



S.A.T.	012 - 24 MV
area	n°

Technical Bulletin

Date: **December 12th, 2024**

Subject: **New Dashboard software**

Product: **LXP 950 Orioli MY 24\ Enduro Veloce MY 24**

Please update the vehicles based on the instructions in this Technical Information BEFORE delivering the vehicle to the end customer or, if the motorcycle has already been delivered, at the first possible opportunity.

Failure of the dealer to attend to this in a timely manner results in MV Agusta no longer being obligate to release the defaulting dealer from liability in the case of product liability claims. As a result, the dealer shall become subject to liability and/or responsible for recourse.

It is recommended to pay maximum attention in choosing the correct software for the model and version of the motorcycle concerned. If you have any doubts regarding the correct choice, we recommend contacting your local Customer Service contact person.

Problems on motorcycles related to software that is not updated or intended for another vehicle could compromise the approval of warranty requests; therefore, we ask you to pay particular attention to ALWAYS update the motorcycles in transit at your workshop.

The installation of software other than that provided for the motorcycle concerned will be the exclusive responsibility of the dealer carrying out the operation.

MV AGUSTA MOTOR S.p.A. therefore declines any responsibility for any consequences (civil and/or criminal and/or administrative) that the dealer or third parties may incur due to the modification of the ECU (ECU Calibration) and/or a different use of the motorcycle which is in conflict with the limits and prohibitions established by local law and the regulation relating to the approved power of motorcycles that are intended for use on public roads.

Basic information:

- Wi-Fi, BLE, BT modules update for LXP\EV dashboards
- Dashboard SW update: availability of OTA process on Enduro Veloce model on dashboards **delivered in 2023 or later**

CASE 1: Dashboards with production date 2023 (indicated on the sticker in the back of the part, see picture below) must go through a mandatory update process in order to:

- Update and have fully working the Wi-Fi, BLE, BT modules
- Make SW update available
- Make iOS\ iPhone available as a supported device

CASE 2: Dashboards produced after 2023 can run the updates directly from the MV Ride App. Check the next points for identify the type of dashboard.

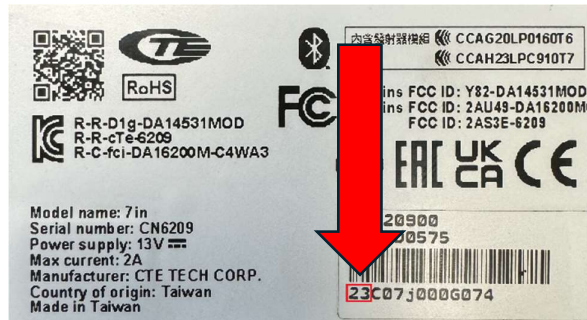
TOOLS NECESSARY TO PERFORM THE INTERVENTION:

- Diagnostic tool: XC2\XC3.
- Android smartphone, **this process cannot be performed with iOS\iPhone: the operating system must be Android.**
- MV Ride app, with the latest available version.
- Battery charger code #A61029974000.

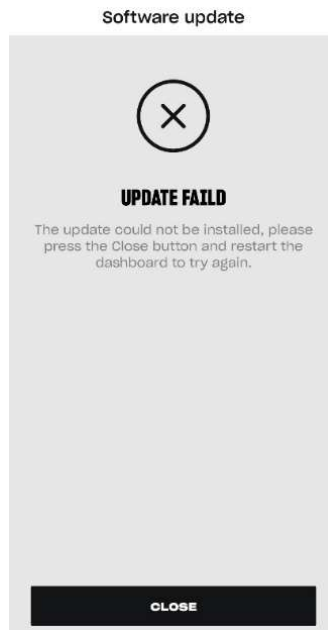
INTERVENTION PROCEDURE

HOW TO IDENTIFY THE 2023 DASHBOARDS:

- The identification can be made by checking the label attached to the back of the dashboard. **If the dashboard was produced in the year 2023, the problem of not being able to update is present.** The first two digits indicate the year of production. For checking the part, please follow the next section “How to remove the dashboard”.



- The second way to recognize the problem is in the dashboard not being able to update. **If the MV Ride app is unable to connect to the WiFi hotspot generated by the dashboard and always returns an error, then it means that the problem is present.**

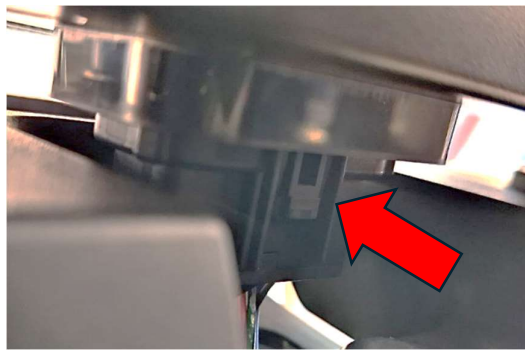


How to remove the dashboard for checking the sticker reporting the production date:

- Remove the 4 screws located at the rear of the dashboard with a 4mm fixed Allen key, paying attention to the possible fall of the washers:



Disconnect the device by pressing the lever located in the lower part of the connector (place a cloth on the ignition lock/steering head area to protect the dashboard during handling):



- Take the dashboard and check the label on the back of it:
 - If the production batch date of the part is indicated before 01/24/24 the dashboard must follow the complete update process indicated in this TI.
 - If the production batch date of the part is indicated after 01/24/24 the device can run the updates directly from the MV Ride App.
 - If the production batch is after 01/24/24 you can go directly to the Section 2 - DASHBOARD UPDATE PROCESS.



NOTE: the date is indicated with the first 5 numbers under the barcode:

- The first two numbers indicate the year.
- The third number indicates the month (it is reported up to the number 9, for the month of October the letter A is used, for November B and for December C).
- The last 2 numbers indicate the day.

SECTION 1 - DASHBOARD UPDATE PROCESS

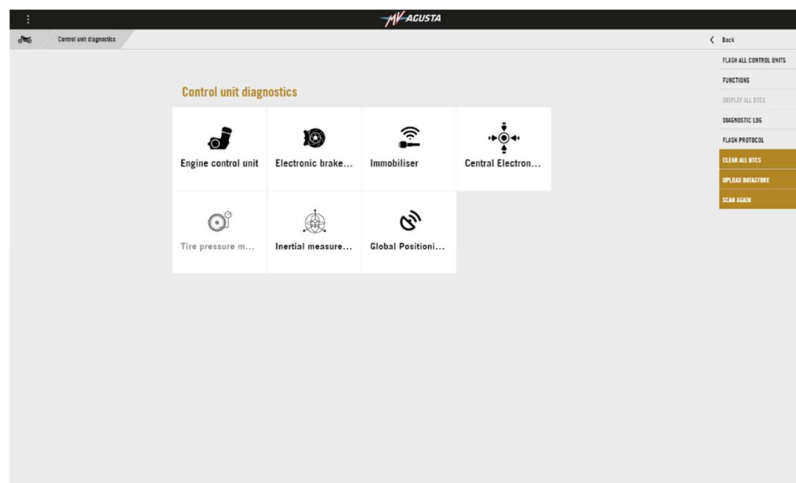
IMPORTANT NOTES:

- **Carefully read and follow all the instructions that appear on your device.**
- **During the entire duration of the operations the display of the device hosting the MV Ride app must remain on; it is therefore advisable to disable the automatic switching off the display before starting the update process. Turning the display off can interrupt and compromise the update process.**

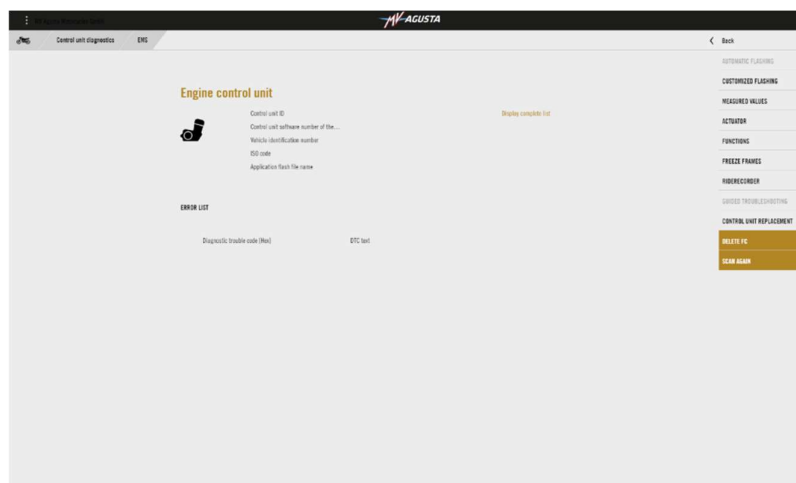
THE NEXT PROCESS REPORTED IS DEDICATED TO ENDURO VELOCE MODEL WITH DASHBOARD 2023; FOR THE LXP ORIOLI MODEL PLEASE GO DIRECTLY TO DASHBOARD UPDATE PROCESS – SECTION 2.

Connect the diagnostic tool XC2\XC3 to the motorcycle.

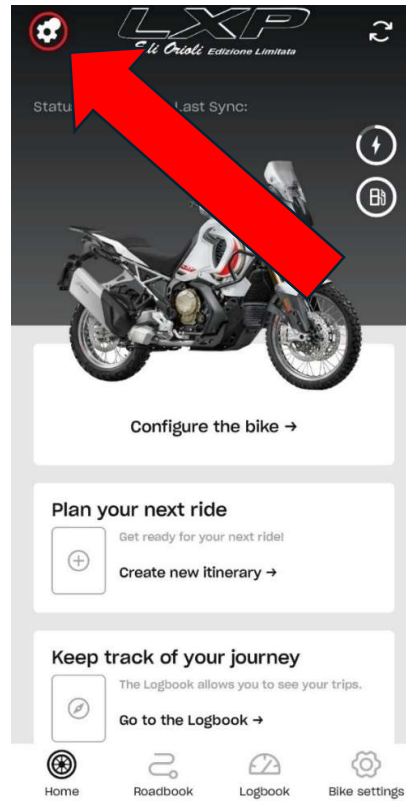
- Follow all the first steps on the diagnostic tool to establish the connection between the diagnostic tool and the motorcycle. Diagnostic tool motorcycle main/home page:



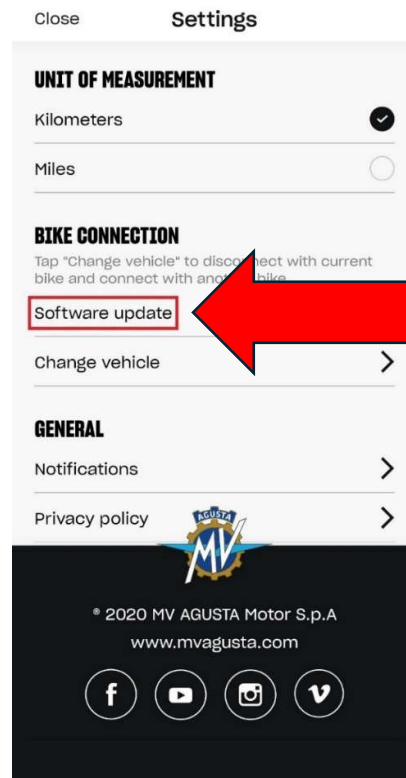
- Select “Engine control unit” environment:



- Open MV Ride app setup:

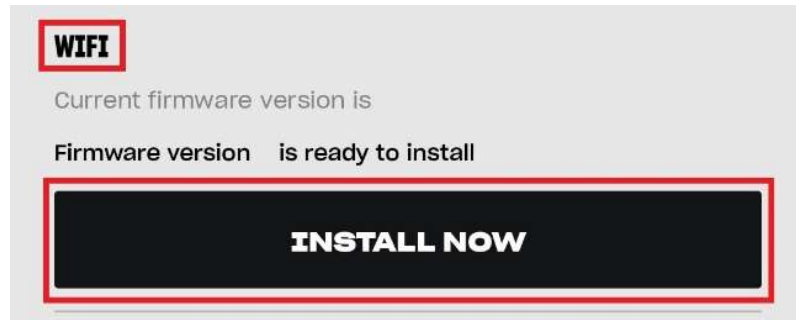


- Select "Software update":



- Download the latest updates.

- Select the as first the update section dedicated to the WIFI, placed on the top of the list and select → INSTALL NOW.

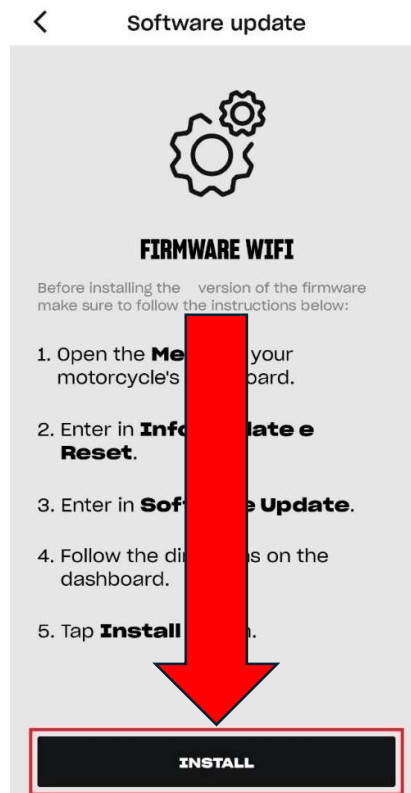


Steps to be performed on the motorcycle's dashboard:

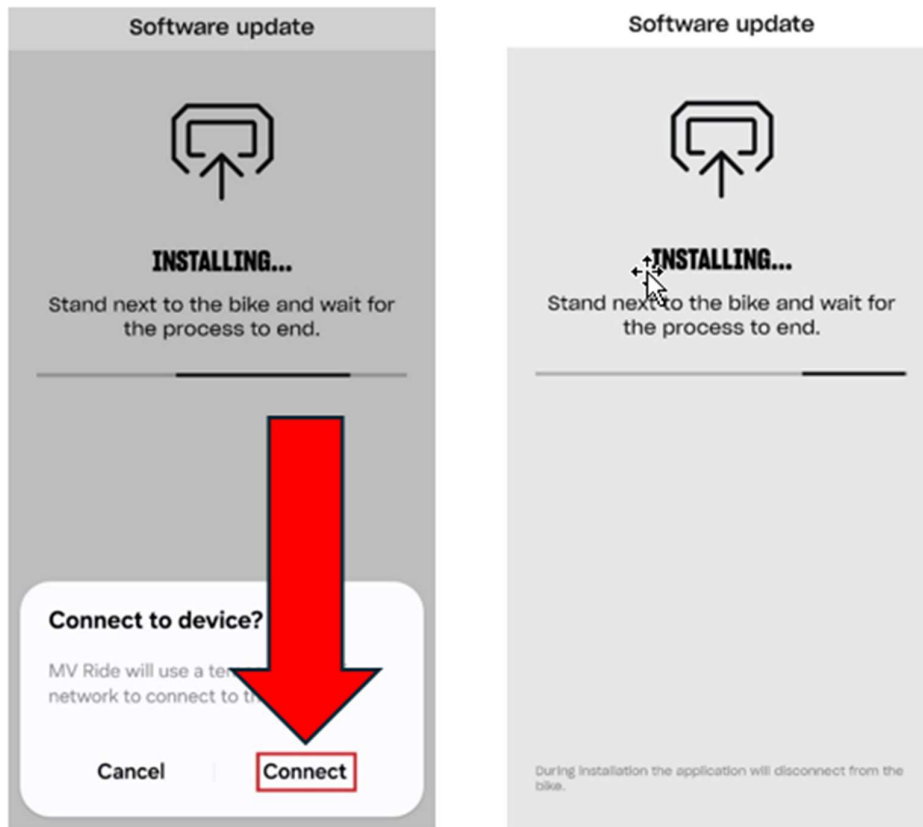
- Open setting menu (Hold "OK" button).
- Select "Info, update and reset" page.
- Select "Software update" and hold OK button.

Steps to be performed on the MV Ride app:

- Press "INSTALL":



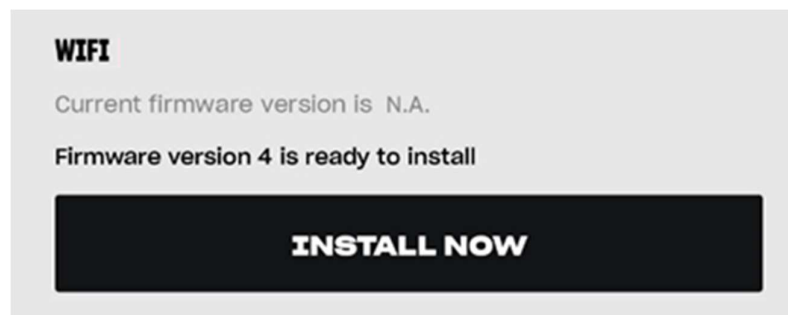
- Connect smartphone to the dashboard as Wi-Fi hotspot:



IMPORTANT: Don't turn off smartphone or disconnect it from the dashboard during update. Don't lock the screen of the smartphone.

At the end of the update process, if the update has finished successfully, turn off the motorcycle. If the update failed, turn off the motorcycle, turn the motorcycle back on and repeat the steps from the beginning of the section "**DASHBOARD UPDATE PROCESS – SECTION 2**".

- Turn on the motorcycle.
- If the dashboard is equipped with a DASHBOARD version older than "02.28", the installed Wi-Fi module version is not recognized. As you can see from the image in the next point, the current version is "N.A".
- If after successfully completing the Wi-Fi module update the application still suggests updating the module, ignore the update and continue with the dashboard update. Below is an example of the case that could arise in case the application still suggests updating the Wi-Fi module after successfully completing the update:



- Restoring the original model version: change again the model version from LXP Orioli to Enduro Veloce with the diagnostic tool using the command "vehicle valiant adjustment".
- Turn off the motorcycle.

After successfully updating the Wi-Fi module, it is now possible to update the dashboard's software.

DASHBOARD UPDATE PROCESS – SECTION 3

- **If you were operating with a 2023 dashboard:** Unpair and delete the Bluetooth device with the name LXP_XXXXXX from phone settings.
- Turn on the motorcycle.
- Reconnect the MV Ride app with the motorcycle Bluetooth following the steps on the app. In this case it is necessary to choose the model Enduro Veloce.
- Open MV Ride setup.
- Press “Software updates”.
- Press on DASHBOARD → INSTALL NOW.

Next steps to be performed on the motorcycle:

- Open setting menu (Hold OK button).
- Select “Info, update and reset” page.
- Select “Software update”.
- Hold OK button

Next steps to be performed on the app:

- Press INSTALL.
- Connect smartphone to the dashboard Wi-Fi hotspot.

At the end of the update process, if the update has finished successfully, the dashboard will show confirmation of successful update and automatic reboot. If the update failed, after the automatic reboot, turn off the motorcycle, turn the motorcycle back on and repeat the steps from the beginning of the section “**DASHBOARD UPDATE PROCESS – SECTION 3**”.

DASHBOARD UPDATE PROCESS – SECTION 4

BLE UPDATE

- Turn on the motorcycle.
- Reconnect the MV Ride app with the motorcycle Bluetooth following the steps on the app. In this case it is necessary to choose the model Enduro Veloce.
- Open MV Ride setup.
- Press “Software updates”.
- Press on “BLE update”
- Press on “INSTALL”
- At the end of the update, turn off the vehicle.

BLUETOOTH UPDATE

- Turn on the motorcycle.
- Reconnect the MV Ride app with the motorcycle Bluetooth following the steps on the app. In this case it is necessary to choose the model Enduro Veloce.
- Open MV Ride setup.
- Press “Software updates”.
- Press on “BLUETOOTH update”
- Press on “INSTALL”
- At the end of the update, turn off the vehicle.

NOTE: this update can be performed only with Android devices, not iOS\Apple admitted for the first attempt\connection; it will be possible to use iOS\Apple devices after the installation of this update.

NOTE: After completing the update operations with the MV Ride App, completely dissociate the phone\device used from the dashboard and re-pair it before using the MV Ride app again for normal utilization.

A description of the general workshop instructions is omitted. The safety regulations applicable in the workshop are also not specified here. The repair work is assumed to be carried out by an experienced mechanic who has completed training or has an equivalent qualification. If you are unsure, you should consult the latest repair manual.

For the sake of clarity, some components may be shown disassembled or not shown at all. It is not always necessary to disassemble the component to perform the task in question. Follow the instructions in the text.

Please note:

All authorized MV Agusta dealers are required to perform inspection and replacement on all affected motorcycles they have in stock (see vehicle history) before these motorcycles are delivered to end customers. Therefore, check the history of vehicles in stock on MV Agusta Dealer.net. When applying this technical information, it is not possible to present customer mobility services as part of the warranty claim.

Vehicles involved:

Before ordering or sourcing parts, be sure to observe the following statement: the quantity of affected vehicles and all VINs are listed in the applicable technical information. To access it, open the TI from your inbox or from the archive on Dealer.net, under Assistance and warranty messages. The complete list of vehicle identification numbers can be found under Affected vehicles.

Thanking you in advance for your cooperation, we remain at your disposal for any technical/commercial support.

Kind regards,

MV AGUSTA MOTOR S.p.A.

Servizio Assistenza Tecnica – Customer Service

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