



Ducati Battery Charge Maintainers

Models: All

Service Memo SRV-ESB-17-003

Date: Wednesday, August 2nd, 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,

As a result of your field reports and analysis of parts returned under warranty, the sources of some of the performance problems associated with the Ducati battery charge maintainers, part no.69924601A, have been isolated.

Specifically, three potentially defective lots have been identified:

1418

1419

1420

(The first two digits indicate the production year, whereas the last two digits indicate the week).

Service Instructions

Should you receive any complaint about a Ducati battery charge maintainer (part no.69924601A), first please check the production lot indicated on the back of the maintainer as follows:

- 1) If the 4 digits indicated on the back of the battery charge maintainer fall within one of the specified lots, replace the maintainer under warranty.



- 2) If the 4 digits indicated on the back of the battery charge maintainer do NOT fall within one of the specified lots, check performance according to the procedure indicated in the diagram attached to this bulletin (SRV-SRB-17-003_Annex).



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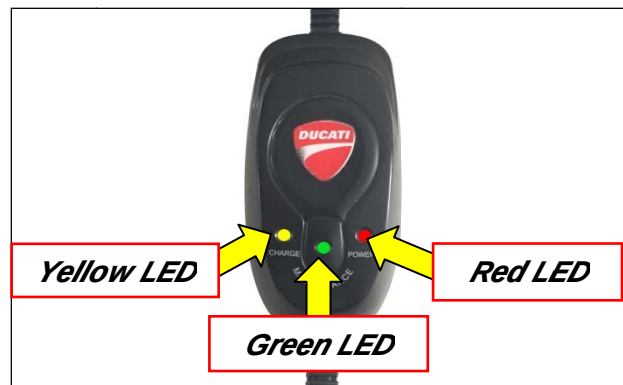
This process allows you to check the battery charge maintainer for correct battery charging operation and then switches to the charge maintaining step.



NOTE

This test applies only to the following YUASA lead-acid batteries installed on Ducati models: YTB7-BS, YTB12-BS and YTX14-BS.

Please note that the PDF file can be modified electronically; there is no need to print to enter required information. Just open and edit directly through a PDF viewer; once edited and saved, the document can be attached to any service request for reimbursement.



During maintainer verification, you will also be required to check the LEDs on the front of the maintainer. The LEDs are three different colors, each having a specific meaning as indicated in the following table:

- Red LED:**
The red steady-on LED indicates the battery charge maintainer is connected to a power outlet (100-240 VAC; 50-60 Hz).
- Yellow LED:**
The yellow steady-on LED indicates the battery charge maintainer is connected to the battery (through the diagnostic socket or directly to the terminals); the maintainer is charging the battery, and in this case, the red LED stays on, whereas the green LED is off.
- Green LED:**
The green steady-on LED indicates the battery is fully charged; the maintainer switches from charging status to battery maintaining status. When the green LED turns on, the yellow LED turns off, whereas the red LED stays on.



NOTE

If one or more LEDs flash (with both connected and disconnected battery), the maintainer must be replaced.



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Warranty

Reimbursement under warranty will be in accordance with the following rules:

- 1) If the battery charge maintainer falls within one of the three potentially defective lots (1418-1419-1420), it is necessary to attach:
 - a) a picture showing the battery charge maintainer (part no.69924601A) lot.
- 2) If the maintainer does NOT fall within one of the three potentially defective lots (1418-1419-1420), it is necessary to attach:
 - a) a picture showing the battery charge maintainer (part no.69924601A) lot.
 - b) a thoroughly completed maintainer verification sheet (SRV-SRB-17-003_Annex).



NOTE

To request reimbursement for this component, the purchase receipt is not required.

Any battery charge maintainer replacement performed without an associated battery charge maintainer verification sheet may prevent warranty reimbursement.

We hope this information simplifies service associated with Ducati battery charge maintainers; please direct any questions or concerns to your Service Area Manager.

Regards,

Ducati North America
Service Department