



Hands Free and Master Instrument Panel Software Update
Models: Diavel (all country versions, all models EXCEPT Diavel Strada) M.Y. 11-12-13
Service Bulletin SVC-13-013

Date: Tuesday, April 23, 2013
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Austin Gray, Technical Director; Antonio Munoz, Service Business Manager;

Dear Service Manager,

Please be informed that Ducati's quality research has determined that there is a possibility that owners of Diavel M.Y. 11-12-13 motorbikes may be unable to activate the steering lock in certain circumstances. We ask that dealers DO NOT replace the Hands Free Unit in cases where this fault is detected.

The update procedure is the same described for the Multistrada 1200 in Service Bulletin # SVC-13-008. This function has already been introduced in the production line of the Diavel Strada M.Y. 13.

- Please note that, unlike the Multistrada 1200, in order to update the Hands-Free software in the Diavel model it is necessary to update the Master Instrument Panel at the same time.

Available versions:

HF_50_868	All country versions EXCEPT JAP
HF_50_315	ONLY JAP

The new 'version 50' features the following changes, compared to previous 'version 44':

- It does not use the information from the steering limit stop switch, operated by the claws, to turn on the steering lock.
- The button pressure time required for turning on the steering lock has been increased from 1 to 3 seconds.

Below, please find the guidelines for updating the Hands Free control unit software using the DDS 2.0, along with the description of the new operating strategy for turning on the steering lock.



NOTE

Always demonstrate to the Customer the new operating strategy when an update has been performed.

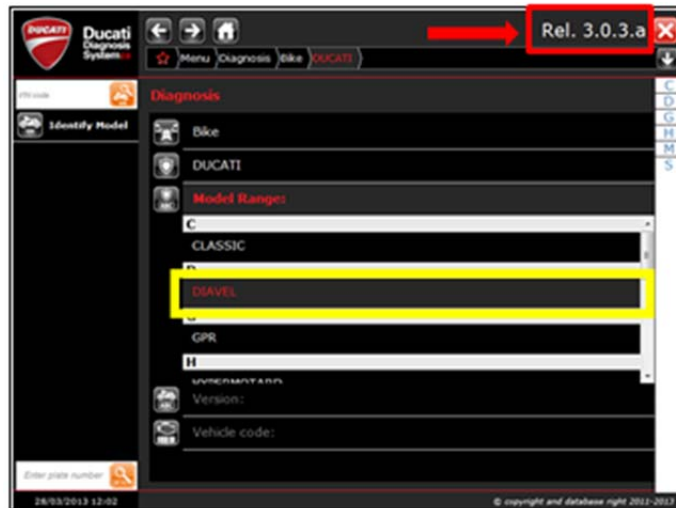


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HANDS FREE SOFTWARE UPDATE PROCEDURE

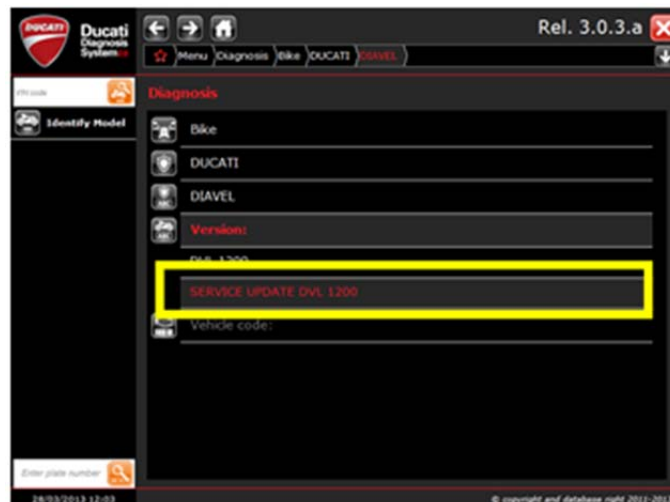
Begin by downloading the **DDS 2.0 Rel. 3.0.3a update**.

Select the **Diavel** family from the Ducati model list.



Select the appropriate field:

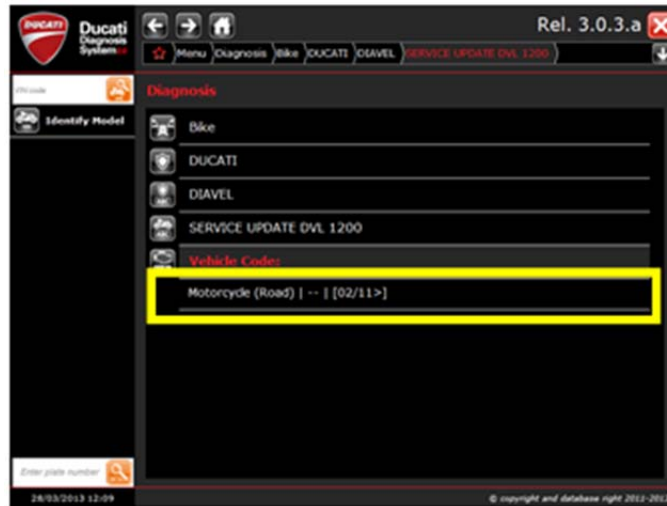
- **SERVICE UPDATE DVL 1200**





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Select **Motorcycle (Road)** | - - | | [02/11 >] in “Vehicle Code”:



Select **Zadi** in “Hands Free Reprogramming”:

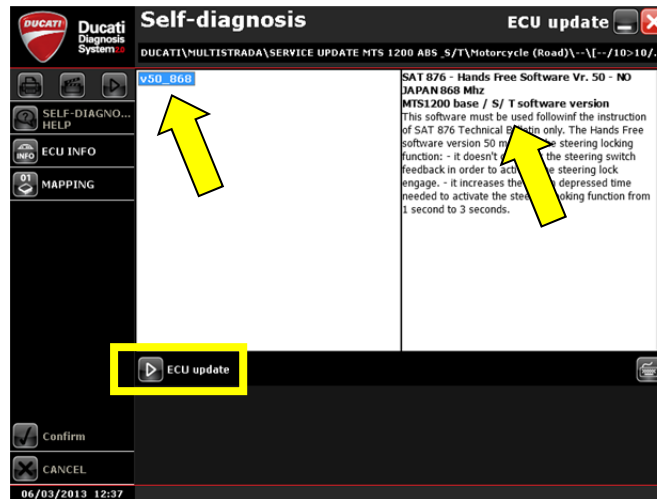


The **HF_50_868 software** (HF_50_315 for the JAP version) will be displayed as available for download.



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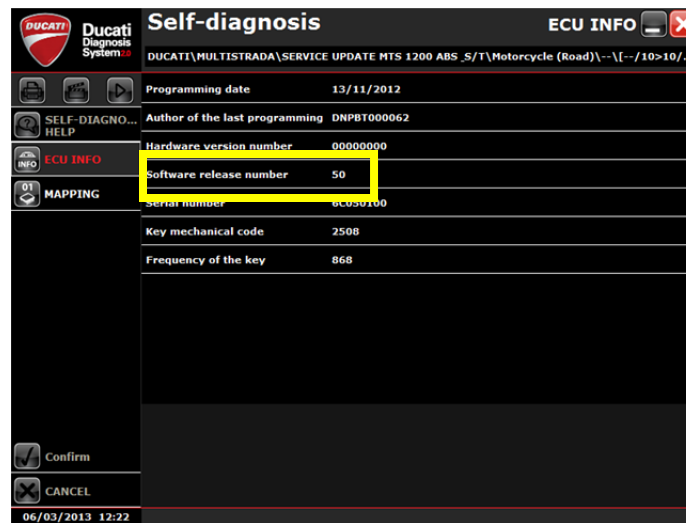
Upon selection, the caption containing the release notes will be displayed on the right-hand side of the screen.



Select the file and start programming by pressing the **ECU Update** button.

Wait for download to complete and restart the Hands Free control unit by performing a key-off and key-on cycle.

After completing the update, you can check that the update was performed correctly by viewing 'version 50' in the Info ECU menu.

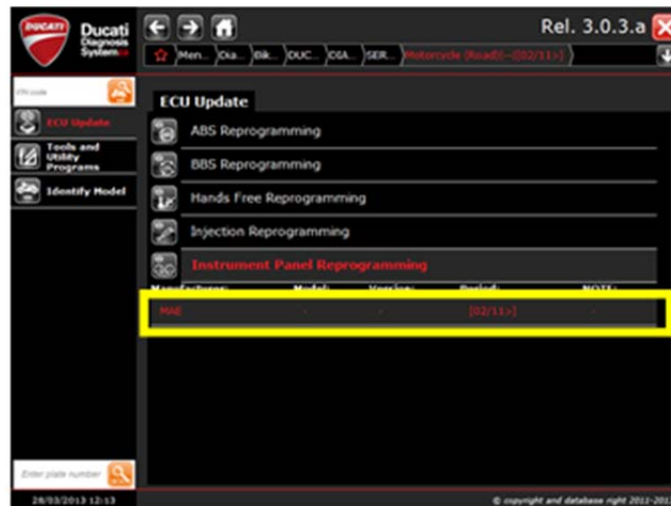




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MASTER DASHBOARD SOFTWARE UPDATE PROCEDURE

Select **MAE** in “Dashboard Reprogramming”:



The software **_MSTF07** will be displayed as available for download. Upon selecting it, the caption containing the release notes will be displayed on the right-hand side of the screen.



Select the file and start programming by pressing the ECU Update button.



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The software updating procedure takes 18 minutes to be completed.

After completing the update, you may check that the update was performed correctly by viewing “**Micro Software Release (Master) - 10**” and “**External Flash Software Release (Master) - 7**” version in the Info ECU menu.

Self-diagnosis ECU INFO

DUCATI\DIABLO\SERVICE UPDATE DVL 1200\Motorcycle (Road)\--[02/11>]\Instrument panel...

Micro Software Release (Master)	10
Micro Software (Master) date of release	28/12/2012
Micro Boot Release (Master)	2
Micro date of reprogramming (master)	30/03/2013
Author of last Micro programming (master)	NPBY000062
External flash Software release (master)	7
External Flash Software (master) date of release	27/12/2012
External flash Boot Release (Master)	24
External flash (master) date of reprogramming	04/01/2005
Author of last external flash programming (master)	Lvalue! 02
RAM Software Release (Master)	2
RAM Software (master) date of release	255/255/20255

Confirm CANCEL

02/04/2013 09:29

Cycle the Key off then on again.



NOTE: Delete any stored errors related to the Hands Free or Dashboard Master units software update.



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DESCRIPTION OF NEW HANDS FREE OPERATING STRATEGY AFTER UPDATE TO “VERSION 50”

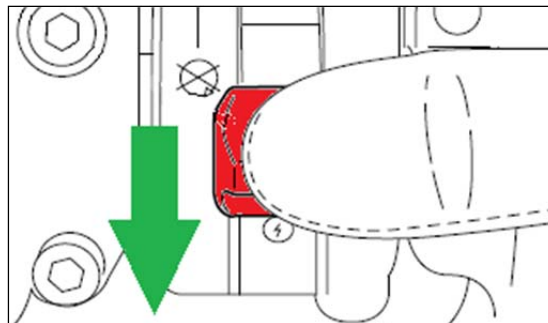
The new “version 50” software of the Hands Free control unit no longer takes into account the information from the steering limit switch, operated by the claws, to turn on the steering lock.

The new operating logic of the steering lock no longer detects the steering limit stop position and the **“WAITING FOR LOCK”** message is no longer activated. It is the rider's responsibility to make sure that positioning is correct.



Note that if the steering is not positioned correctly, the steering lock will not turn on and you may hear a noise from the Hands Free unit.

For correct use, turn the steering into the correct position (fully right or fully left) within 60 seconds from turning off the instrument panel, and hold the “RUN” button depressed for 3 seconds while keeping the steering fully turned left or right.



NOTE:

After pressing the relevant button for (1) second the Master Instrument Panel will show the blinking message **“KEEP PRESSED TO LOCK”**.





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If the steering is locked correctly, the Master Instrument Panel will show the padlock icon for 5 seconds.



Perform a key-on to release the steering lock.

In case it is not possible to turn on the steering lock, the “RED SWITCH NOT RELEASED” message will begin flashing. At this point, release the button. Check that the steering limit stop (C) is in the correct position before attempting to turn on the steering lock again.



If the problem persists after updating both the Hands Free and Master Dashboard software, i.e. the steering lock does not turn on, please fill out a “**Request for Assistance**” in the DCS under You Tech.



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IMPORTANT COMMUNICATION ON HANDS FREE AND DASHBOARD MASTER (TANK) SPARE PART NUMBERS

We hereby would like to inform you that, by the end of April 2013, the part numbers listed in the table below, relating to the Diavel and Multistrada 1200 Hands-Free components and the Diavel Master Instrument Panel, will be updated.

The new part numbers identify the components which have been updated to the latest hardware and software, (v50) revision, for the new steering lock management strategy described in this service bulletin. The Hands-Free control units and the Master Instrument Panels with the previous steering lock strategy will no longer be managed as spare parts.

<i>Description</i>	<i>Old part no.</i>	<i>New part no.</i>
Spare Hands-Free 868 MHz (v50) unit <u>without keys</u>	286.1.124.4B	286.1.124.6B
Spare Hands-Free 315 MHz (v50) unit <u>without keys</u>	286.1.127.3B	286.1.127.5B
Spare Hands-Free 868 MHz (v50) unit <u>with milled keys</u>	598.2.092.3A	598.2.092.5A
Spare Hands-Free 315 MHz (v50) unit <u>with milled keys</u>	598.2.093.3A	598.2.093.5A
Master Instrument Panel (Tank) DIAVEL MY11-12-13	406.1.082.6B	406.1.102.1A

Please note that, in cases where only the Hands-Free unit or the Master Instrument Panel (tank) control unit are replaced on a Diavel, the software of the unit not replaced must be updated with the DDS 2.0 to the latest software version.

<i>Control unit to be replaced</i>	<i>Control unit to be updated</i>	<i>Software version for the control unit to be replaced</i>
Hands-Free Control Unit	Master Instrument Panel (Tank)	_MSTF07
Master Instrument Panel (Tank)	Hands-Free Control Unit	V50_868



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WARRANTY CLAIMS

Labor time that will be reimbursed for performing both of the software updates, Hands Free and Master Dashboard is **12 minutes** (2 LU). Please file the warranty claim in the DCS utilizing the following labor operation codes:

Sub-assembly	0 – MAINTENANCE
Defect Code	080 – FAULTY PARTS
Defect	G – OPERATION
Type	FR – LABOUR
Operation Code	0 – 999 – 018 INJECTION CIRCUIT CHECK

We thank you in advance for your attention and cooperation.

Sincerely,
Ducati North America
Service Department