



CR254 New Engine ECU Software - Drivability
Streetfighter V4 STD/S/LBM/SP2 Model Year
2023 (CAL and CDN versions only)
Technical Service Bulletin SRV-TSB-23-008

Date: July 7, 2023
To: Dealer Principal, General Manager, Service Manager, North American Dealer
Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

As a result of continuous quality checks on the concerned vehicle, we would like to inform you that a new engine control calibration update has been released for the CAL and CDN model versions sold in the USA, Canada, and Mexico. The update allows for improved drivability and smooth engine operation in transient phases.

Therefore, it is necessary to update the calibration of the engine control unit (ECU) with version D4B5IU11ZABBAG1 (NOTE: once installed on the vehicle, the name of the calibration will be: D4B5I311ZABBAG1).



WARNING

After updating, an engine warm-up cycle must be performed (refer to points 5 and 6 of the instruction).



NOTE

If during the update, it is found that the vehicle has already been updated, please still move forward with "Apply" the CR in order to certify that the engine control unit calibration has been updated.



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Application

You can find the precise list of frame numbers involved in CR254 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.

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.



NOTE

Ducati will contact all Clients via email informing them of the availability of this update, and to have them contact you to arrange an appointment.



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Spare parts

No spare parts are required from Ducati.

Parts Distribution

No spare parts are required for this is a digital software update.

Warranty Reimbursement Rules

Reimbursement for work associated with this Workshop 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 **CR254**.

Operation includes reimbursement for the labor time of [REDACTED] that includes the time necessary for:

- Vehicle reception
- Performing the engine ECU calibration
- Carrying out the engine warm-up cycle
- Soft cleaning of the vehicle

Service Solution

1. Connect the workshop power supply unit to the motorcycle diagnostic socket.
2. Connect the DDS 3.0 diagnosis instrument and automatically identify the model by selecting item "Identify model".
3. You will be prompted to perform a **Global Scan**. Proceed and once completed, the engine ECU software update request will be shown.

Should there be additional software updates of other control units, they will be suggested.

Press "OK" to confirm and update the engine control unit calibration.

4. The name of the suggested calibration is: D4B5IU11ZABBAG1. Once installed on the motorcycle, the calibration name will change to: D4B5I311ZABBAG1.



NOTE

If the engine ECU already the new calibration, the DDS 3.0 will not suggest the update.



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5. After the update it is necessary to perform an engine warm-up cycle, at idle speed, until the cooling fan activation temperature is reached.
6. Perform a **Key OFF** with a **2-minute wait** before a new **Key ON** to allow the air/fuel adaptive parameters to be correctly learned.
7. Perform a Global Scan, make sure that the engine control unit calibration has been installed and check that there are no errors.
8. Disconnect the DDS 3.0 and the workshop power supply unit from the motorcycle.
9. Perform a soft cleaning of the motorcycle before delivering it to the Client.

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