



Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

Date: Wednesday, April 27, 2011
To: Dealer Principal, Service Manager, North American Dealer Network
From: Austin Gray, Technical Director; Jonathan LaForte, Technical Manager

Important: All Dealer Principals, Service Managers, and Parts Managers should read and initial this notice.

Dear Service Manager,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

NHTSA Campaign I.D. Number: 11V-253
Transport Canada Safety Recall I.D. Number: 2011-164

Description of the technical problem

- On the motorcycles indicated above, Ducati have discovered that under very specific conditions the electronic steering lock may fail to disengage during the motorcycle "key-on" process. This anomaly has been linked directly to the SW 43 Revision of the hands free device software. It could result in the possibility of a situation where the motorcycle's engine might be able to start while the steering lock is still engaged. Therefore, there is a possibility that one could start the motorcycle and attempt to ride while the steering is still locked. The resulting potential inability to steer the motorcycle poses an increased risk of low speed tip-over or collision, thus increasing the potential for injury to the rider.

Description of the technical problem solution

- On affected units, it will necessary to update the Hands Free control unit using the DDS Diagnostic Instrument to install Software Revision 44. No parts are required for the execution of the update.

NOTE: Before updating the control unit it is crucial that the DDS has been brought up to MY2011 specifications, per service bulletin SVC-11-006 DDS: DUCATI DIAGNOSTIC EQUIPMENT - M.Y. 2011 UPDATE

We remind you that it is the dealer's responsibility to keep the DDS up to date and it is required in order to load the correct SW version (see below for detailed instructions).



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Recall Bulletin RCL-11-001

Criteria for application of the technical solution on circulating motorcycles

- This solution has been implemented in the production line starting from the frame numbers shown below

COUNTRY VERSION	FRAME NO.
Multistrada 1200 CAL MY11	ZDM12BLW9BB011469
Multistrada 1200 CDN MY11	ZDM12BLW5BB011484
Diavel CAL MY11MY11	ZDM13BLW3BB002540
Diavel CDN MY11MY11	ZDM13BLW0BB002625

Affected VIN range requiring application of the technical solution:

AFFECTED BIKES - MULTISTRADA 1200		
Model	From frame no.	To frame no.
MTS1200 (all versions) MY10	ZDM12BLW4AB000023	ZDM12BLW8AB007119
MTS1200 (all versions) MY11	ZDM12BLW9BB008457	ZDM12BLW0BB011179

AFFECTED BIKES - DIAVEL		
Model	From frame no.	To frame no.
Diavel MY11	ZDM13BLW2AB000003	ZDM13BLW7BB002041

Criteria for application of the technical solution on circulating motorcycles:

- For the designated frame numbers in the attached VIN list the motorcycles must be updated.

Customer notification:

- Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. A sample copy of the owner notification letter is enclosed for your information.

Vehicle allocation:

- Prior to owner notification, we will furnish you a list of affected vehicles (See attached Affected VIN List)

Limitation on sale or lease of certain vehicles:

- Section 154(d) of National traffic and Motor Vehicle Safety Act of 1996 mandates that dealers correct, prior to sale or lease, any vehicle which contains a defect relating to motor vehicle safety. It is therefore mandatory that any vehicle in your inventory affected by this recall be corrected prior to sale or lease.

Auto-ship replacement part:

- No auto-shipment is required.



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Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

Repair instructions:

NOTE: The HANDS FREE control unit update can only be accomplished with a properly updated DDS instrument.

Please proceed as follows on all affected motorcycles:

1. UPDATING THE DDS INSTRUMENT

For updating the DDS instrument you must have a PC connected to the internet.

- To update the **DDS Palm** remove the Memory Card from the instrument while it is off.



- Insert the Memory Card into the adapter and connect it to an available USB port on the PC.





Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

- At this point open the **DDS Update** by clicking on the icon on the PC desktop



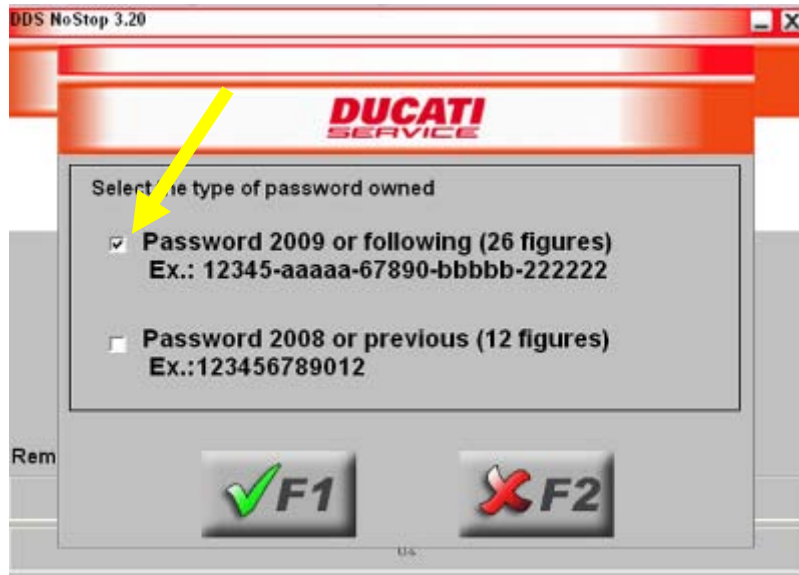
- When the program starts, press F2





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Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

- Select the 26-figures 2009 password and press F1



- Enter your 26-figures MY2011 instrument update password and press F1





Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

Please remember that the password created by Tecnomotor and it is unique to each BBAD serial number. If you have lost your MY2011 password, you will need to recover it from the Tecnomotor website <http://ddsystem.it>. You will need your BBAD Serial Number and MY2011 Personal Key in order to submit the recovery request.

* Please note: It is imperative that the Personal Key and 26 digit password are kept in a safe place. If the Personal Key is lost, on-line password recovery becomes impossible. If the Personal Key is lost a \$150.00 administrative fee will be charged to your parts account to recover it.

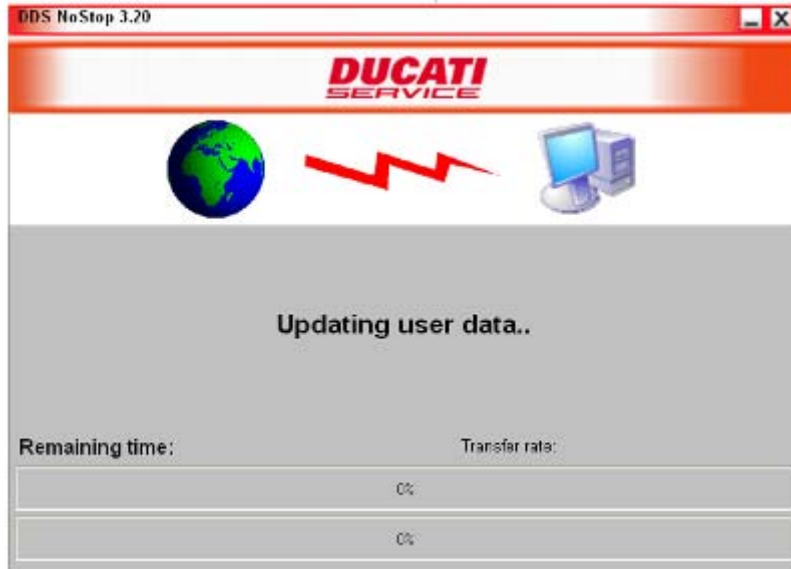
** Please note: If you are requesting your MY2011 password for the first time, it will take up to 24 hours before it will be activated in the Tecnomotor system.

- Verify the personal data related to the instrument and press F1

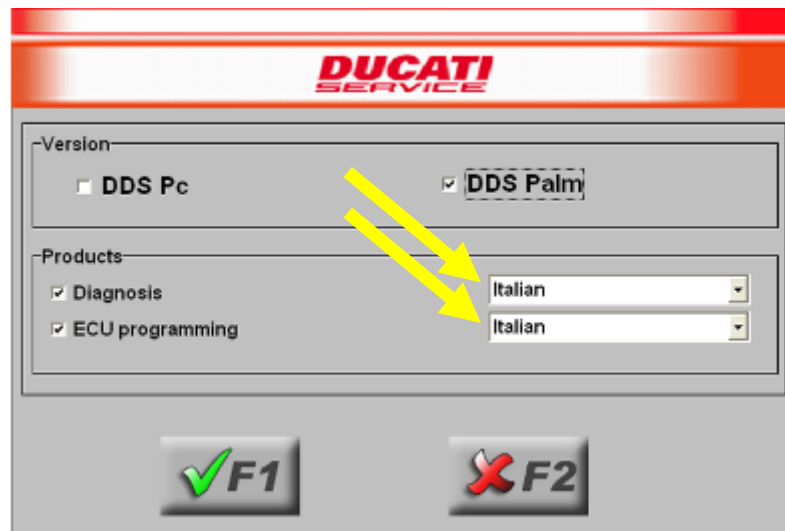
- The update process will begin automatically at this point.



Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001



- Select the desired language for both Diagnosis and ECU Programming and press F1. Wait a few minutes, depending on the internet connection speed, to allow update to complete.



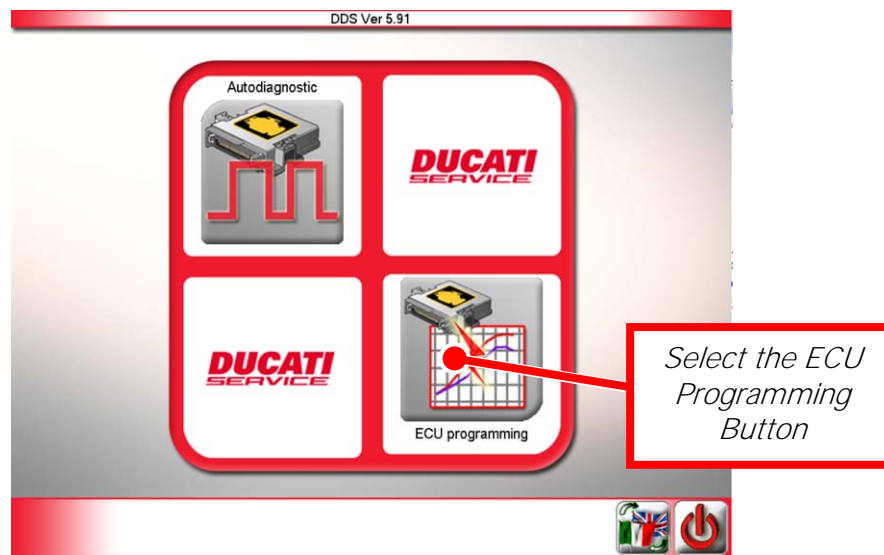
- When prompted, remove the Memory Card from the adapter and insert it into the DDS Palm unit. Upon initial start-up, the instrument will go through a series of reboot procedures, after which it will be ready to be used.



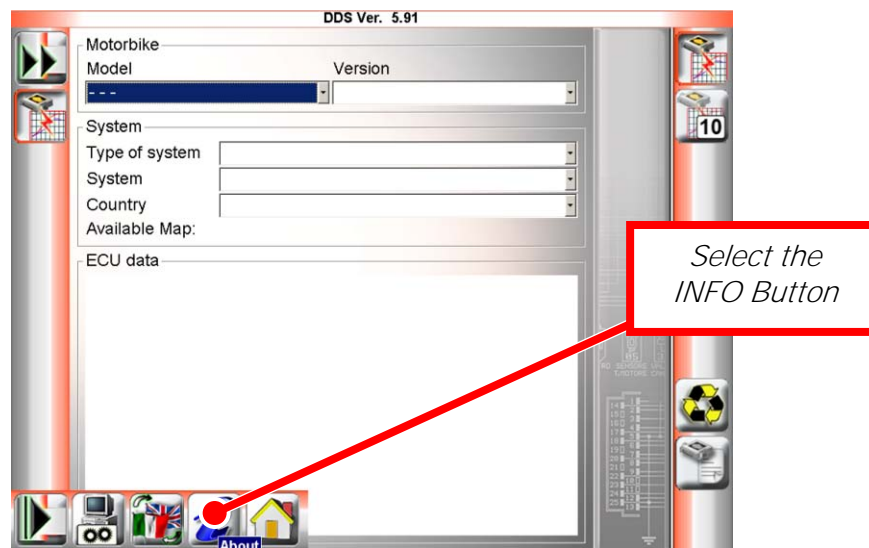
Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

2. CHECKING THE DDS SOFTWARE VERSION

- Connect the DDS to the motorcycle using the #667 4-Pin Diagnostic Cable and the CAN Diagnostic/DDA port found under the rider's seat.
- After powering up the DDS, select " ECU Programming"



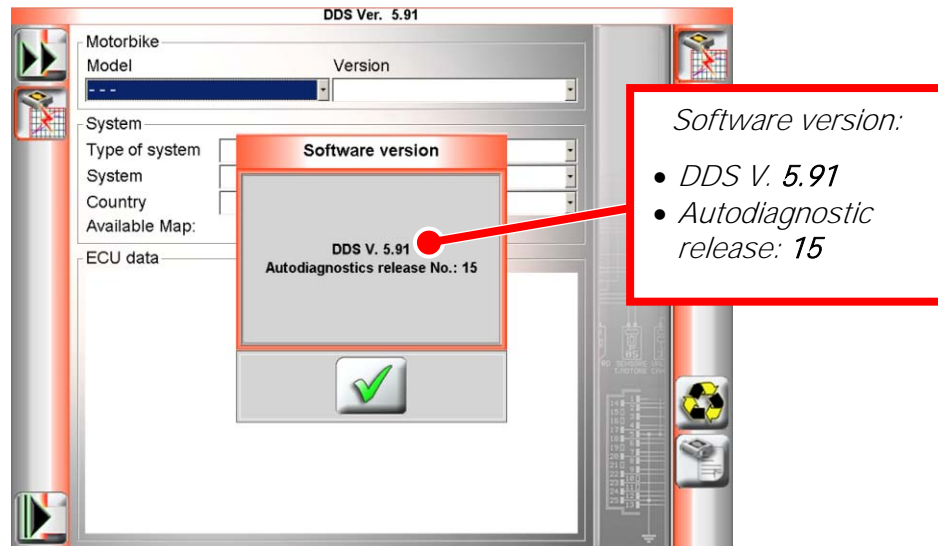
- On the ECU Programming main screen, select the " INFO" button





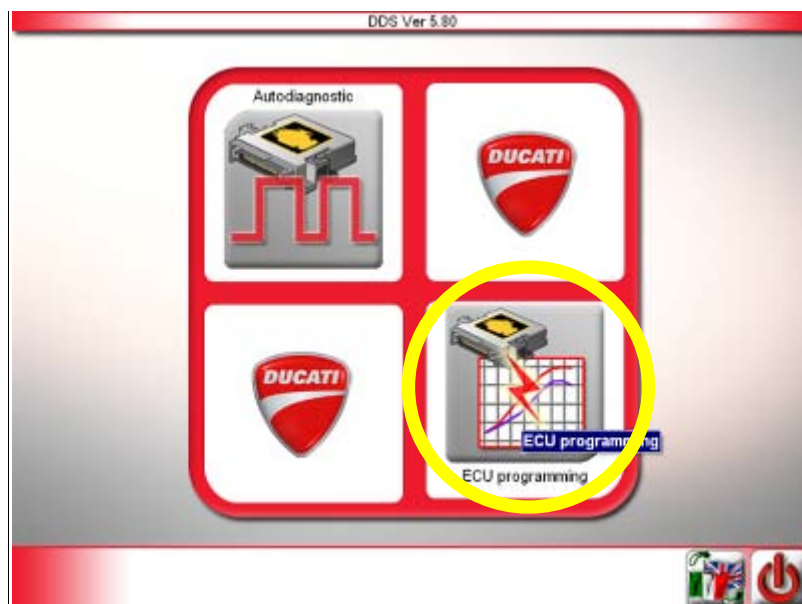
Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

- Verify that the software version is as shown in the figure below:



3. UPDATING THE HANDS FREE ECU

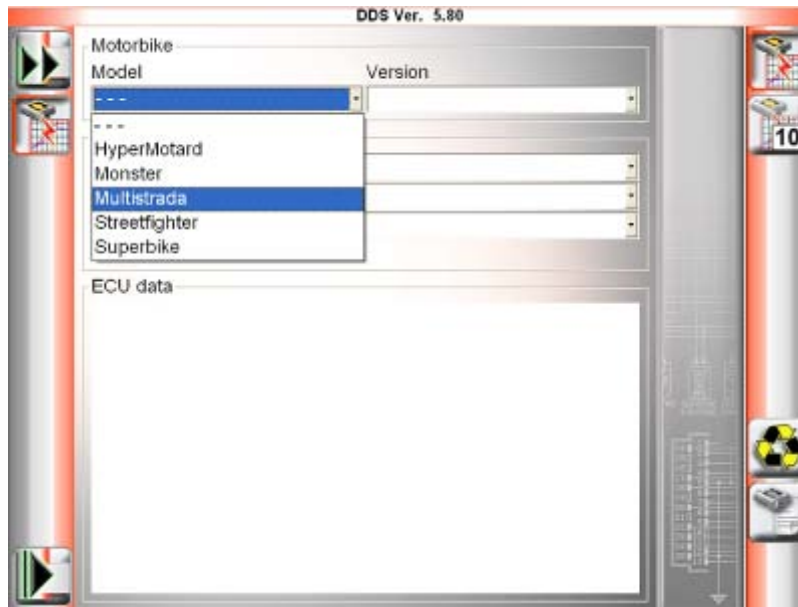
- From the DDS home screen, select ECU Programming



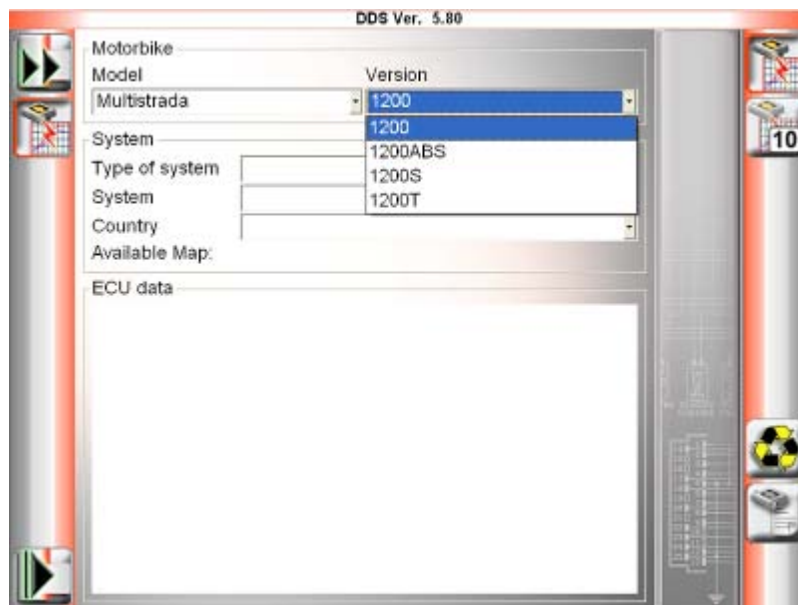


Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

- Select the Model of the motorcycle being addressed



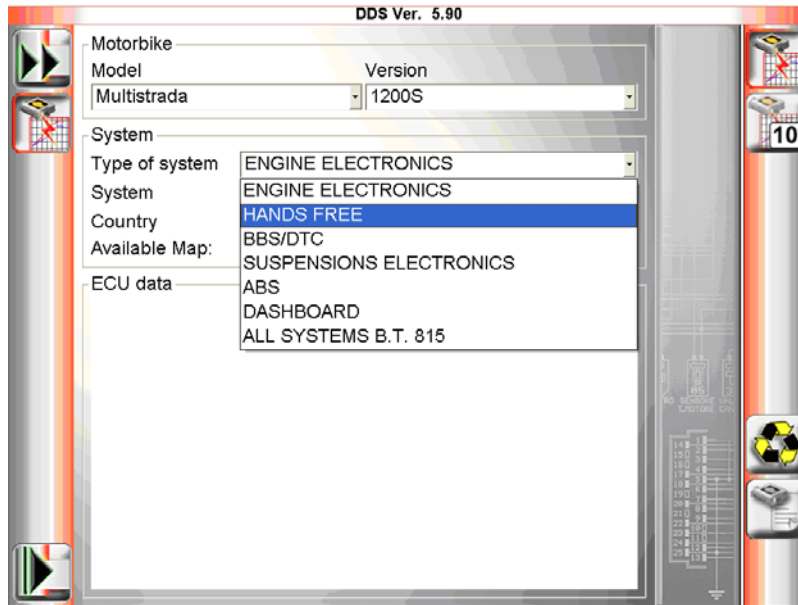
- Select the appropriate Version



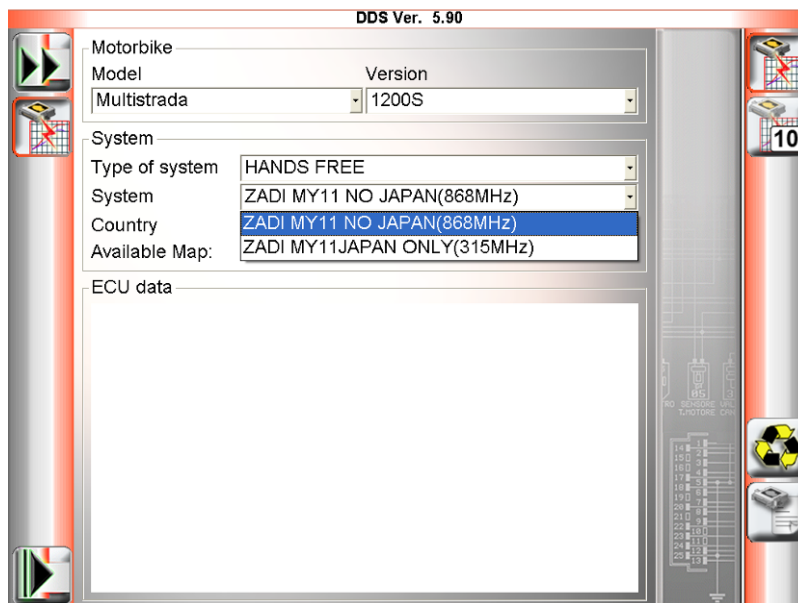


Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
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Recall Bulletin RCL-11-001

- Select the Type of system: "HANDS FREE"



- Select the System: "ZADI MY11 NO JAPAN(868MHz)"



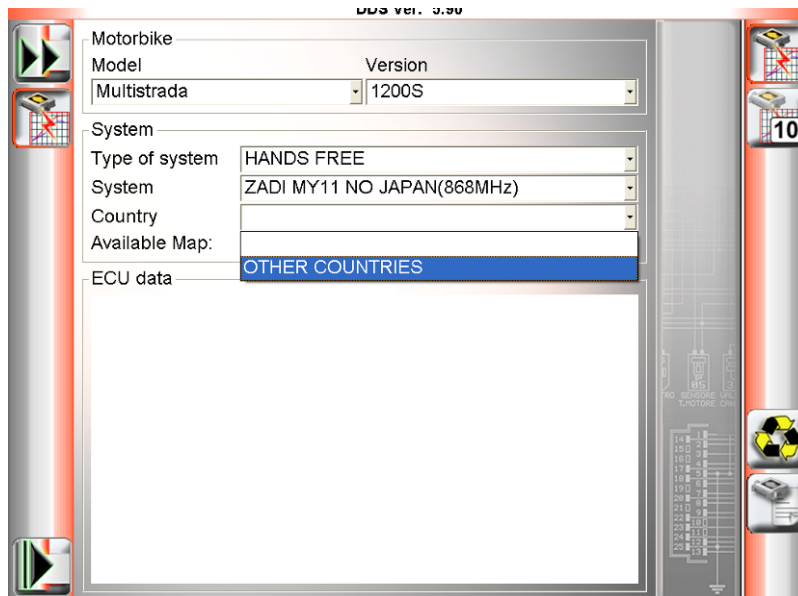


Hands Free Control Unit Reprogramming

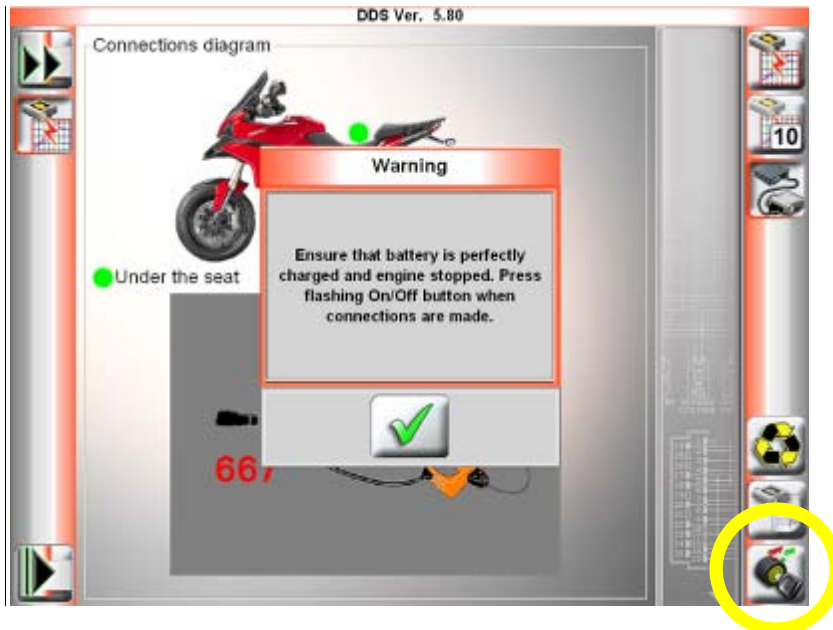
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)

Recall Bulletin RCL-11-001

- Select "OTHER COUNTRIES"



- Make sure that the battery is fully charged and the engine is off. Press the flashing On/Off button after verifying the connections between the DDS and the motorcycle.



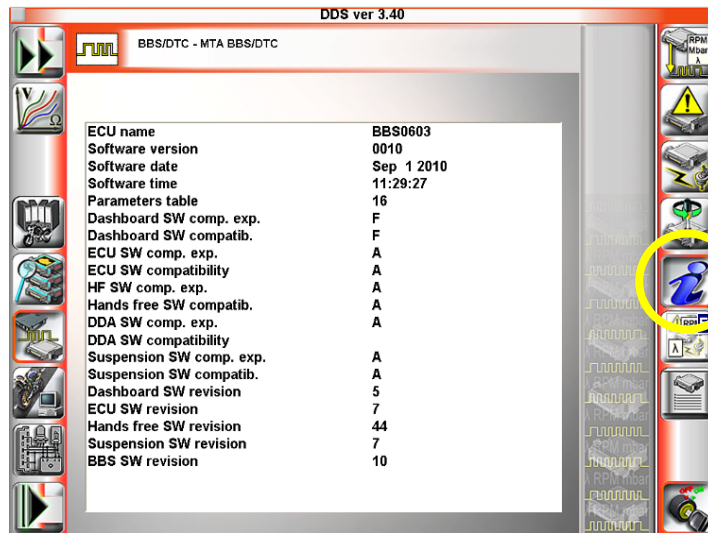


Hands Free Control Unit Reprogramming
Models: Multistrada 1200 MY2010 and MY2011 (all versions),
Diavel MY2011 (all versions)
Recall Bulletin RCL-11-001

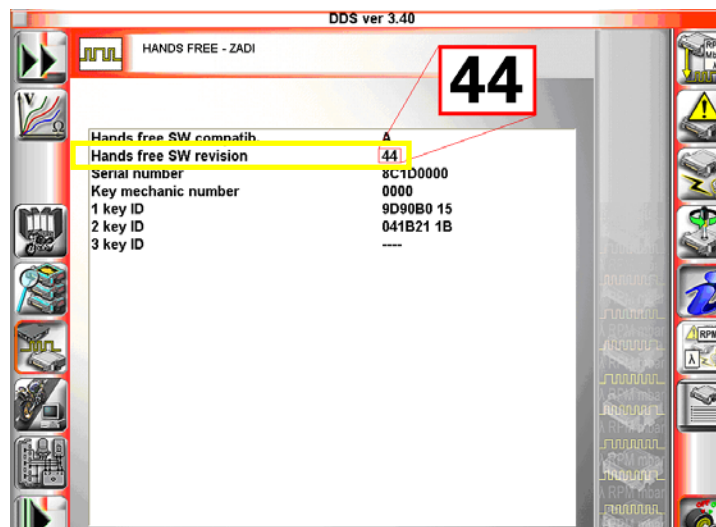
4. CHECKING THE HANDS FREE CONTROL UNIT UPDATE

At the end of the updating procedure, you must check that the Software version installed is the one updated for the country version selected.

- From the DDS home screen, select Autodiagnostic, the specific model and version, the System version Hands Free, and select the INFO button:



- The display must read the **Hands Free SW Revision 44** as shown in the figure below



Special tools:

No special tools are required.



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Recall Bulletin RCL-11-001

Spare parts

Spare parts in stock have been sorted out and they now all feature the new Software version from Hands Free control unit part no:

DESCRIPTION	PART NO.
CENTRALINA HANDS FREE 868MHz (NO JAPAN)	28611242B

Time allowance and reimbursement procedure:

A warranty claim must be submitted in ARCO using the following codes:

Sub-group	0
Fault no.	080
Safety	A
Campaign	D9
Product line	22
Subject	0
Labor Operation (12 mins)	018

Please note that it is necessary to enter each repair under warranty as an individual warranty claim, using the specified fault and labor codes. This process ensures that this recall campaign has been actually completed and will be correctly reported to government agencies.

Campaign authorization:

Ducati North America, Inc. will mail a notification letter to all known owners. If a customer does not present this notification letter, it is important that you confirm the eligibility for recall status on the ORACLE portal (Dealer Bikes -> Recall Campaign), before you commence work. Reimbursement requests for duplicate recall campaign repairs will not be accepted.

Dealer obligation:

This program is designed to complete the necessary repairs and to achieve owner satisfaction. Therefore, we ask you to take prompt and courteous action in accordance with these directives.

Please provide a copy of this communication to every person in your dealership who has recall-related responsibilities.

Thank you for your cooperation.

Ducati North America, Inc.
 Service Department



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Recall Bulletin RCL-11-001

Sample of Customer Letter

Name
Address
City, St, Zip

VIN#

**Subject: Ducati Motorcycles:
 Models: Multistrada 1200 MY2010 and MY2011 (all versions),
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 Dealer Bulletin: RCL-11-001**

NHTSA Campaign I.D. Number: 11V-253
Transport Canada Safety Recall I.D. Number: 2011-164

Dear Ducati Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act & Canada Motor Vehicle Safety Act.

Ducati Motor Holding S.P.A. has decided that a defect that relates to motor vehicle safety exists in certain model year 2010 and model year 2011 Multistrada 1200 (all versions) motorcycles and model year 2011 Diavel (all versions) motorcycles. Our records indicate that you are the owner of a Ducati motorcycle affected by this safety recall campaign. Please take the time to read this letter and help us take the appropriate steps to ensure that your vehicle is operating properly.

Summary of Procedure:

On the above referenced models it is necessary to update the software of the Hands Free control unit. Ducati Motor Holding S.P.A. has determined that under very specific conditions the electronic steering lock may fail to disengage during the motorcycle "key-on" process. This anomaly has been linked directly to a certain revision of the hands free device software. It could result in the possibility of a situation where the motorcycle's engine might be able to start the motorcycle while the steering lock is still engaged. Therefore, there is a possibility that one could start the motorcycle and attempt to ride while the steering is still locked. The resulting potential inability to steer poses an increased risk of low speed tip-over or collision, thus increasing the potential for injury to the rider.

To correct this condition, your authorized Ducati dealer will update the software of the Hands free control unit. The Dealer will perform this update at no cost to you for parts and labor.



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Recall Bulletin RCL-11-001

We request that you contact your authorized Ducati dealer and schedule an appointment, so that the required service can be performed without delay. To locate your nearest authorized Ducati dealer, please go to www.ducati.com and select the "dealer locator" or you may call toll free from the U.S. 800-231-6696. Your dealer can complete the required service in under an hour, if you have an appointment. If your dealer has a number of vehicles awaiting service, additional time may be required.

Precautions - If you are not the only rider of this motorcycle, please advise all other riders of this important information. You may continue to ride this motorcycle; however, if you chose to do so, do not leave this problem unattended.

Service Problem Help:

If you believe that your dealer has failed or is unable to perform the service within a reasonable period of time, please write to:

Ducati North America, Inc.
Attn: Customer Service
10443 Bandley Drive
Cupertino, CA 95014

If you still cannot obtain satisfaction, you may file a complaint with the appropriate Administrator listed below:

USA Customers:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590
Or call toll-free hotline at 1-888-327-4236
(TTY 1- 800-424-9153), or go to [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV).



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Recall Bulletin RCL-11-001

TREADACT CUSTOMER REIMBURSEMENT PLAN

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized Ducati dealer. Expenses from repair facilities outside of the authorized Ducati dealer network will be considered; however, the procedure must meet Ducati North America's standards and use Ducati original replacement parts.

Your authorized Ducati retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice. They inspect the vehicle, if still in your possession, prior to submitting a claim on your behalf to Ducati North America, Inc. for reimbursement.

Please note the following:

Only a repair subject of this safety recall campaign is reimbursable. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs.

Ducati North America, Inc. will not reimburse for prior repairs that did not utilize original Ducati parts.

We recommend that your authorized Ducati dealer be your primary contact on this issue. We anticipate that your authorized Ducati dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair; however, our Customer Relations Dept. may be contacted at 408-253-0499 for any special assistance required.

We regret any inconvenience to you from this action; however, your safety and satisfaction are important to us. We request that you bring your Ducati motorcycle to your nearest authorized Ducati dealer at your earliest convenience.

Thank you for riding Ducati.

Sincerely,

Ducati North America
Service Department