



CR178 Ducati Quick Shift sensor cable re-routing

Multistrada 950 S MY 2019

Multistrada 1260 S (all model versions) MY 2019

Multistrada 1260 Pikes Peak MY 2019

Multistrada 1260 Enduro MY 2019

Technical Service Bulletin SRV-TSB-19-007

Date: June 25, 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,

Ongoing product testing and reports from the dealer service network have identified the potential improper installation of the Quick Shift sensor cable (DQS). The DQS sensor cable could be slightly stretched (mainly when the gearchange lever is operated), with a consequent possible internal damage causing the following errors:

- **P0827:** Ducati Quick Shift sensor error [Short circuit to ground]
- **P0828:** Ducati Quick Shift sensor error [Short circuit to positive]

The motorcycles involved in this Service Campaign must be inspected and the DQS sensor cable must be re-routed if needed to ensure the correct operation of the system.

In the case of the presence of the above listed failure codes, contact your service area manager through YouTech.



NOTE

In case of accessory DQS sensor assembly for the Standard versions, ensure the cable is routed as described in this bulletin.



CR178 Ducati Quick Shift sensor cable re-routing

Multistrada 950 S MY 2019
 Multistrada 1260 S (all model versions) MY 2019
 Multistrada 1260 Pikes Peak MY 2019
 Multistrada 1260 Enduro MY 2019
 Technical Service Bulletin SRV-TSB-19-007

Application

You can find the precise list of VIN numbers involved in CR178 on the DCS in sections:

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

MULTISTRADA 1260 SPORT RED 2019 CAL DMH					
VIN #	ZDMAAEKW6KB0 XXX	ENGINE #	AEKK0 XXX	WTY END DATE	01/30/2021
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	11/13/2018	INVOICE	01/22/2019
WARRANTY TYPE	Standard Warranty	STANDARD WTY START DATE	01/31/2019	LAST MILEAGE	3 MI

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	CR178		SRV-TSB-19-007 Inspect and adjust DQS sensor cable	None	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

Customer Impact

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Customers must be updated during pre-delivery operations and always before delivery to the final Customer. All motorcycles already delivered to final Customers must undergo this inspection as soon as they come to your workshop. Note: this is not a safety recall.

Parts Distribution

No additional component is required to perform the update

Warranty Reimbursement Rules

Reimbursement for work associated with this Service Campaign will be made through the regular warranty claim procedure using the **“Vehicle History”** section of the DCS. The warranty claim is pre-filled and is identified as CR178.

You will be reimbursed for **■ minutes ■ labor units**) labor time that includes the time necessary for:

- Vehicle reception
- The re-routing of the DQS sensor cable
- Soft cleaning of the vehicle



CR178 Ducati Quick Shift sensor cable re-routing

Multistrada 950 S MY 2019

Multistrada 1260 S (all model versions) MY 2019

Multistrada 1260 Pikes Peak MY 2019

Multistrada 1260 Enduro MY 2019

Technical Service Bulletin SRV-TSB-19-007

Service Solution



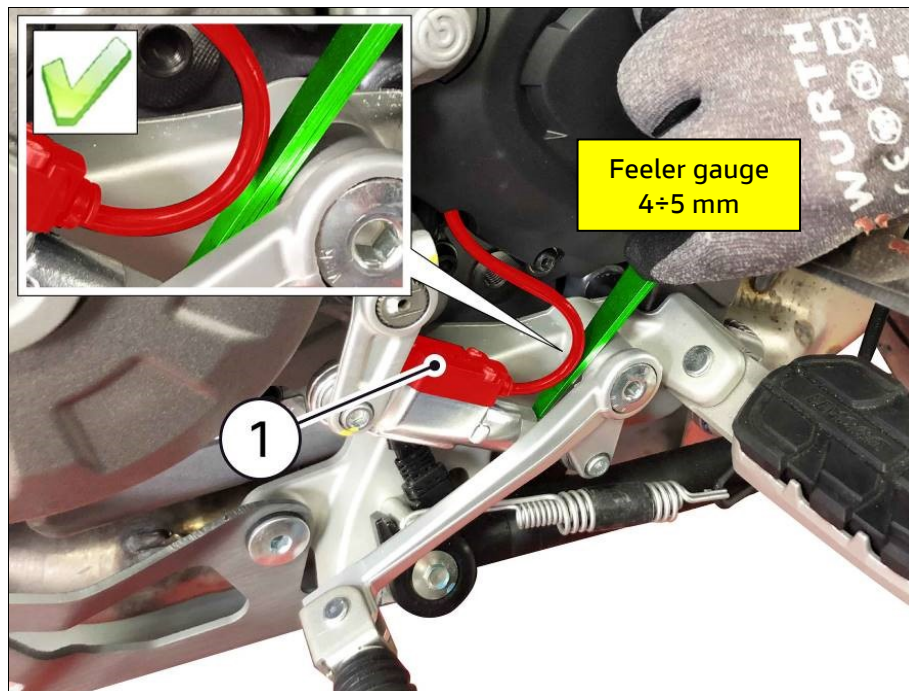
NOTE

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

For the correct routing of the DQS sensor cable, you will have to check the distance between the **DQS sensor cable (1)** and the gearchange lever; carry out this check using a **4 - 5 mm** feeler gauge, as shown in the figure.

COMPLIANT DQS sensor cable routing

If the distance between the DQS sensor cable and the gearchange lever is between **4 - 5 mm**, cable routing is COMPLIANT and no corrective action is required.





CR178 Ducati Quick Shift sensor cable re-routing

Multistrada 950 S MY 2019

Multistrada 1260 S (all model versions) MY 2019

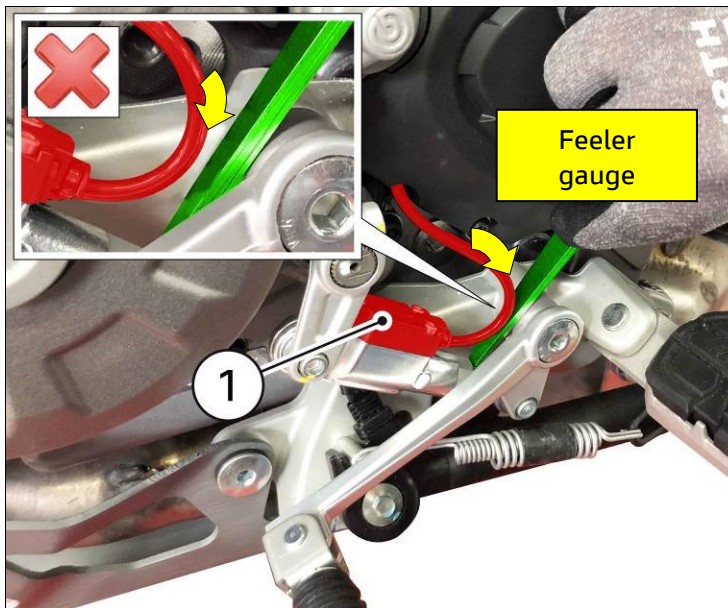
Multistrada 1260 Pikes Peak MY 2019

Multistrada 1260 Enduro MY 2019

Technical Service Bulletin SRV-TSB-19-007

NON-COMPLIANT DQS sensor cable routing

If the distance between the DQS sensor cable and the gearchange lever is more than the **4 - 5 mm** specified above, cable routing is NOT COMPLIANT.



Corrective action

Restore the distance between DQS sensor cable and gearchange lever by slightly pulling, without forcing, the cable downwards, as shown in the figure.



CR178 Ducati Quick Shift sensor cable re-routing

Multistrada 950 S MY 2019

Multistrada 1260 S (all model versions) MY 2019

Multistrada 1260 Pikes Peak MY 2019

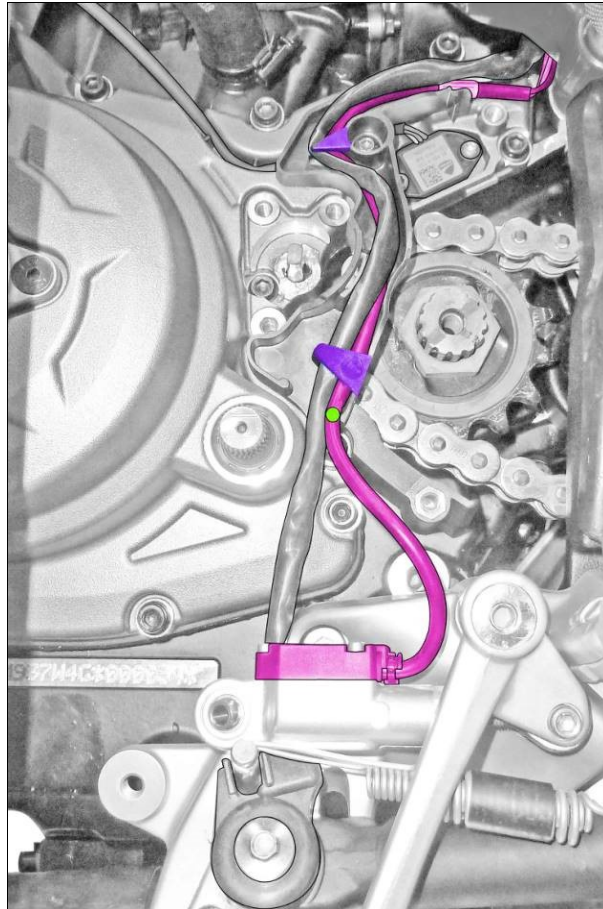
Multistrada 1260 Enduro MY 2019

Technical Service Bulletin SRV-TSB-19-007



NOTE

Should the DQS sensor cable not easily slide inside the relevant cable guide, remove the front sprocket cover and re-route the cable by respecting the distance of 4 - 5 mm from the gearchange lever.



For questions or information about this Service Campaign,
please contact your Service Area Manager