO GUIDELINES




Il logo può essere posizionato all'interno di un'area di qualsiasi colore, non uniforme o fotografica, purché rimangano inalterati i colori, l'universalità percettiva visiva e la leggibilità di ogni suo elemento.
The logo can be positioned on a background of any colour, including non-uniform and photographic backdrops, as long as the colours are not changed and every part is visibly distinct and readable.

Altre versioni del logo = Other logo versions

GUIDA AL LOGO • LOGO GUIDELINES




Logo versione bianco/nero - positivo • Black/white version - positive usage

Il logo può essere posizionato all'interno di un'area di qualsiasi colore, non uniforme o fotografica, purché rimangano inalterati i colori, l'universalità percettiva visiva e la leggibilità di ogni suo elemento.
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Altre versioni del logo = Other logo versions

GUIDA AL LOGO • LOGO GUIDELINES



Logo versione bianco/nero - positivo = Black/white version - positive usage



Il logo può essere posizionato all'interno di un'area di qualsiasi colore, non uniforme o fotografica, purché l'insegna mantenga i colori, l'invariabilità percettiva e la leggibilità di ogni suo elemento.
The logo can be positioned on a background of any colour, including non-uniform and photographic backdrops, as long as the colours are not changed and every part is visibly distinct and readable.

Colori istituzionali = Corporate colours

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Riproduzione minima del logo = Minimum logo reproduction size



Declinazioni

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Logo = Logo

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Altre versioni del logo = Other logo versions

GUIDA AL LOGO - LOGO GUIDELINES



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Il logo può essere posizionato all'interno di un fondo di qualsiasi colore, non uniforme o fotografica, purché rimangano inalterati i colori, l'unicità della percezione visiva e la leggibilità di ogni suo elemento.
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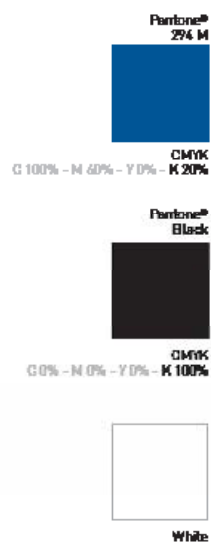


Logo versione bianco/nero - positiva = Black/white version - positive usage



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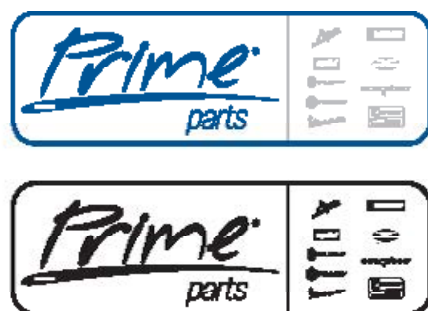
Colori istituzionali • Corporate colours



Riproduzione minima del logo • Minimum logo reproduction size



Declinazioni



Logo = Logo

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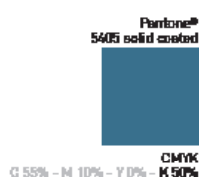
Logo versione bianco/nero - positiva = Black/white version - positive usage



Il logo può essere posizionato all'interno di un'area di qualsiasi colore, non uniforme o fotografica, purché rimangano inalterati i colori, l'irregolarità percettiva visiva e la leggibilità di ogni suo elemento.
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CMYK
C 55% - M 10% - Y 0% - K 50%



CMYK
C 0% - M 0% - Y 0% - K 100%



White

Riproduzione minima del logo = Minimum logo reproduction size



Declinazioni

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