



PIAGGIO®

TECHNICAL COMMUNICATION P_230586_RC_EN

04/07/2023

Model: Piaggio 1 (Moped and Motorcycle)

Subject: Controller replacement – Technical update

Campaign Code: PP2ZZQ2301_US_CA

Dear Dealer / Service Centre / Authorised workshop,

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 replace the controller (battery motor management system) with one complete with protective cover.

Please determine which vehicles in your stock or sold/serviced 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 chassis 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 ON PWM

- 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 technical update in the window opened.
- Select “**search**” to open a window with the available service coupon:
 - **Controller replacement service coupon:** service coupon which foresees the automatic ordering of the necessary components (in countries where this option is foreseen) and the reimbursement of materials and labour employed.
- Select the coupon, compile the “**Km**” field, and then save the procedure.
- Once the operation has been completed, it is essential to immediately declare the service coupon as carried out* in the PWM in order to conclude the intervention and receive a refund.
- The coupon that will not be declared "carried out" (by the PWM status management) within 6 months from the day of entry will be automatically discarded by the system as NOT CARRIED OUT and will NOT be refunded.

LABOUR AND SPARE PARTS:

Minutes of labour envisaged for procedure: 20’

Spare part:

CAMPAIGN CODE	OLD CONTROLLER	NEW CONTROLLER <u>COMPLETE WITH COVER</u>
PP2ZZQ2301_US_CA1	CM327101	CM340301
PP2ZZQ2301_US_CA2	CM327102	CM340302

OPERATING PROCEDURE

To replace the controller (complete battery motor management system), refer to the Piaggio Workshop Manual.

WARNING: DISCONNECT THE TRACTION BATTERY.

The new controller will come with 3 cable glands; install the cable glands of the three motor phases 'A', 'B' and 'C' on the respective cables. Apply approximately 30mm away from the phase fixing eyelet on the controller.

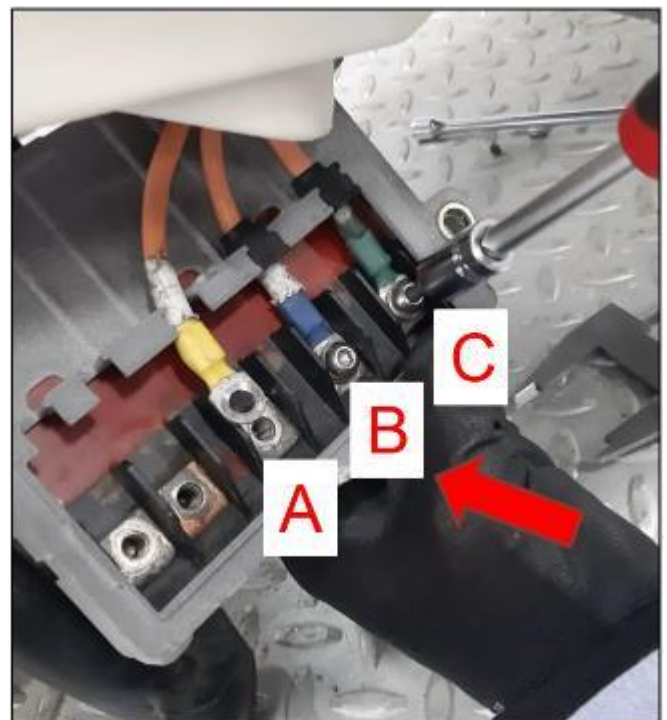
Warning: to be able to fit the 3 grommets on the cable more easily, it could be useful to use lubricant and shorten the taping of the cables themselves.



Proceed with the connection of the three motor phases, so that the cable glands can be correctly seated in the cover.

Refer to the Piaggio Workshop Manual for the correct tightening torques.

Useful tip: it is advisable to start from the central cable 'B', then continue with the external cable 'C' and finally the internal one 'A'.





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NOTE: after installing the new controller, check by PADS (using USB cable): software updates on vehicle ECUs, after that perform adjustments:

- Twistgrip self-learning.
- Writing VIN

Finally, check and delete any errors on the ECUs.

Please do not hesitate to contact our Technical Support Service for any queries.

Best regards,

Piaggio & C. SpA

Business Unit Aftersales

Operations & Technical Service