



DDS 3.0 Diagnosis Instrument New function for the configuration of Multistrada V4 accessories

Electronic Service Bulletin SRV-ESB-21-001

Date: May 3, 2020
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 new DDS 3.0 software release 10.0.5 is available starting from 5/3/2021. **With this version, a new function relating to the Ducati Performance world will be made available that will allow you to manage the electronic configuration of the accessories for the Multistrada V4 STD or S family.** The Multistrada V4 family is the first to inherit the new accessory configuration function, but it will apply to all new Ducati models in the future.

As you know, many Ducati Performance "electronic" and/or "software" accessories need to be enabled in the BBS control unit in order to work correctly. Please be reminded that you must enable any electronic accessories sold to the final customer so that, once installed, they can properly function.

The enabling operation with the DDS 3.0 takes a few minutes to be performed and the possible invoicing of the activation service to the final customer is to be handled at your discretion.

In addition to the DTC EVO of the Panigale V4, this is a further step in the marketing of Ducati Performance software that will give you additional business opportunities, quickly and at no cost.

A common question that is posed; *I used to enable the accessories from the BBS SETTINGS menu, how do I have to do it now?*

By accessing the **"Special Functions"** menu, in addition to the Ducati Performance Software Package item, you will find the new **Ducati Accessories Manager** item that will allow you to manage the various accessories. This function is only available on DDS 3.0. Therefore, it will no longer be possible to use the previous mode.



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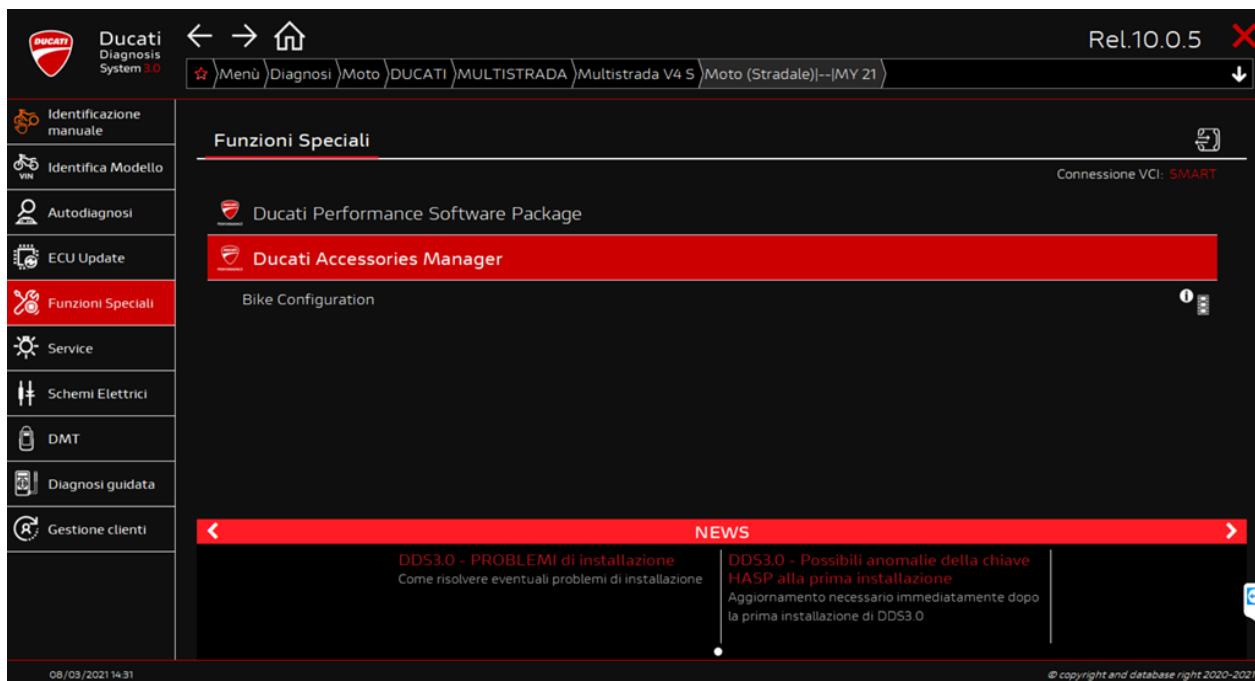
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WARNING

To use the new accessory configuration function, you need an active internet connection: the operation is performed in online mode only.

This function is available only for DDS 3.0





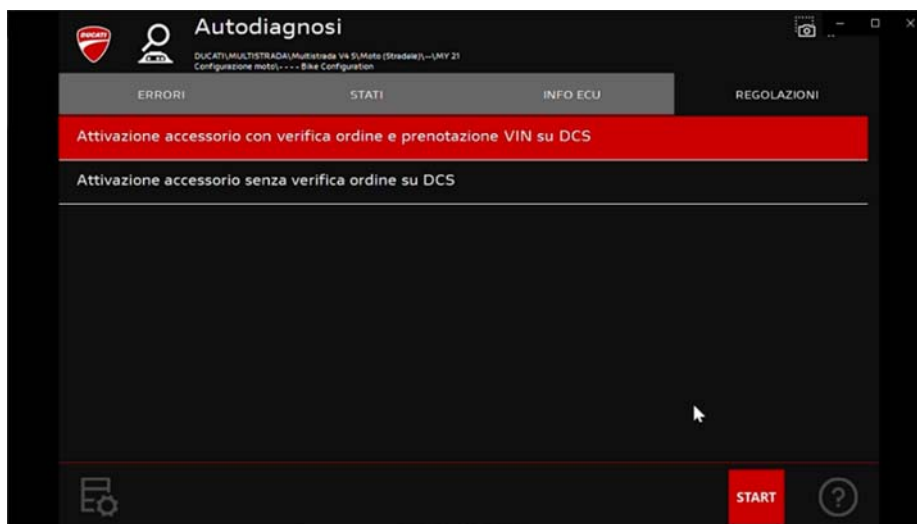
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GENERAL INFORMATION

By selecting the Motorcycle Configuration menu, you can enable or disable two main types of accessories:

- A. **Accessory software functions that simply need to be enabled without the installation of additional hardware** (see accessory electronic configuration change in BBS). i.e.: Purchase of Vehicle Hold Control and Cruise Control functions or Purchase of Adaptive Cruise Control package, where available.



WARNING

To install these types of accessories, you must access the DPSP section of the DCS website and reserve the motorcycle VIN by associating it to the part number of the purchased accessory. In this case, the system checks the purchase order number and the compatibility of the accessory with the motorcycle VIN.

For further information on the correct reserving method, please refer to the VIN RESERVATION paragraph later in this document.



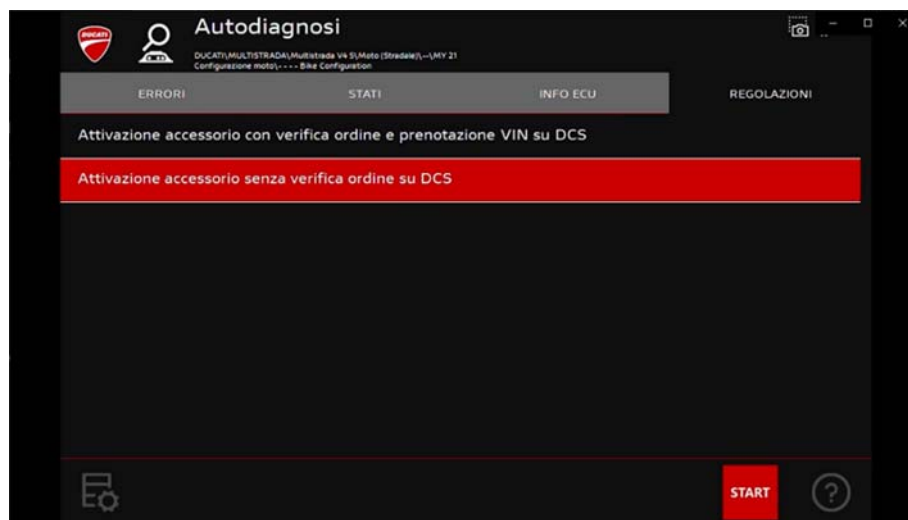
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B. The operation of the following accessories requiring the installation of a physical component on the motorcycle:

- Ducati Quick Shift (DQS)
- Tire pressure sensors (TPMS)
- Heated handgrips
- Anti-theft system
- Fog lights
- Bluetooth module (BTU)
- Heated seats



In this case the accessory purchase order does NOT need to be checked and, consequently, there is no need to reserve the VIN on DCS.

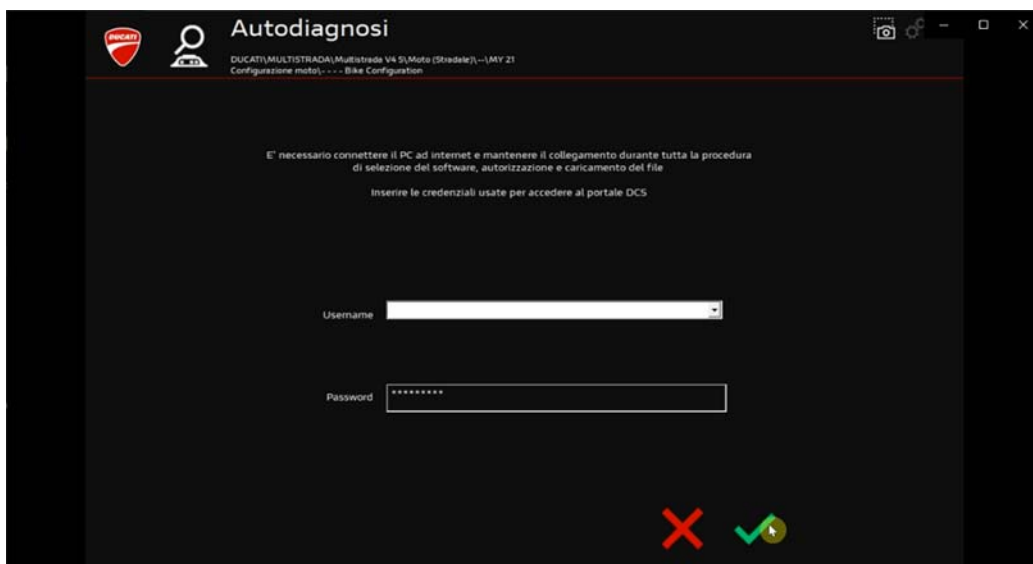


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SELECTING AND INSTALLING THE ACCESSORIES

This procedure is carried out online and therefore you need to log in with your DCS username and password; use the username already enabled to access the Ducati Performance Software Package environment.

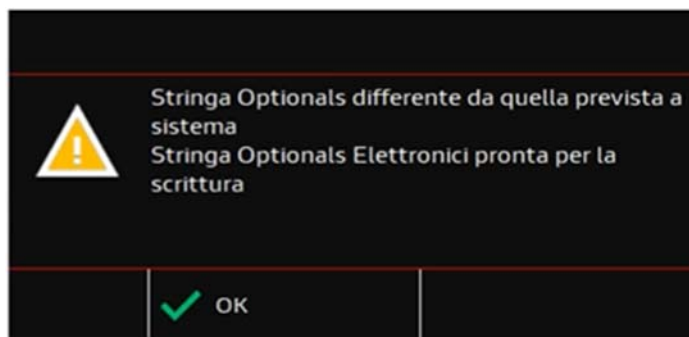


WARNING

If you do not have this username or if your username is not enabled to use the Ducati Performance Software Package function, you must open a service request following the instructions in the **SERVICE REQUEST** → **HELP DESK OPENING** paragraph.

After the login phase, the system reads the electronic configuration of the motorcycle and compares it with the one specified on the Ducati database for that VIN, checking for any discrepancies.

During project start phase, approximately for the first 3 months after the launch of the new function, any initial configuration differences will still allow the installation of the selected accessory. A dedicated warning message will inform the operator about the discrepancy before going ahead with the writing operation in BBS, that will still be allowed, as pictured below.



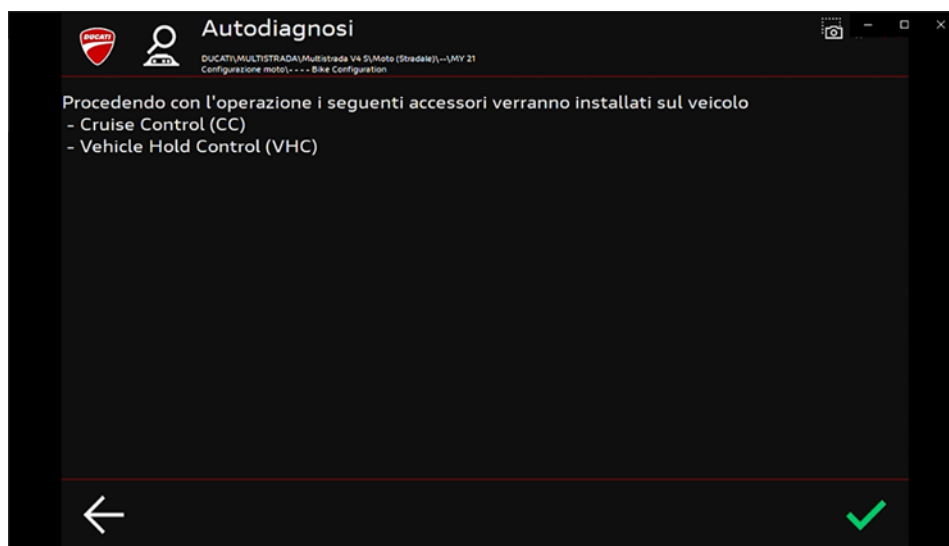


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Only for type (A) accessories - Software function with VIN reservation:

The system checks if there are any orders reserved for the involved VIN and if so, it shows the list of accessory functions that will be enabled in the motorcycle electronic configuration. The list of these functions depends on the purchased part number. Check that the accessory functions to be enabled correspond to those desired and if so, press the green check mark to complete the operation.



NOTE

The absence of VIN reservation will be signaled by a dedicated error message.



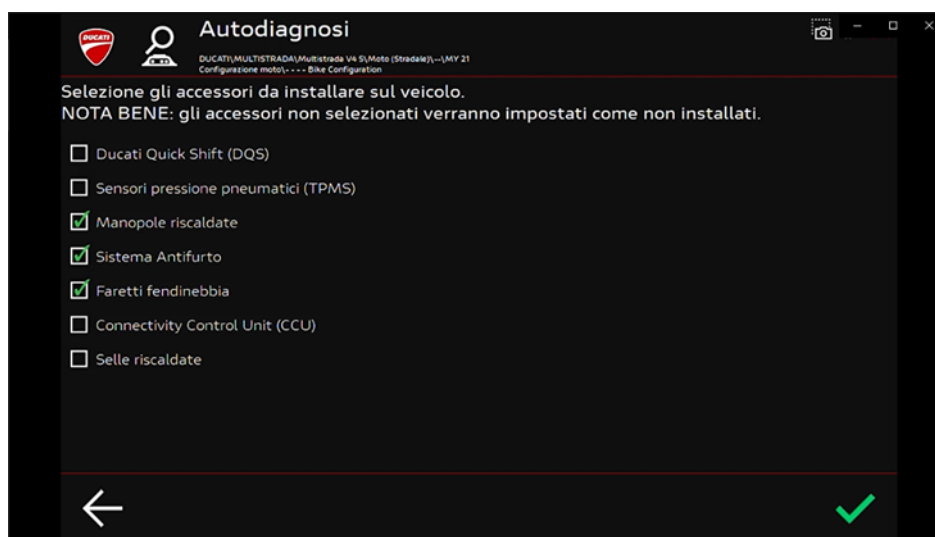
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Type (B) accessories - Functions requiring the installation of a component:

For these accessories, NO association with a specific VIN on DCS is required. The operation can therefore be performed independently using the DDS 3.0.

Perform the activation/installation operations via DDS by selecting the accessory from the suggested list and confirm with the check mark.



WARNING

The new function allows enabling the presence of accessories in the BBS, but also to disable their presence.

The services/accessories already present or installed on the motorcycle are shown with a check mark in the corresponding box. Therefore, unless expressly desired, do not deselect what is already active/enabled. Any accessory deselected during this procedure will be deactivated/disabled on the vehicle at the end of the operation.

Ensure that the list of accessories actually installed on the motorcycle is correct before confirming.

After confirming the installation request, wait for the change operations to be completed.



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Wait for the completion of the data writing and saving operations in the BBS control unit. Once complete, you will be asked to perform a key off - key on cycle of the motorcycle (power-latch phase of the BBS control unit) before returning the result of the change operation of the motorcycle accessory string.





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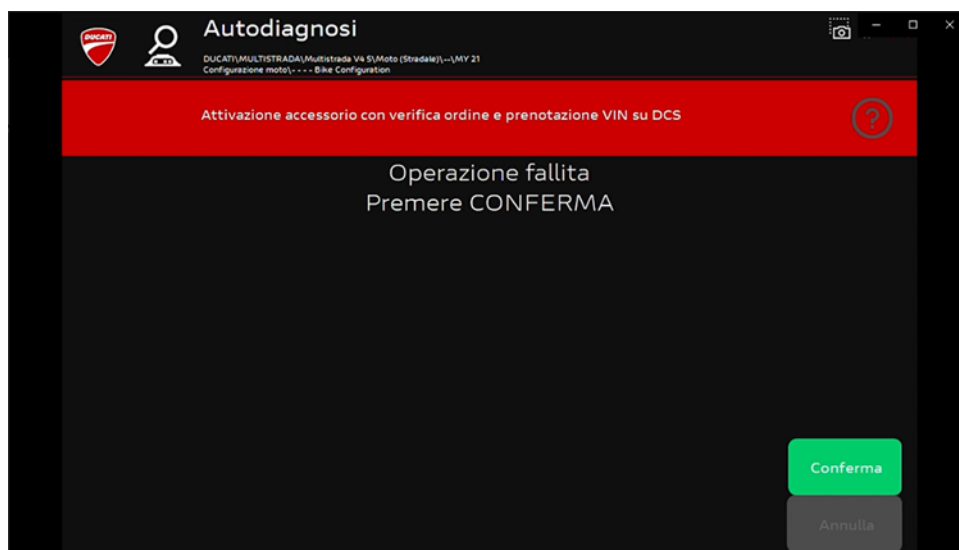
WARNING

The electronic configuration code written in the BBS control unit is saved on the Ducati database. This operation guarantees correct alignment between vehicle configuration and the configuration present in the Ducati system.

This operation can last up to a maximum of 10 minutes. If you need to install more than one accessory on the motorcycle, we suggest you select all the accessories in a single enabling operation in order to update the database only once.

If it is NOT possible to carry out a single operation to configure the options, we ask you to wait 10 minutes between one accessory configuration operation and the next one in order to ensure a correct alignment.

In case of negative outcome, a message will warn the user that the operation was not successful. The configuration of the motorcycle accessories will therefore not be changed.



Check connections and power supply before proceeding with a new attempt. If the problem persists, we ask you to open a DCS help desk service request. Please refer to paragraph SERVICE REQUEST → HELP DESK OPENING.



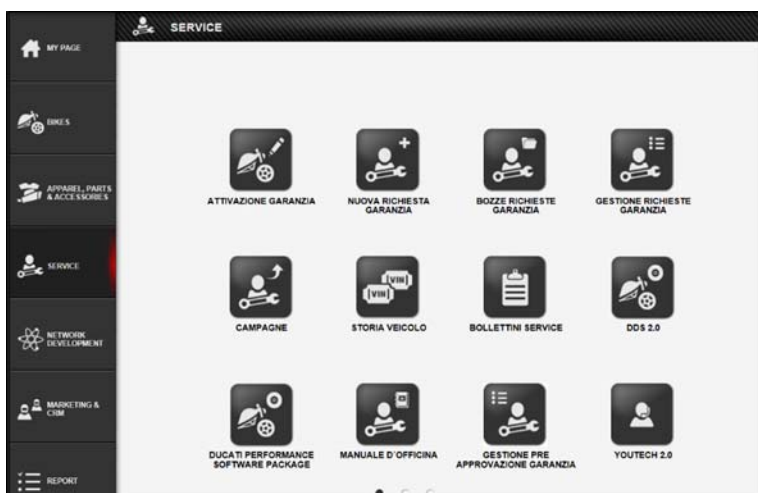
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VIN RESERVATION

To make a reservation of the software function for a specific VIN, follow the procedure below:

- A. Within the DCS platform, select the "Ducati Performance Software Package" in the "Service" section.



- B. By selecting the "search" function, you can view the complete list of the part numbers that have been purchased, already installed or to be installed on the motorcycle.

N. ORDINE	CODICE	SERVICE POINT	NOTE	TELAIO N°	STATO
TEXA2 05/04/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	Test Dealer Ltd.		ZOMH903AAEB000042	COMPLETATO
TEXA1 05/04/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	Test Dealer Ltd.		ZOMH903AAEB000042	COMPLETATO
TEST_TEXA5 05/04/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	Test Dealer Ltd.		ZOMH903AAEB000042	COMPLETATO
TEST_TEXA4 05/04/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	Test Dealer Ltd.		ZOMH903AAEB000042	COMPLETATO
TEST_TEXA3 05/04/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	Test Dealer Ltd.		ZOMH903AAEB000042	COMPLETATO
126555 03/10/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	S E S MOTO S.R.L.	test upgrade		APERTO
126557 03/10/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	S E S MOTO S.R.L.	test upgrade		APERTO
126557 03/10/2017	DTCDWC EVO 1298 Panigale SP15-19 95502151A	S E S MOTO S.R.L.	test upgrade		APERTO



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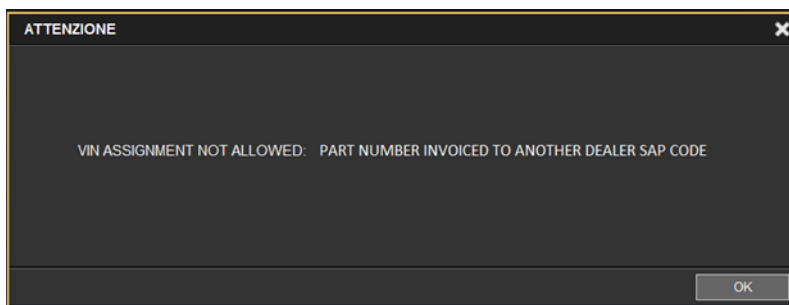
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WARNING

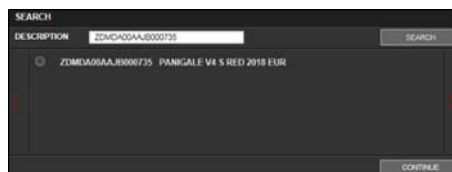
ONLY the Dealer who created the purchase order can reserve the accessory installation for a specific VIN; the system checks that the SAP code associated to the involved order is the same as the one of the DCS user who is reserving the VIN for the installation.

In this case, a generic message "**VIN ASSIGNMENT NOT PERMITTED**" is currently displayed. This message will be modified in May, indicating also the reason, as shown in the following image:



- C. To reserve the update, simply type the motorcycle VIN to be updated in the "VIN" column. By selecting the magnifying glass (🔍), you will see a search window in the Ducati database for the frame number entered that will facilitate the selection.

N. ORDINE	CODICE	SERVICE POINT	NOTE	TELAIO N°	STATO	
654321 28/02/2018	GRUPPO DI SCARICO COMPLETO RACING 1409 96481381A	undefined	Per il cliente Belissario		APERTO	🔍
654322 28/02/2018	GRUPPO DI SCARICO COMPLETO RACING 1409 96481381A	undefined	Per i clienti Spano e Venturi	ZDMDA00AAJB000735	IN LAVORAZIONE	🔍
654322 28/02/2018	GRUPPO DI SCARICO COMPLETO RACING 1409 96481381A	undefined	Per i clienti Spano e Venturi		APERTO	🔍





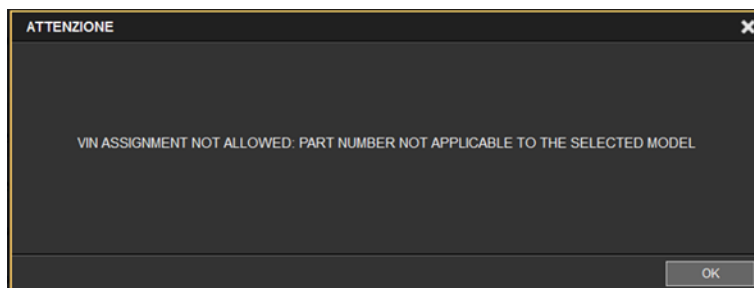
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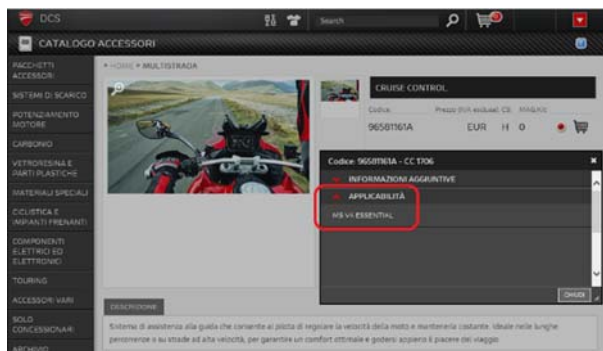
WARNING

To avoid problems during the installation of the accessories, a check of the applicability of the part number to the family/model of the VIN being reserved has been introduced; the VIN must belong to the list of models to which the accessory is applicable and therefore compatible, otherwise the following message will be displayed.



THIS CHECK IS ALSO APPLIED TO VIN RESERVATIONS FOR THE SOFTWARE UPDATES RELATING TO DUCATI PERFORMANCE EXHAUST KITS AND DUCATI PERFORMANCE SOFTWARE.

Always consult the applicability table of the desired part number in the Accessories Catalogue and compare it with the VIN of the motorcycle.





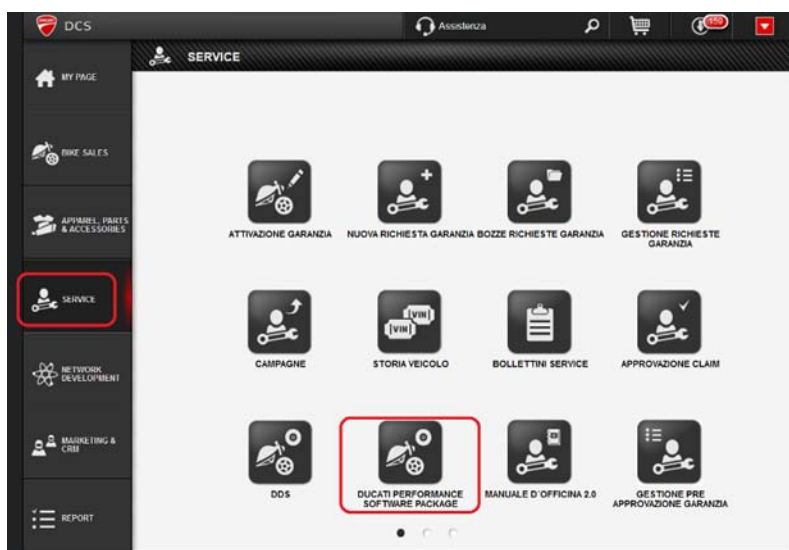
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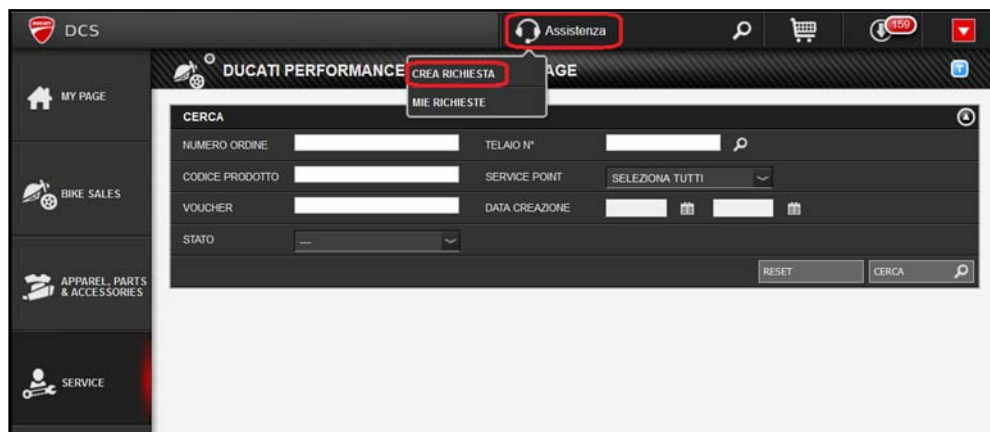
SERVICE REQUEST → HELP DESK REQUEST

In case of problems on the operation of the system, the Help Desk service is available on the DCS website.

To ensure a correct management of your request, it is important to select the DUCATI PERFORMANCE SOFTWARE PACKAGE environment in the SERVICE section and, from here, open the Help Desk request.



Select the Service icon and then CREATE REQUEST, as shown in the image below



You will be directed to a dedicated page where you can enter a detailed description of the problem found.



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WARNING

Together with the Help Desk Request, it is mandatory to provide the following data:

- The Part Number of the ordered accessory
- The purchase order number of the material and possibly a copy of the Customer Purchase Invoice
- The Dealer Identification Code (SAP code) of the Dealer where the VIN reservation was created
- The VIN and information about the motorcycle equipment
- The code of the HASP key used with the DDS3.0
- A short description of the problem found.

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