



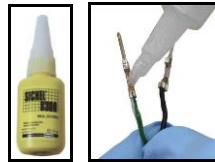
CR182 – Hypermotard Technical Updates
 Hypermotard 950 Model Year 2019-2020
 Hypermotard 950 SP Model Year 2019-2020
 Technical Service Bulletin SRV-TSB-19-010

Date: November 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,

The ongoing product quality tests have revealed the need for some minor technical updates on the motorcycles involved in this Workshop Campaign.

Apply Henkel SICHEL 8300 glue to the copper strands of the rear turn indicator cables due to the formation of moisture resulting from a possible water seepage.



Perform the software update of the BBS control unit with the new calibration available to solve the inability to carry out the calibration and self-learning procedure of tire rolling circumference and final drive ratio (Tire Calibration).

Perform an installation update for DQS (Ducati Quick Shift) sensor accessory kit Part no.96580161B, on Hypermotard 950 Standard model version ONLY.

Application

The exact list of the frame numbers subject to the CR182 is available on the DCS, in sections:

VIN HISTORY		It is possible to search by individual frame number.
CAMPAIGNS		It is possible to search for all the frame numbers that you received from Ducati Motor Holding.

HYPERMOTARD 950 RED 2019 CAL DMH					
VIN #	ZDMBAJDT0KB00 XXX	ENGINE #	AJDK0 XXX	WTY END DATE	10/30/2021
END CUSTOMER	Corso Moto Transport, Inc.	MANUFACT DATE	04/05/2019	INVOICE	
WARRANTY TYPE	Standard Warranty	STANDARD WTY START DATE	10/31/2019	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 182		SRV-TSB-19-010 Hypermotard Technical Updates		<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	



CR182 – Hypermotard Technical Updates

Hypermotard 950 Model Year 2019-2020

Hypermotard 950 SP Model Year 2019-2020

Technical Service Bulletin SRV-TSB-19-010

Customer Impact

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

Parts Distribution

Henkel SICHEL 8300 glue (or equivalent such as Henkel Sicomet 101, and Loctite- 496 and 460), self-locking cable ties are locally available and do not require special order. Button tie L.62mm (when required) is a common use part and should be available from your standing inventory.

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 CR182.

You will be reimbursed the consumable ties and adhesive required and labor for **15 min (1 labor units)** that includes the time necessary for:

- Vehicle reception
- Application of Henkel SICHEL 8300 glue to the rear turn indicators strands
- BBS control unit software update
- DQS sensor cable check (on Hypermotard 950 Standard only, where fitted)
- Soft cleaning of the vehicle

Table of Contents

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



CR182 – Hypermotard Technical Updates

Hypermotard 950 Model Year 2019-2020
Hypermotard 950 SP Model Year 2019-2020
Technical Service Bulletin SRV-TSB-19-010

Spare parts

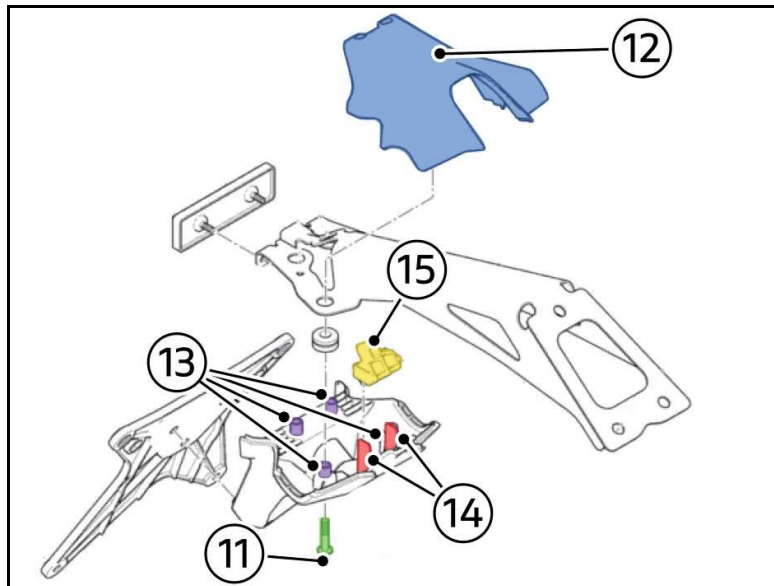
The components to be used for this update are:

- Henkel SICHEL 8300 glue (or equivalent)
- Self-locking ties
- Button tie L.62 mm, where required

Service Solution

Part 1: Updating the rear turn indicators

1. Position the motorcycle on the central paddock stand
2. Remove the **4 self-tapping screws (11)** that retain the number plate holder **support (12)**
3. Remove number plate holder **support (12)** by sliding the **4 stud bolts (13)** out of the relevant H-shaped rubber elements and the **2 pins (14)** out of the rubber connector **support (15)**





CR182 – Hypermotard Technical Updates

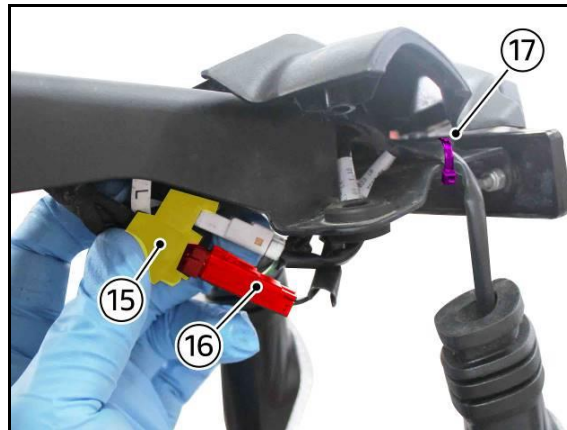
Hypermotard 950 Model Year 2019-2020
Hypermotard 950 SP Model Year 2019-2020
Technical Service Bulletin SRV-TSB-19-010



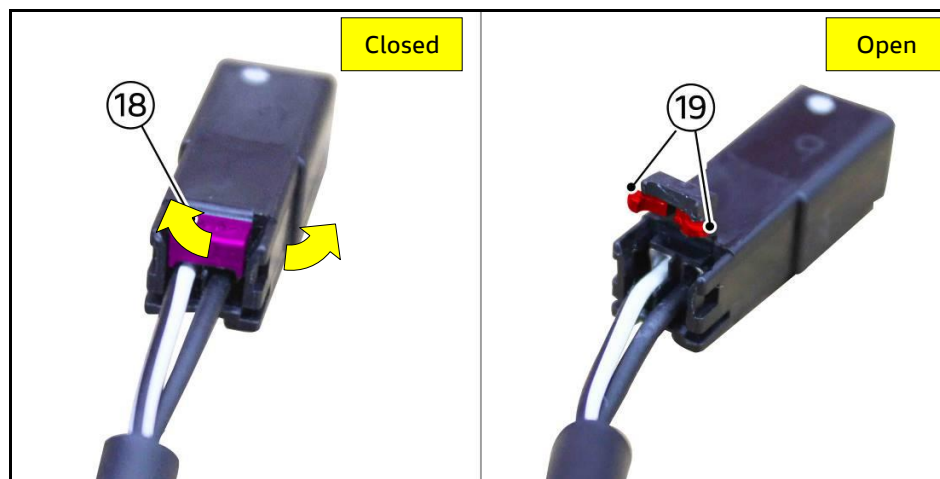
NOTE

The update procedure below displays only for LH rear turn indicator. Repeat the steps of the procedure for the RH turn indicator.

4. Slide LH rear turn indicator **connector (16)** out of the rubber **support (15)** and disconnect it
5. Remove the small self-locking **tie (17)** retaining the LH turn indicator cable to the number plate holder subframe and slide out the turn indicator



6. Open connector safety **flap (18)** by disengaging the **2 teeth (19)**

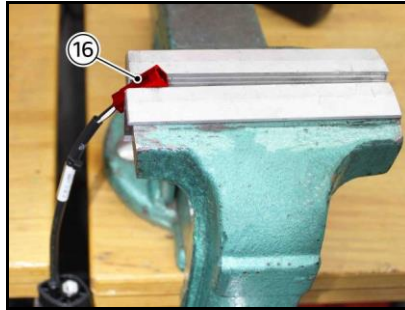




CR182 – Hypermotard Technical Updates

Hypermotard 950 Model Year 2019-2020
Hypermotard 950 SP Model Year 2019-2020
Technical Service Bulletin SRV-TSB-19-010

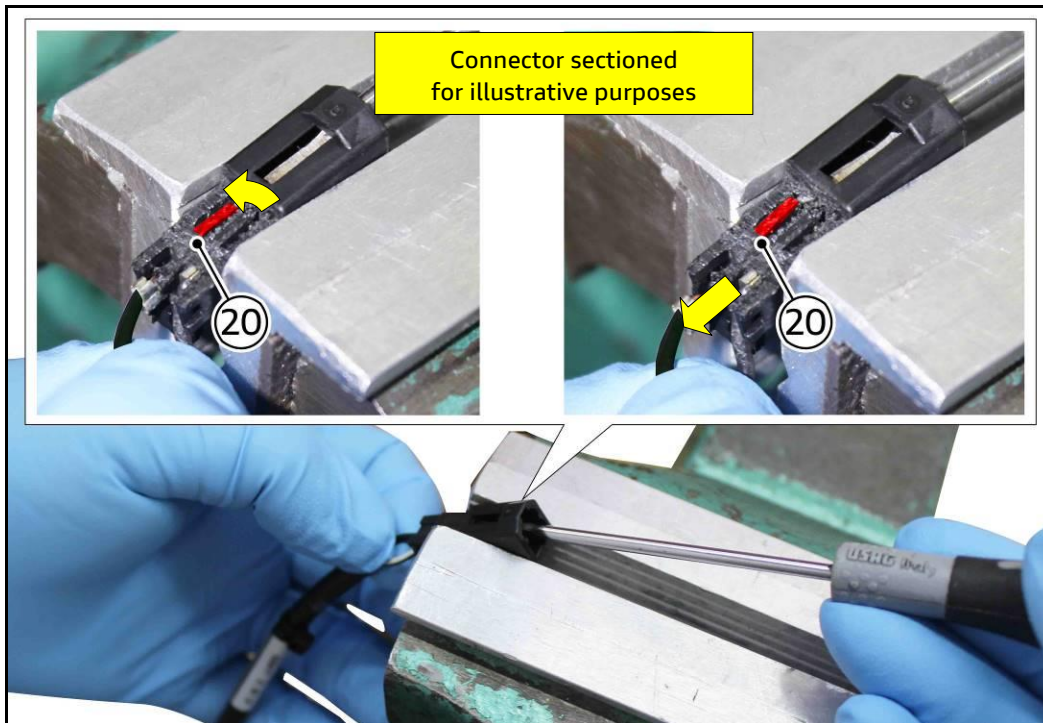
7. Secure the **connector (16)** in a **soft jaw vice or small work holder** taking care not to overtighten it to avoid possible breakage of the connector itself



8. To remove the pins from the connector, we recommend using a 1 mm thick, approx. 25 mm long flat screwdriver as shown in the figure (any other tool can be used as long as the same dimensions are respected)



9. Insert the flat screwdriver from the inside of the connector as shown in the figure so as to disengage the **internal safety device (20)** and then remove the pins (one at a time)

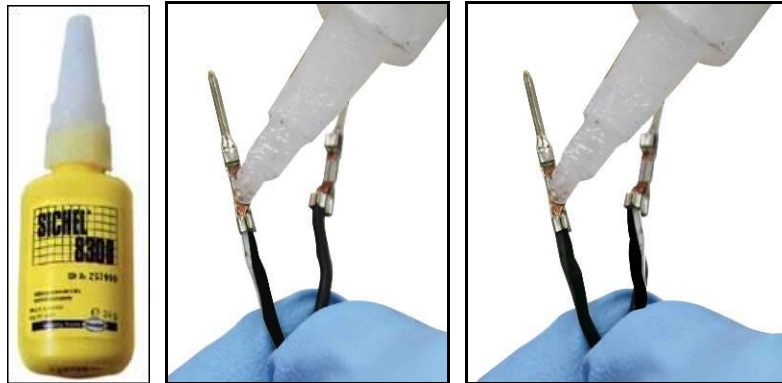




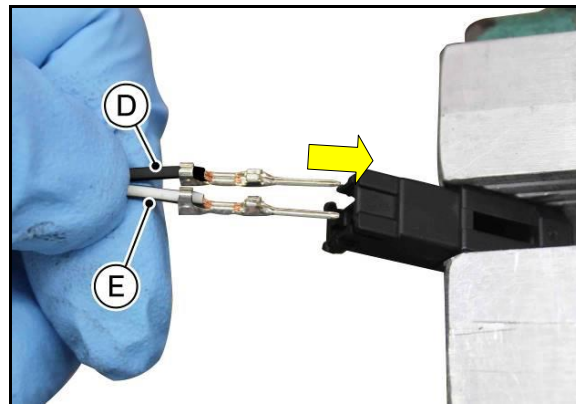
CR182 – Hypermotard Technical Updates

Hypermotard 950 Model Year 2019-2020
Hypermotard 950 SP Model Year 2019-2020
Technical Service Bulletin SRV-TSB-19-010

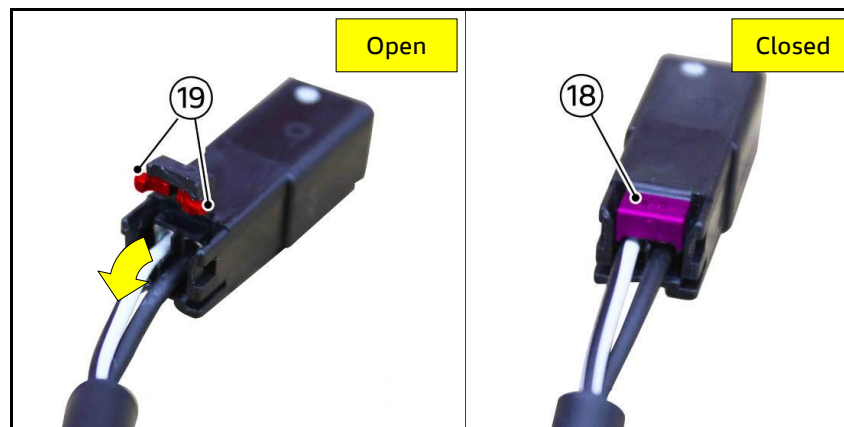
10. Apply Henkel SICHEL 8300 glue to the copper strands of the 2 pins as shown in the figure and wait for at least 3 minutes to allow to cure completely



11. Insert pins inside the connector, aiming them as shown in the figure, the **black cable (D)** first and then the **black/white cable (E)** (green/white for the RH turn indicator connector)
12. Release the connector from the vice



13. Close connector safety flap (18) by inserting the 2 teeth (19) inside their seats. The flap is closed when a click is heard

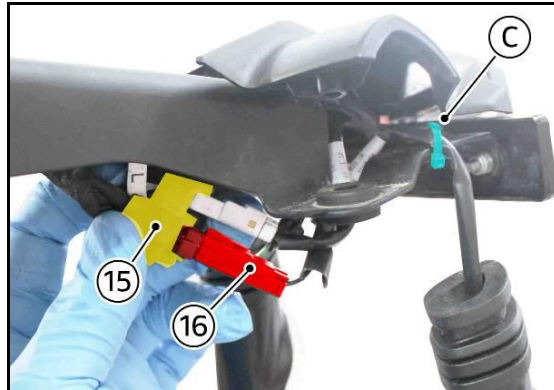




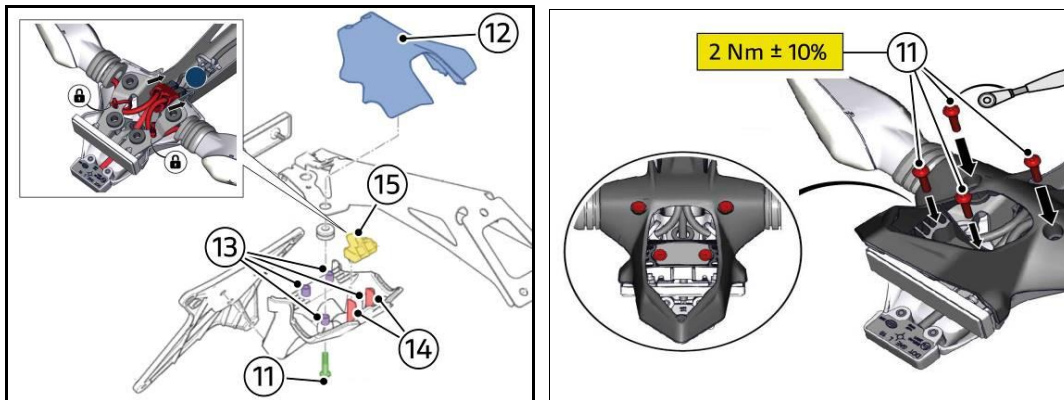
CR182 – Hypermotard Technical Updates

Hypermotard 950 Model Year 2019-2020
Hypermotard 950 SP Model Year 2019-2020
Technical Service Bulletin SRV-TSB-19-010

- Fit the LH turn indicator on the number plate holder subframe, as shown in the figure. Connect LH turn indicator **connector (16)** and insert it inside the relevant rubber **support (15)**
- Fit the new small self-locking **tie (C)** retaining the LH turn indicator cable to the number plate holder subframe



- Fit number plate holder **support (12)** by inserting the **4 stud bolts (13)** inside the relevant H-shaped rubber elements and the **2 pins (14)** inside rubber connector **support (15)**
- Tighten the **4 self-tapping screws (11)** to **2 Nm ± 10%**



- Check for the proper operation of rear turn indicators

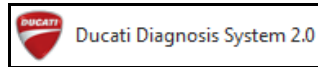


CR182 – Hypermotard Technical Updates

Hypermotard 950 Model Year 2019-2020
Hypermotard 950 SP Model Year 2019-2020
Technical Service Bulletin SRV-TSB-19-010

Part 2: Updating the BBS control unit software

1. Remove the seat (See Sec.5: "Fairing installation – Seat" of the Workshop Manual)
2. Connect the DDS 2.0 diagnosis instrument and select "Diagnosis"



3. Proceed with model automatic identification by selecting "Model identification" or, as an alternative, by selecting the bike data manually
4. Execute the "Global Scan" function and wait for the scan result
5. Update the BBS control unit by selecting "OK" in the pop-up window and carefully follow the displayed instructions.

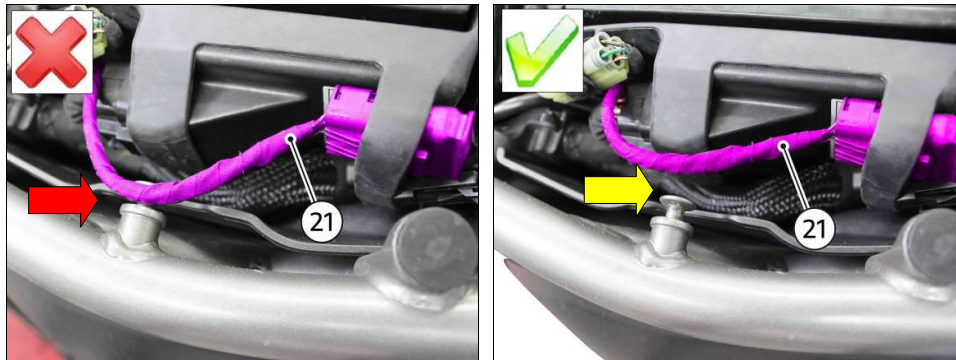
The update will last approximately 1 minute

6. Fit the seat (See Sec.5: "Fairing installation – Seat" of the Workshop Manual).



NOTE

When fitting the seat, make sure that diagnostic socket connector **cable (21)** is NOT positioned in correspondence of seat LH anchoring pin, as shown in the figure.



7. Remove the central paddock stand



CR182 – Hypermotard Technical Updates

Hypermotard 950 Model Year 2019-2020
Hypermotard 950 SP Model Year 2019-2020
Technical Service Bulletin SRV-TSB-19-010

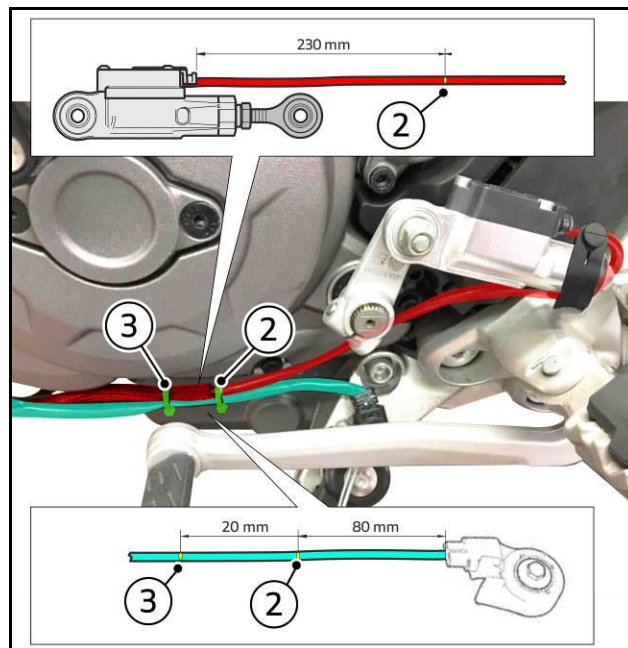
Part 3: Installation update for DQS (Ducati Quick Shift) sensor accessory kit Part no.96580161B, on Hypermotard 950 Standard model version ONLY

On all Hypermotard 950 Standard version bikes with the accessory DQS sensor kit Part no.96580161B already installed, the kit installation must be updated by following the instructions below

1. Fit the L.62 button **tie (1)** close to the DQS sensor as shown in the figure capturing both sensor upper and lower lengths of the cable



2. Fit the self-locking **ties (2)** and **(3)** in the positions shown in the figure



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