



CR164 – Updating the Hands Free active key using kit part no. 59822301A

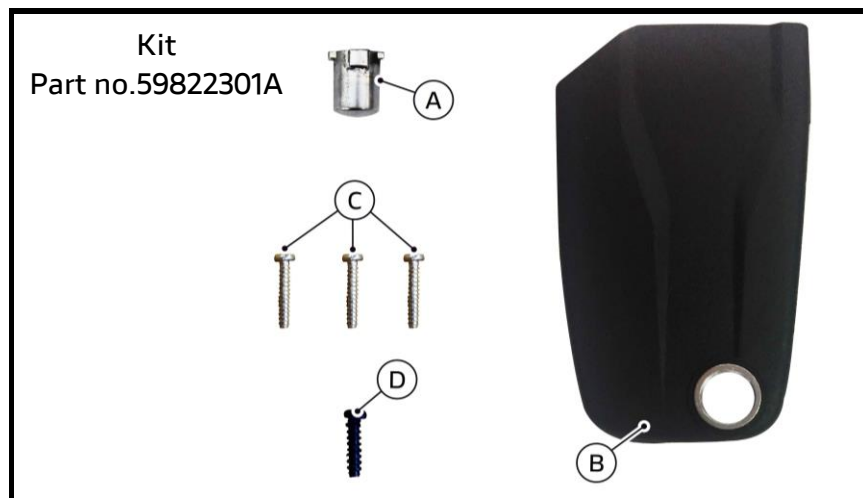
Multistrada 1260 (all models)
Technical Service Bulletin SRV-TSB-18-017

Date: December 19, 2018
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

We found a potential malfunction of the opening/closing mechanism of the Hands Free active key for the above-indicated model. It is possible that the “coded blade” does not open smoothly or remains open even without pressing the dedicated open/close button.

To restore proper operation, all active keys for the above-indicated models will be updated. This operation requires installation of the kit part no. 59822301A, which includes:



Kit part no. 59822301A		
Position	Description	Quantity
A	Open/close button	1
B	Front shell	1
C	Self-tapping screws	3
D	Black screw	1



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 Technical Service Bulletin SRV-TSB-18-017

Application

You can find the list of VIN numbers involved in CR164 on the DCS, in sections:

VIN HISTORY		You can consult the single frame number.
CAMPAIGN		You can consult all the VIN numbers that Ducati Motor Holding sent you.

MULTISTRADA 1200 ENDURO TOURING PACK RED 2016 CAL DMH			
VIN #	ZDM12BWWXGB01 XXX	ENGINE #	2BWG0 XXX
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	05/25/2016
WARRANTY TYPE	Standard Warranty	WTY START DATE	08/31/2018
		WTY END DATE	08/30/2020
		INVOICE	08/23/2018
		LAST MILEAGE	0 MI

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	CR 164		SRV-TSB-18-017 Active key mechanism repair	Lock Active Key Kit	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

Customer Impact

All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers will require this inspection during pre-delivery operations, before delivery to the final customer. All bikes already delivered to final customers must undergo the below procedure at the next service appointment. Note: this is not a safety recall.

Parts Distribution

The parts necessary to perform this Workshop Campaign CR164 will not be auto shipped and must be ordered Individually by VIN

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 is identified as CR164.

You will be reimbursed for the kit part no. 59822301A necessary to complete the operation, and **minutes (labor units)** labor time that includes the time necessary for:

- Vehicle reception
- Installation of kit part no. 59822301A
- Soft cleaning of the motorcycle



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Multistrada 1260 (all models)
Technical Service Bulletin SRV-TSB-18-017

Table of contents

	Page
Introduction	1
Application	2
Customer Impact	2
Parts Distribution	2
Warranty Reimbursement	2
Spare Parts	3
Service Solution	4

Spare Parts

The spare part kit required for this update is:

Part no.	Description	Photo	Quantity (pcs)
59822301A	Active key kit		1



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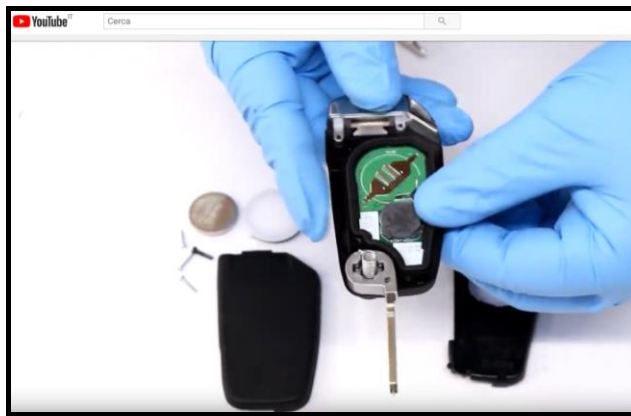
Service Solution



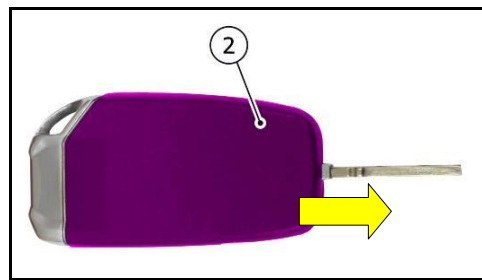
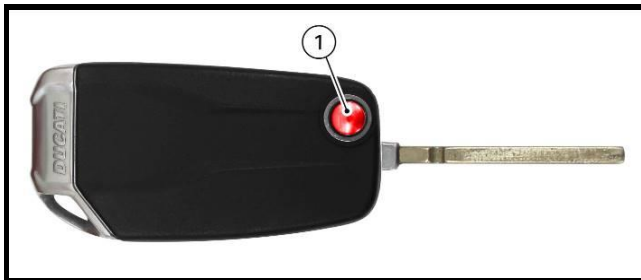
WARNING

To ensure the correct execution of the operation within the provided labor time to carry out the updates, it is necessary to follow the sequence indicated in the following instructions

A video has been made showing you how to correctly perform this operation. It can be viewed at the following link: <https://youtu.be/NH4jR2a93BY>



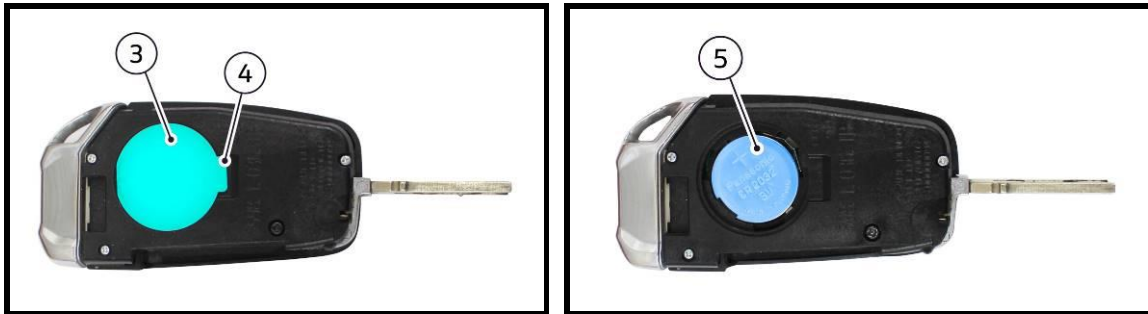
1. Open the coded blade by pressing the opening **button (1)**
2. Remove the **rear plastic shell (2)** of the grip by pushing it forward and then lifting it as shown in the figure



3. Remove the **battery protection cover (3)** working the **tab (4)** and lift
4. Remove the **battery CR2032 (5)**



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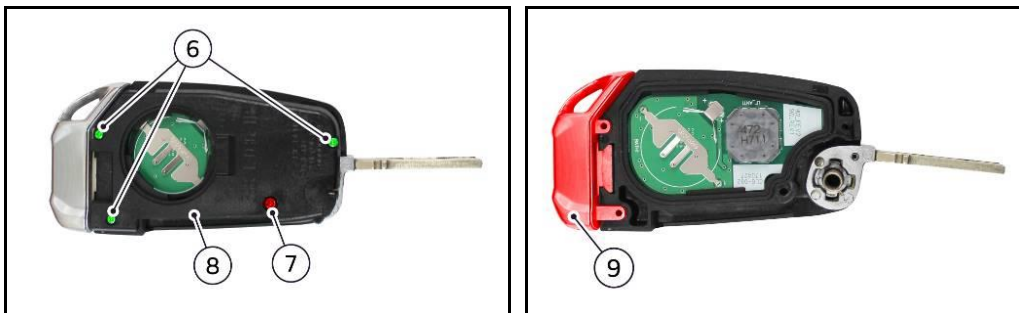
5. Remove the 3 self-tapping screws (6) the black screw (7) to remove the internal shell (8)



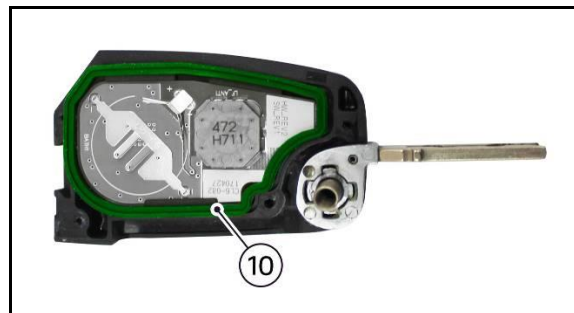
NOTE

Pay attention when removing the internal shell as the spring of the coded blade opening mechanism is still preloaded

6. Remove the grip (9) by pulling it up



7. Remove the electronic part together with the rubber shell (10)



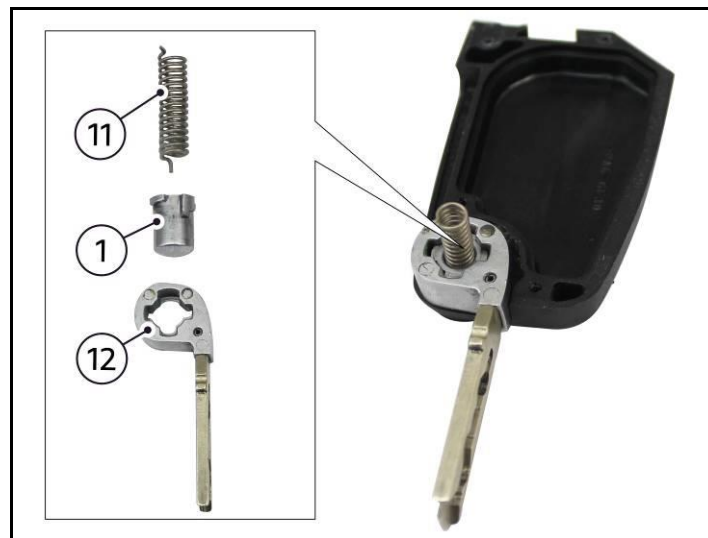
8. Remove the following from the lower shell, respectively: spring (11), coded blade support (12) and button (1)



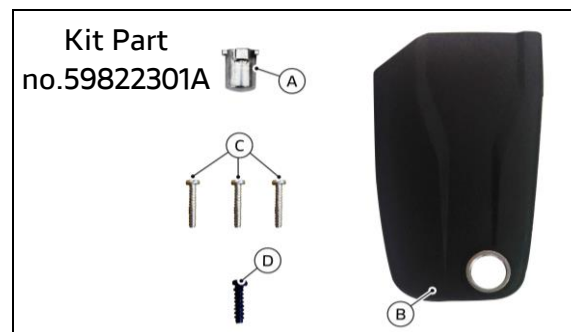
CR164 – Updating the Hands Free active key using kit part no. 59822301A

Multistrada 1260 (all models)

Technical Service Bulletin SRV-TSB-18-017

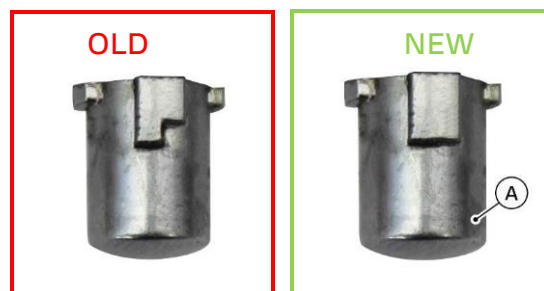


9. Take the kit part no. 59822301A, which includes:



Kit part no. 59822301A		
Position	Description	Quantity
A	Open/close button	1
B	Front shell	1
C	Self-tapping screws	3
D	Black screw	1

10. Take the new **button (A)** from kit part no. 59822301A





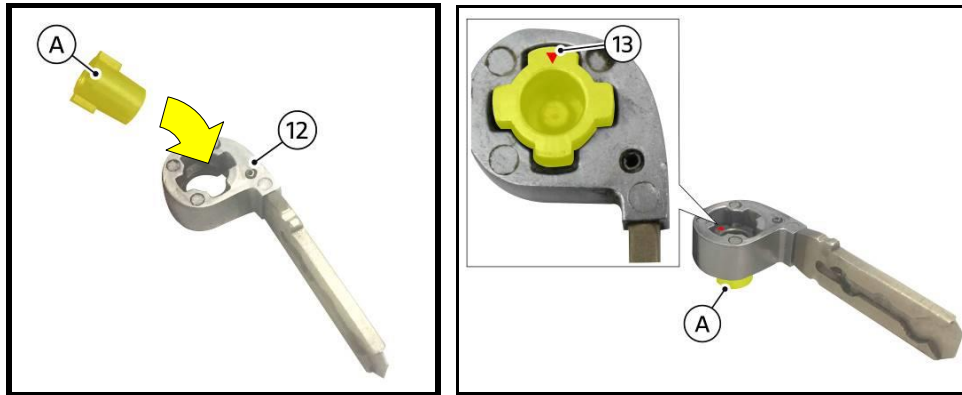
CR164 – Updating the Hands Free active key
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Multistrada 1260 (all models)
Technical Service Bulletin SRV-TSB-18-017

11. Insert the new **button (A)** inside the **support (12)** of the coded part.

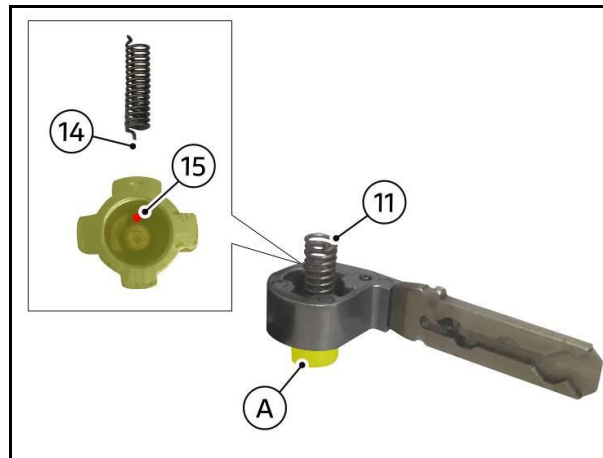


NOTE

The **arrow (13)** indicated on the inner surface of the **button (A)** must be aimed with the arrow pointing the coded blade as shown in the figure



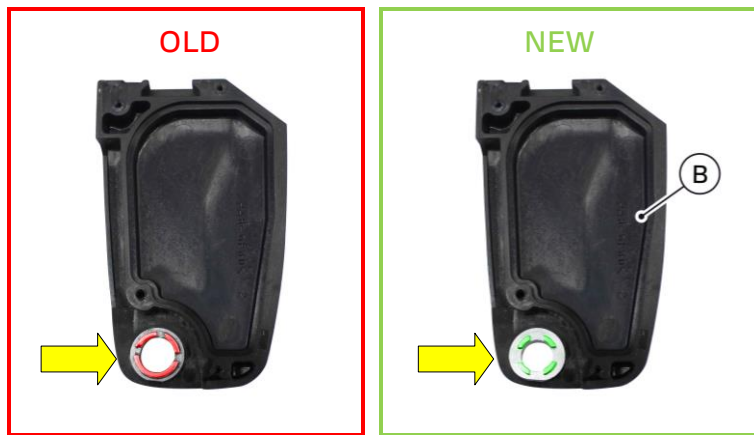
12. Position **spring (11)** inside **button (A)** inserting the spring **end (14)** into **hole (15)** of the button



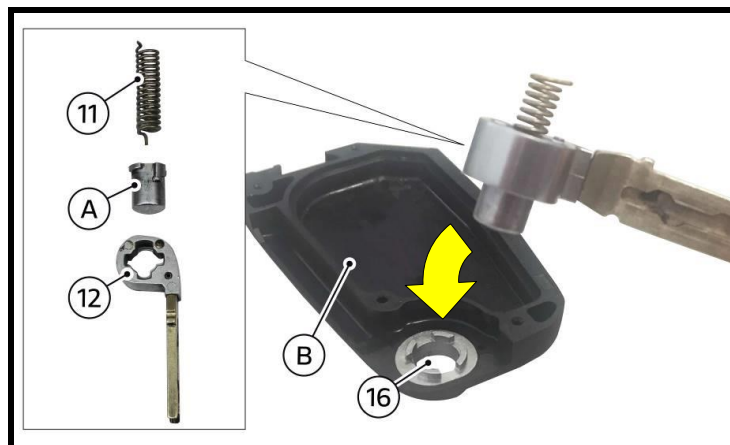
13. Take the new **front shell (B)** from kit part no. 59822301A



CR164 – Updating the Hands Free active key
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Technical Service Bulletin SRV-TSB-18-017



14. Insert assembly of button (A), spring (11) and coded blade support (12) inside hole (16) of the new front shell (B)



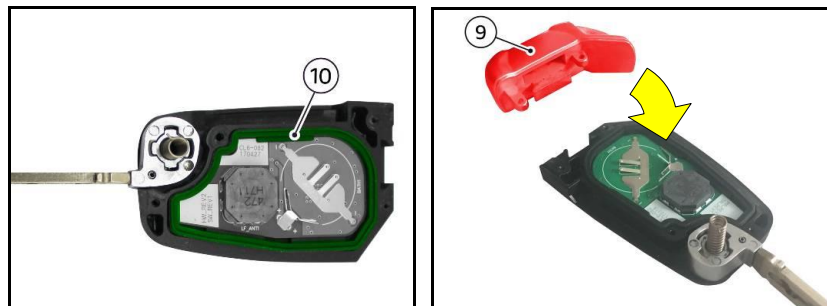
15. Fit the electronic part together with the rubber shell (10)

16. Fit the grip (9) in the corresponding housing of the front shell, aiming it as shown in the figure



NOTE

Do not touch the key electronic part to avoid any malfunction due to electrostatic discharge





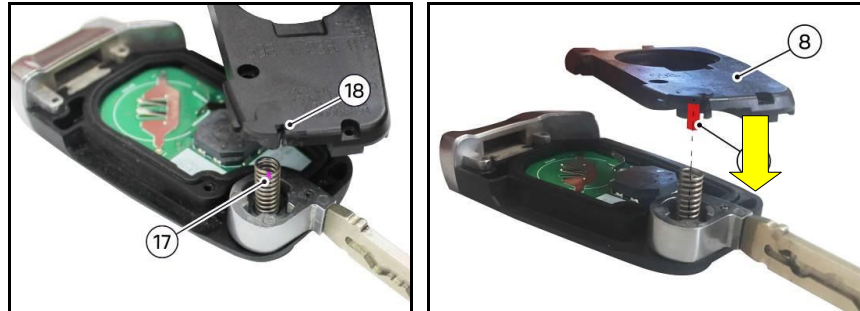
CR164 – Updating the Hands Free active key
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Multistrada 1260 (all models)
Technical Service Bulletin SRV-TSB-18-017

17. Position the **internal shell (8)** so that the second **end (17)** of the spring is engaged inside the **recess (18)** of the shell and the **pin (19)** present on the internal **shell (8)** is fully engaged in the spring

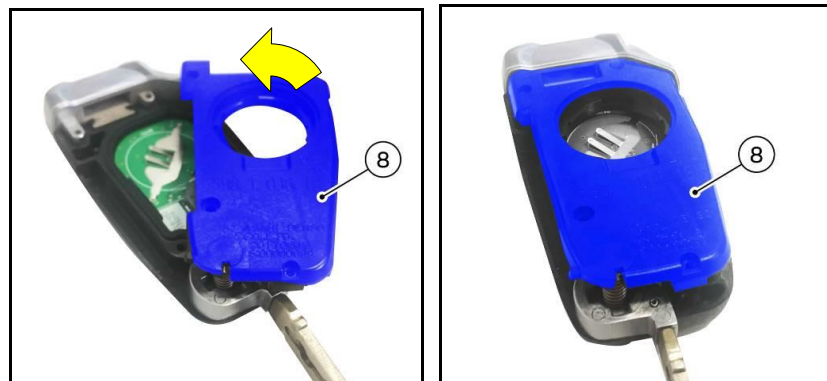


NOTE

Carry out this operation with the key coded blade in "fully open" position

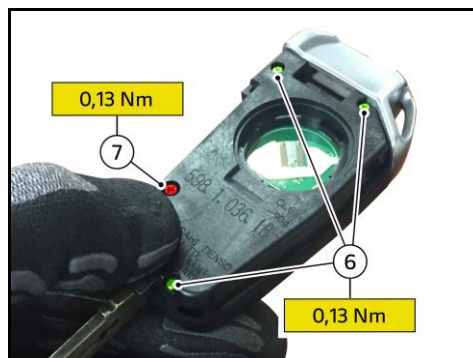


18. Turn the **internal shell (8)** counter clockwise until shell matches with the front shell



19. Take the 3 self-tapping screws (C) and the black screw (D) from kit part no. 59822301A

20. Hold internal **shell (8)** pressed to compress the spring; start the **3 self-tapping screws (C)** and the **black screw (D)**, then tighten screws to **0.13 Nm**



21. Fit the **battery CR2032 (5)** in its housing aiming it so that the positive pole (+) is facing upwards as shown in the figure



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Technical Service Bulletin SRV-TSB-18-017

22. Fit the **cover (3)** protecting the battery as shown, matching the **tab (4)** position

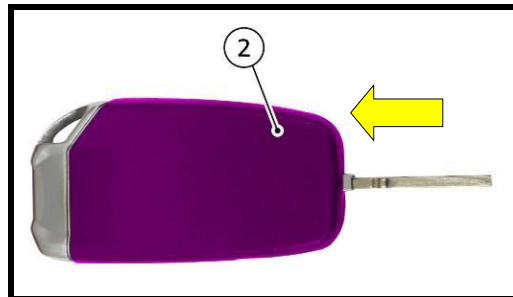


23. Reposition the rear plastic shell (2)



NOTE

Make sure that the shell is properly engaged and check key proper opening/closing



For additional information or clarification of this Technical Service Bulletin,
please contact your Service Area Manager