



# CR159 – Replacement of active key

part no. 59810356A

Multistrada 1200 Model Year 2015-2018 (all versions)

Multistrada 1200 Enduro Model Year 2016-2018

XDiavel Model Year 2016-2018 (all versions)

Service Repair Bulletin SRV-TSB-18-013

Date: September 13, 2018

To: Dealer Principal, General Manager, Service Manager, North American Dealer Network

From: Richard Kenton, Technical Director  
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

Based on the quality tests that we constantly perform on our products and on your reports, we identified a potential issue with active key operation for the above indicated models. The Hands-Free system could fail to acknowledge the active key, both in the active and passive mode. In case of malfunction of the active key it is possible to start the bike using the 4-digit PIN code only if it has been previously saved in the Customer’s instrument panel.

On the involved bikes it is necessary to replace the active key with part no. 59810356A which is provided with a “Reset” function. In case of failed acknowledgement of the key by the Hands-Free system the reset function can be activated by pressing a button under the rear plastic cover restoring proper key operation.

## Application

You can find the precise list of VIN numbers involved in CR159 on the DCS, in sections:

<b>VIN HISTORY</b>		You can consult the single frame number.
<b>CAMPAIGNS</b>		You can consult all the VIN numbers that Ducati Motor Holding sent you.

MULTISTRADA 1200 ENDURO TOURING PACK RED 2016 CAL DMH					
VIN #	ZDM12BWWXGB01 XXX	ENGINE #	2BWG0 XXX	WTY END DATE	08/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	05/25/2016	INVOICE	08/23/2018
WARRANTY TYPE	Standard Warranty	WTY START DATE	08/31/2018	LAST MILEAGE	0 MI

**ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS**

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	<a href="#">CR 159</a>		SRV-TSB-18-013 Replacement of active key part no. 59810356A	Active Key	<a href="#">VIEW</a> <a href="#">APPLY</a>	



**CR159 – Replacement of active key**  
**part no. 59810356A**  
 Multistrada 1200 and XDiavel Versions

**Customer Impact**



All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers will require this operation during pre-delivery operations, before delivery to the final customer. All bikes already delivered to final customers must undergo the below procedures at the next service appointment. Note: this is not a safety recall.

**Parts Distribution**

The parts necessary to perform this Workshop Campaign CR159 must be ordered Individually by VIN.

**Parts List**

The following components are necessary to perform the upgrade:

Part no.	Description	Photo	Quantity (pcs)
59810356A	Active key		1
86010201A	Retaining pins		2

**Warranty Reimbursement**

Reimbursement for work associated with this Workshop Campaign will be done through the regular warranty claim procedure using the "Vehicle History" section of the DCS. The warranty claim is pre-filled and is identified as **CR159**.

You will be reimbursed [redacted] minutes of labor time [redacted] that includes the time necessary for:

- A. Vehicle acceptance
- B. Removal of the coded part from the old active key
- C. Fitting the coded part on the new active key part no. 59810356A using the pin no. 86010201A
- D. Key memorization procedure through DDS 2.0



**NOTE**

In cases where the customer has previously purchased additional active key(s), file an additional spare part claim to replace the additional key(s) during the performance of this repair.



## CR159 – Replacement of active key part no. 59810356A Multistrada 1200 and XDiavel Versions



### WARNING

When replacing the new active key part no. 59810356A, it is necessary to memorize all the keys supplied with the bike (active and passive keys)

Inform Customers that to perform this update, they need to provide all previously programmed keys for the vehicle both active (Fold-out Black Key) and passive (Red Key). If a Customer fails to do so, please indicate on the Work Order that the update was performed without memorizing the additional keys. The only working key saved on the Hands Free control unit will be the active one replaced during this repair.

### Service Solution

To replace the old active key with the new one, part no. 59810356A it is necessary to follow all instructions in the sequence of operations provided in this bulletin



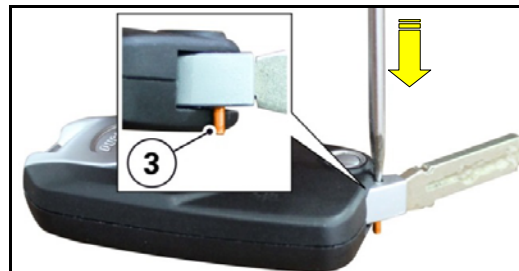
### NOTE

Bulletin SRV-ESB-16-004: "New functions of Hands Free active key for Model Year 2017" includes a video showing how to correctly perform this operation. It can be viewed at the following link: <https://youtu.be/xHs8C5AMPbE>.

1. Open the key blade by pressing the opening **button (1)**.



2. Rotate the key blade so that **pin (3)** is clearly visible. Then remove **pin (3)** with the help of a lug and pay attention not to damage the lower and upper covers; then slide out the key blade.





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3. Take the new active key, part no. 59810356A

The new active key part no. 59810356A can be distinguished from the previous one by the presence of the "Reset" button and by the ribs on the rear cover.



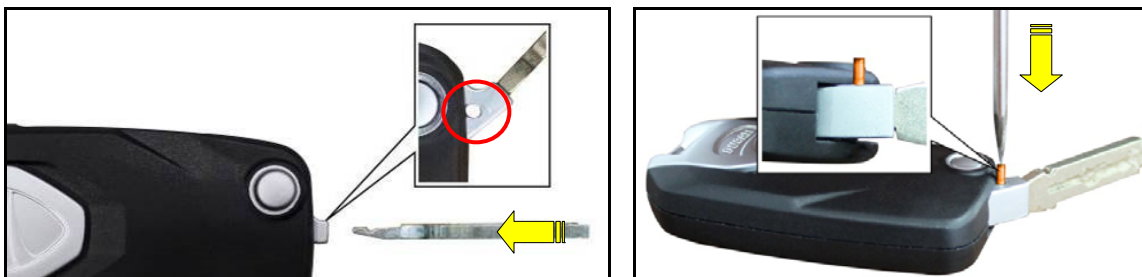
4. Take one of the two new pins part no. 86010201A.



### NOTE

Part no. 86010201A includes two pins. To perform the update you will need only one pin. The second pin could be used if the first pin is lost, or if the customer has purchased an additional remote key.

5. Insert the key blade in the new key part no. 59810356A by aligning it as shown in the figure and by aligning the recess on the lower side of the key with the pin through hole. Then drive the new pin part no. 86010201A fully home.



6. Rotate the key blade until hearing the "click" that indicates the correct closure



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### 7.0 Saving the new active key part no. 59810356A using the DDS 2.0

Take both the new active key part no. 59810356A **and** additional keys supplied by the customer (passive and or active) and save the keys with the diagnosis instrument DDS 2.0 following the procedure indicated below:

- 7.1 Turn the Key ON
- 7.2 Connect the bike to the DDS 2.0
- 7.3 Select the bike model
- 7.4 Access the "Self-diagnosis" section of the Hands-Free control unit
- 7.5 Select "Settings"
- 7.6 Select "Key programming" and follow the displayed instructions

The DDS 2.0 diagnosis instrument will guide you through the operations asking you to move one of the keys to be memorized close to the low-frequency antenna



#### NOTE

Bulletin SRV-ESB-18-004 Immobilizer systems also provides detailed instructions for key memorization.



#### WARNING

**Key programming must begin with a previously learned key.** Component failures due to improper key programming are not warrantable.



#### WARNING

All supplied keys must be memorized with the bike (passive and active keys)

For information or clarification of this service bulletin please contact your Service Area Manager