



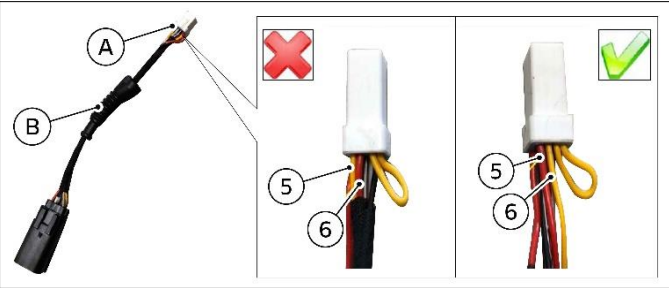






no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
1	Issues during Top Case fixing to the plate	Top Case Kit Part no. 96781531AA		<p>We have received some reports concerning the difficulty in securing the Top Case (Kit Part no. 96781531AA) to the top plate Part no. 8291M033A due to a machining error of the supplier. In particular, the locking tooth on the upper plate Part no. 8291M033A shows a hole 2mm narrower than specified. To eliminate this defect, the locking tooth of the plate must be milled by <u>2mm in the upper area</u> using a flat file, as shown in the figure.</p> <p>We inform you that the upper plates present inside the kits in stock have been restored.</p> 
2	Anti-theft system kit Part no. 96681081AA malfunction	Anti-theft system kit Part no. 96681081AA		<p>After having installed the anti-theft system Kit Part no. 96681081AA and enabled it on the BBS control unit, some malfunctions may occur during activation due to a possible incorrect pin arrangement in the connector of the wiring branch supplied with the kit.</p>  <p>Follow the procedure described below:</p> <ol style="list-style-type: none"> <li>1) uncover <b>connector (A)</b> by moving <b>sheath (B)</b> backward;</li> <li>2) uncover the wiring by removing a portion of insulating tape to make operations easier;</li> <li>3) check the arrangement of <b>Pins 5</b> and <b>6</b> and the relevant color on the 8-pin connector. If the pin arrangement is not correct, extract them working from the front side with a needle inside the groove so as to lift the retainer and invert them.</li> <li>4) restore the cloth tape previously removed and the position of the protective <b>sheath (B)</b>.</li> </ol>  <p>The kits currently in stock have been restored.</p>



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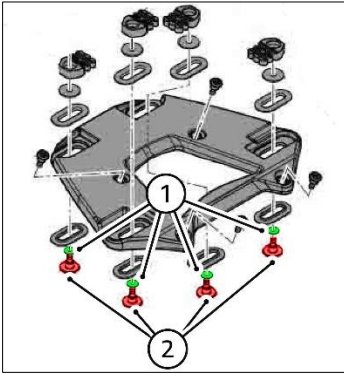
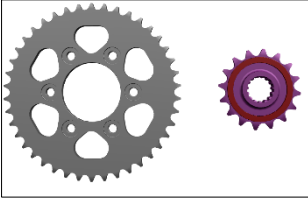

no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
4	<p><b>ONLY</b> <b>Multistrada V4S</b></p> <p>Software updates for Bosch instrument panel with DDS 2.0 diagnosis instrument</p>	Software updates for Bosch instrument panel	-	<p>The new DDS 3.0 diagnosis instrument kits Part no. 979000279 are being distributed and will be delivered within the next few months.</p> <p>We would like to remind you that in order to carry out software updates of the Multistrada V4S instrument panel, it is necessary to use the USB cable included in the DDS 3.0 diagnosis instrument kit.</p> <p>If you have not received the new diagnosis instrument yet, you can still perform the update using the DDS 2.0 using any <u>USB cable, type A male-male</u> (this cable is easily available on the market).</p> <p>We also inform you that a video has been made showing you the correct use of the cable. It can be viewed at the following YouTube link: <a href="https://youtu.be/lGblKyo4B8k">https://youtu.be/lGblKyo4B8k</a>.</p>
5	Precautions during PDI: installation of the battery on the vehicle	Battery assembly		<p>We have received isolated reports of possible issues concerning the connection of battery negative cable; in particular, you may find that the negative cable appears to be too long.</p> <p><u>To correctly position the battery negative cable, make sure that the cable runs over the main wiring and makes a bend upstream of the battery negative pole.</u></p> <p>For a better understanding, we have made a short video showing the issue described above and the correct battery installation, which can be viewed at the following link: <a href="https://youtu.be/wu1qH4gi4LI">https://youtu.be/wu1qH4gi4LI</a>.</p>
6	Precaution during the installation of the heated handgrip kit part no. 96680702A	Heated handgrip kit part no. 96680702A		<p>We inform you that for the installation of the heated handgrip kit part no. 96680702A, the main wiring harness connectors where to connect the heated handgrips, are positioned below the ignition switch cover as shown in the figure.</p>





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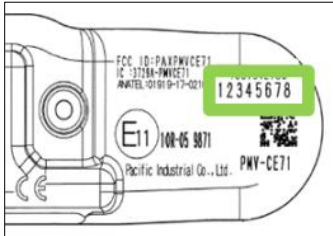



no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
7	Possible incorrect operation of the swinging system - Top Case accessory kit part no. 96781531AA	Top Case Part no.96781531AA		<p>We inform you that the first Top Case accessory kits part no. 96781531AA delivered may not operate correctly with the swinging system, which may seem "too braked". To improve this condition, it is possible to insert <b>4 copper washers (1) part no. 85250231A</b> on the <b>4 screws (2)</b> retaining the bottom plate to the top one.</p> <p>For a better understanding of the assembly procedure of the Top Case accessory kit, a video has been made which can be viewed at the following link: <a href="https://youtu.be/DVEHKVvdKQI">https://youtu.be/DVEHKVvdKQI</a>.</p> <p>All Top Case kits in stock will be restored by February.</p> 
8	Ducati Quick Shift (DQS) malfunctioning and no indication on the instrument panel of the engaged gear	Final drive		<p>We have received isolated reports about the Ducati Quick Shift (DQS) not working properly, and about the missing indication of the engaged gear on the instrument panel, with <b>gear sensor plausibility error P0919</b> being stored (the gear plausibility diagnosis requires 16 seconds of validation at a speed above 20 km/h without any gear change).</p> <p>Some analyses showed that this condition occurred following a change in the final drive gear ratio (Z15 sprocket installed instead of Z16 as designed).</p> <p><u>As already emphasized during the technical training, we remind you to avoid any modification to the final drive gear ratio (Z16 sprocket and Z42 rear sprocket).</u></p>
9	Possible switching on of DSS warning light on instrument panel	Ducati Skyhook Suspension (DSS)	-	<p>There have been some isolated reports regarding a possible switching on of the "DSS" warning light  on the instrument panel for the models equipped with Ducati Skyhook Suspension <u>without any errors read by the diagnosis instrument.</u></p> <p>Through the DDS 3.0 diagnosis instrument, enter the "Settings" section of the BBS control unit and perform the "Calibration of the rear rotary sensor".</p>



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10	Activation procedure for TPMS tire pressure sensor	TPMS (Tire Pressure Monitoring System)		<p>The TPMS system (Tire Pressure Monitoring System) allows monitoring tire pressure value: if tire pressure deviates by 25% from the set reference value, the TPMS system displays a warning on the instrument panel. The sensor activates when speed exceeds 35 km/h and tire pressure is displayed on the instrument panel 1 minute later.</p> <p><u>We remind you that, before installing tyre pressure sensors on front and rear wheel rims, they must be coded through DDS 3.0 diagnosis instrument.</u></p> <p>To activate TPMS system, follow the procedure indicated below:</p> <ol style="list-style-type: none"> <li>1) using DDS 3.0, access the "Self-diagnosis → Settings" section of BBS control unit;</li> <li>2) select "Enable/Disable" TPMS;</li> <li>3) access the "Self-diagnosis → Settings" section of Hands Free control unit and perform "TPMS code writing" for front and rear wheel sensors by entering the 8-digit code written above the Qr-Code;</li> <li>4) access the instrument panel Settings menu and select "Tire Pressure" to set (and customize) the reference pressure values of the rear and front tires. The tire nominal pressure value specified inside the owner's manual can be used as a reference.</li> </ol> <p><u>Explain to the Customer the use of the "Tire Pressure" function to edit the reference pressure value of the front and rear tires. The information about the current pressure value of front and rear tires is also available inside instrument panel main menu.</u></p> 
11	Precautions for checking the engine oil level	Level engine oil		<p>To correctly check the engine oil level, carefully follow the operations described below:</p> <ol style="list-style-type: none"> <li>1) The level check should be carried out with warm engine, approximately 15 minutes after the engine has been turned off.</li> <li>2) Turn off the engine and wait 10÷ 15 minutes to allow the oil to return completely to the oil sump.</li> <li>3) Position the motorcycle on level ground with both wheels on the ground and in an upright position.</li> <li>4) Check the oil level through the sight glass.</li> </ol> <p>If the oil level is below the center line between the MIN and MAX notches, add oil up to the maximum level notch.</p>



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no.	Symptom	Subject	Photo	Notes and Indications - Corrective action	
13	Possible lack of paint adhesion on fuel tank cap	Fuel tank cap		<p>We would like to inform you that on an initial batch of motorcycles produced, the fuel tank cap could present a problem of paint adhesion. Starting from frame number ZDM1A00AAMB002445 the supplier has improved the painting process that avoids this issue.</p> <p>The fuel tank caps in the spare part warehouse are compliant.</p>	
14	Assembly precaution for the anti-theft system kit part no. 96681081AA	Anti-theft system kit part no. 96681081AA		<p>We inform you that for the installation of the anti-theft system kit part no. 96681081AA, the <b>main wiring connector (1)</b> where to connect the anti-theft device, is positioned near the fuel pump flange, in the front left area of the fuel tank.</p>	
15	Assembly precaution for the fuel tank cap kit Hands Free part no. 96681021AA	Hands Free fuel tank cap kit part no. 96681021AA		<p>We inform you that for the installation of the Hands Free fuel tank cap kit part no. 96681021AA, the <b>main wiring connector (2)</b> where to connect the Hand Free fuel tank cap, is positioned near the fuel pump flange, in the front left area of the fuel tank.</p>	



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no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
15	<p><b>ONLY</b> <b><u>Multistrada V4S</u></b></p> <p>Instrument panel programming interruption</p>	Instrument Panel Programming		<p>The programming procedure must be carried out ONLY when the bike is connected to the special Ducati power supply unit Part no. 979000286.</p> <p><u>If programming is not completed successfully, the instrument panel will NOT be damaged and it will never have to be replaced.</u></p> <p>To restore instrument panel correct operation, you will have to:</p> <ol style="list-style-type: none"> <li>1) Turn off or disconnect the workshop power supply unit;</li> <li>2) Switch the bike from Hands Free to Key-OFF;</li> <li>3) Disconnect the USB cable from PC to bike;</li> <li>4) Wait for 60 seconds;</li> <li>5) Remove the 50 Ampere fuse (the one on tank side);</li> <li>6) Wait for 30 seconds;</li> <li>7) Re-connect the 50 Ampere fuse;</li> <li>8) Re-connect or turn on again the battery power supply unit;</li> <li>9) Switch the bike from Hands Free to Key-ON and connect the DDS 3.0 diagnosis instrument;</li> <li>10) If the instrument panel resumes normal operation by showing the display, select the "Global Scan" function and programming will automatically restart;</li> <li>11) If the instrument panel remains in the "bootloader" status with LH warning lights flashing, select the "SERVICE UPDATE Multistrada V4S" model and "Bosch → Model Year 21 instrument panel reprogramming", select the file present (e.g. 1706_ICC_S018) and launch the programming; connect the USB cable to the bike when requested by the DDS 3.0;</li> <li>12) Programming will restart and will take approximately 20 minutes.</li> </ol> <p>A video has been made, which can be viewed on the <b>YouTube</b> platform at the following link: <a href="https://youtu.be/c9br35tEazg">https://youtu.be/c9br35tEazg</a>.</p>
 16	<p><b><u>Multistrada V4S, ONLY</u></b></p> <p>Coloring of the spare front fork sleeve</p>	Front forks		<p>We have received several reports of a different coloring of the fork sleeve ordered as a spare part for a complete fork leg replacement. This is due to an anodizing process with different color rendering.</p> <p>In case of replacement of a complete fork leg, previously authorized by your Service Area Manager, we ask you to check the correct color of the fork leg before assembly (comparing it with the color of the fork installed on the bike) and if it is different, update the <b>YouTech</b> service request by attaching photos and urgently ordering the other complete fork leg to proceed with its replacement.</p> <p>Please, note that the spare part warehouse will be restored.</p>



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no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
17	<b><u>Multistrada V4S, ONLY</u></b> No "key missing" message displayed on the instrument panel	Hands Free	-	We have received a few isolated reports that the "key missing" message is not displayed on the instrument panel if the key is out of range of the Hands Free antenna.  We inform you that this case is being analyzed.