



Model: RS 457

Subject: Voltage regulator - Technical update

Campaign Code: B0PV0124IN

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, it has come to our attention that a check of the current consumption of the voltage regulator must be performed with the vehicle off.

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, for sell-in dealers, the list of chassis numbers involved belonging to your stock is viewable in the section Campaigns / Campaign Reports of the PWM warranty management software suite. For all others, the verification of those involved can be carried out by querying each individual chassis number from the Miscellaneous functions -> PWM Vehicle History menu.

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



OPERATING METHOD OF INTERVENTIONS ON THE PWM:

- From the main menu, select the option “**campaigns**”, then select the option “**Enter campaigns**” from the sub-menu.
- Enter the chassis number subject to the recall campaign in the window opened.
- Select “**search**” to open a window with the available service coupon:
 - **Coupon 1 Voltage regulator absorption check with the vehicle off (result OK):** service coupon which provides for the check of the voltage regulator absorption and reimbursement of the labour employed;
 - **Coupon 2 Voltage regulator absorption check (result KO) and replacement with the vehicle off:** coupon that includes a check of the voltage regulator absorption and its replacement, automatic ordering of the necessary components (in countries where this option is available) and reimbursement of material 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

ATTENTION

The coupons foresee the mandatory introduction of video/photographic attachments (The references of the photos to be attached are indicated in the procedure).



LABOUR AND SPARE PARTS:

Coupon 1 Voltage regulator absorption check (result OK)

Minutes of labour envisaged for procedure: 25'

Coupon 2 Absorption check (result KO) and replacement of the voltage regulator

Minutes of labour envisaged for procedure: 40'

Spare part code: Voltage regulator cod. 1A012332 (qty 1)



PROCEDURE:

Vehicle preparation:

- With the ignition ON start the vehicle using the START button. Keep the vehicle running for at least 3 (three) seconds. Then switch off by turning the key to OFF.
- Wait 5 (five) minutes.

Preparatory verifications of the test:

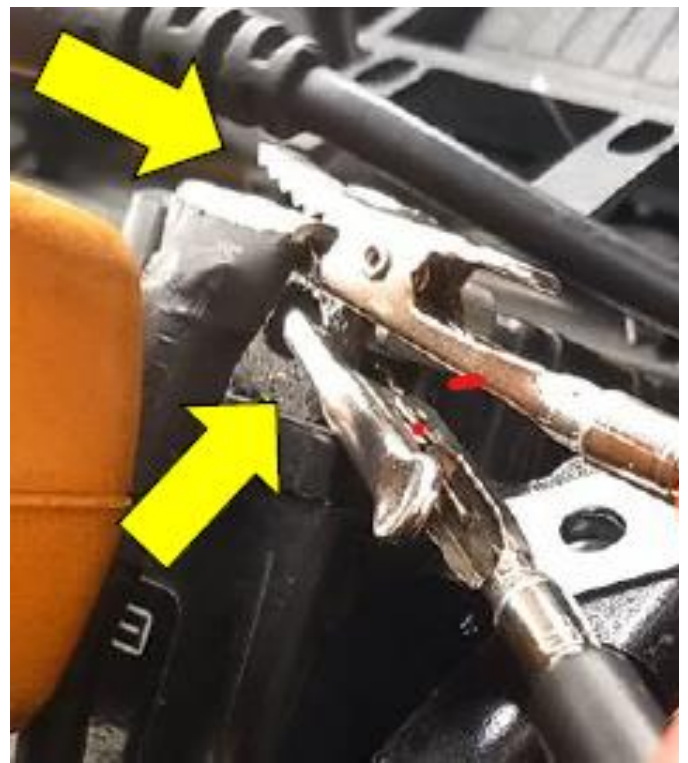
- The battery voltage for the test must be less than or equal to 12.3V
- Make sure there are no non-original accessories on the vehicle, which could give an incorrect result.

Setting of the measuring instrument: Use a multimeter with CONTINUOUS CURRENT mA measurement setting.

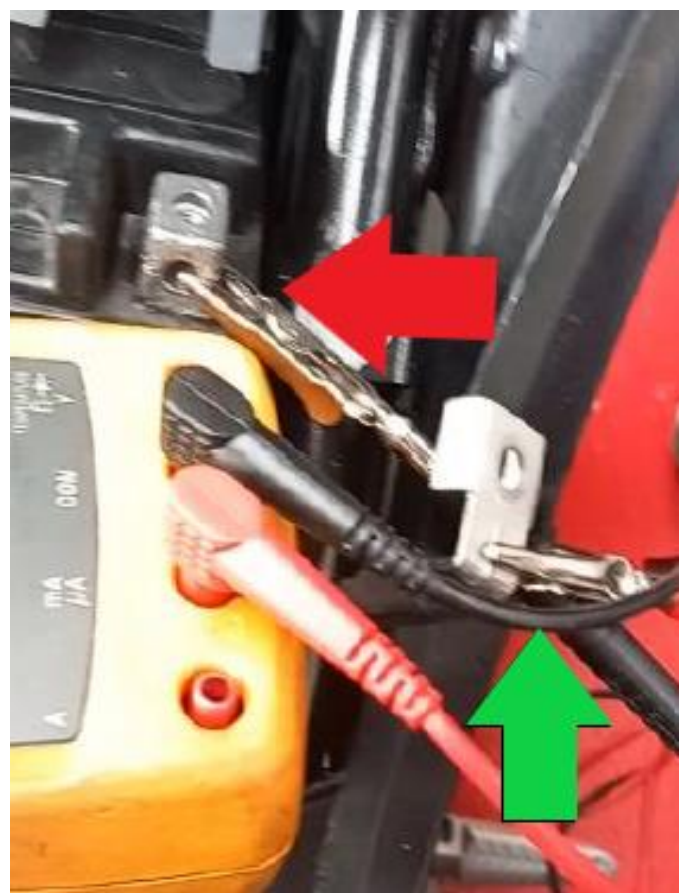


Connect one clamp of the multimeter to the negative battery terminal and the other clamp to the wiring harness, keeping the harness in contact with the battery terminal.

WARNING: the clamps of the multimeter, once connected, must never be disconnected from the battery terminal and wiring harness as this can cause damage to the instrument or an incorrect result.

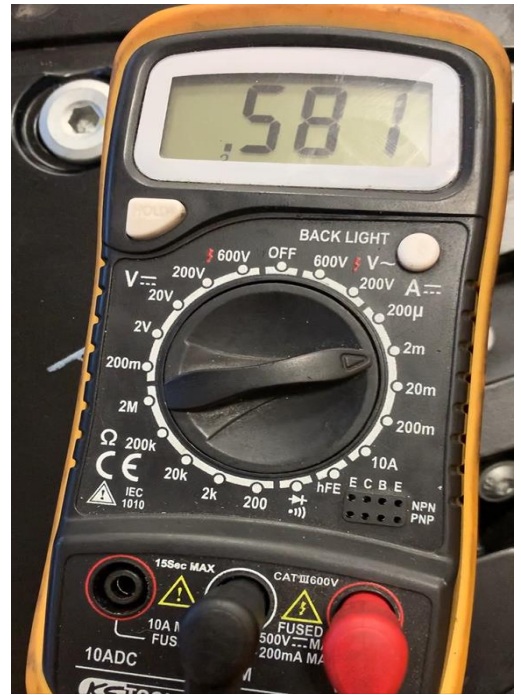


Disconnect the wiring harness from the battery terminal without disconnecting the multimeter clamps.



Read the current value from the multimeter for at least 10 seconds.

If the reading during the 10-second period is always less than the limit value of 1mA, **enter the voltage regulator absorption check Coupon 1 (result OK)** and attach a video showing the current trend for 10 seconds.



Read the current value from the multimeter for at least 10 seconds.

If the reading during the 10-second period exceeds, even for a moment, the limit value of 1mA, **enter Voltage regulator absorption check (result KO) and replacement Coupon 2**, attaching a video showing the current trend for 10 seconds and a photo of the date stamp of the replaced regulator.





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

Best regards,

Piaggio & C. SpA

Aftersales Business Unit

Technical Service & Customer Care