



Ducati Data Analyzer (DDA) Update

Panigale V4 (all model versions)

Electronic Service Bulletin SRV-ESB-19-002

Date: March 7, 2019
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,

In following isolated reports about a malfunction of Ducati Data Analyzer (DDA), we have identified a batch of keys with outdated firmware that, if used on the Panigale V4 models, do not allow recording of the GPS position data.

To avoid this issue, it is necessary to update the firmware to version 3.2.10 or later following the procedure described below:



NOTE

The firmware update must be carried out only if the Customers use Ducati Data Analyzer to record the GPS signal

1. Connect to Prosa website using the following link: <http://dda.prosa.com/>
2. Access the “**Download**” section and enter your credentials:
 - Nickname
 - Password





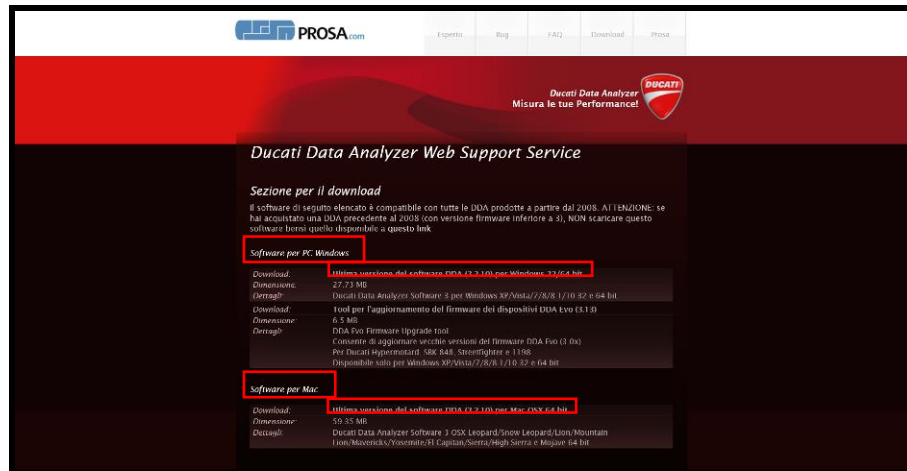
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- Download the relevant DDA software to version 3.2.10 or later that applies to the computer operating system used

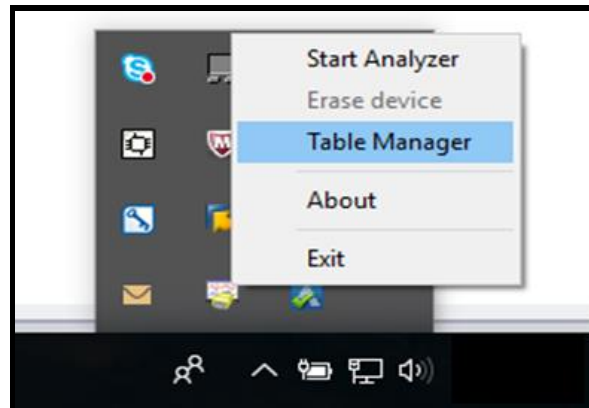


NOTE

Versions 3.2.10 or later of DDA software are compatible with Windows XP / Windows Vista / Windows 7 / Windows 8 / Windows 8.1 / 32-bit and 64-bit Windows 10 or OSX Leopard / Snow Leopard / Lion / Mountain Lion / Mavericks / Yosemite / El Capitan / Sierra / High Sierra and 64-bit Mojave operating systems



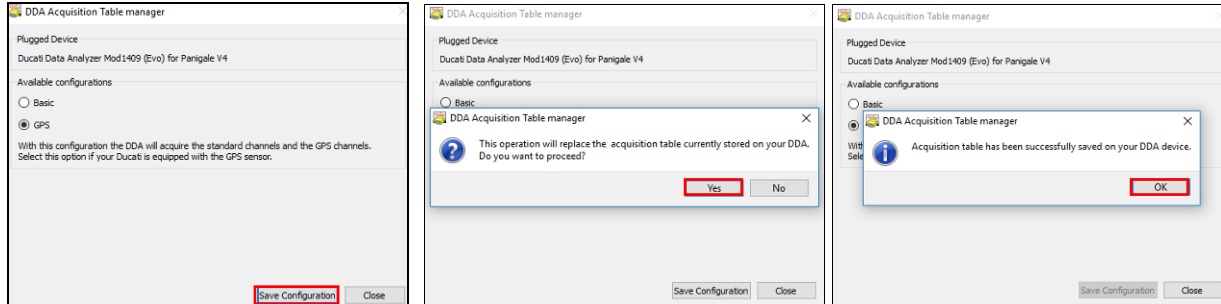
- Connect Ducati Data Analyzer to the PC and select the DDA Acquisition Table Manager function by positioning the mouse pointer on the “DDA Downloader” icon in the lower right corner in Windows taskbar and press the right-hand button → Table Manager:





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5. Select the GPS configuration, start saving and confirm



For questions about this Electronic Service Bulletin,
please contact your Service Area Manager