



CR253 – Replacement of Water Radiator Electric Fan Motors, BBS Fuse Replacement and BBS Software Update

Diavel V4 Model Year 2023 (all model versions)
Technical Service Bulletin SRV-TSB-23-007

Date: July 05, 2023
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

Ongoing quality inspections performed on the model in question, combined with your reports, have shown that the first production batch of the model in question is equipped with electric fan motors that may be defective due to a supply problem.

To avoid this condition, we ask you to update the motorcycles in the following manner:

1. Replacement of the water radiator electric fan motors (only if the batch marked on the left side of the water radiator is prior to 04.01.23 [January 4th, 2023]).
2. Removal of the aesthetic cover of the water radiator electric fan motors (this operation is only to be carried out if the water radiator electric fan motors are replaced).
3. Replacement of the BBS fuse (from 20 amp to 25 amp).
4. Update of the BBS software to rev. 23.



NOTE

To avoid updating compliant motorcycles, we ask you to check the date stamp on the left side of the radiator before replacing the motors.

At the same time (only in the case of replacing electric fan motors), we also ask you to update the oil cooler belly fairing assembly with the application of some aesthetic protections.



Radiator assembly production lot < 04.01.23 (therefore, water cooler assembly produced before 04.01.23)		
Replacement of Electric fan kit + Updates (2) (3) (4)		
Radiator assembly production lot ≥ 04.01.23 (i.e. water cooler assembly produced after 04.01.23 included)		
ONLY updates (3) (4)		+ BBS software update



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Application

You can find the precise list of frame numbers involved in CR253 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.



WARNING

On the frame numbers involved in this Campaign it will NOT be possible to activate the warranty until the campaign is completed.

Client Impact

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



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Spare parts

The spare parts required for this update are:

PART NO.	COMPONENT	IMAGE	QUANTITY
55040431A	Water Radiator Electric Fan kit		2
77244173B	Screws M5x12		2
86612791A	Adhesive Rubber Pads 9x23x1.4		2
76412131A	Slotted Rubber Pad to cut		1

The 25A fuse (part no. 38940261A), required for the update, is considered standard Ducati workshop equipment and its reimbursement is included in the labor.

Parts Distribution

The parts listed above required to carry out the update under this Workshop Campaign must be ordered for each affected frame number.



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Warranty Reimbursement Rules

Reimbursement for work associated with this Pre-delivery 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 identified as CR253.

Operation includes reimbursement for the parts listed for the operation, consumables for carrying out the work; and labor for () that includes the time necessary for:

- Vehicle reception
- Replacement of the water radiator electric fan motors
- Replacement of the 25A BBS fuse
- Update of the BBS software
- Consumables for carrying out the work
- Compensation for the cost of the 25A fuse
- Time for filling in the warranty claim
- Vehicle and fan test
- Soft cleaning of the vehicle



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Service Solution



WARNING

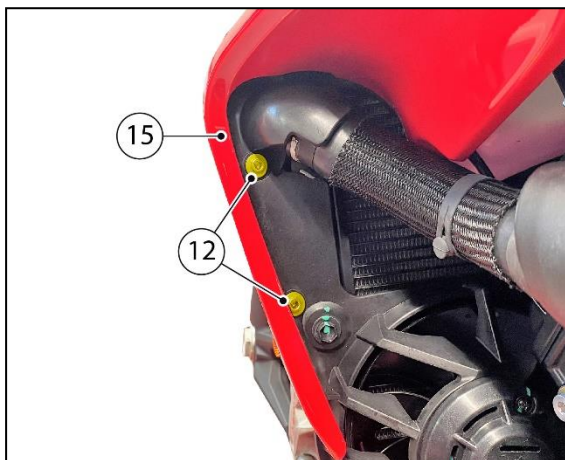
To ensure the correct execution of the operation within the provided labor time to carry out the updates, it is necessary to follow the sequence indicated in the following instructions.

We recommend taking your time to fully understand the procedure before attempting its implementation on the motorcycle (you may print the document in color for a better understanding).

We also remind you that the work environment where you carry out the procedure and the tools and equipment used (wrenches and gloves) must be clean.

1. Position the motorcycle on a rear paddock stand.
2. Loosen screw (10) M5x16 and remove spacer (11).

Loosen the 2 screws (12) M5x8.5 and remove the LH radiator cover (15).





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WARNING

Check the eight-digit date stamp on the left side of the coolant radiator.

The first six digits indicate the production date (dd/mm/yy).

- If it is before 04/01/2023, proceed with the instructions below, then replace the fan motors.



WARNING

If there is no date stamp on the radiator, proceed with the instructions below, then replace the fan motors anyway.

- If the date is after 04/01/2023 (included), the fan motors are **NOT to be replaced**, then proceed with the instructions from step (48).

We ask you to report any cases via Youtech where you find the date stamp after 04/01/2023, in order to exclude the motorcycle from the above Campaign and request authorization for a Standard Warranty claim [REDACTED].



Image 1

Example: Figure 1

110323XX → the date is 11/03/23
→ radiator assembly after 04/01/2023 → fan motors are NOT to be replaced



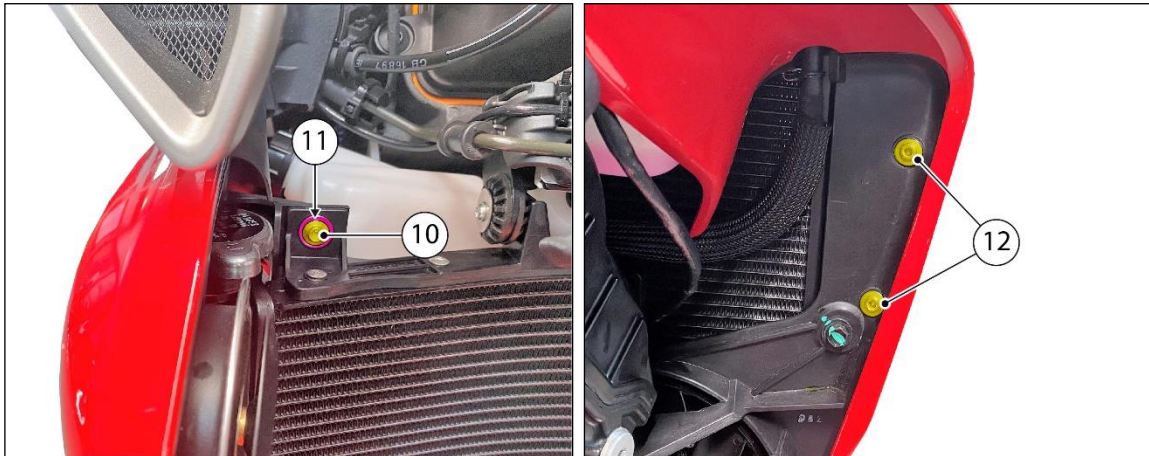
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3. Loosen screw (10) M5x16 and remove spacer (11).

Loosen the 2 screws (12) M5x8.5.



4. Slide out the horn wiring branch (13) from its retainers and remove the right radiator cover (14).





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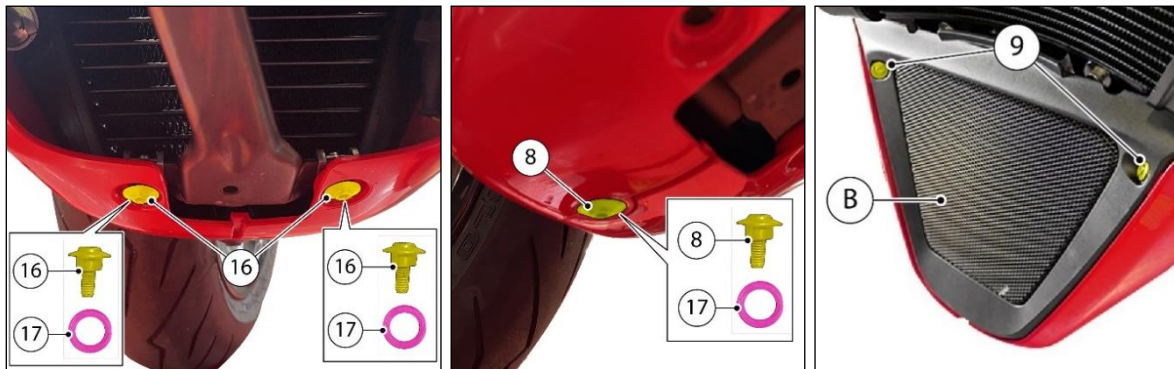
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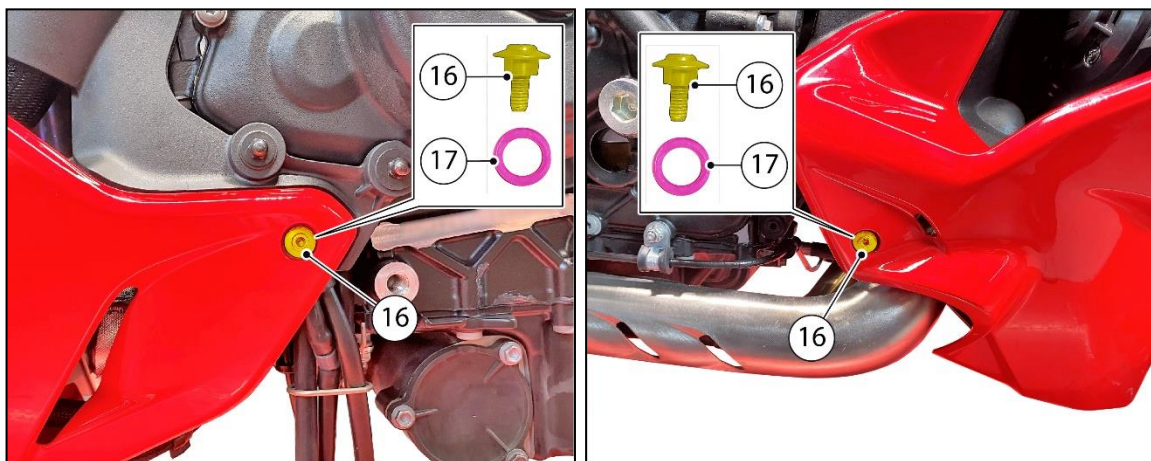
5. Loosen the **2 screws (16) M5x9** and recover the **2 nylon washers (17)**.

Loosen the **screw (8) M5x10.5** and recover the **nylon washer (17)**.

Loosen the **2 screws (9)** and remove the **front belly fairing cover (B)**.



6. Loosen the **2 screws (16) M5x9** and recover the **2 nylon washers (17)**. Remove the LH and RH belly fairing covers.



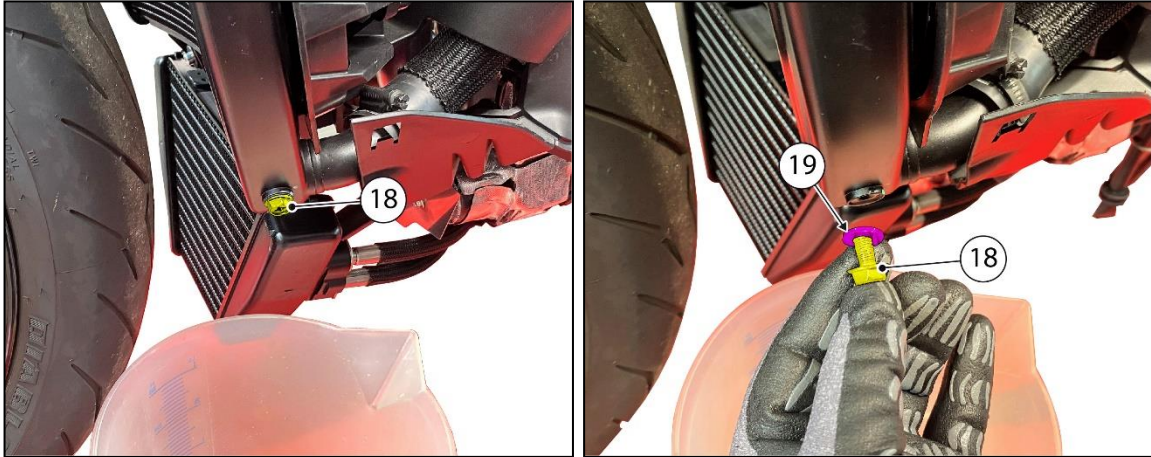


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7. Place a container near the **cap (18)** and place the vehicle on the side stand.

Unscrew the **cap (18)** located on the water radiator and recover its **gasket (19)**.



8. Unscrew the **cap (20)** on the water radiator and allow all the coolant to drain completely.



NOTE

Note down the amount of liquid removed from the system in order to top up with the same amount when refilling.



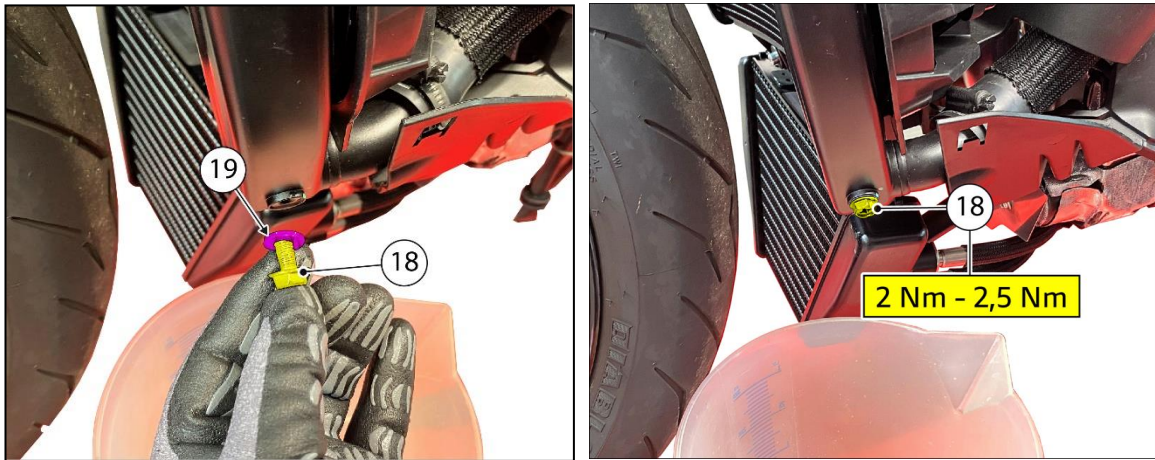


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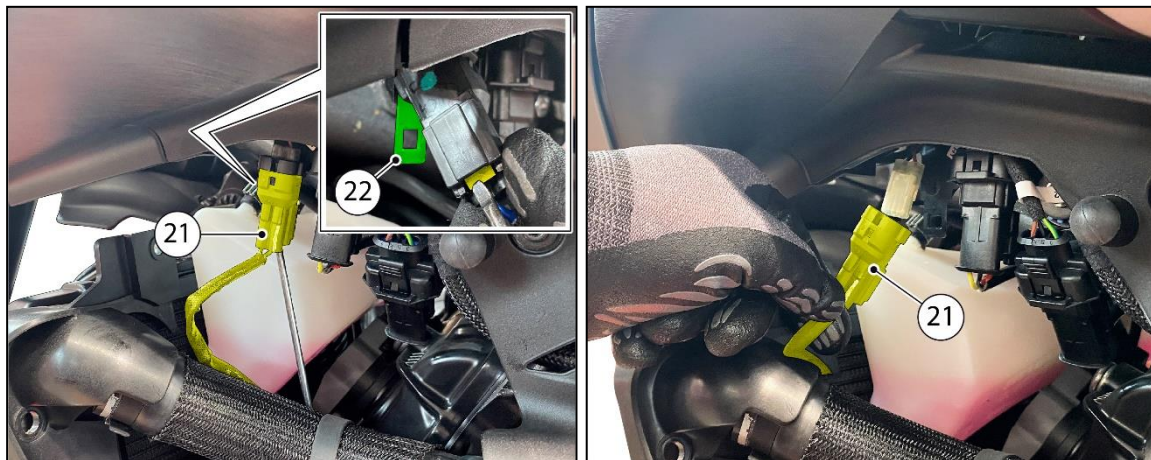
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9. Position the **gasket (19)** in place and screw in the **cap (18)**, tightening it to a torque of **2.0 Nm – 2.5Nm.**



10. Disconnect the left electric fan **connector (21)** from the **tab (22)** on the left electric system support.

Disconnect the left electric fan **connector (21)**. Repeat the same procedure on the RH side.



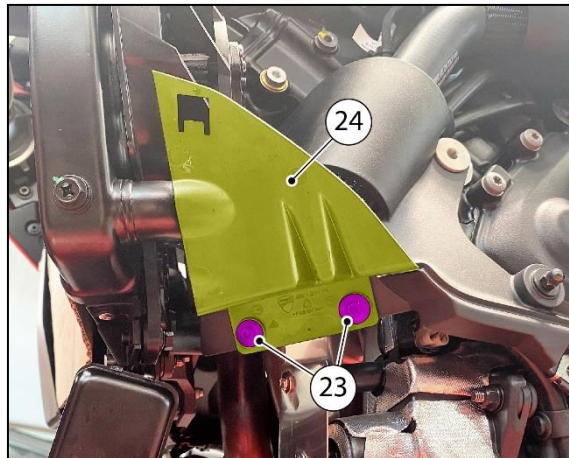


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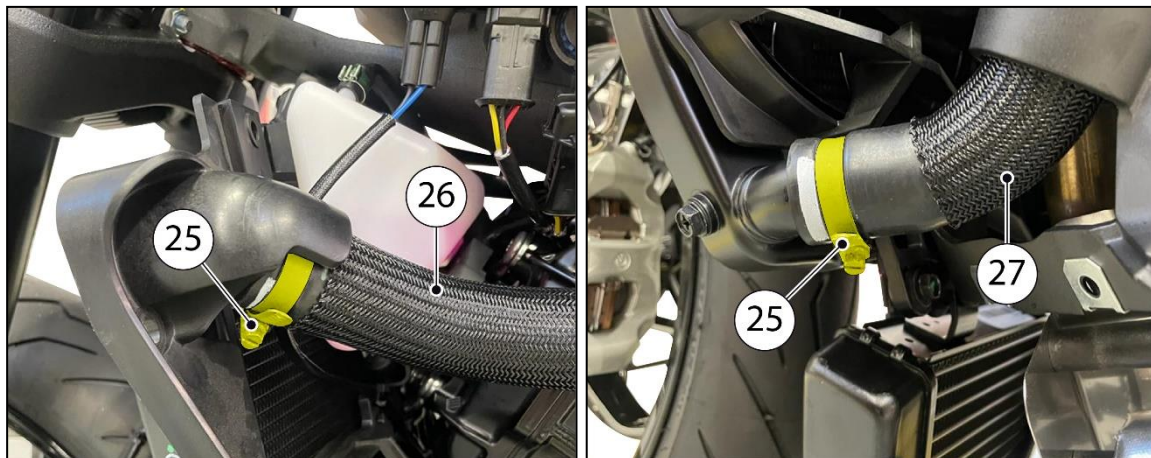
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11. Loosen the 2 screws (23) M5x9 and remove the LH belly fairing support (24).



12. Loosen the 2 clamps (25) and disconnect the delivery pipe (26) and the return pipe (27).





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13. Loosen the **2 M5x40 screws (28)** securing the lower part of the water radiator assembly, by counter-holding the **2 nuts (29)**.



14. Disconnect the **2 connectors (30)** of the horn wiring branch.





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15. Using suitable **hose clamp pliers (31)**, pinch the water radiator/expansion reservoir **pipe (32)** and release the **retainer (33)**.
16. Disconnect the water radiator/expansion reservoir **pipe (32)** and remove it from its **retainers (34)**.

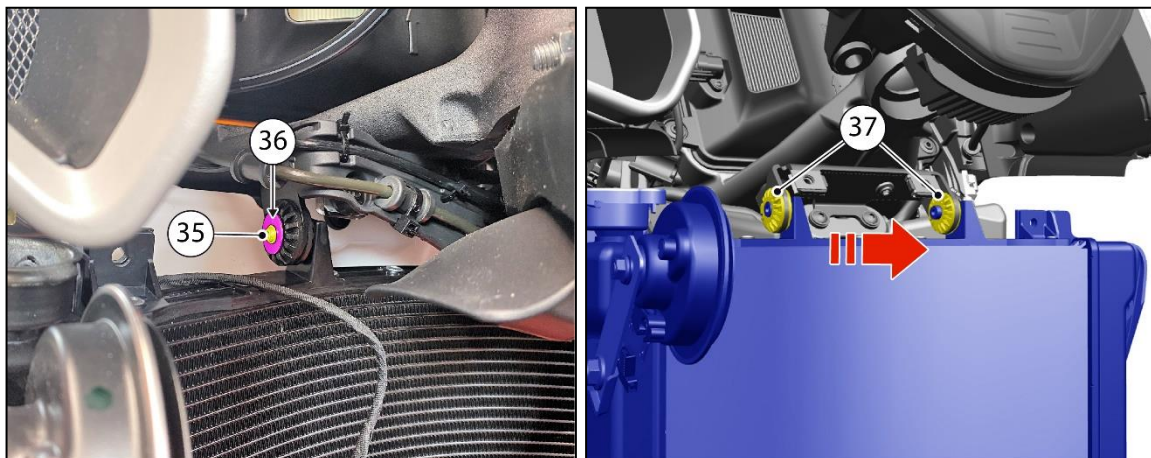


17. Loosen **screw (35) M4x10** and remove **washer (36)**. Slide off the water radiator assembly, releasing the pins from the **vibration dampers (37)**.



WARNING

Take extra care to ensure the hex tool is fully seated/engaged in the screw head when removing these very small screws that may stirp if not careful.





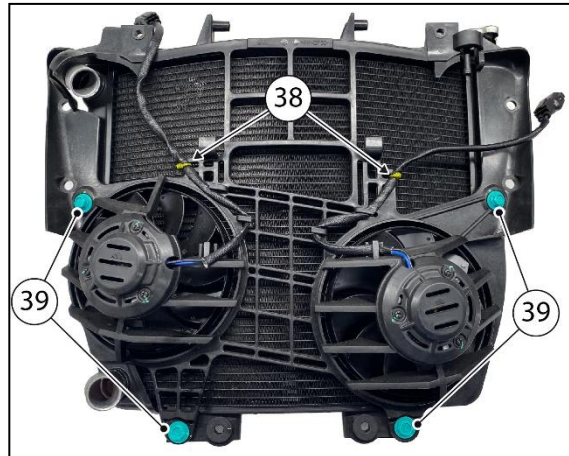
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18. With the water radiator positioned on the bench, remove the **2 clamps (38)** and loosen the **4 screws (39)**.

Remove the cooling fan assembly from the water radiator.

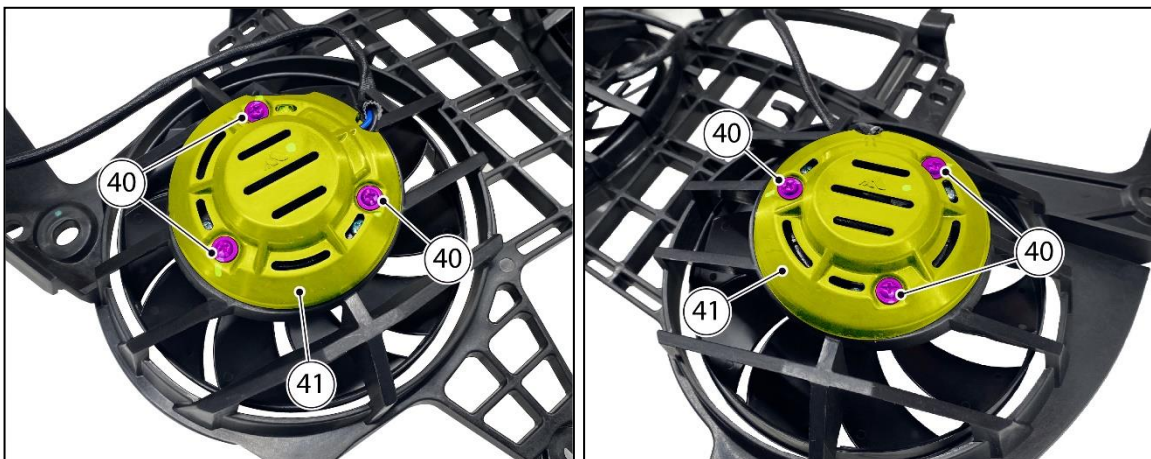


19. Loosen the **6 screws (40)** and remove the **2 cooling fan covers (41)**.



WARNING

The **2 covers (41)** must NOT be fitted during reassembly.



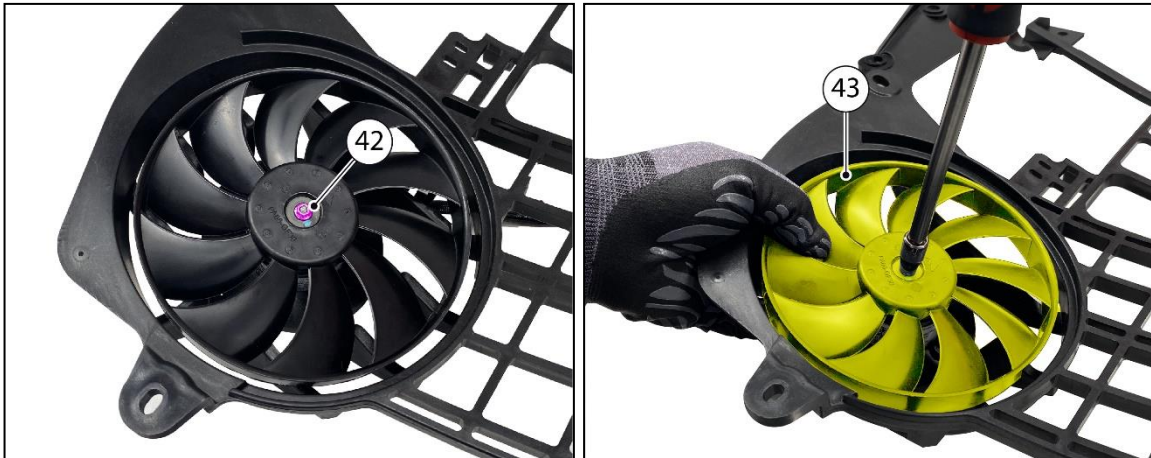


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20. Loosen the **nut (42)**, by counter-holding the rotation of the **cooling fan (43)** by holding it still with one hand.

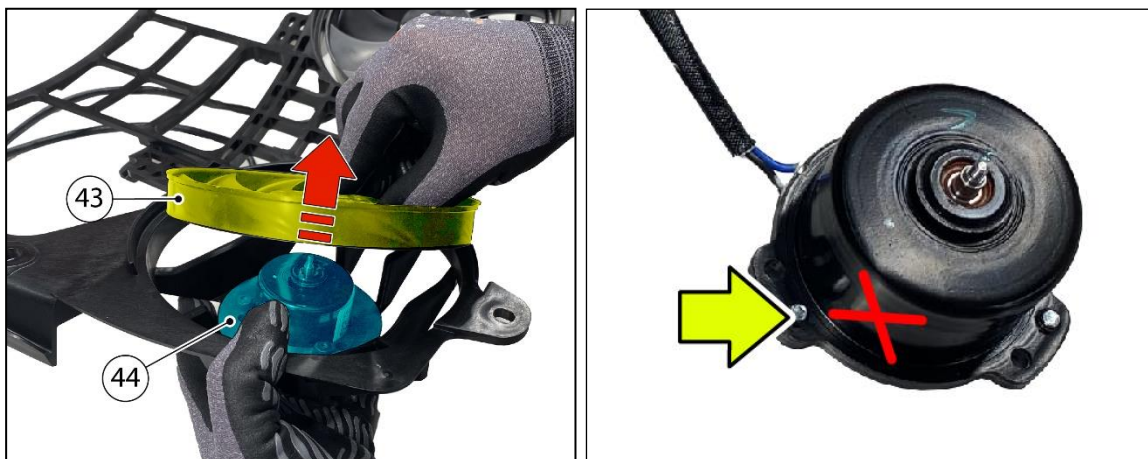


21. Remove the **cooling fan (43)** from the **electric motor (44)**. Repeat the same operations on the other side.



WARNING

Before the replacement, mark the removed electric motor as “NON CONFORMING” with a permanent marker.



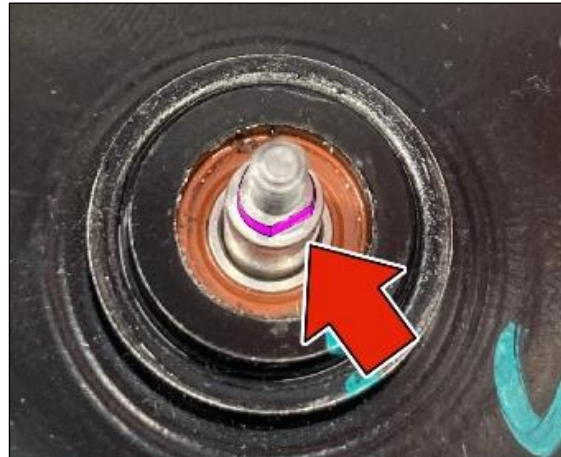
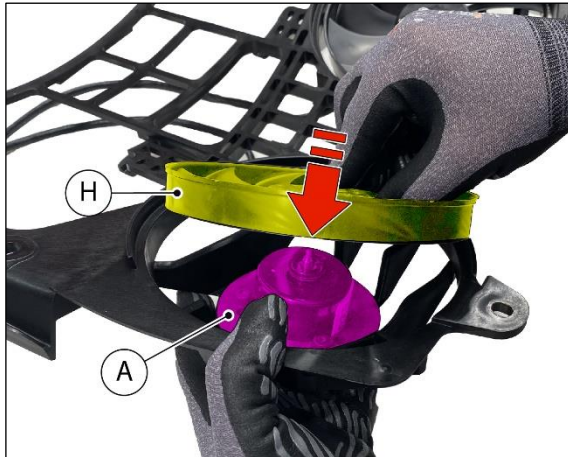


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22. Take out the electro-fan kit **no.55040431A** and assemble the **new electro-fan motor (A)** with the **new cooling fan (H)**, taking care to respect the locating detent shown in the figure.



23. Apply some **Loctite 270** to the threads of the **nut (I)** and tighten it to a torque between **0.58Nm - 1.47Nm**. Repeat the same operation on the other side.





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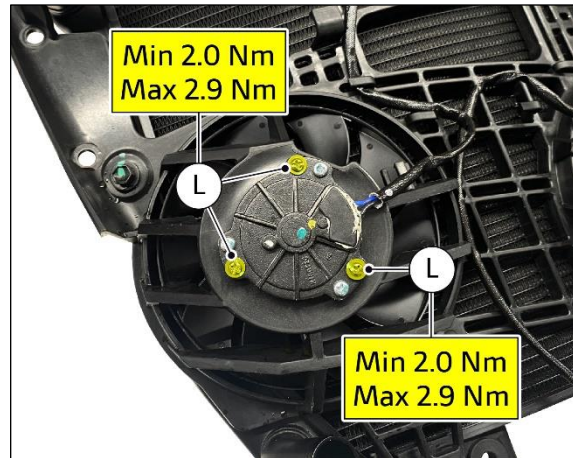
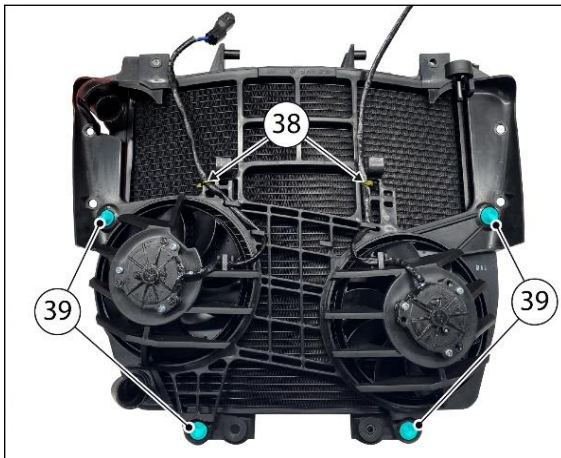
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24. Reposition the cooling fan assembly on the water radiator.

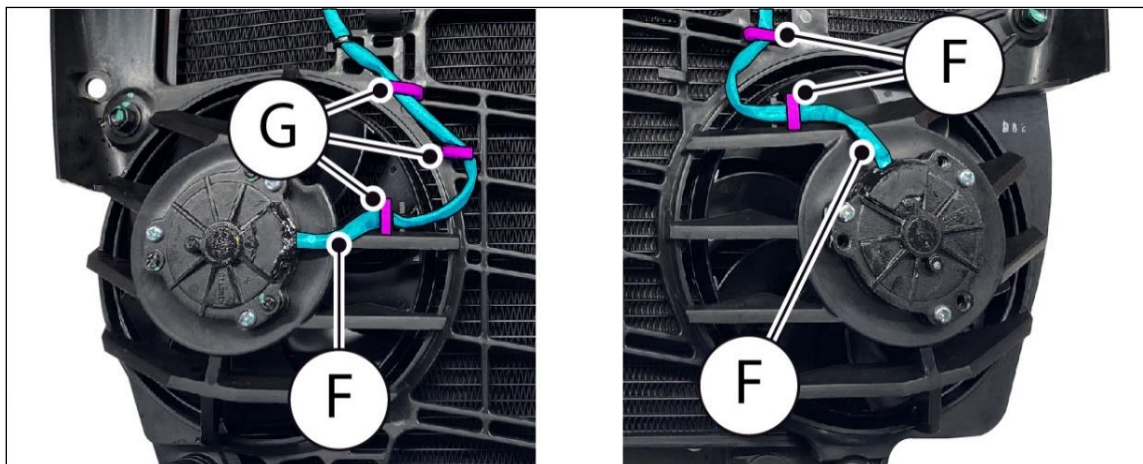
Tighten the **4 screws (39)** to a torque between **6.9 Nm and 9.8 Nm**.

Tighten the new **3 screws (L)** to a torque between **2.0 Nm and 2.9 Nm**; repeat the same operation on the other side.



WARNING

When positioning the electric fan motors, pay attention to the positioning of the wiring in the relevant retainers.



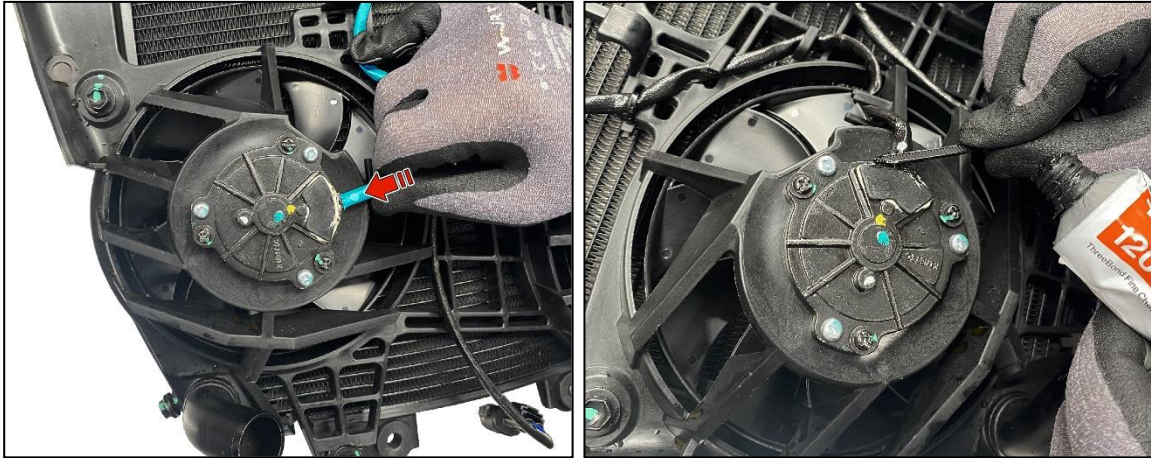


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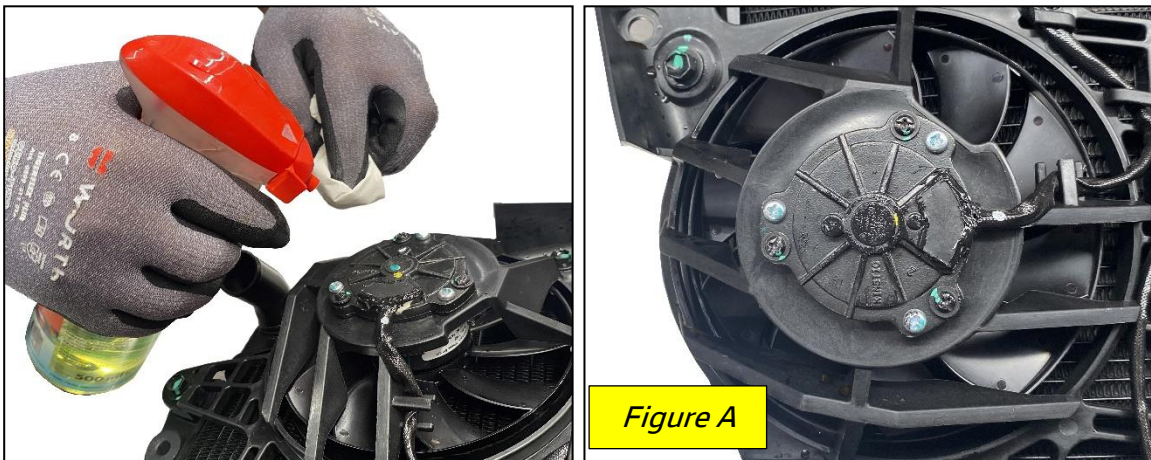
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25. Move the wiring sheath as close as possible to the motor, as shown in the figure, and use a little black Threebond 1207 to remove the visible white parts.



26. Remove the certification mark on the motor, until the result is as shown in *Figure A*.
Repeat the same operation on the other side.





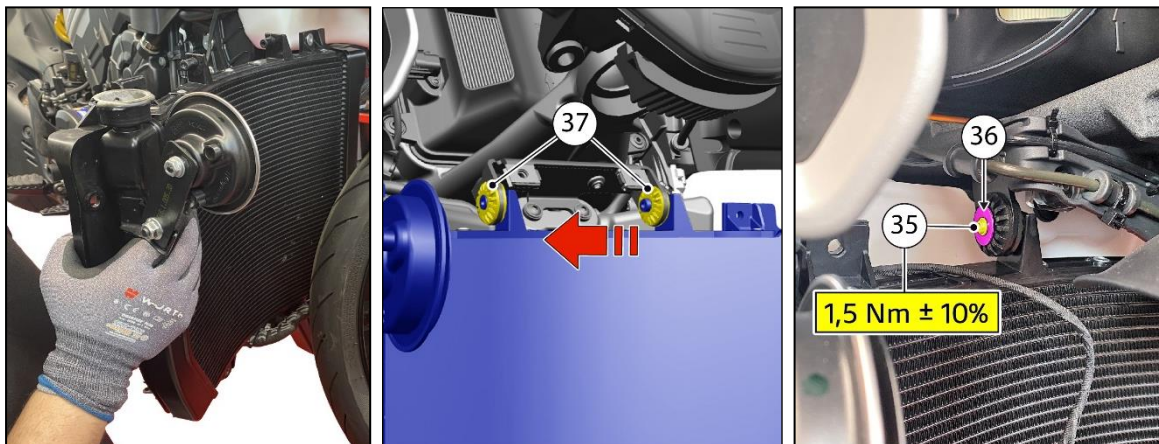
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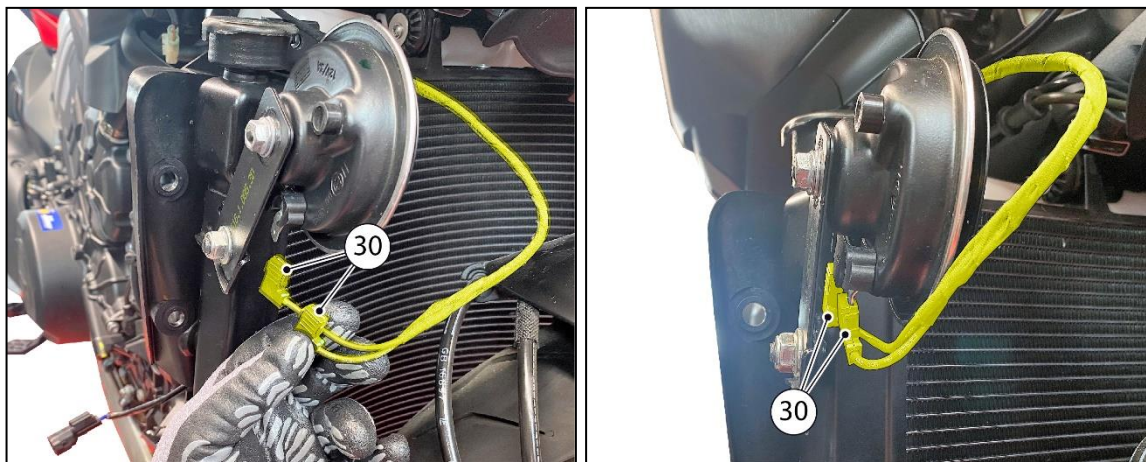
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27. Reposition the radiator on the motorcycle, engaging the pins into the **vibration dampers (37)**.

28. Position the **washer (36)** and tighten the **screw (35) M4x10** to a torque of **$1.5 \text{ Nm} \pm 10\%$** .



29. Connect the **2 connectors (30)** of the horn wiring branch.



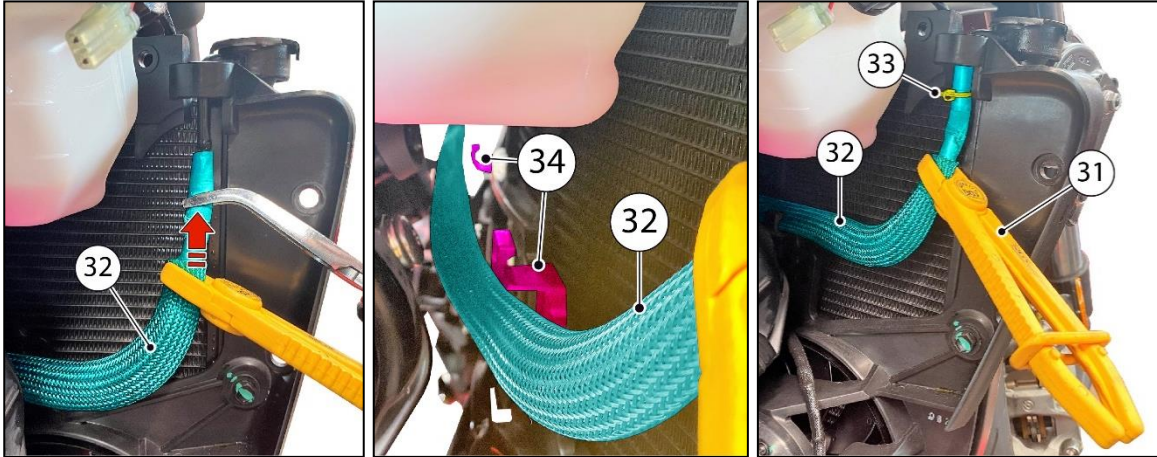


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30. Engage the water radiator/expansion reservoir **pipe (32)** and position it in its **retainers (34)**.
31. Secure the **pipe (32)** to the radiator with a **clamp (33)**.



32. Start the **screws (28) M5x40** fixing the water radiator assembly onto the belly fairing support at the bottom.

Screw the **nuts (29)** onto the threaded end of the **screws (28)**.

Tighten the **screws (28) M5x40** to a torque of **5 Nm $\pm$ 10%**, while counter-holding the **nuts (29)**.



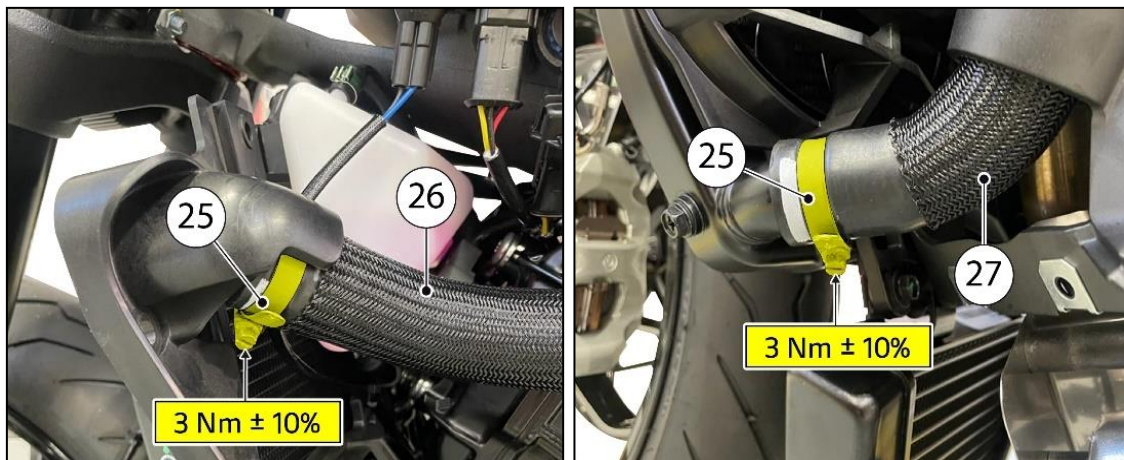


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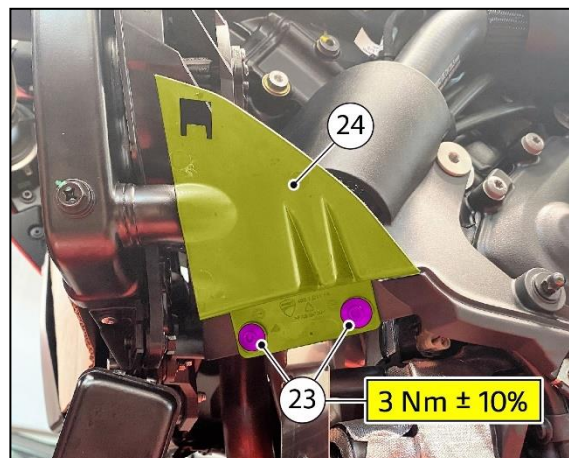
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33. Connect the **delivery pipe (26)** to the water radiator upper union and secure it using a **clamp (25)**.
34. Connect the return pipe to the water radiator lower union and secure it with a **clamp (25)**.
35. Tighten the **clamps (25)** to a torque of **$3 \text{ Nm} \pm 10\%$** .



36. Position the **left belly fairing support end (24)** and tighten the **2 screws (23) M5x9** to a torque of **$3 \text{ Nm} \pm 10\%$** .





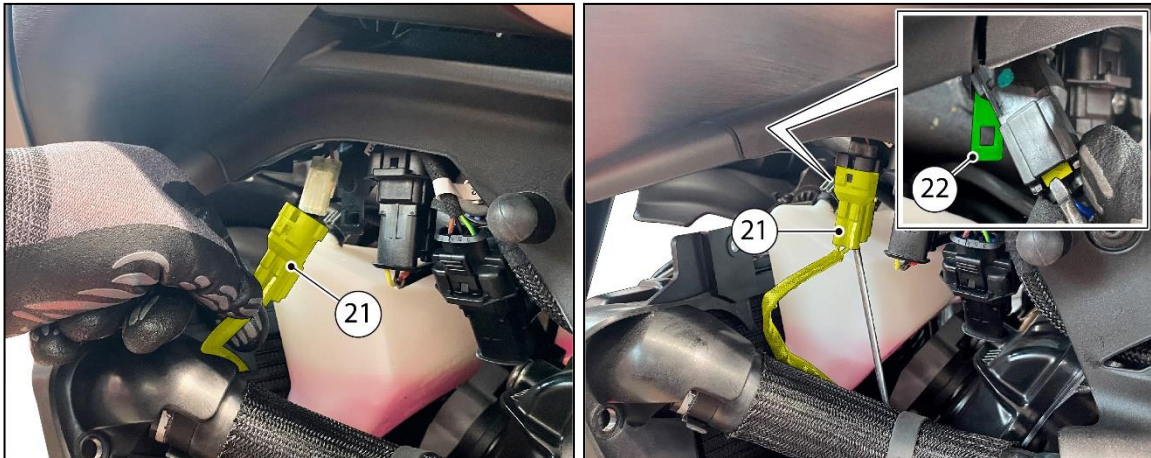
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37. Connect the left electric fan connector (21).

Insert the left electric fan connector on the **tab (22)** on the left electric system support.
Repeat the same procedure on the RH side.





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38. Pour the coolant collected while draining the system into the water radiator until it is completely filled.

Install the water radiator **cap (20)**.

Unscrew the cap of the expansion reservoir and complete the filling of the liquid, bringing the level between the upper mark (MAX) and the lower mark (MIN).

Screw on the expansion reservoir cap.

Take the motorcycle off the side stand and tilt it as much as possible to the left side; compress water hoses with your hands to help any air bubbles out.

Put the motorcycle back on the side stand, top up until radiator is completely full.

For a second time, take the motorcycle off the side stand Tilt motorcycle as much as possible to the right side; compress water hoses with your hands to help any air bubbles out.

Put the motorcycle back on the side stand, top up until radiator is completely full.

Lift the front wheel off the ground using a lift, rear stand, and suitable retaining equipment; lift the front wheel at least 30-35 inches (80-90cm) and compress water hoses with your hands to help any air bubbles out. Pay attention to the operation safety!

Top up until radiator hose is completely full.



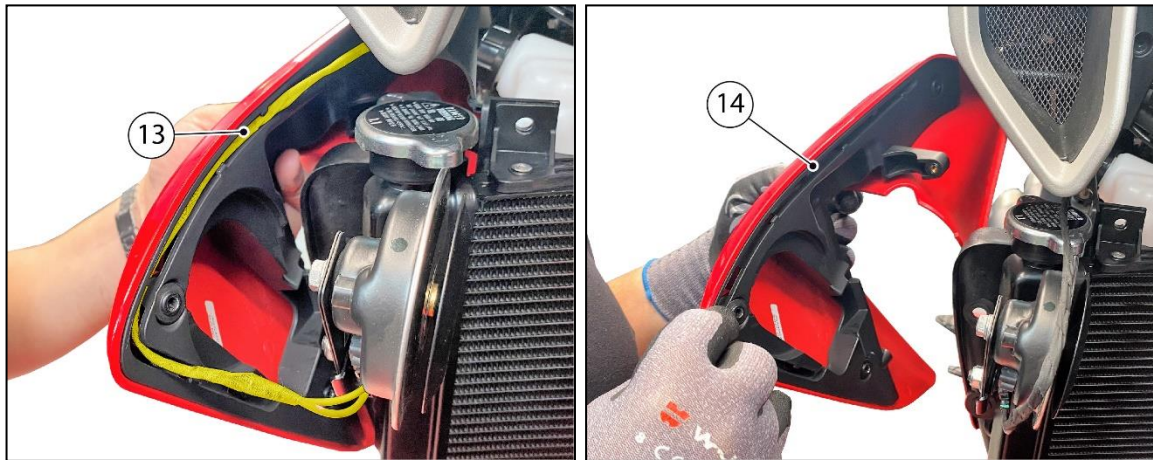


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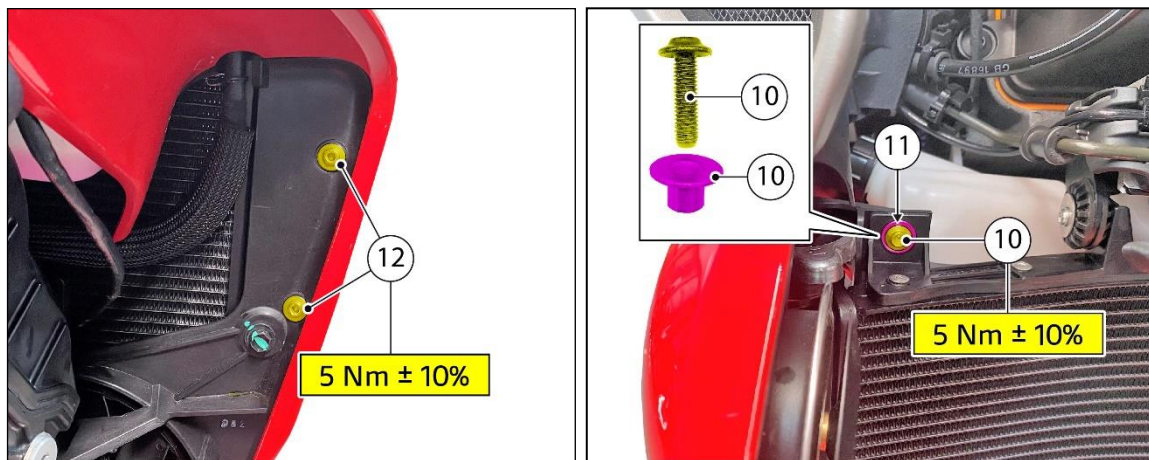
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39. Position the **horn wiring branch (13)** in its retainers and position the **right radiator cover (14)**.



40. Tighten 2 screws (12) M5x8 to a torque of **5 Nm ± 10%**.

Position the **spacer (11)** and tighten the **screw (10) M5x16** to a torque of **5 Nm ± 10%**.





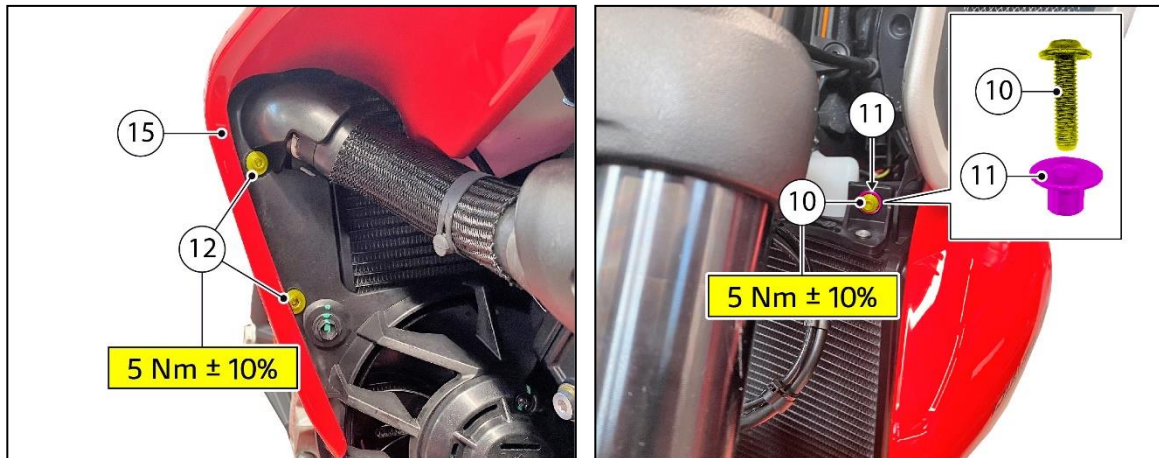
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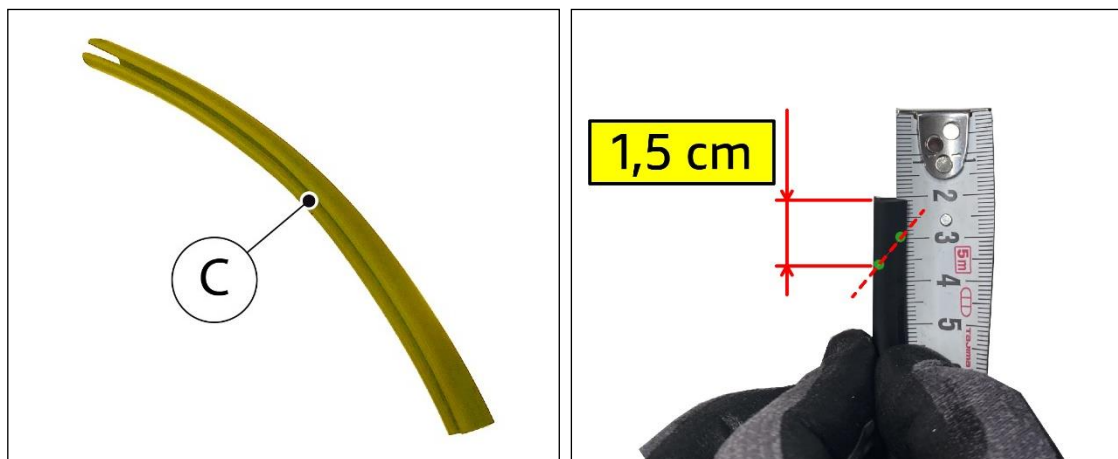
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41. Position the **left radiator cover (15)** and tighten the **2 screws (12) M5x8.5** to a torque of **5 Nm ± 10%**.

42. Position the **spacer (11)** and tighten the **screw (10) M5x16** to a torque of **5 Nm ± 10%**.



43. Take the **slotted rubber pad (C) part no. 76412131A** and cut 2 pieces **0.6 inches (1.5 cm)** long, following the line shown in the figure.



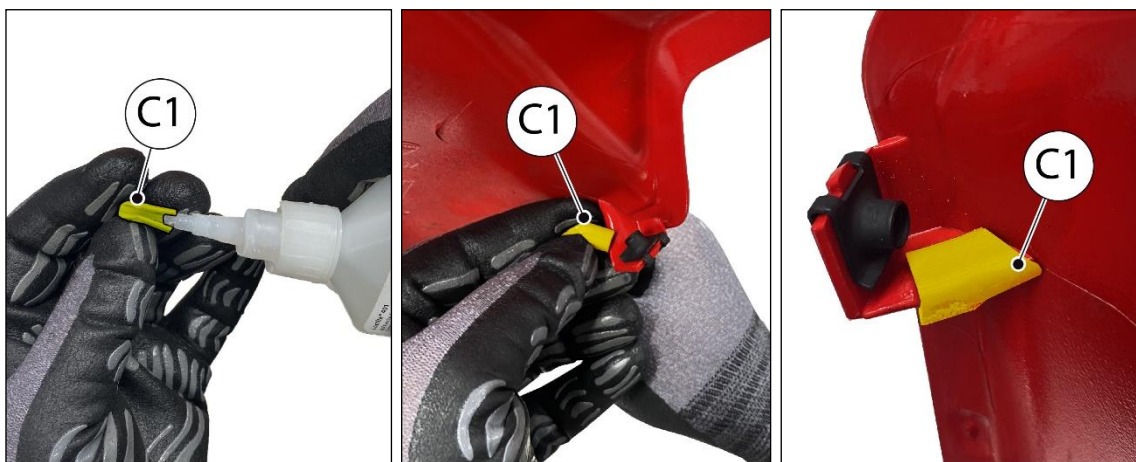


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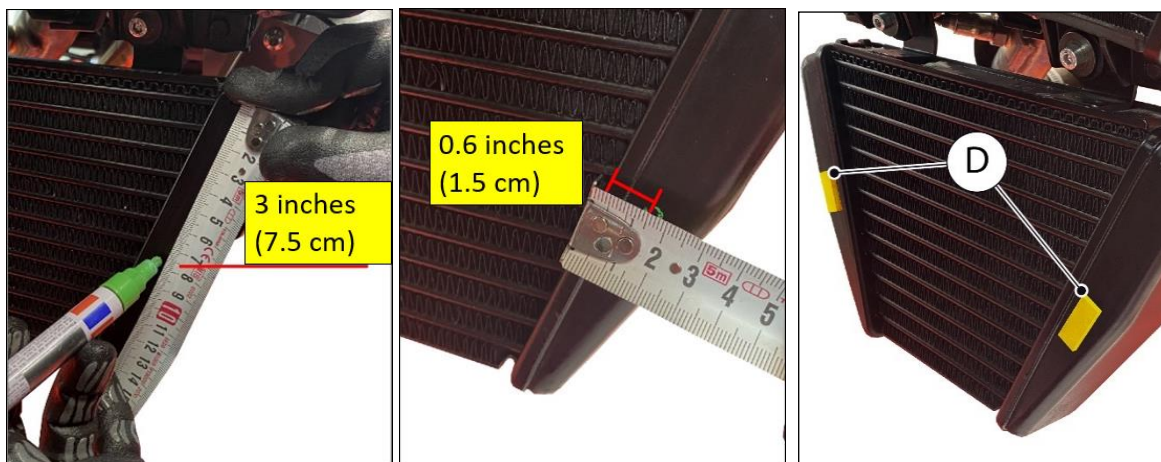
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44. Apply the cut section for the **2 rubber blocks (C1)** on the left and right belly fairing covers using **Loctite 401**.



45. Take the **adhesive rubber pads (D)** part no. **86612791A** and apply them on the oil cooler frame, respecting the dimensions shown in the following figures.



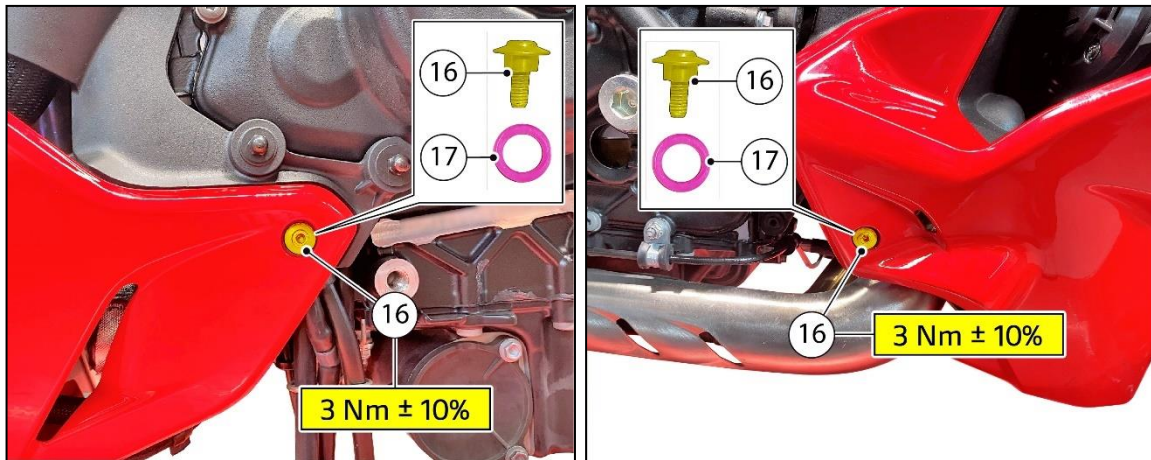


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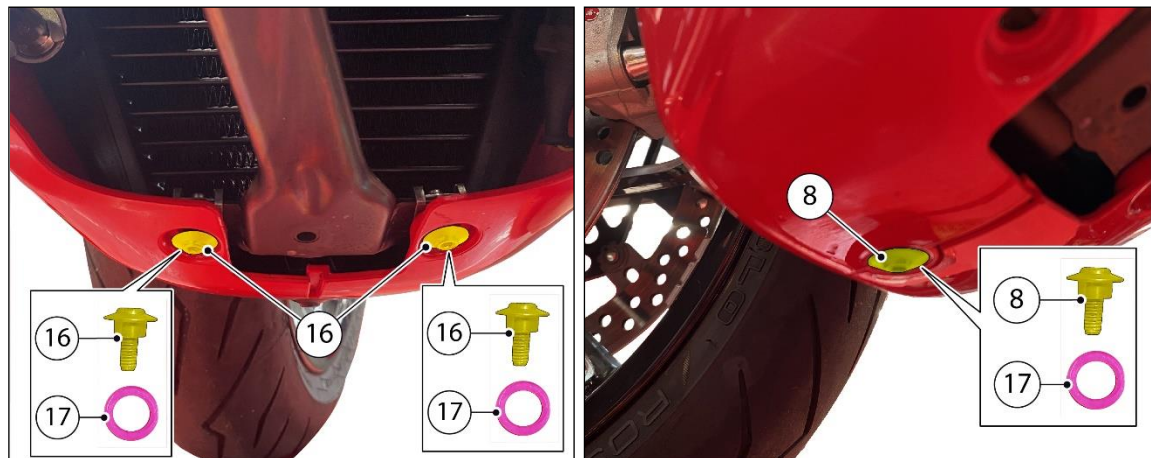
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46. Position the right and left belly fairing covers. Place the **2 nylon washers (17)** on the **2 screws (16)**, install then tighten to a torque of **$3 \text{ Nm} \pm 10\%$** .



47. Position the **nylon washers (17)** and tighten the **2 screws (16) M5x9** and the **screw (8) M5x10.5** to a torque of **$3 \text{ Nm} \pm 10\%$** .





CR253 – Replacement of Water Radiator Electric Fan Motors, BBS Fuse Replacement and BBS Software Update

Diavel V4 Model Year 2023 (all model versions)

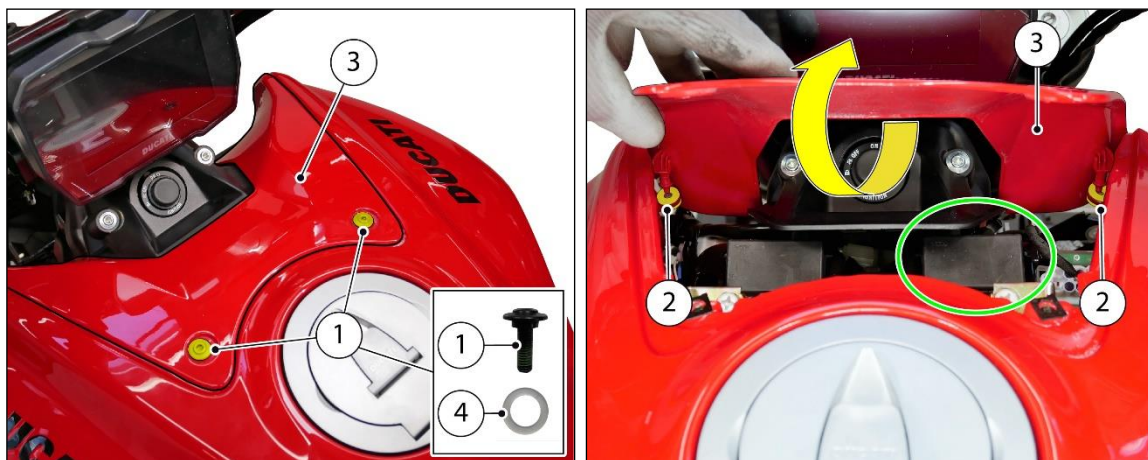
Technical Service Bulletin SRV-TSB-23-007

48. Position the **front belly fairing cover (B)** and tighten the new **M5x12 screws (E)** part no. **77244173B** to the sump, torque to **3 Nm ± 10%**.



49. Loosen the 2 **M5x14 screws (1)** securing the **battery cover (3)** and remove the 2 **nylon washers (4)**.

50. Slide the 2 front pins out of the 2 **vibration dampers (2)** and remove the **battery cover (3)**.





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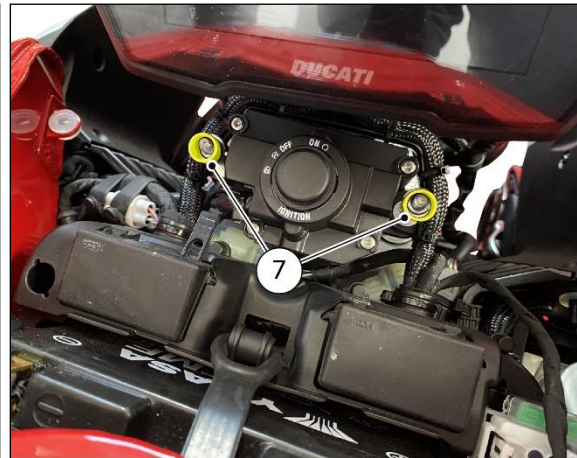
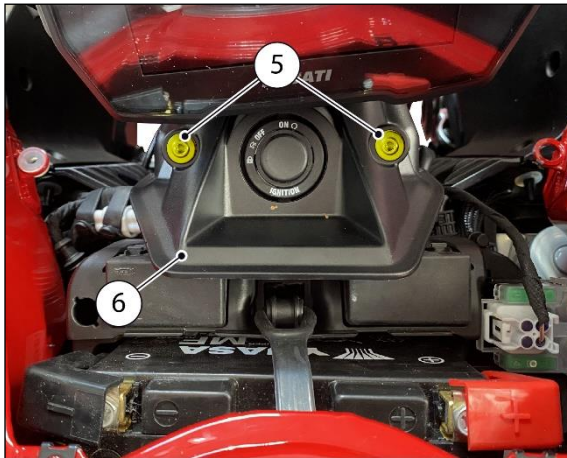
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51. Loosen the 2 special nuts (5) and remove the switch cover (6).



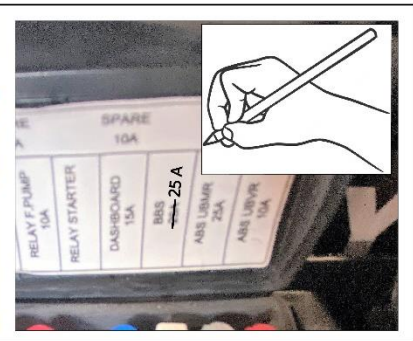
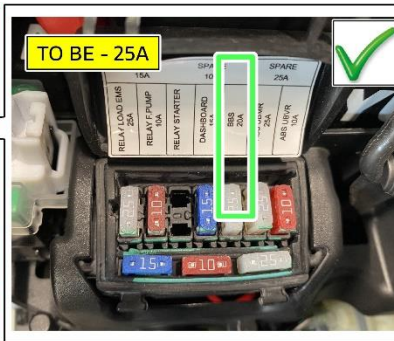
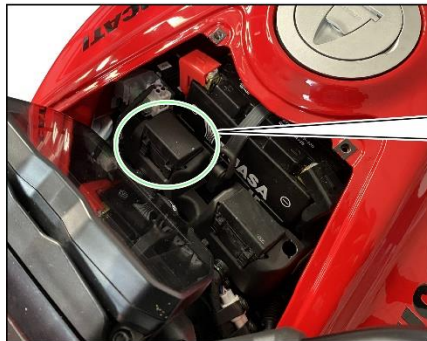
NOTE

When removing the switch cover, pay attention to the 2 bushings (7).



52. Open the RH fuse box and find the 20A Black Box System (BBS) fuse.

Replace the 20A fuse with a new **25A** fuse, correct the indication on the label with a **permanent marker** (to avoid ordering a replacement label) and close the fuse box.



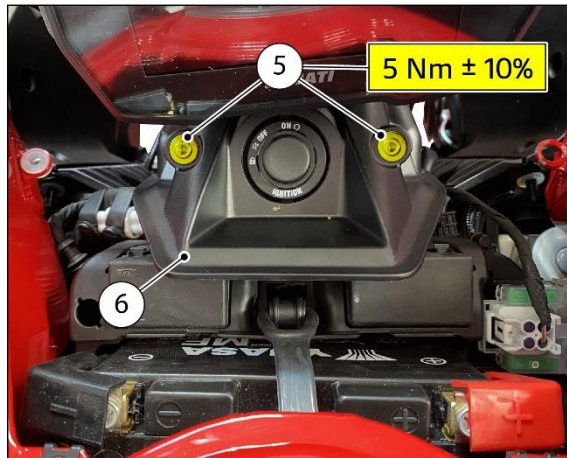


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Diavel V4 Model Year 2023 (all model versions)

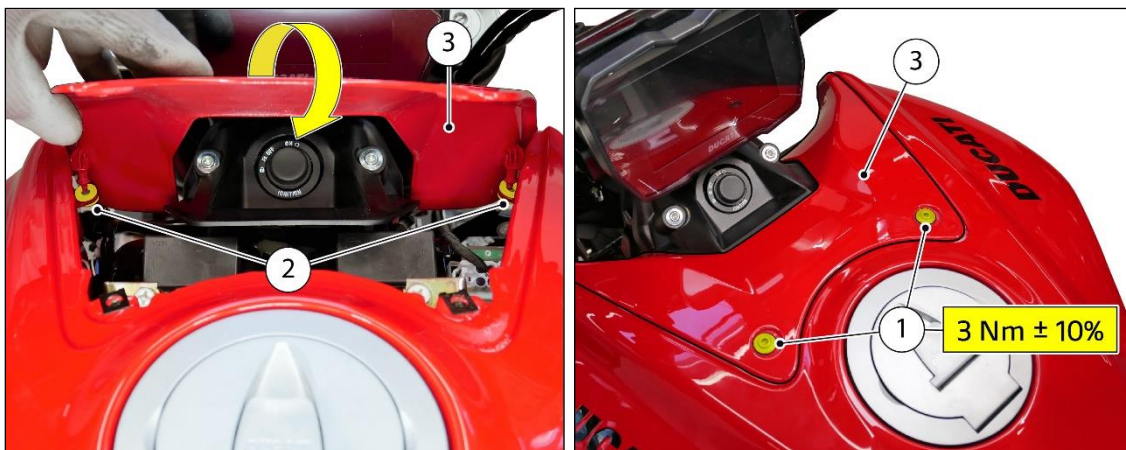
Technical Service Bulletin SRV-TSB-23-007

53. Position the **switch cover (6)** and tighten the **2 special nuts (5)** to a torque of **5 Nm ± 10%**.



54. Position the **battery cover (3)** by inserting the 2 pins inside the 2 **vibration dampers (2)**.

Tighten the **2 M5x14 screws (1)** securing the **battery cover (3)** to a torque of **3 Nm ± 10%**.





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55. Connect the workshop power supply unit to the motorcycle diagnostic socket.
56. Connect the DDS3.0 diagnosis instrument and automatically identify the model by selecting item "Identify model".
57. Perform the Global Scan as proposed. The presence of updates will then be shown, including the one for the BBS control unit (**1705_BBS_S023**).
58. After the update it is necessary to perform an engine warm-up cycle at idle speed, until the engine cooling fan tripping temperature is reached. Then check correct activation and deactivation.



WARNING

During the test make sure that the fans turn on correctly and that the engine temperature drops accordingly until the fans turn off.

59. Perform a Global Scan and check that no error is present.

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