



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

Questions and Answer Script Regarding KYMCO MXU 700 Recall.

- Q. Why is the firm conducting this recall?***
- A. We are conducting this recall to keep our customer's safe and prevent injuries by correcting a potential safety issue.**

- Q. How can I tell if my KYMCO MXU 700 is affected by the recall?***

- A. KYMCO has determined that model name MXU 700, MXU 700 LE, and MXU 700 Camouflage, with model year 2013 through 2015 distributed by KYMCO with VIN range as follows:**

VIN Range by model year

Model year	Beginning VIN	Ending VIN
2013	RFBLU45U2DB120111	RFBLU45U1DB130158
2014	RFBLU45U5EB120203	RFBLU45U2EB130204
2015	RFBLU45U3FB120315	RFBLU45U8FB320123

The ATV 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 MXU 700, MXU 700 LE, MXU 700 in the Camouflage color scheme



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with similar styled decals. These models are distributed in the colors red, green, black, silver, gold and new Conceal Camouflage. The VIN is located on the frame behind the right front wheel.

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 for assistance.

Q. What is the problem with my KYMCO MXU 700?

A. When the vehicle (engine) is hot, the fuel cap is not capable of allowing fuel vapor to escape from the fuel tank causing the fuel to increase in temperature. The increased temperature causes pressure to build up in the fuel tank thus allowing the fuel tank to expand and raises the temperature of the fuel to above the boiling point. The excessive pressure can potentially cause the fuel tank to expand until rupture or fuel to boil out of the fuel tank opening when the cap is removed ejecting fuel vapor or liquid fuel. This condition occurs in high heat temperatures or at high altitude.

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



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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.

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.