



CR267 - Updating the ECU Software

Multistrada V4 STD/S/PP MY2021-2024 (all versions)

Technical Service Bulletin SRV-TSB-24-004

Date: February 15, 2024
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

With continuous monitoring and updating of the product in question, we found that the latest quick shift management software (only installed on part of the Multistrada fleet) may not have been calibrated correctly. **Therefore, we have decided to update the engine ECU on all concerned motorcycles.**

This quick update concerns only a portion of the Multistrada V4 models in circulation; always check the list of VINs involved through DCS. The update is mandatory.

Your cooperation is extremely important so that the update is carried out **on all vehicles involved** and, whenever possible, have the Client wait during the update, which requires careful planning.

Clients included in the Ducati database will be informed centrally through push notifications from the MyDucati app or via e-mail. In the next few days, we ask your kind cooperation in contacting by phone the Clients in the list available in DCS who do not make an appointment on their own.

The main objective is to update all affected motorcycles quickly. In an effort to create as little trouble as possible to the Clients, we have decided to provide a small compensation in the form of some additional inspections. These inspections will be reimbursed through the WCRC claim for an additional [REDACTED] of labor.



NOTE

For vehicles still under warranty, in addition to the ECU software update, it will be required to check fluid levels, chain tension, tire pressure and brake pad wear. The labor reimbursement time is increased by [REDACTED] in comparison to the software update only.



WARNING

After updating, an engine warm-up cycle must be performed (refer to points 5 and 6 of the instruction).



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NOTE

If during the update the vehicle turns out to be already updated, we ask you to go ahead and submit the WCRC in order to certify that the ECU software has been updated.



WARNING

Vehicles equipped with Ducati Performance exhaust are also included in the this Service Campaign, therefore the update will be displayed by DDS 3.0 for the installation of the new dedicated Ducati Performance software.

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Application

You can find the precise list of frame numbers involved in CR267 on the DCS, in sections:

VIN HISTORY		It is possible to search by individual frame number.
CAMPAIGNS		It is possible to search for all the frame numbers that you received from Ducati Motor Holding.



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Client Impact

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Customers must be updated during pre-delivery operations and always before delivery to the final Customer. All motorcycles already delivered to final Customers must undergo this inspection as soon as they come to your workshop. Note: this is NOT a safety recall.

Spare parts

No spare parts are required.

Warranty Reimbursement Rules

Reimbursement for work associated with this Workshop Campaign will be made through the regular warranty claim procedure using the "VIN History" section of the DCS.

The warranty claim is pre-filled and identified as CR267.

The 2 types of operation are described below, depending on the work to be carried out:

	Description	Operations	Labor
Repair TYPE 1	VIN WITHOUT Active Warranty - ECU SW Update ONLY	- ECU SW update - Engine warm-up cycle	██████████ ██████████
Repair TYPE 2	VIN WITH Active Warranty - ECU SW Update + Checks	- ECU SW update - Engine warm-up cycle + - Check fluid levels (engine oil, brake and clutch fluid, coolant) - Check chain stretch and tension and adjust if necessary - Brake pad wear check - Check/set tire pressure	██████████ ██████████

Operation includes reimbursement for the labor that includes the time necessary for:

- Vehicle reception
- Performing the update and when applicable, the additional checks.
- Soft cleaning of the vehicle
- Time for filling in the warranty claim



NOTE

The time does not include any required additional operations such as replacement of wearing parts (e.g. brake pads, final drive, etc.).



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Service Solution

For the update procedure, follow the instructions below:

1. Connect the workshop power supply unit to the vehicle diagnostic socket.
2. Connect the DDS 3.0 diagnosis instrument and automatically identify the model by selecting item "Identify model".
3. Allow the **Global Scan** to run and, once completed, you will be prompted to update the engine ECU software. Should there be additional software updates of other control units, they will be suggested.

Press "OK" to confirm.

4. The suggested software has the name given in the "Calibration file name" column in the table below.



NOTE

After installation on the vehicle, the calibration name will change from D4C5IUXXXXXXX to D4C5I3XXXXXXX.

OEM engine ECU software			
Model	Calibration file name	Model Year	Country where it is valid
Multistrada V4/V4S	D4C5IU11IABBAQ1	Since 2021	USA CDN
Multistrada V4 Pikes Peak	D4C5IU11XABBAG1	Since 2022	USA CDN

Ducati Performance engine ECU software			
Model	Calibration file name	Model Year	Country where it is valid
Multistrada V4/V4S	D4C5IU11IABBBQ1 (Ducati Performance)	Since 2021	USA CDN AUS THA
Multistrada V4 Pikes Peak	D4C5IU11XABBBG1 (Ducati Performance)	Since 2022	USA CDN AUS THA



NOTE

If the engine ECU is already equipped with the new software, the DDS3.0 will not suggest the update.



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5. After the update it is necessary to perform an engine warm-up cycle, at idle speed, until the cooling fan tripping temperature is reached.
6. Perform a **Key OFF** with a **2-minute wait** before a new **Key ON** to allow the air/fuel adaptive parameters to be learned correctly.
7. Disconnect the vehicle from the DDS 3.0 and the workshop power supply unit.
8. ONLY for vehicles still within the warranty period, carry out the following checks.

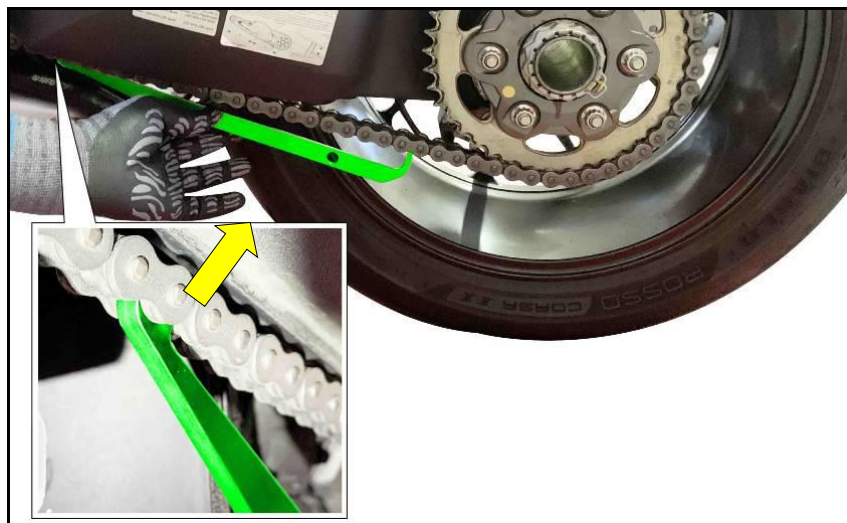
Final drive chain stretch check



NOTE

For a correct measurement of final drive chain stretch, we remind you that it is necessary to tension the upper or lower section, depending on accessibility, by engaging a low gear and turning the rear wheel with appropriate force, clockwise or anticlockwise respectively.

- a) Aim tool **part no.889450134** as shown in the figure by inserting the "fork" end onto one of the rollers of the chain tensioned section.





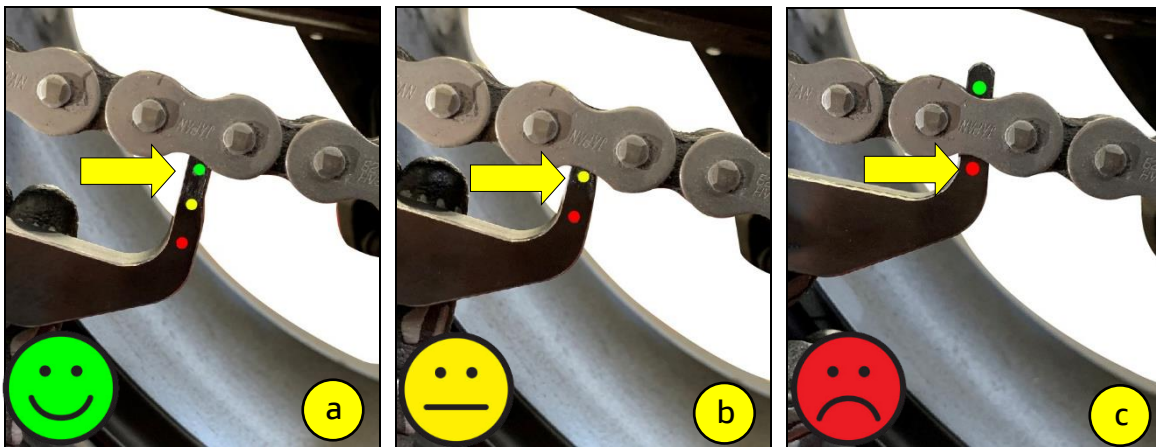
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b) Insert the other end of tool **part no.889450134** between two consecutive rollers and take the measurement in 4 points (by rotating the rear wheel):

- should it not be possible to insert the end, then the tool will show the green color, indicating that the chain has a length close to the nominal value.
- if only one part of the end can be inserted, then the tool will show the yellow color, indicating a chain stretch percentage between 0.7% and 1.2%.
- If the end can be fully inserted, then the tool will show the red color, indicating a chain stretch percentage equal to or higher than 1.2%, requiring the replacement.





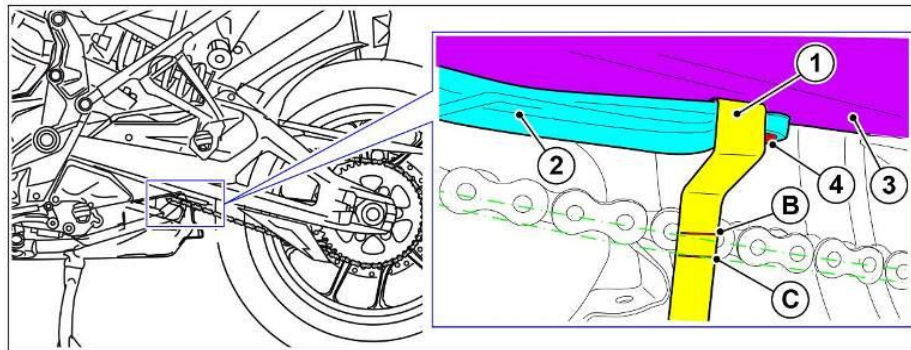
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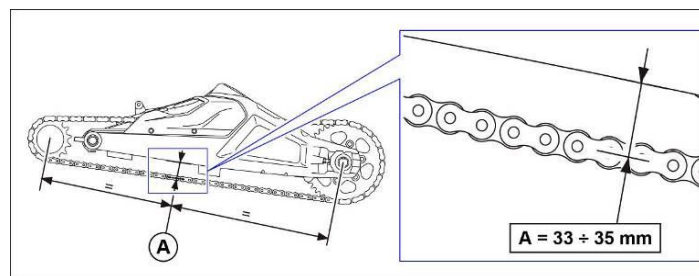
Final drive chain tension check

- Slowly move the motorcycle until you find the position where the upper section of chain is most tensioned.
- Set the motorcycle on the side stand.
- With just a finger, push down the chain at the point of measurement and release.
- ONLY for MTS V4 STD / S: Position the chain tension measuring **gauge (1)** between the **slider (2)** and the **swinging arm (3)**, fully home on the **rear screw (4)** and ensure that the center of the chain pins is between the **notches (B)** and **(C)** of the gauge.

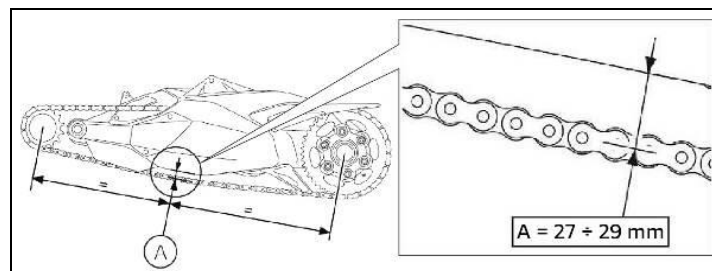


- It is also possible to measure the distance between chain pin center and the slider, which must be:

- **Multistrada V4 STD and V4 S: A = 33 ÷ 35 mm**



- **Multistrada V4 Pikes Peak: A = 27 ÷ 29 mm**





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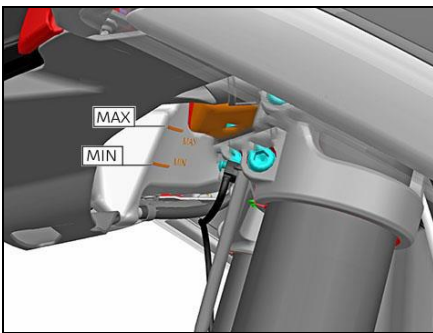
Check of coolant, engine oil, brake and clutch fluid levels



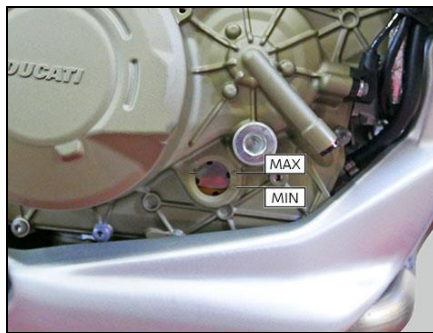
NOTE

Remember to wait at least 15 minutes with the engine off before checking the engine oil level.

- a) Check that the coolant, engine oil, clutch and brake fluid levels are within the *MIN* and *MAX* reference indicators.



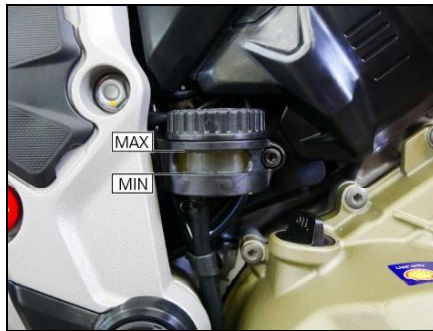
Coolant



Engine oil



Clutch fluid



Rear brake fluid



Front brake fluid



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Check tire pressure and wear

- a) Check the tire pressure according to the values shown in the following table:

MULTISTRADA V4 STD / S		
Pirelli SCORPION™ Trail II tire pressure		
Front tire pressure - 120/70 R19	35 psi (2.4 bar)	35 psi (2.4 bar) (with a passenger and/or bags)
Rear tire pressure - 170/60 R17	36 psi (2.5 bar)	36 psi (2.9 bar) (with a passenger and/or bags)
Pirelli SCORPION™ Rally / Rally STR tire pressure		
Front tire pressure - 120/70 R19	23 psi (1.6 bar)	26 (1.8 bar) (with a passenger and/or bags)
Rear tire pressure - 170/60 R17	23 psi (1.6 bar)	32 psi (2.2 bar) (with a passenger and/or bags)
MULTISTRADA V4 PIKES PEAK		
Pirelli Diablo Rosso IV tire pressure		
Front tire pressure – 120/70 R17	36 psi (2.5 bar)	36 psi (2.5 bar) (with a passenger and/or bags)
Rear tire pressure – 170/60 R17	36 psi (2.5 bar)	42 psi (2.9 bar) (with a passenger and/or bags)



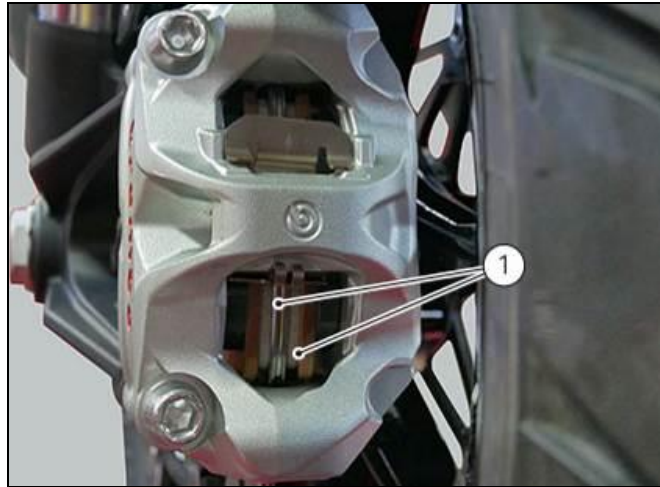
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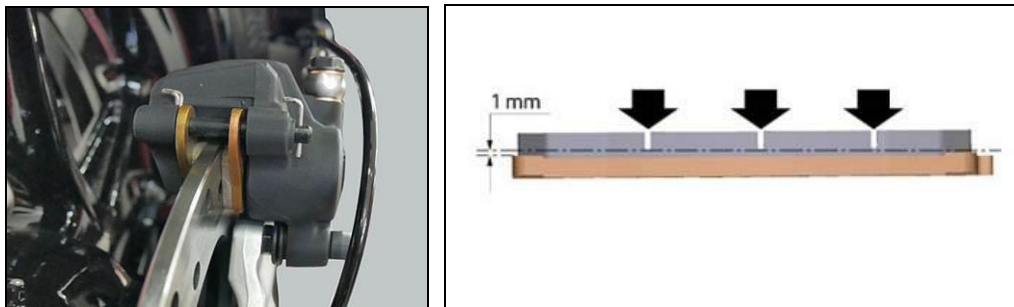
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Check of the front and rear brake pad wear

- a) Check through the slot of the front calipers that the groove made in the friction surface of the pads (1) is visible.



- b) Check through the slot between the two rear caliper halves that at least 1 mm of friction material is visible on the pads.



For questions on this Workshop Campaign,
please contact your Service Area Manager.