



Model: Moto Guzzi V100 Mandello - Mandello S

Subject: Troubleshooting guide

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 provide you with a guide for resolving the following problems for the vehicles in question:

1. Starting difficulties, irregular power delivery, sporadic switching off at idle.
2. Incorrect gear number display on instrument panel.
3. ABS icon flashing on instrument panel and error C1715 (MEM or ATT) present in the ABS ECU.
4. Anomalous absorption of the instrument panel.



MOTO GUZZI®

| | |
|------------------------|--|
| Fault | Starting difficulties, irregular power delivery, sporadic switching off at idle. |
| Possible causes | Incorrect Pick Up sensor clearance. |

TROUBLESHOOTING GUIDE

| | |
|-----------------|---------------------------------------|
| Solution | Adjust the Pick-Up clearance to 0.6mm |
|-----------------|---------------------------------------|

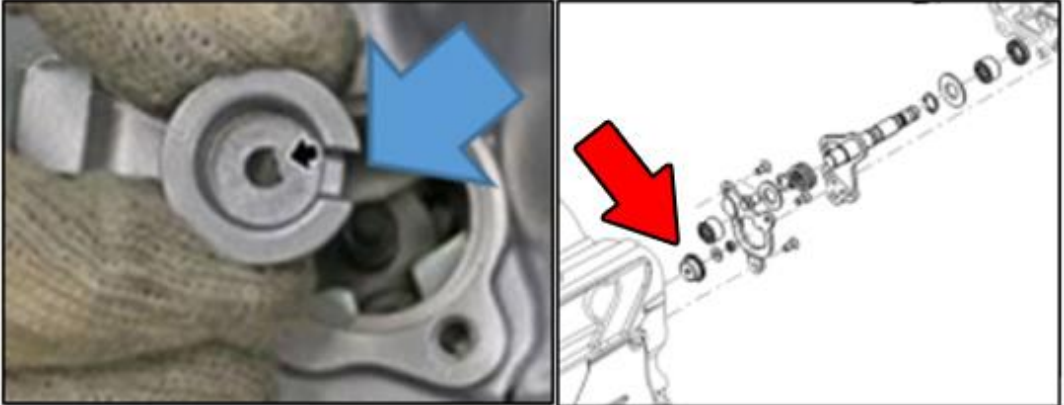
| | |
|--------------|--|
| Note: | In the event of a warranty request for reimbursement of labour and/or spare parts, please describe in the notes the diagnosis, i.e. 'the situation believed to be the cause of the problem', and attach a photo. |
|--------------|--|



MOTO GUZZI®

| | |
|------------------------|--|
| Fault | Incorrect gear number display on instrument panel. |
| Possible causes | Gear selector malfunction. |

TROUBLESHOOTING GUIDE

| | |
|-----------------|---|
| Solution | <p>Replace the part no. 1A020942 with part no. 2A0015145 updated in dimensional tolerances → Display fault resolved.</p> <p>N.B. Replacement of the gear sensor part no. 1A018096R is not necessary.</p>  |
|-----------------|---|

| | |
|--------------|--|
| Note: | In the event of a warranty request for reimbursement of labour and/or spare parts, please describe in the notes the diagnosis, i.e. 'the situation believed to be the cause of the problem', and attach a photo. |
|--------------|--|

| | |
|------------------------|--|
| Fault | ABS icon flashing on instrument panel and error C1715 (MEM or ATT) present in the ABS ECU. |
| Possible causes | The inertial sensor registers abnormal vibrations. |

WARNING:

If the problem occurs after starting with the vehicle in motion, therefore during the learning period of the inertial platform → instruct the customer on the correct use of the vehicle.


TROUBLESHOOTING GUIDE

The fault occurs after starting, in the very initial stages of vehicle movement.

| | |
|-------------|--|
| Test | Carry out a battery efficiency check |
| A | Battery OK (fully functional) → TEST 1 |
| B | Battery problems → Recharge or replace battery (RESOLVED) |

The fault appears while riding.

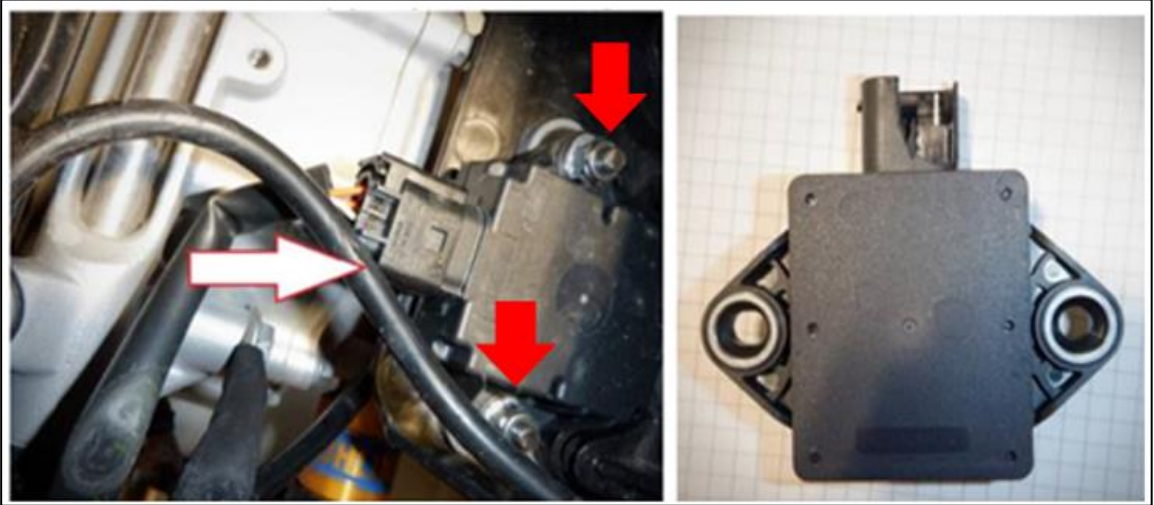
Test 1: Undertray checks

| | |
|---------------------------------------|--|
| Test | <p>Check the fastening of the undertray. Ensure the undertray is correctly seated and un-stressed on the frame.</p>  |
| A | The undertray is loose → Fix the undertray (RESOLVED) |
| B | The undertray preloads the frame → Eliminate the preload (RESOLVED) |
| C | The problem persists → Proceed to TEST 2 |
| Test 2: Inertial sensor checks | |
| Test | Check the tightness of the fixing screws of the inertial sensor. |

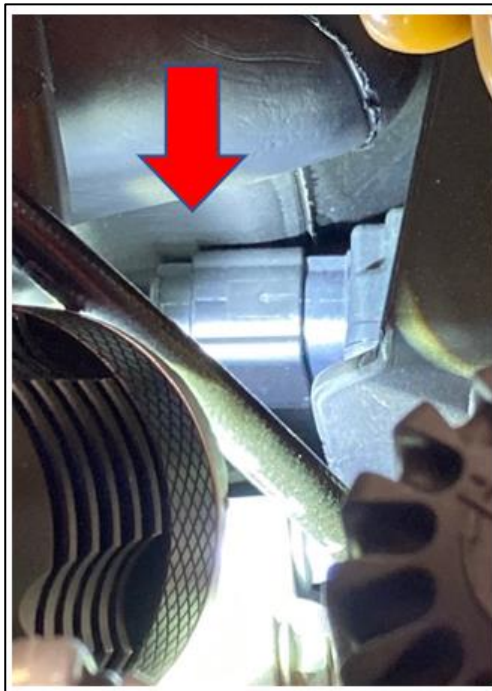


MOTO GUZZI®

Check for cables or wiring harness that stress the inertial sensor body or connector.



Check whether the petrol tank stresses the inertial sensor connector.



| | |
|----------|---|
| A | The inertial sensor fixing screws are loose → Tighten the screws (RESOLVED) |
| B | Cables or wiring harnesses preload the inertia sensor connector → Eliminate preload (RESOLVED) |
| C | The petrol tank preloads the inertia sensor connector → Replace the petrol tank (RESOLVED) |
| D | The problem persists → Replace the inertial sensor (RESOLVED) |



MOTO GUZZI®

Note:

In the event of a warranty request for reimbursement of labour and/or spare parts, please describe in the notes the diagnosis, i.e. 'the situation believed to be the cause of the problem', and attach a photo.

| | |
|------------------------|--|
| Fault | Battery discharge in the event of prolonged standstill |
| Possible causes | Battery malfunction |
| | Instrument panel malfunction |

TROUBLESHOOTING GUIDE

TEST 1: Absorption control

Test

WARNING:

The test must only be carried out with the start switch in the OFF position in order to avoid electrical damage to the measuring instrument.

Remove the 5A fuse (instrument panel supply line) and connect a current tester with a scale of 400/500 mA.



The value shown by the instrument after a few seconds will be the current absorption of the instrument (in the example photo below, the current absorption is 0,215 mA, regular instrument panel absorption).



A

Normal absorption: 0.2 - 5 mA → **Replace the battery only if the correct charging procedure does not restore the battery to 13 volts. (RESOLVED)**



MOTO GUZZI®

| | |
|--------------|--|
| | Note: To prevent the battery running flat, the 30-amp fuse must be removed from all vehicles that are stationary for more than two weeks (including showroom vehicles). If the fuse is not removed under these conditions, the battery will not be replaced under warranty. |
| B | Abnormal absorption: > 5 mA → Replace instrument panel (RESOLVED) |
| Note: | Please enclose a photo showing the results of the measurement carried out with the warranty request. |

- **Normal battery charging current for a V100 lead acid battery: 1.2-1.4 amp**
- **Charging voltage: must be between 14 and 15 volts.**

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

Best regards,

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