



New DDS 2.0 Functions

Models: All

Service Memo SRV-ESB-17-008

Date: Monday, July 31st, 2017
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

Dear Dealers and Service Managers,

In efforts to advance service technician workmanship, the DDS 2.0 diagnostics tool has been enhanced with the following new features:

- 1. Freeze Frames**
- 2. Interactive Wiring Diagrams**
- 3. Guided Diagnostics Sheets**
- 4. Diagnostics Suggestions (only for emissions-associated errors)**
- 5. Error Lists**
- 6. Guided Diagnostics Block Diagrams**
- 7. Quick Support.**

The following table summarizes model applicability for each of the listed features:

Document	Applicability
Freeze Frames	All 2010 Models to Present
Interactive Wiring Diagrams	All 2010 Models to Present
Guided Diagnostics Sheets	All 2010 Models to Present
Diagnostics Suggestions	EURO 4 models
Error Lists	EURO 4 models
Guided Diagnostics Block Diagrams	All 2010 Models to Present
Quick Support	All models



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1. Freeze Frames

Freeze Frames are displays of some of the bike's parameters at the moment of error validation; they are useful for understanding and duplicating the conditions in which the fault occurs. They can be accessed only during an active diagnosis session (DDS 2.0 diagnostics instrument connected to the bike).

To access, check the "Errors" page for the Freeze Frames icon among the symbols to the right of the error being analyzed.



Then select the button at the bottom right; the Freeze Frame containing the bike's parameters at the moment the fault occurred is displayed.





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2. Interactive Wiring Diagrams:

To make wiring diagram sessions easier, it has been divided as follows:

- Bike control units
- CAN line
- Power supply and grounds

Interactive wiring diagrams may be accessed both during active diagnosis sessions (DDS 2.0 diagnostics tool connected to the bike) and during non-active diagnosis sessions (DDS 2.0 diagnostics tool not connected to the bike).

1) Active diagnosis session (DDS 2.0 diagnostics tool connected to the bike)

Check the "Errors" page for the interactive wiring diagram icon among the symbols to the right of the error being analyzed.



Then press the button at the bottom right; the wiring diagram containing the component involved in the error selected is displayed.

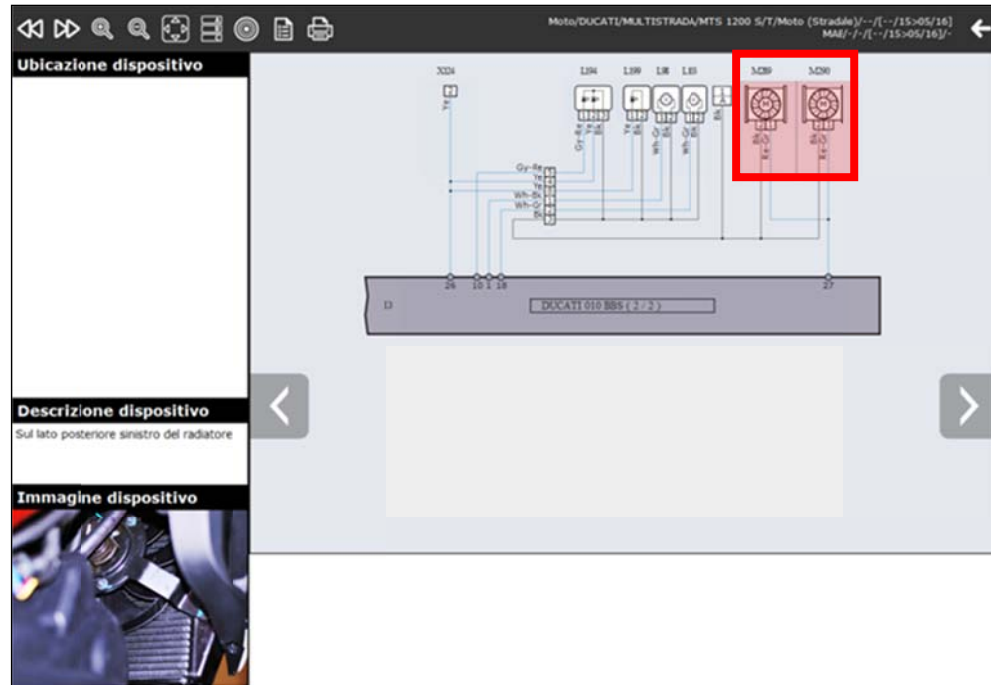




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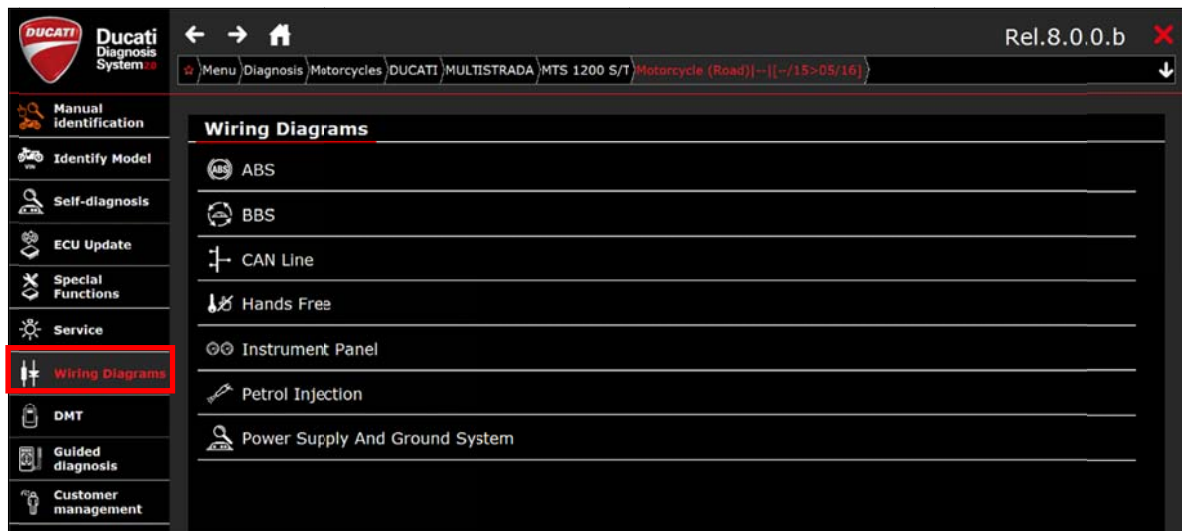
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2) Non-active diagnosis session (DDS 2.0 diagnostics tool not connected to the bike)

It is also possible to access the interactive wiring diagrams simply by selecting the “Wiring diagram” section of the selected model.





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3. Guided Diagnostics Sheets:

Guided diagnostics sheets are useful for checking the integrity of the bike's wiring harness, should the following types of errors occur:

- Open circuit
- Short circuit to positive
- Short circuit to ground

Correct use of these sheets eliminates the wiring harness as the source of the problem.



NOTE

Please note: these documents do not expire to and must be completed thoroughly.

Guided diagnostics sheets can be accessed both during active diagnosis sessions (DDS 2.0 diagnostics tool connected to the bike) and non-active diagnosis sessions (DDS 2.0 diagnostics tool not connected to the bike).

1) Active diagnosis session (DDS 2.0 diagnosis tool connected to the bike)

Check the “Errors” page for the guided diagnostics sheet icon among the symbols to the right of the error being analyzed.



Then select the button at the bottom right; the guided diagnostics sheet referring to the component involved in the error selected is displayed.

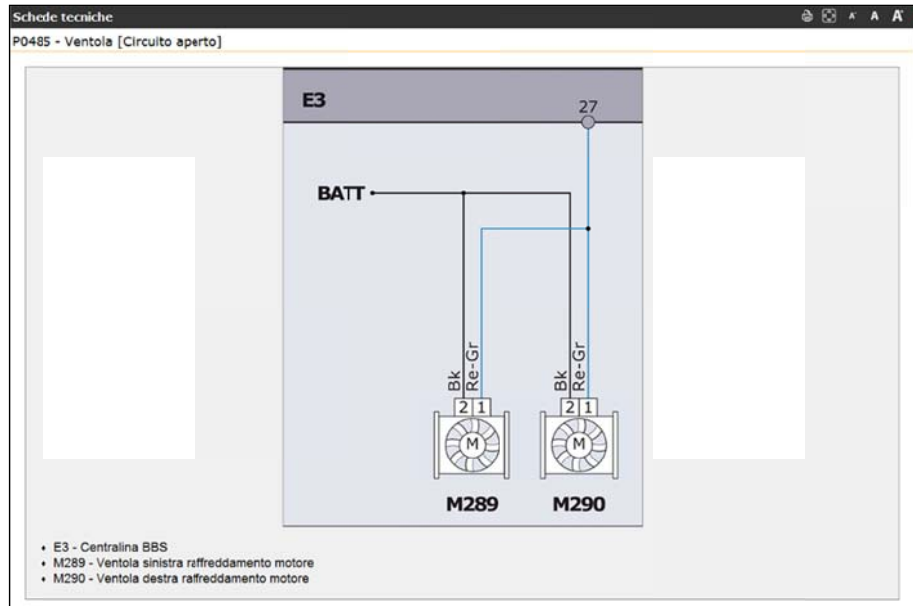




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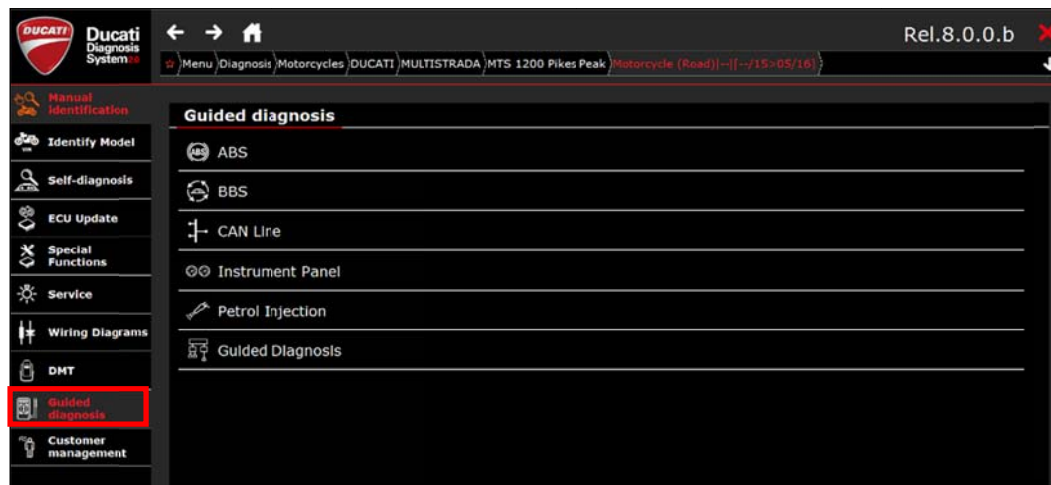
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2) Non-active diagnosis session (DDS not connected to the bike)

Guided diagnostics sheets may be accessed by selecting the “Guided diagnosis” section of the selected model.





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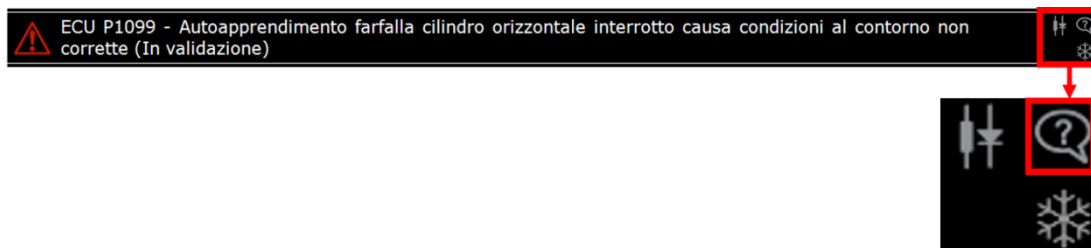
4. Diagnostics Suggestions

“Diagnostics suggestions” were developed for emissions-associated errors and apply ONLY to EURO 4 type-designated bikes.

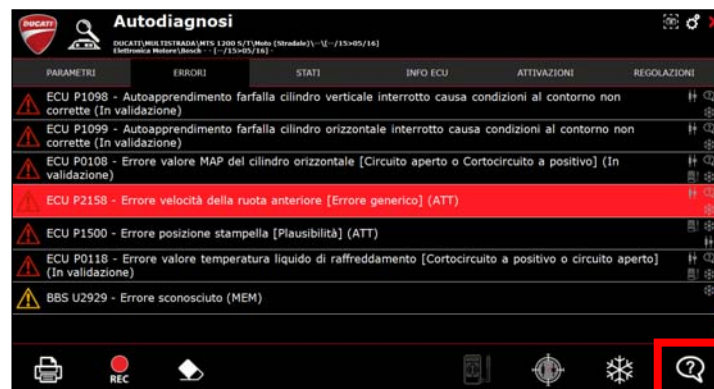
The fields present inside the document are:

- Error code
- Error description
- Information to identify the fault
- Repair actions
- Recovery action (not always available): this field indicates the strategy that the control unit uses when the error being analyzed occurs.

To determine if the error being analyzed has an associated “Diagnostics Suggestion” document, check the symbol list to the right of the error:



Currently, it is possible to access “Diagnostics Suggestions” only during active diagnosis sessions (DDS 2.0 connected to the bike) by selecting the specified button at the bottom right in the “Errors” page; the diagnostics suggestion for the error selected is displayed.





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Future releases of the DDS 2.0 will allow “Diagnostics Suggestions” access during non-active diagnosis sessions also (DDS 2.0 diagnostics tool not connected) in the “Guided diagnosis” section of the selected model.



The following table is an example of the “Diagnostics suggestions” document in .pdf format:

 Diavel Model Year 2017 				
CODICE ERRORE	DESCRIZIONE	INFORMAZIONI PER IDENTIFICARE L'ANOMALIA	AZIONI DI RIPARAZIONE	AZIONE DI RECOVERY
P0030	Riscaldatore lambda del cilindro orizzontale [Cortocircuito verso massa o Circuito aperto]	- Scollegare il solo connettore del componente. Facendo riferimento allo schema elettrico, eseguire un controllo elettrico e visivo del cablaggio e dei connettori. Con moto a quadro spento, verificare lato cablaggio che non vi sia continuità tra il PIN del segnale e i PIN della massa motore/cablaggio. Seguire le istruzioni riportate nella diagnosi guidata, ove disponibile. - Scollegare i connettori della centralina di competenza e del componente. Facendo riferimento allo schema elettrico, eseguire un controllo elettrico e visivo del cablaggio e dei connettori. Con moto a quadro spento, controllare la continuità di tutti i cavi disponibili sul connettore del componente lato cablaggio. Seguire le istruzioni riportate nella diagnosi guidata, ove disponibile.	- Riparare i cavi e/o il connettore - Sostituire la sonda lambda - Sostituire la centralina controllo motore	- Azionamento riscaldatore O2 bloccato - Controllo feedback O2 impossibile - Valore apprendimento A/F (tempo lungo e breve) = 0,0 per ogni punto motore
P0030	Riscaldatore lambda del cilindro orizzontale [Cortocircuito verso alimentazione]	Scollegare i connettori della centralina di competenza e del componente. Facendo riferimento allo schema elettrico, eseguire un controllo elettrico e visivo del cablaggio e dei connettori. Con moto a quadro spento, verificare lato cablaggio che non vi sia continuità tra il PIN del segnale e i PIN dei positivi presenti nel connettore della centralina di competenza (se il cavo di alimentazione del positivo è interrotto da uno o più relè/fusibili, eseguire la verifica sia a monte che a valle dei relè/fusibili stessi). Effettuare una verifica di non continuità tra il PIN del segnale ed il positivo batteria, se il cavo di alimentazione del positivo è interrotto da uno o più relè/fusibili, eseguire la verifica sia a monte che a valle dei relè/fusibili stessi. Seguire le istruzioni riportate nella diagnosi guidata, ove disponibile.	- Riparare i cavi e/o il connettore - Sostituire la sonda lambda - Sostituire la centralina controllo motore	- Azionamento riscaldatore O2 bloccato - Controllo feedback O2 impossibile - Valore apprendimento A/F (tempo lungo e breve) = 0,0 per ogni punto motore



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5. Error Lists

Error lists are documents containing all possible error codes with associated descriptions, which could activate in the control units installed on a bike.

Future DDS 2.0 releases will allow error list access during non- active diagnosis sessions (DDS 2.0 diagnostics tool not connected) by selecting the “Guided Diagnosis” section of the selected model.



The following table is an example of the “Error List” document structure in .pdf format:

DUCATI SERVICE	
Scrambler Sixty2 Model Year 2016	
P-CODE	DESCRIZIONE ERRORE
C0110	Pompa ABS
C0121	Relè valvola ABS
C0238	Differenza di velocità tra ruota anteriore e posteriore
C1091	Sensore di velocità anteriore [Errore di correlazione]
C1148	Sensore di velocità anteriore [Velocità massima]
C1149	Sensore pressione anteriore ABS [Errore hardware]
C1158	Plausibilità del sensore velocità anteriore
C1178	Plausibilità del sensore velocità posteriore
C1185	Alimentazione ABS
C1194	Valvola ABS [Valvola di scarico anteriore]
C1198	Valvola ABS [Valvola di ingresso anteriore]



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6. Guided Diagnostics Block Diagrams

Guided diagnostics block diagrams contain the minimum information needed to open a YouTech service request.

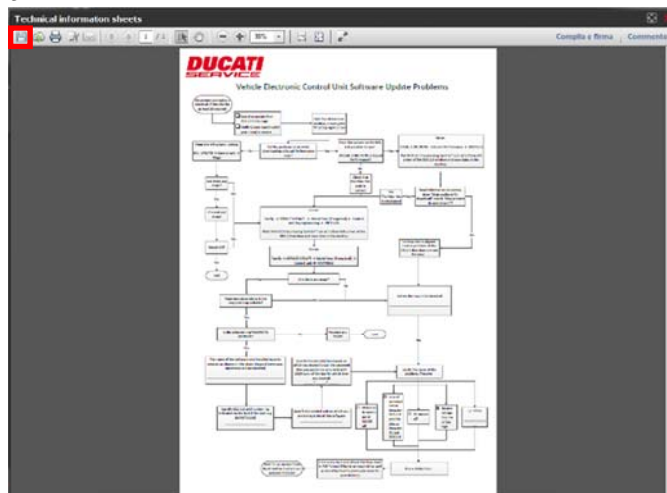
These diagrams can be accessed during non-active diagnosis sessions (DDS 2.0 diagnostics tool not connected) by selecting the “Guided diagnosis” section of the selected model.



Block diagrams are available for the following needs:

- Engine control system problems
- Electrical problems
- Software updates
- Password request

Once the desired diagram has been selected a copy can be saved to a desired location by selecting the ‘Save’ button at the top left.





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These.pdf files may be edited; it is NOT necessary to print the document to add new information. Just open and modify it directly through the pdf viewer; once it has been edited and saved, it is possible to attach the document to the YouTech service request.

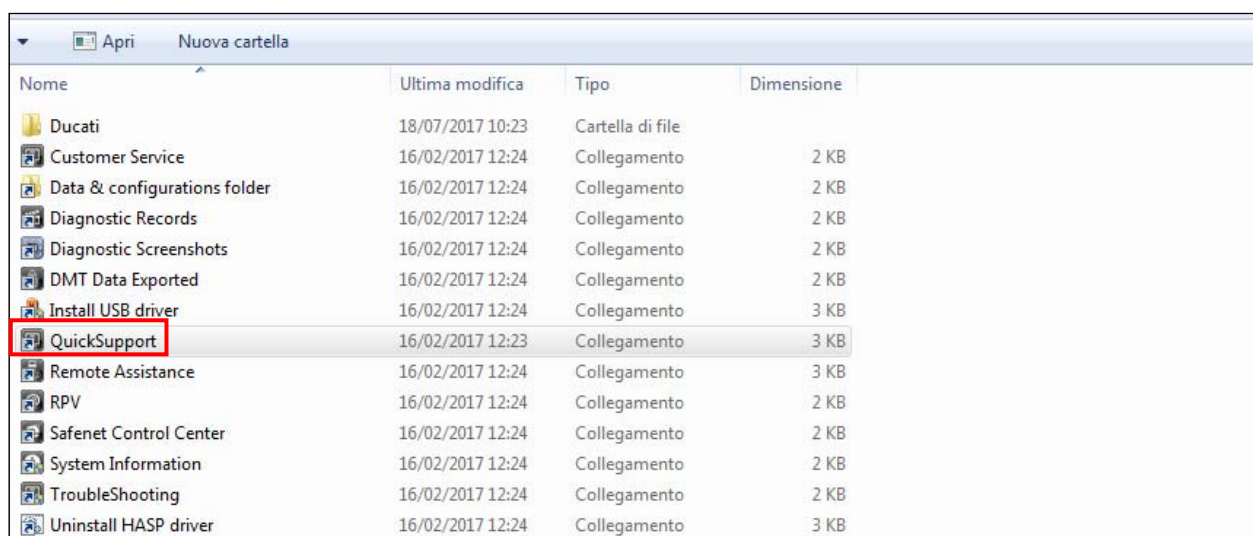
7. Quick Support

Quick Support is designed to help with problems using the Ducati Diagnostics System 2.0 (DDS 2.0) diagnostics tool. This document is periodically updated with the most frequent errors detected in the network.

The Quick Support is an integral part of the DDS 2.0 installation package; use the following path to access:

<C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Ducati Diagnosis System 2.0 Support\Help>

Then, double click on the Quick Support icon:



Nome	Ultima modifica	Tipo	Dimensione
Ducati	18/07/2017 10:23	Cartella di file	
Customer Service	16/02/2017 12:24	Collegamento	2 KB
Data & configurations folder	16/02/2017 12:24	Collegamento	2 KB
Diagnostic Records	16/02/2017 12:24	Collegamento	2 KB
Diagnostic Screenshots	16/02/2017 12:24	Collegamento	2 KB
DMT Data Exported	16/02/2017 12:24	Collegamento	2 KB
Install USB driver	16/02/2017 12:24	Collegamento	3 KB
QuickSupport	16/02/2017 12:23	Collegamento	3 KB
Remote Assistance	16/02/2017 12:24	Collegamento	3 KB
RPV	16/02/2017 12:24	Collegamento	2 KB
Safenet Control Center	16/02/2017 12:24	Collegamento	2 KB
System Information	16/02/2017 12:24	Collegamento	2 KB
TroubleShooting	16/02/2017 12:24	Collegamento	2 KB
Uninstall HASP driver	16/02/2017 12:24	Collegamento	3 KB

Please remember, if problems arise with DDS 2.0 diagnostics tool not connected to bike faults, you must contact the DCS Help Desk by sending an e-mail to the following address: helpdcs@ducati.com.

When describing the problem, please be as descriptive as possible in explaining all problems encountered. The DCS Help Desk will then put you in contact directly with TEXA technical assistance service.



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Here below is an example of information to include in your e-mail:

Name: Andrea

Surname: Bianchi

Dealer SAP Code: 100XYZ

Commercial Name: Andrea Bianchi Motor bike

DDS2.0 serial number: DNPBT000XYZ

Operating System and service pack: Windows™ 7 (32 bit)

DDS2.0 Software Version: 6.0.4.a - 6 (map:1406)

Communication method between interface and PC: Bluetooth/USB

LEDs ON on the instrument: Green/Red/Blue

E-mail address: agasaperto@motocicli.it

Problem description: no communication between computer and DDS2.0

We hope these DDS 2.0 enhancements will improve service efficiency. Please direct any questions or concerns to your service area manager.

Regards,

Ducati North America
Service Department