



5 Stan Perkins Road Spartanburg, South Carolina 29307 USA 864-327-4744  
www.kymcouusa.com

## **Frequently Asked Questions Regarding KYMCO UXV 500 Recall.**

***Q. Why is the firm conducting this recall?***

**A.** KYMCO USA is conducting this recall to keep our customer's safe and to prevent potential injuries by correcting a safety issue.

***Q. How can I tell if my KYMCO UXV 500 is affected by the recall?***

**A.** KYMCO has determined that Model name UXV 500, UXV 500 LE, UXV 500 SE, UXV 500i, UXV 500i LE and UXV 500i SE model years 2009 through 2012 distributed by KYMCO starting with VIN RFBUS37A09B100101 through RFBUS37A9CB490364 for MY 2009-2012 UXV 500, UXV LE and UXV SE models and Fuel Injected models from VIN RFBUS33A4CB100101 through RFBUS33A8CB230205 for MY 2012 UXV 500i, UXV 500i LE and UXV 500i SE models. The UTV is labeled with the model name on both sides of the rear fender area and the front of the hood with the brand and model name KYMCO model names UXV 500, UXV 500 LE, UXV 500 SE, UXV 500i, UXV 500i LE and UXV 500i SE with similar styled decals. These models are distributed in the colors red, blue, black, gray, orange, silver and green. The VIN is located on the frame behind the right front wheel.



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***Q. How can I take advantage of the recall?***

**A.** Contact your nearest KYMCO Dealer and schedule an appointment to have your vehicle repaired. If you cannot locate a dealer please contact KYMCO USA at our toll free number 888-235-3417 or by email at [info@kymcousa.com](mailto:info@kymcousa.com) for assistance.

***Q. What is the problem with my KYMCO UXV 500?***

**A.** KYMCO has determined that there is an area of the exhaust system that is exposed between the cargo bed and the engine cowling that could allow combustible materials to ignite and cause a fire.

***Q. My KYMCO UXV appears to be operating okay. Can I continue to use it?***

**A.** No. Even though your product appears to be safe, we are asking all customers to immediately stop using the product and participate in the recall by returning the product to us for a free repair.



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***Q. How long will it take for me to receive the repair?***

A. Please allow one to two weeks from the date you contacted us. We apologize for any inconvenience, and assure you we are working as quickly as possible to repair your product.

***Q. Can I repair the product myself?***

A. No. We urge you not to attempt to repair the product yourself, due to the nature of the potential risk. Please return the vehicle to any authorized KYMCO Dealer immediately for a free repair.