



Model: Moto Guzzi V7 Euro 5 - V9 Euro 5

Subject: New ECU calibration - Technical Update

Campaign Code: PG2ZZQ2102

Dear Dealer / Service Centre,

Through the ongoing, stringent quality control activities we perform on the components installed on our vehicles and our continuous research to develop better new technical solutions, in keeping with our commitment to ensure the best ownership experience possible for the customer, with this note we wish to inform you of the need to carry out the operation relating to the software update of the ECU calibration that allows to resolve possible false SAS valve error diagnosis.

Please determine which vehicles in your stock or sold by you require this update, and:

- Update all vehicles in stock before sale.
- update vehicles that have already been sold at the first available opportunity.

As usual, the list of frame numbers involved in the campaign is viewable in the section Campaigns / Campaign Reports of the PWM warranty management software suite.

Please contact the Technical Help Desk of our Technical Support Service for any queries or assistance.



PROCEDURE FOR MANAGING CAMPAIGN:

- From the main menu, select the option “**campaigns**”, then select the option “**Enter campaigns**” from the sub-menu.
- Enter the frame number subject to the recall campaign in the window opened.
- Select “**search**” to open a window with the available coupon:
 - **ECU calibration update:** service coupon that foresees the reimbursement of the labour employed for the software update of the ABS ECU;
- Select the coupon, compile the “**Km**” field, and then save the procedure. Please note that to complete the operation and receive a reimbursement, the service coupon must be declared "completed" (by the PWM status management) within 6 months from the day of entry.

LABOUR AND SPARE PARTS:

Coupon: ECU calibration update

Minutes of labour envisaged for procedure: 10'



PROCEDURE FOR MANAGING CAMPAIGN:

To update the ECU software, the P.A.D.S. diagnostic tool must be connected to the vehicle using the EOBD accessory cable code 021017Y (see images proposed by P.A.D.S. during the connection phase) and update the diagnostic tool to the latest release available.

Summary table

Model	Control unit	Version	Old calibration	New calibration
Moto Guzzi V7 E5	CM312001	EMEA APAC	8715MAAK	8716MAAK
Moto Guzzi V7 E5	CM312002	USA	8715MBAI	8716MBAK
Moto Guzzi V9 E5	CM312007	Roamer	8715LAAH	8716LAAK
Moto Guzzi V9 E5	CM312010	Bobber	8715LDAH	8716LDAK

- Some ECUs may have already been updated in production to the latest release, in this case the P.A.D.S. will not propose any updates.
- Before starting the 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 key in the OFF position, connect the cable code 021017Y to the red EOBD diagnosis connector.
- Turn the ignition switch to ON.



- Connecting the P.A.D.S. to the vehicle select the new calibration from the menu:
 - Moto Guzzi/ V7 850 Special Euro 5 or V7 850 STONE Euro5 and Moto Guzzi V9 850 Bobber E5 Moto Guzzi V9 850 Roamer E5 /ENGINE ELECTRONICS//Reprogramming, select the proposed calibration and confirm with **“START UPDATE”**.
 - Do not turn the ignition switch to OFF or close the P.A.D.S. interface programme during the software update procedure.
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- Once the update has been successfully completed,
 - Perform a key off / key on
 - Access the menu of the instrument panel, ABS ECU and engine ECU to clear any errors.

Please contact the Technical Help Desk of our Technical Support Service for any queries or assistance.

Best regards,

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