



Model: USA 2017-2018 RSV4 RR/RF & 2018 Dorsoduro/Shiver 900

Subject: New Instrument cluster calibration- technical update

Campaign Code: PA2ZZQ1801

Dear Dealer / Service Center,

As a result of the ongoing, stringent quality control activities we perform on the components installed on our vehicles and of our continuous research to develop better new technical solutions, and in keeping with our commitment to ensure the best ownership experience possible for the customer, we would like to inform you that, for a specific batch of the aforementioned models, an instrument cluster calibration update has been released and will prevent incorrect odometer readings when the vehicle is moved with the engine switched off as well as preventing resetting of the clock (to 00:00) when starting the vehicle with a low battery.

This issue will be managed via a dedicated section of the PWM warranty management software system. The list of frame numbers involved in this update is viewable in the Campaigns / Campaign Reports section of the PWM system.

You are kindly requested to identify the vehicles in your stock or sold/serviced by you which require the aforementioned update and implement the update at the first possible opportunity (before delivery of new vehicle to customer, or when a vehicle that has already been sold is brought to the service centre for any reason).

To obtain the new Instrument cluster maps, it is imperative your PADS software is updated to the most current version available. To allow a successful update, please temporarily turn off all Antivirus programs and Real time protections. If you have Microsoft Security Essentials, "Real time protection" must be disabled in this program.

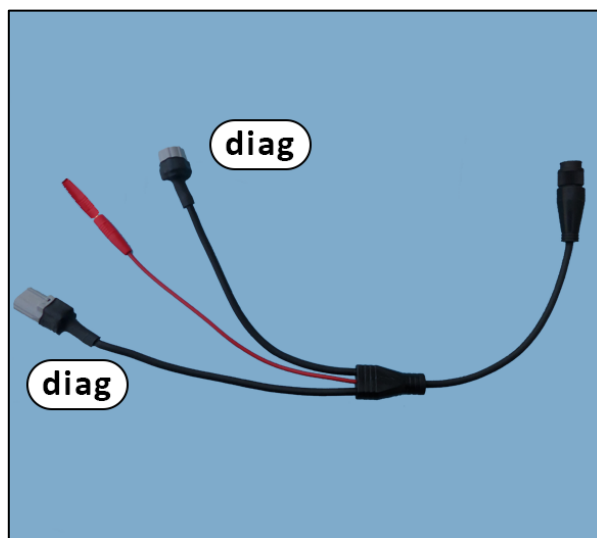


CAMPAIGN MANAGEMENT PROCEDURE:

- From the main menu, select the option “**campaigns**”, then select the option “**Enter campaigns**” from the submenu.
- Open the frame number subject to the campaign in the window opened.
- Select “**search**” to open a window with the selectable service coupon:
 - **Instrument cluster calibration update:** coupon which covers reimbursement for the time needed to reprogram the instrument cluster.
- Select the coupon, compile the “**Km/mi**” field, then save the procedure definitively.
- After completing the reprogramming procedure, the procedure relative to the coupon must be declared completed in PWM, under “State management”.

Labor reimbursement: 12 minutes

Please note that to update the instrument cluster software for the models in question, you must use the AMP interface cable code 021011Y (which can be purchased as a P.A.D.S. accessory) and update the P.A.D.S. diagnostic tool to the latest available release.



IMPORTANT: The red power feed wire **MUST NOT BE CONNECTED** but only insulated to prevent the risk of short circuiting.



PROCEDURE

The new released calibrations are listed below:

MODEL	VERSION	CALIBRATION
2018 Dorsoduro & Shiver 900	all	60-UD-83118.103*
2017-2018 RSV4 RR/ RF	all	60-UD-83055.105*

* download the software version proposed by PADS, regardless of whether the extension is “s” or “b”.

- Before starting the instrument cluster update, check that the battery is charged and working correctly, or connect to an external power supply.
- Connect the PC to the mains and disable any screen savers.
- With the ignition switched to OFF, put the interface cable code 021011Y between the wiring harness and the AMP ECU (connector located under the saddle for the 900cc models and outside of rear subframe (left side) on V4 models- grey connector). For models that do not have the AMP ECU installed, remove the “dummy” plug and connect the 021011Y cable to the exposed connector.

Remember to insulate/tape the red power feed wire of the cable and DO NOT CONNECT it.

- Turn the ignition switch to ON.
- Connect the P.A.D.S. tool to the vehicle (we recommend using the cable not the Bluetooth connection as this will make the procedure significantly slower), select the new calibration (see table) from the menu path model/instrument cluster/reprogramming and select OK to confirm.
- Do not turn the ignition switch to OFF or close the P.A.D.S. interface program during the map update procedure, as this may damage the instrument cluster.
- Once the update procedure has been completed successfully, access the menus relative to the instrument cluster, the ABS ECU and the engine management ECU and cancel any errors. It is not necessary to reprogram the keys.



Note: If the instrument cluster calibration update procedure fails (e.g. instrument cluster shut down and/or crashed), try the procedure again.

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

Best regards,

Piaggio & C. SpA
Business Unit Aftersales
Operations & Technical Service