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Service Bulletin

Service Bulletin - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica

Date: **16th July 2020**

Subject: **MANDATORY TFT Dashboard update**

Product: **Brutale 1000 Serie Oro - RR - Rush 1000 - Superveloce 800 - Serie Oro**

We inform you that a new updated software is now available for the dashboards of the aforementioned models.

This update brings some general improvements, and is **MANDATORY** to avoid the possibility of a software crash on the dashboard.

We therefore invite you to update the devices as quickly as possible at the earliest opportunity or during a vehicle maintenance operation.

Check the software version of the dashboard and update it if it shows a version lower than:

Software Brutale 1000	4.23
Software Superveloce	5.22
Software Rush 1000	6.23

IDENTIFICATION OF THE SOFTWARE CODE INSTALLED IN THE DASHBOARD:

To identify the software currently installed in the motorcycle dashboard it is necessary to display the dedicated screen called "INFO":

- Press the central button on the left handlebar switch ("OK") for more than 8 seconds to enter the display menu.
- Press the command "➡" (right) on the left handlebar switch until the "INFO" function is selected; the screen containing information relating to the contents of the dashboard software will then be displayed:
- The identification code of the software version is indicated by the caption "SW VERSION"



IMPORTANT NOTES:

- make sure that the motorcycle is connected to a battery charger and that the vehicle battery is in excellent condition (minimum voltage required 12.5 V).
- during the entire duration of the operations DO NOT turn off the dashboard and / or the devices involved.
- ensure sufficient power supply to the devices used for the operations.
- make sure you have an available and stable Wi-Fi network.

ELEMENTS REQUIRED FOR THE OPERATION:

- Apple\iOS od Android device with MV RIDE App installed
- Access to a WI-FI network with good reception

In order to update the dashboard's software it is necessary to operate through the MV RIDE App available for the Apple \ iOS and Android platform and to have a Wi-Fi network available during all operations.

NOTE: if you do not have a Wi-Fi network, you can use the "hot spot" function of your phone or device, provided that the reception of the network is excellent.

It is therefore necessary to download and install the MV RIDE App on a device (smartphone, tablet etc.) which will then be used to complete the dashboard update procedure.

At the first connection of the App with the motorcycle it will automatically check the software version of the dashboard and suggest updating the dashboard if necessary.

The MV RIDE App will interact with the motorcycle dashboard through a Bluetooth connection while the dashboard software itself will be updated by downloading the necessary data via Wi-Fi.

PHASE 1: CONNECTION THROUGH BLUETOOTH AND Wi-Fi

Bluetooth pairing operation:

- make sure that your Bluetooth device is in "VISIBLE" mode and search for the device corresponding to the name of your vehicle in the list of visible bluetooth devices
- proceed with the pairing via Bluetooth of the device with the motorcycle dashboard (for information on the procedure, refer to the **Technical Communication 002-2020** available on the RMI website).

Once the Bluetooth connection between the device and the motorcycle has been made, it will be necessary to connect the motorcycle to the WI-FI network via the MV RIDE App.

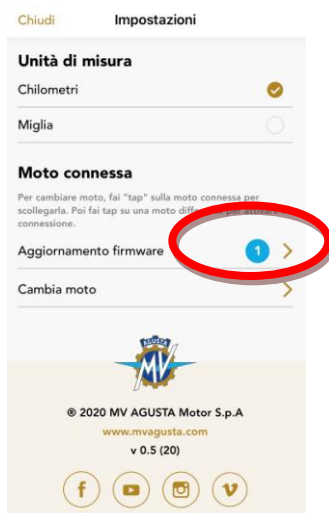
NOTE: the Bluetooth system on the B4 1000 Serie Oro - RR models is ALWAYS turned on and cannot be excluded.

Connection to the Wi-Fi network:

- open the MV RIDE App on the device using the dedicated icon:



- Once connected to the bike with the MV RIDE App, a pop-up appears that guides the user to update. If this pop-up is not displayed, you can check the availability of updates by clicking on the gear at the top left of the "My bike" page. The presence of an available update will be displayed with a white number inside a blue circle, **next to the wording "Firmware Update / Update Firmware"** as shown in the image below:
- After entering your Wi-Fi credentials in the App, wait for the dashboard to connect to the network.



- The connection to the Wi-Fi network is indicated by the appearance of the relative symbol in the upper part of the display, indicating the strength of the signal received. Once connected to the Wi-Fi network, the yellow "OTA" (On The Air) icon will be displayed on the dashboard:



- Press the "OK" command for a long time and enter the dashboard menu.
- Press the command "➡" (right) on the left handlebar switch until the "INFO" function appears, then press "OK" to access it. The dashboard will automatically attempt to connect to the Cloud to check for any updates: during this operation the wording "CLOUD SYNC ..." is displayed:



- Wait until the **"SOFTWARE DOWNLOAD"** function appears; **ATTENTION: this operation could take a few minutes.**

PHASE 2: DOWNLOAD AND INSTALLATION UPDATE:

IMPORTANT NOTE:

- **in case the download is interrupted it will be possible to start it again.**
- **in the event that the procedure is interrupted during the INSTALLATION OF THE FILES it is possible that the dashboard will stop RESULTING UNUSABLE and must be replaced**

Make sure to proceed with the following operations in maximum safety COMPLYING WITH ALL THE INSTRUCTIONS GIVEN.

- The command **"SOFTWARE DOWNLOAD"** will start the software update: press the command **"➡"** (right) on the left handlebar switch until selecting the command now available called **"SOFTWARE DOWNLOAD"**, then press **"OK"** to start the download



NOTE: If the software version available for download corresponds to the one already installed in the dashboard, a warning message **"DASHBOARD IS THE LATEST VERSION"** will appear on the display.

You can still install the software as many times as you wish.



- When the download is complete, the dashboard software can be updated. Press the "➡" (right) command on the left handlebar switch until selecting "**SOFTWARE UPDATE**" which will now have replaced the previous "**SOFTWARE DOWNLOAD**" command, then press "OK" to install the new version of the software.
- A second safety confirmation will be requested: press the "➡" (right) command on the left handlebar switch to confirm and start the installation procedure.
- Once the software installation is successfully completed, the display shows the caption "**UPDATED**":



- Turn the ignition key to "OFF" and wait for AT LEAST 10 seconds keeping the vehicle OFF.
- Turn the ignition key back to "ON" to make the new software version effective.

TIPS AND TROUBLESHOOTING

- The procedure reported is valid for all models equipped with a TFT dashboard and must be applied whenever a new version of software needs to be installed.
- If the WI-FI icon does not appear during the connection procedure, check the network status and the correctness of the access credentials provided in the MV RIDE app.
- If the download of the software has not been completed due to network connection problems, the message "**DOWNLOAD FAILED**" appears on the display:



- Press the "➡" command (right) until "DOWNLOAD AGAIN" is selected, then press "OK" to make a new download attempt.
- If the installation of the software was not successful, the display shows the message "**UPDATE FAILED! KEY OFF!**"; Turn the ignition key to "OFF", then turn it to "ON" and repeat the procedure from the beginning



We remain at your disposal for technical support and best regards
MV AGUSTA MOTOR S.p.A.
Technical Assistance Service