



Technical Bulletin 003/20

Date: 29 June 2020

Subject: **Mandatory information for communications**

Dear Dealer / Workshop,

In order to speed up and optimize the response by MV Agusta in the treatment of your guarantee requests, avoiding confusion, it will be mandatory that your emails arrive with SUBJECT, TEXT and ATTACHMENTS as follows:

SUBJECT: VIN complete with the bike (e.g. ZCGB110ABLV00XXXX) - Dealer code (e.g. M01234) - Problem (e.g. Freewheel)

TEXT: The email must contain a short description of the problem, the type of support requested from MV Agusta and all the information that could be useful for the complete analysis and evaluation of the case submitted.

Example: cranking difficulties due to starting gear (see diagnostic data attached), reimbursement is requested as an extra-contractual warranty procedure.

The following data should ALWAYS be reported in the email text:

- Dealer code and name
- Model
- VIN chassis number (17 digits)
- Engine serial number (Only for damages related to particular engine parts)
- Vehicle mileage
- Fault identification date
- TEXA Fault code (PXXXX)
- ECU Map number.....
- Customer reporting
- Analysis-report of the technician of the person who analyzed the motorcycle
- Motorcycle condition: Original or with modifications (specify the modifications even if with MV Agusta / MV Agusta Corse parts of the chassis, engine or electrical part)

ATTACHMENTS: in the email support requesting will ALWAYS BE NECESSARY to put in attachment:

- screenshot of the "INFO ECU" screen available on TEXA.
- pictures of defective parts (pictures must NOT be out of focus, the subject must be easily identifiable by clearly showing the reported defect)
- overall photo of the bike from both sides (if related to the problem)
- copy of all the maintenance vouchers in your possession with individually listed and specified the operations performed during them.
- ".bin" file downloadable from the control unit following the attached procedure (only for damage related to particular parts)

IMPORTANT NOTE:

All reports that do not comply with this information will NOT be handled

Sure of your collaboration, we extend our kind regards and renew our availability as technical support

Technical Assistance Service - MV AGUSTA MOTOR SPA