

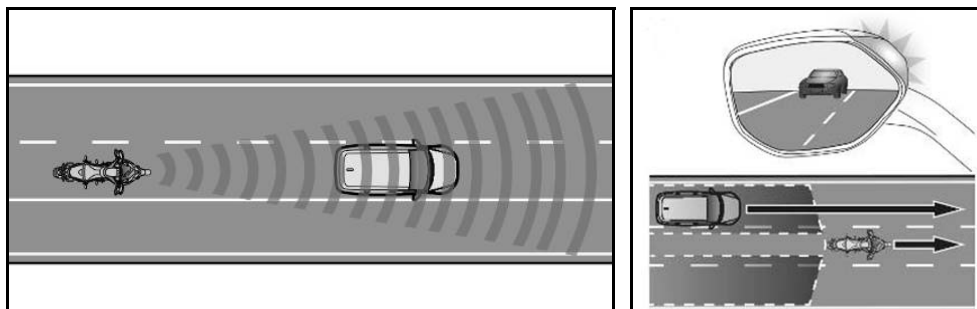


CR219 – Check and Possible Activation of the ARAS (Advanced Rider Assistance System) Multistrada V4 S and Sport Model Year 2022 (USA- CDN-MEX country versions) Technical Service Bulletin SRV-TSB-21-008

Date: July 12, 2021
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

We would like to inform you that the ARAS (Advanced Rider Assistance Systems) fitted on the first batch of Model Year 2022 motorcycles must be checked and, if necessary, activated during Pre-delivery operations.



In addition to the operation described above, it is necessary to order from the spare parts catalogue, and deliver to customers, the supplementary booklet Part no. 91375551US where general information, operation and limits of the ARAS system are described. This booklet integrates with the vehicle Owner's Manual.



NOTE

This update does not apply to the bikes involved in the Safety Recall Campaign CR207 since they benefit from the compensation package.



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Application

You can find the precise list of VIN numbers involved in CR219 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.

MULTISTRADA V4 S TRAVEL&RADAR RED 2022 CAL DMH					
VIN #	ZDMAALVWXNB0 XXX	ENGINE #	ALVNC XXX	LAST MILEAGE OPERATION	0 MI
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	05/11/2021	INVOICE	05/13/2021
WARRANTY TYPE		STANDARD WTY START DATE		WTY END DATE	
SERVICE STATUS					

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	CR219		SRV-TSB-21-008 Check & Possible Activation of the ARAS	Advanced Rider Assistance System	VIEW 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

You must order the Supplementary Booklet for each affected frame number.

- Supplementary Booklet Part no. 91375551US



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Warranty Reimbursement Rules

Reimbursement for work associated with this Service 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 **CR219**.

This includes reimbursement for the labor time equal to [REDACTED] [REDACTED]; including the activation of the ARAS system; and the cost of the supplementary booklet Part no. 91375551US.

- Vehicle reception
- Check and if necessary, activation of the ARAS system
- Compensation for the cost of the Supplementary Booklet Part no. 91375551US
- Soft cleaning of the vehicle

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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



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Supplementary Booklet

In the DCS Part Catalogue it is necessary to order the **Supplementary Booklet part no. 91375551US** where general information, operation, and limits of the ARAS system are described. The document is to be delivered to the Customer who owns the vehicle on which the system is activated and integrates into the Owner's Manual already in their possession.



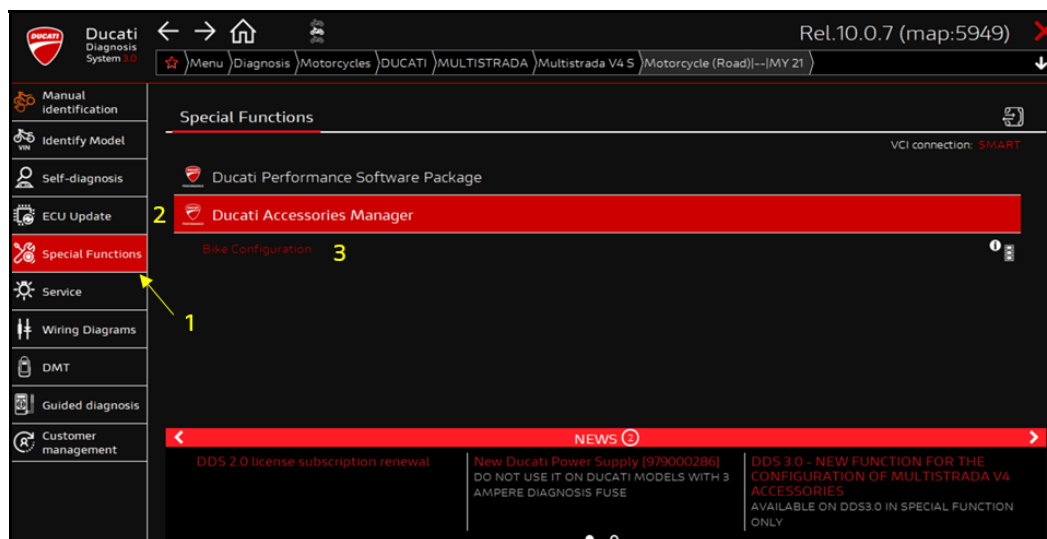
ARAS Activation Procedure



NOTE

To make sure that the ARAS system is activated, you need an active internet connection: the operation must be performed in online mode.

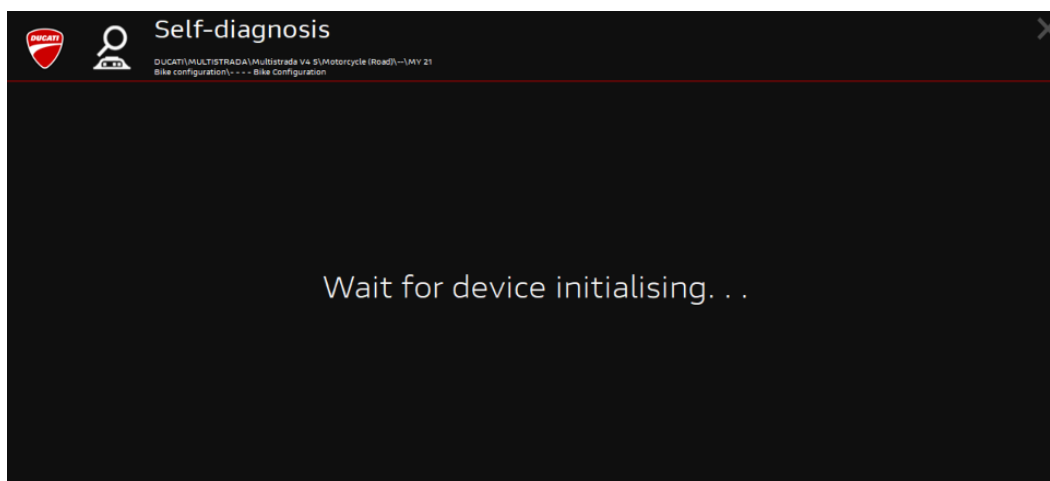
1. Connect the vehicle to the diagnosis instrument DDS 3.0 and go to "Special Functions" (1); select "Ducati Accessories Manager" (2) and then "Bike Configuration" (3).



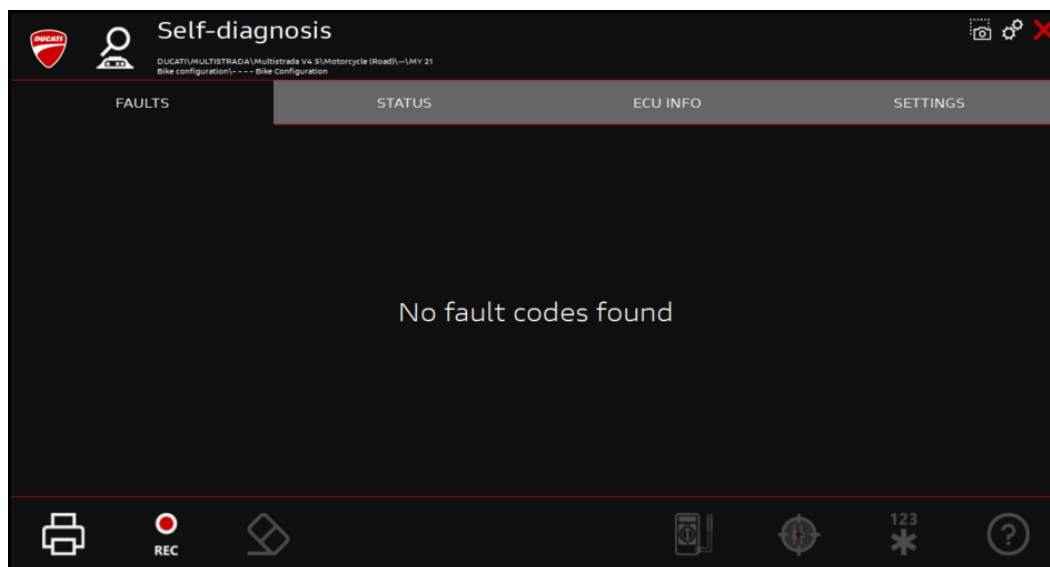


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2. Wait for the communication with the vehicle to be established.



3. Make sure there are no active fault codes.





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4. In the "STATUS" section, if the following functions are:

- Cruise Control (CC): Not present
- Blind Spot Detection (BSD): Present
- Adaptive Cruise Control (ACC): Present
- Forward Collision Warning (FCW): Not present

Self-diagnosis	
FAULTS	STATUS
Cruise control (CC)	Not present
Integrated Connectivity Cluster (ICC)	Present
Headlamp unit (HLU)	Present
Connectivity Control Unit (CCU)	Not present
Heated seats	Present
Blind spot detection (BSD)	Present
Ducati Wheelie Control (DWC)	Present
Reduced high beam power	Not present

Self-diagnosis	
FAULTS	STATUS
Performance Brakes	Present
Adaptive cruise control (ACC)	Present
Forward collision warning (FCW)	Not present
Zero Preload	Not present
Auto leveling	Present
Stability control	Present
Emergency brake light	Not present

➔ Then the ARAS functions are already activated, so you can end the diagnostic session with DDS 3.0.



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5. If in "STATUS" section, and the following functions are:

- Cruise Control (CC): Present
- Blind Spot Detection (BSD): Not present
- Adaptive Cruise Control (ACC): Not present
- Forward Collision Warning (FCW): Not present

FAULTS	STATUS	ECU INFO	SETTINGS
Cruise control (CC)	Present		
Integrated Connectivity Cluster (ICC)	Present		
Headlamp unit (HLU)	Present		
Connectivity Control Unit (CCU)	Not present		
Heated seats	Present		
Blind spot detection (BSD)	Not present		
Ducati Wheelie Control (DWC)	Present		
Reduced high beam power	Not present		

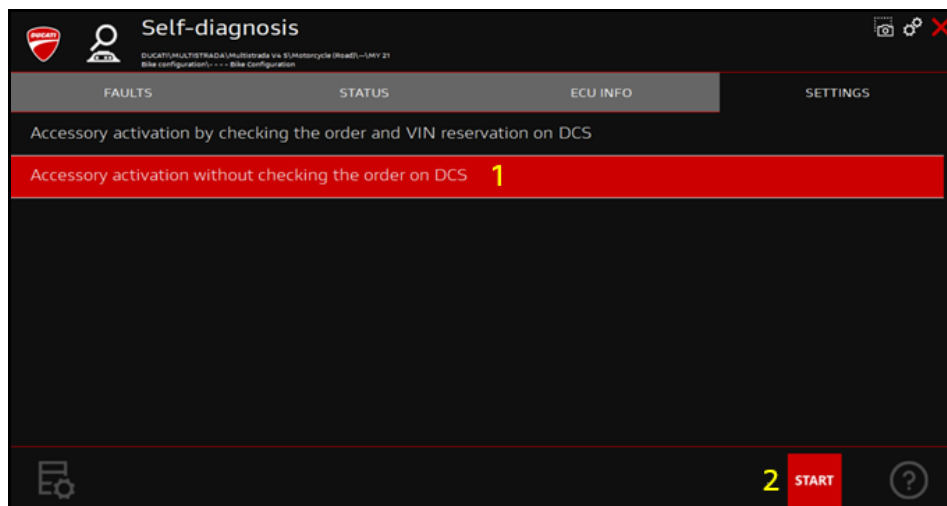
FAULTS	STATUS	ECU INFO	SETTINGS
Performance Brakes	Present		
Adaptive cruise control (ACC)	Not present		
Forward collision warning (FCW)	Not present		
Zero Preload	Not present		
Auto leveling	Present		
Stability control	Present		
Emergency brake light	Not present		

➔ ARAS functions are not activated, so you must proceed with the following instructions.

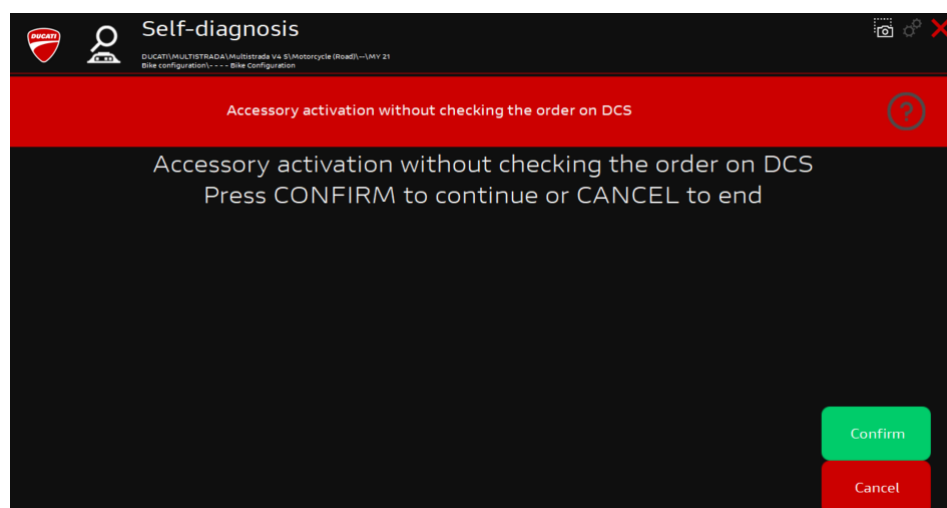


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6. In "SETTINGS" section, select "Accessory activation without checking the order on DCS" (1), and press "START" (2) to start the procedure.



7. Press "Confirm"





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8. Enter the Username & Password (1) used to access the DCS portal and press the check mark (2) to confirm.

Self-diagnosis

DUCATI\MULTISTRADA\Multistrada V4 S\Motorcycle (Road)\...LEV 21

You must connect the PC to the Internet and maintain the connection throughout the software selection procedure, authorisation and file loading

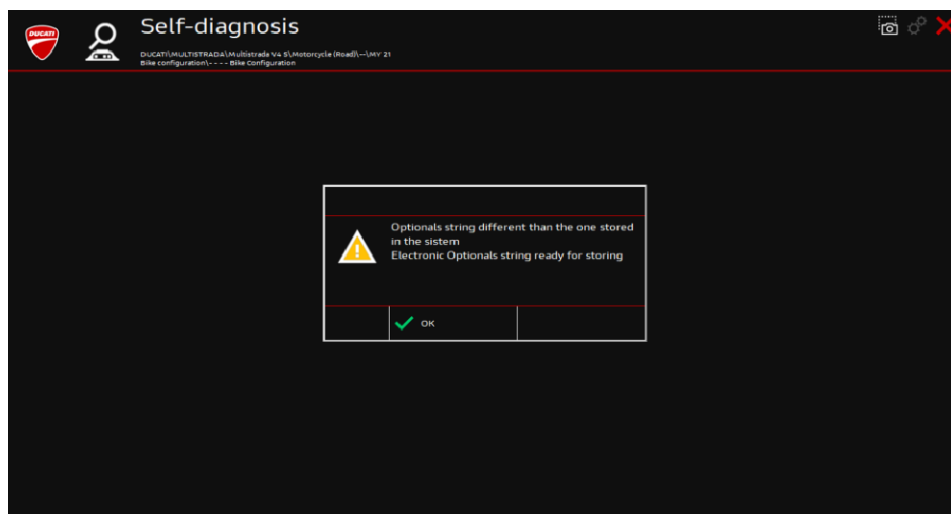
Enter the credentials used to access the DCS portal

Username

1 Password

2

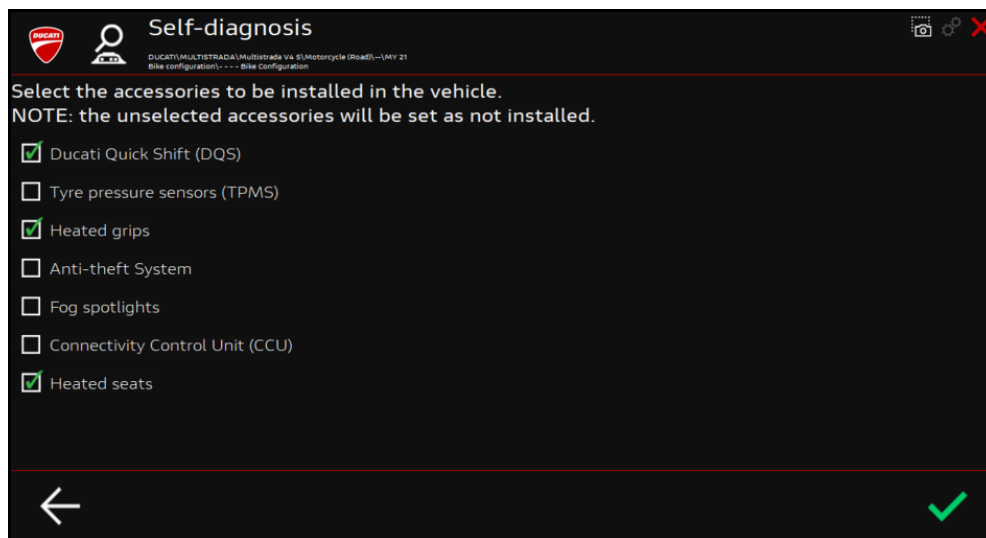
9. At this point, a pop-up warning about a misalignment of the strings present on the vehicle and on the system will appear. Press OK.



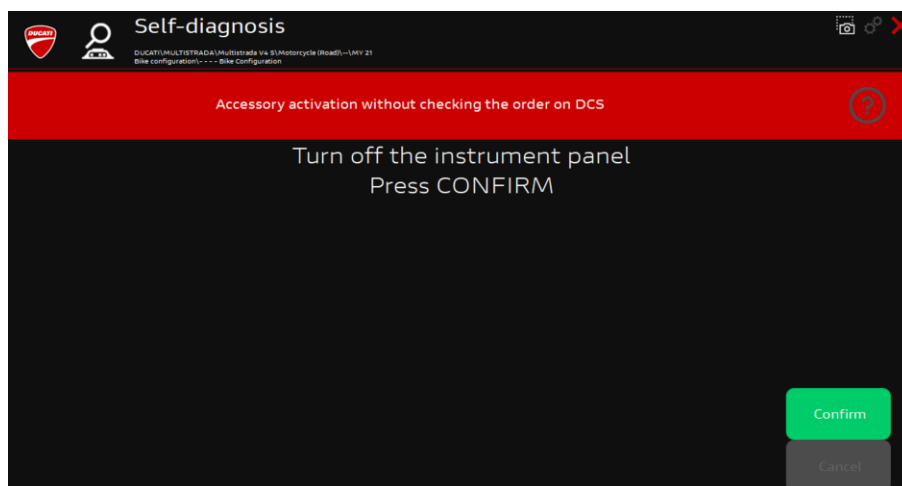


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10. Make sure that the selected accessories are installed on the bike. Then press the green check mark at the bottom right to continue the procedure.



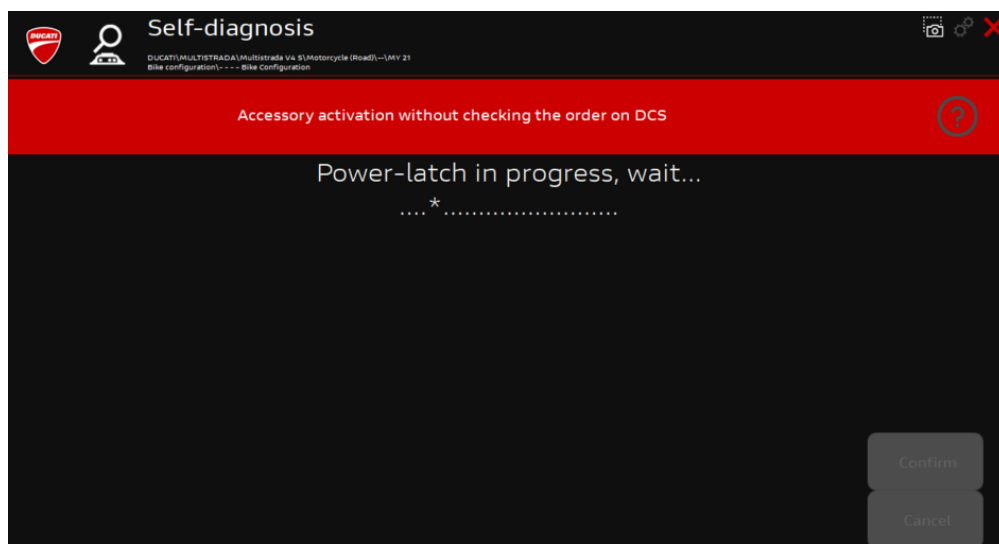
11. Now you will be asked in sequence to:
 - A. Move to the vehicle, turn off the instrument panel, and press "Confirm"



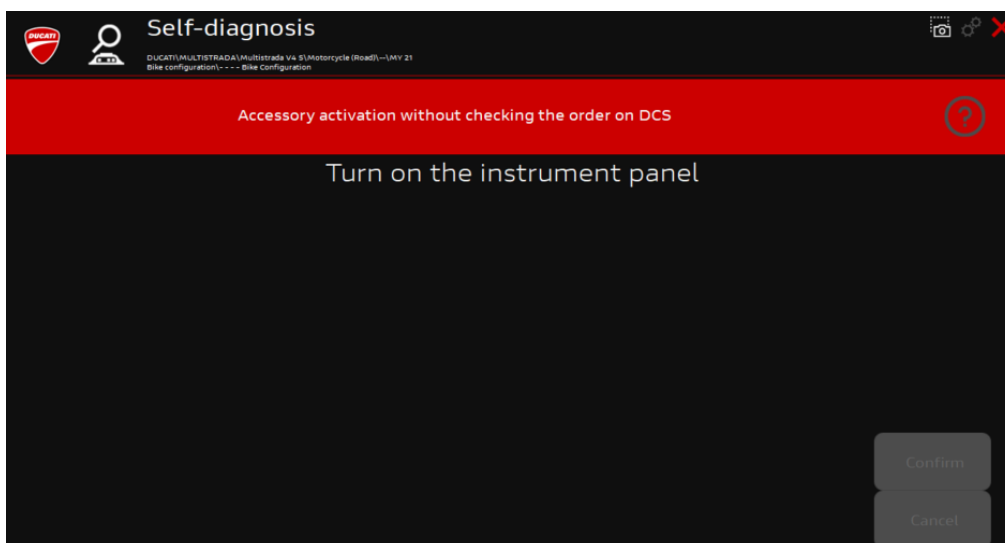


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B. Wait for the Power-latch procedure to be performed



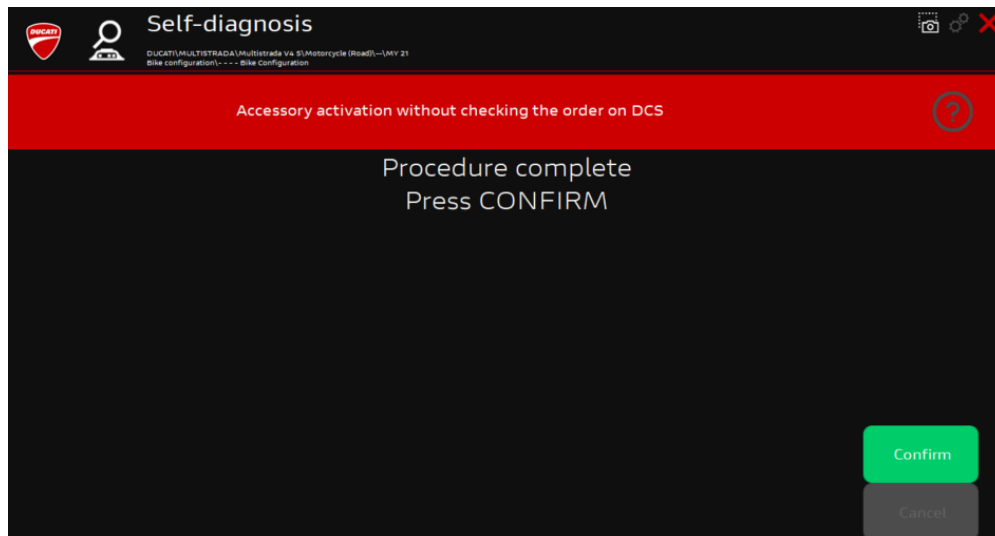
C. Move to the vehicle, turn on the instrument panel, and press "Confirm"





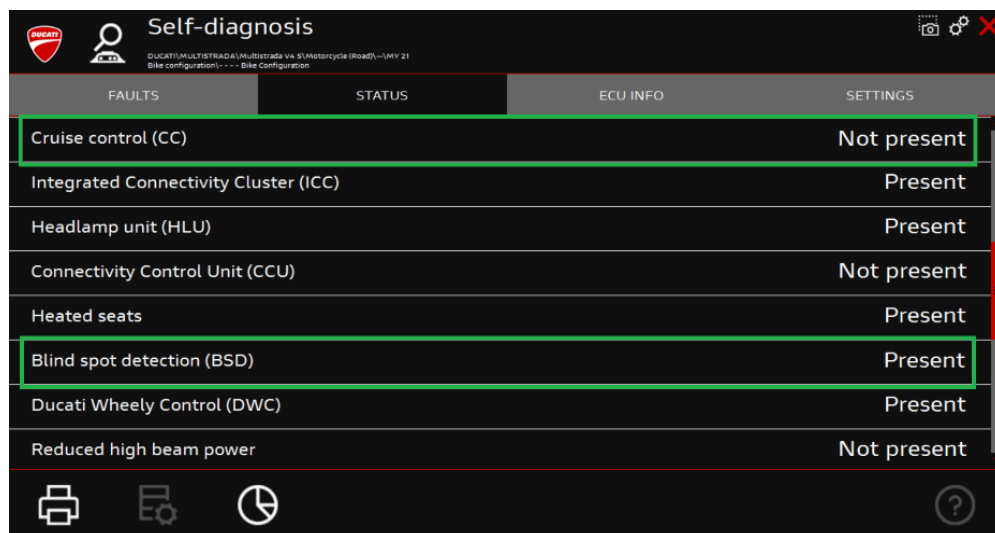
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D. Procedure completed. Press "Confirm" to finish



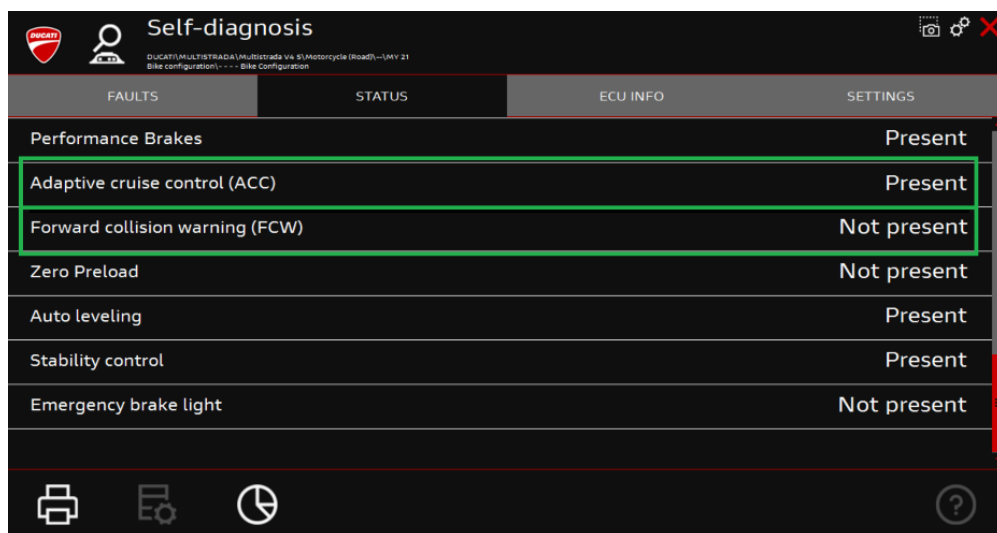
12. Now, in "STATUS" section, make sure that the following functions are:

- Cruise Control (CC): Not present
- Blind Spot Detection (BSD): Present
- Adaptive Cruise Control (ACC): Present
- Forward Collision Warning (FCW): Not present





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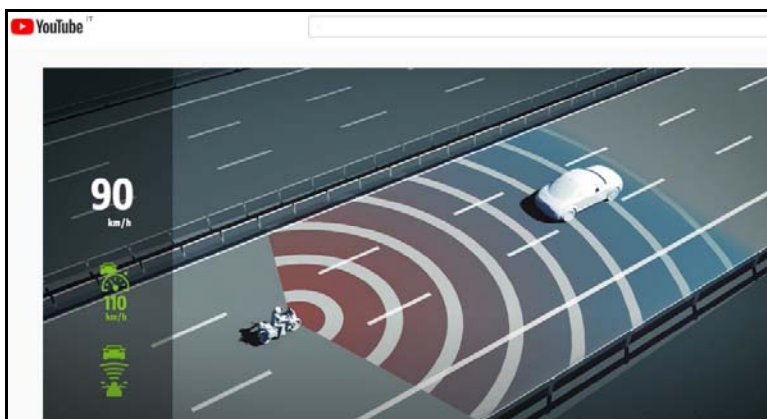


NOTE

For CANADA version motorcycles, make sure that the Daytime Running Light (DRL) function is: Not Present

For more details on the correct operation of the ARAS system, Ducati encourages you to watch the tutorial available at the following **YouTube** link:

<https://www.youtube.com/watch?v=ifMNPwtJTzk>.





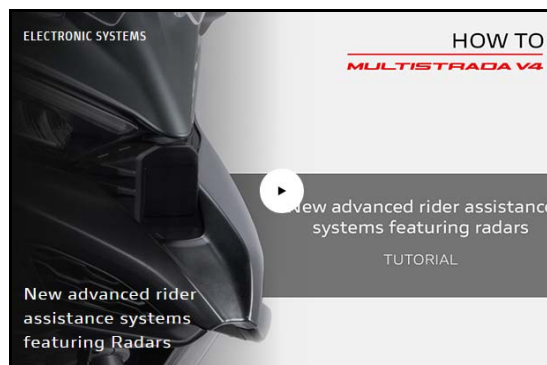
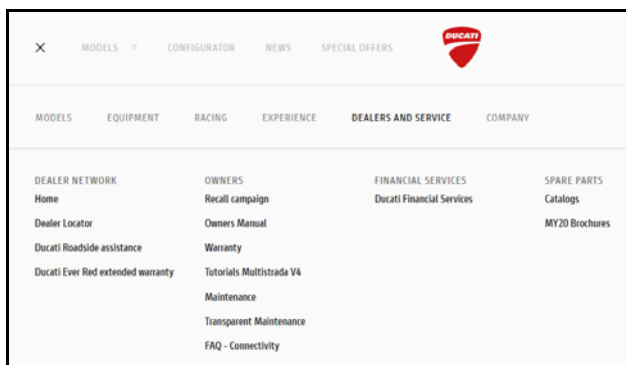
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Further Information

Below are additional reference documents that have been created on the “ARAS” which are available on DCS:

- SRV-SRB-20-049: “Introducing Multistrada V4S Model Year 2021”
- SRV-SRB-20-042: “Assembly of radar alignment adjustment tool part no. 889450124 and relevant calibration procedure using DDS 3.0”
- SRV-SRB-21-023: “Video of radar adjustment procedure with tool Part no. 889450124 and DDS 3.0 diagnosis instrument”

There are also very detailed tutorials available on the Ducati.com website in the “Dealers and Service – Multistrada V4S Tutorials – Electronic System” section that show how to activate, deactivate and/or modify the “ARAS” settings.



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