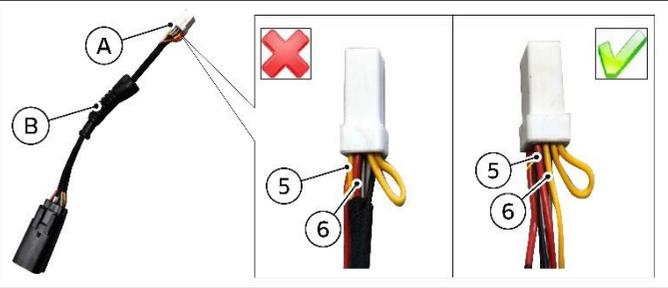




no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
1	Issues during Top Case fixing to the plate	Top Case Kit Part no. 96781531AA		<p>We have received some reports concerning the difficulty in securing the Top Case (Kit Part no. 96781531AA) to the top plate Part no. 8291M033A due to a machining error of the supplier. In particular, the locking tooth on the upper plate Part no. 8291M033A shows a hole 2mm narrower than specified. To eliminate this defect, the locking tooth of the plate must be milled by <u>2mm in the upper area</u> using a flat file, as shown in the figure.</p>  <p>We inform you that the upper plates present inside the kits in stock have been restored.</p>
2	Anti-theft system kit Part no. 96681081AA malfunction	Anti-theft system kit Part no. 96681081AA		<p>After having installed the anti-theft system Kit Part no. 96681081AA and enabled it on the BBS control unit, some malfunctions may occur during activation due to a possible incorrect pin arrangement in the connector of the wiring branch supplied with the kit.</p>  <p>Follow the procedure described below:</p> <ol style="list-style-type: none"> 1) uncover connector (A) by moving sheath (B) backward; 2) uncover the wiring by removing a portion of insulating tape to make operations easier; 3) check the arrangement of Pins 5 and 6 and the relevant color on the 8-pin connector. If the pin arrangement is not correct, extract them working from the front side with a needle inside the groove so as to lift the retainer and invert them. 4) restore the cloth tape previously removed and the position of the protective sheath (B).  <p>The kits currently in stock have been restored.</p>



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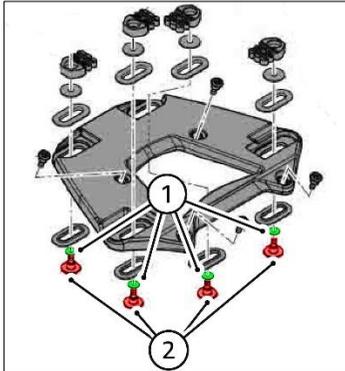
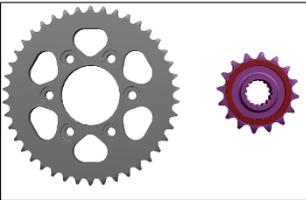
no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
4	<p>ONLY Multistrada V4S</p> <p>Software updates for Bosch instrument panel with DDS 2.0 diagnosis instrument</p>	Software updates for Bosch instrument panel	-	<p>The new DDS 3.0 diagnosis instrument kits Part no. 979000279 are being distributed and will be delivered within the next few months.</p> <p>We would like to remind you that in order to carry out software updates of the Multistrada V4S instrument panel, it is necessary to use the USB cable included in the DDS 3.0 diagnosis instrument kit.</p> <p>If you have not received the new diagnosis instrument yet, you can still perform the update using the DDS 2.0 using any <u>USB cable, type A male-male</u> (this cable is easily available on the market).</p> <p>We also inform you that a video has been made showing you the correct use of the cable. It can be viewed at the following YouTube link: https://youtu.be/IGbLKyo4B8k.</p>
5	Precautions during PDI: installation of the battery on the vehicle	Battery assembly		<p>We have received isolated reports of possible issues concerning the connection of battery negative cable; in particular, you may find that the negative cable appears to be too long.</p> <p><u>To correctly position the battery negative cable, make sure that the cable runs over the main wiring and makes a bend upstream of the battery negative pole.</u></p> <p>For a better understanding, we have made a short video showing the issue described above and the correct battery installation, which can be viewed at the following link: https://youtu.be/wu1qH4gi4Ll.</p>
6	Precaution during the installation of the heated handgrip kit part no. 96680702A	Heated handgrip kit part no. 96680702A		<p>We inform you that for the installation of the heated handgrip kit part no. 96680702A, the main wiring harness connectors where to connect the heated handgrips, are positioned below the ignition switch cover as shown in the figure.</p>



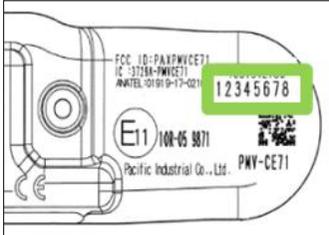


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no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
7	Possible incorrect operation of the swinging system - Top Case accessory kit part no. 96781531AA	Top Case Part no.96781531AA		<p>We inform you that the first Top Case accessory kits part no. 96781531AA delivered may not operate correctly with the swinging system, which may seem “too braked”. To improve this condition, it is possible to insert 4 copper washers (1) part no. 85250231A on the 4 screws (2) retaining the bottom plate to the top one.</p> <p>For a better understanding of the assembly procedure of the Top Case accessory kit, a video has been made which can be viewed at the following link: https://youtu.be/DVEHKVvdKQI.</p> <p>All Top Case kits in stock will be restored by February.</p> 
8	Ducati Quick Shift (DQS) malfunctioning and no indication on the instrument panel of the engaged gear	Final drive		<p>We have received isolated reports about the Ducati Quick Shift (DQS) not working properly, and about the missing indication of the engaged gear on the instrument panel, with gear sensor plausibility error P0919 being stored (the gear plausibility diagnosis requires 16 seconds of validation at a speed above 20 km/h without any gear change).</p> <p>Some analyses showed that this condition occurred following a change in the final drive gear ratio (Z15 sprocket installed instead of Z16 as designed).</p> <p><u>As already emphasized during the technical training, we remind you to avoid any modification to the final drive gear ratio (Z16 sprocket and Z42 rear sprocket).</u></p>
9	Possible switching on of DSS warning light on instrument panel	Ducati Skyhook Suspension (DSS)	-	<p>There have been some isolated reports regarding a possible switching on of the “DSS” warning light  on the instrument panel for the models equipped with Ducati Skyhook Suspension <u>without any errors read by the diagnosis instrument.</u></p> <p>Through the DDS 3.0 diagnosis instrument, enter the “Settings” section of the BBS control unit and perform the “Calibration of the rear rotary sensor”.</p>



no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
10	Activation procedure for TPMS tire pressure sensor	TPMS (Tire Pressure Monitoring System)		<p>The TPMS system (Tire Pressure Monitoring System) allows monitoring tire pressure value: if tire pressure deviates by 25% from the set reference value, the TPMS system displays a warning on the instrument panel. The sensor activates when speed exceeds 35 km/h and tire pressure is displayed on the instrument panel 1 minute later.</p> <p><u>We remind you that, before installing tire pressure sensors on front and rear wheel rims, they must be coded through DDS 3.0 diagnosis instrument.</u></p> <p>To activate TPMS system, follow the procedure indicated below:</p> <ol style="list-style-type: none"> 1) using DDS 3.0, access the "Special Features → Ducati Accessories Manager → Vehicle Configuration"; 2) select "Enable/Disable" TPMS; 3) access the "Self-diagnosis → Settings" section of Hands Free control unit and perform "TPMS code writing" for front and rear wheel sensors by entering the 8-digit code written above the Qr-Code; 4) access the instrument panel Settings menu and select "Tire Pressure" to set (and customize) the reference pressure values of the rear and front tires. The tire nominal pressure value specified inside the owner's manual can be used as a reference. <p><u>Explain to the Customer the use of the "Tire Pressure" function to edit the reference pressure value of the front and rear tires. The information about the current pressure value of front and rear tires is also available inside instrument panel main menu.</u></p> 
11	Precautions for checking the engine oil level	Level engine oil		<p>To correctly check the engine oil level, carefully follow the operations described below:</p> <ol style="list-style-type: none"> 1) The level check should be carried out with warm engine, approximately 15 minutes after the engine has been turned off. 2) Turn off the engine and wait 10÷ 15 minutes to allow the oil to return completely to the oil sump. 3) Position the motorcycle on level ground with both wheels on the ground and in an upright position. 4) Check the oil level through the sight glass. <p>If the oil level is below the center line between the MIN and MAX notches, add oil up to the maximum level notch.</p>



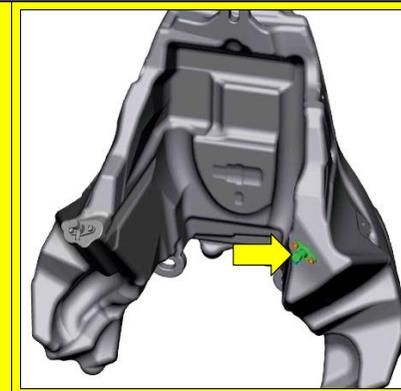
no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
12	Possible lack of paint adhesion on fuel tank cap	Fuel tank cap		<p>We would like to inform you that on an initial batch of motorcycles produced, the fuel tank cap could present a problem of paint adhesion. Starting from frame number ZDM1A00AAMB002445 the supplier has improved the painting process that avoids this issue.</p> <p>The fuel tank caps in the spare part warehouse are compliant.</p>
13	Assembly precaution for the anti-theft system kit part no. 96681081AA	Anti-theft system kit part no. 96681081AA		<p>We inform you that for the installation of the anti-theft system kit part no. 96681081AA, the main wiring connector (1) where to connect the anti-theft device, is positioned near the fuel pump flange, in the front left area of the fuel tank.</p> 
14	Assembly precaution for the fuel tank cap kit Hands Free part no. 96681021AA	Hands Free fuel tank cap kit part no. 96681021AA		<p>We inform you that for the installation of the Hands Free fuel tank cap kit part no. 96681021AA, the main wiring connector (2) where to connect the Hand Free fuel tank cap, is positioned near the fuel pump flange, in the front left area of the fuel tank.</p> 



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no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
15	<p>ONLY <u>Multistrada V4S</u></p> <p>Instrument panel programming interruption</p>	Instrument Panel Programming		<p>The programming procedure must be carried out ONLY when the motorcycle is connected to the special Ducati power supply unit Part no. 979000286.</p> <p><u>If programming is not completed successfully, the instrument panel will NOT be damaged and it will never have to be replaced.</u></p> <p>To restore instrument panel correct operation, you will have to:</p> <ol style="list-style-type: none"> 1) Turn off or disconnect the workshop power supply unit; 2) Switch the motorcycle from Hands Free to Key-OFF; 3) Disconnect the USB cable from PC to motorcycle; 4) Wait for 60 seconds; 5) Remove the 50 Ampere fuse (the one on tank side); 6) Wait for 30 seconds; 7) Re-connect the 50 Ampere fuse; 8) Re-connect or turn on again the battery power supply unit; 9) Switch the motorcycle from Hands Free to Key-ON and connect the DDS 3.0 diagnosis instrument; 10) If the instrument panel resumes normal operation by showing the display, select the "Global Scan" function and programming will automatically restart; 11) If the instrument panel remains in the "bootloader" status with LH warning lights flashing, select the "SERVICE UPDATE Multistrada V4S" model and "Bosch → Model Year 21 instrument panel reprogramming", select the file present (e.g. 1706_ICC_S018) and launch the programming; connect the USB cable to the motorcycle when requested by the DDS 3.0; 12) Programming will restart and will take approximately 20 minutes. <p>A video has been made, which can be viewed on the YouTube platform at the following link: https://youtu.be/c9br35tEazg.</p>
<p>NEW</p> <p>16</p>	Incorrect residual fuel in the tank	Fuel tank	-	<p>In some cases, we have found that the tap on the right-hand side of the fuel tank is completely closed instead of open; this leads to an incorrect remaining range when there are only a few liters of fuel in the tank (fuel reserve conditions).</p> <p>If the above-mentioned event occurs, we ask you to ensure that the tap on the right-hand side of the fuel tank is fully open.</p>



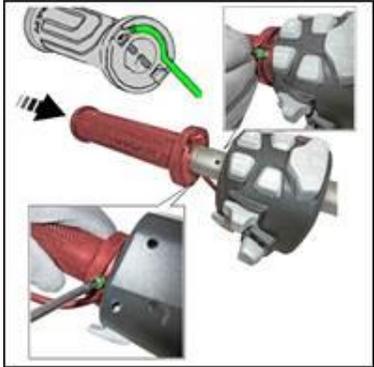


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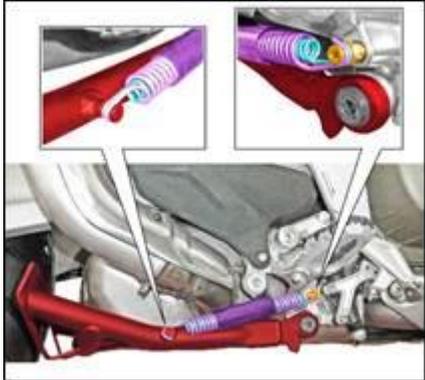


no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
17	<p><u>Multistrada V4S, ONLY</u></p> <p>Coloring of the spare front fork sleeve</p>	Front forks		<p>We have received several reports of a different coloring of the fork sleeve ordered as a spare part for a complete fork leg replacement. This is due to an anodizing process with different color rendering.</p> <p>In case of replacement of a complete fork leg, previously authorized by your Service Area Manager, we ask you to check the correct color of the fork leg before assembly (comparing it with the color of the fork installed on the motorcycle) and if it is different, update the YouTech service request by attaching photos and urgently ordering the other complete fork leg to proceed with its replacement.</p> <p>Please, note that the spare part warehouse will be restored.</p>
18	<p><u>Multistrada V4S, ONLY</u></p> <p>No “key missing” message displayed on the instrument panel</p>	Hands Free	-	<p>We have received a few isolated reports that the “key missing” message is not displayed on the instrument panel if the key is out of range of the Hands Free antenna.</p> <p>We inform you that this case is being analyzed.</p>



no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
19	Difficulties in opening the side panniers part no. 96781551AA	Side panniers part no. 96781551AA		<p>We have received a few isolated reports of possible difficulties in opening the side panniers due to the “vacuum” effect that occurs when travelling with significant changes in altitude.</p> <p>To avoid this phenomenon, it is necessary to drill a venting hole with a maximum diameter of Ø 2 mm at the bottom of the bag, between the ribs near the rear hinge as shown in the figure.</p> <p style="text-align: center;"><u>DO NOT drill through the second internal wall of the bag.</u></p> <p>This modification has also been implemented by the supplier and does not affect the water tightness.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="1055 595 1608 1015">  <p style="color: red; font-weight: bold;">2.0 mm</p> </div> <div data-bbox="1626 595 2136 1015">  <p style="color: red; font-weight: bold;">Drill hole ONLY in the outer wall</p> </div> </div>
20	Precautions during PDI: installation of the heated handgrips part no. 96680702A	Heated handgrips Part no. 96680702A		<p>We have received some reports about heated handgrips that have not been installed correctly and so the cable between the handgrip and the switch may be pinched.</p> <p>We kindly ask you to always follow the instructions provided on the DCS under the “accessories catalogue” section or in the model presentation bulletin (SRV-SRB-20-049) and to <u>comply with the correct orientation of the cable and handgrip</u> as shown in the figure.</p> <div data-bbox="1756 1031 2130 1398">  </div>

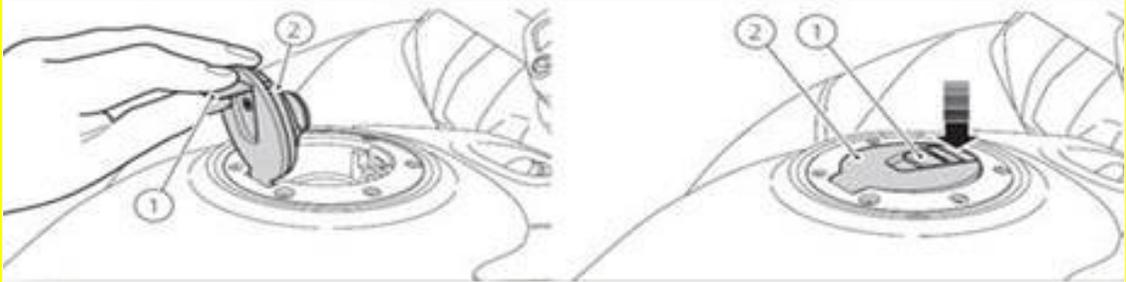


no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
21	Possible erratic idling rpm and hard starting	Engine		<p>We have received a few isolated reports of erratic engine operation at idle, hard starting, the possibility of the MIL warning light on the instrument panel coming on and/or memorised MAP sensor errors.</p> <p>Our analysis has shown that this phenomenon could be due to the MAP sensors not fitting perfectly in their seats; we therefore ask you to check the correct installation of the MAP sensors if the symptoms described above should occur.</p> <p>We would also like to inform you that the assembly process of MAP sensors on the production line has been strengthened from the end of April 2021.</p>
22	Possible interference between external central stand return spring and footpeg holder plate	Central stand		<p>We have received a few isolated reports of possible interference between the external central stand return spring and the footpeg holder plate when the central stand is closed.</p> <p>Check that the two side stand return springs are correctly installed and aimed as shown in the figure.</p> 
23	<p><u>Multistrada V4S, ONLY</u></p> <p>Failure to recognise mobile phone on instrument panel</p>	Instrument panel	-	<p>We have received a few isolated reports that the mobile phone is not recognised on the instrument panel and, therefore, cannot be connected via Bluetooth.</p> <p style="text-align: center;"><u>Replacement of the instrument panel is NOT required as it is not an issue related to the hardware of the vehicle.</u></p> <p>In this case, we suggest:</p> <ul style="list-style-type: none"> - deleting the previously established connection from both the Customer's mobile phone and the vehicle instrument panel; - performing a Key-Off and wait for at least 1 minute before the next Key-ON; - repeating the pairing operations between the mobile phone and the instrument panel. <p>If the issue persists, fill out a YouTech service request attaching the completed Infotainment Check List.</p>



no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
24	Possible oscillation of the final drive chain (non-uniform sliding)	Gearbox secondary shaft	-	<p>We have received some isolated reports about a possible oscillation of the final drive chain even if the chain is correctly tensioned. In these cases the customer may complain an uneven sliding of the chain at constant speed.</p> <p>In these cases, you are asked to check for a possible deformation of the gearbox secondary shaft by removing both the chain and the sprocket and taking the measurement with a dial gauge directly on spacer Part no. 713P0011C, as shown in the figure (the measurement should NOT be taken on the sprocket since an uneven wear of the rubber material may occur during the first few kilometers): by slowly rotating the shaft, the value taken with the dial gauge must be at most 0.1 mm.</p> <div style="display: flex; justify-content: space-around;">   </div> <p>a) If the measurement shows values below 0.1 mm, replace the sprocket only. a) If the measurement shows a value greater than 0.1mm, fill out a YouTech service request.</p>
<div style="background-color: red; color: white; padding: 2px; transform: rotate(-45deg); display: inline-block;">NEW</div> 25	Possible validation of errors P0326 - Front bank knock sensor error (Cyl 1-2) [Mismatching value] and/or P0331 - Rear bank knock sensor error (Cyl 3-4) [Mismatching value]	Knock sensor	-	<p>We have received a few isolated reports about the triggering of one of the following errors in the engine ECU, either in ACTIVE or STORED status:</p> <ul style="list-style-type: none"> - P0326 - Front bank knock sensor error (Cyl 1-2) [Mismatching value] - P0331 - Rear bank knock sensor error (Cyl 3-4) [Mismatching value] <p>that cause only the MIL warning light to light up on the instrument panel, without affecting the correct operation of the vehicle (no vehicle stop). If one or both errors are displayed, we kindly ask you to:</p> <ul style="list-style-type: none"> • Check the correct tightening of the knock sensor fixing screw (25 Nm); • Use an Ohmmeter to check the resistance between the pins of the knock sensor involved: Resistance nominal value: 4.9 MΩ ±20% <p>If the value does not correspond, replace the sensor and send the defective component to Ducati Motor Holding.</p> 



no.	Symptom	Subject	Photo	Notes and Indications - Corrective action
<p>26</p>	<p>ONLY Multistrada V4S, Multistrada V4S Sport</p> <p>Precautions for the use of the Hands Free fuel tank cap part no. 96681021AA</p>	<p>Hands Free fuel tank cap part no. 96681021AA</p>		<p>We have received a few isolated reports concerning the hands free fuel cap part no. 96681021AA that proves difficult to open and/or close. DO NOT REPLACE THE FUEL TANK CAP.</p> <p>Hands-free tank filler plug</p> <p>The hands-free tank filler plug allows the cap to be opened during refuelling without using a key.</p> <p>Opening</p> <p>To open the cap, the suitable flap must be lifted within 50 seconds of turning the vehicle off (key off). During those 50 seconds, the cap can be opened a maximum of 5 times. If a new opening is desired, the key must be turned on and then back off (key-on >> key-off).</p> <p><u>Caution: the opening flap must be operated gently. Excessively fast movements may impair the cap opening, even though the attempt will still be counted among the 5 available.</u></p> <p>Information on instrument panel</p> <p>The instrument panel has an icon indicating “fuel cap open”. If the instrument panel is turned on (key-on) while the cap is open, the icon will be active.</p> <p>Closing</p> <p>To close the cap, use your fingers to push it in fully home.</p> <p><u>Caution: After refuelling, always ensure that the cap is correctly positioned and closed and that the corresponding icon on the instrument panel is off.</u></p>  <p>For a further understanding of how it works, a video was also made available at the following link: https://youtu.be/aCmACKVICWl.</p>

