

CR133 – Safety Recall Campaign

SRV-RCL-17-001Date: **21/02/2017**Subject: **CR133 – Fuel tank replacement**

Models: **Multistrada 950 MY2017 (only EUR and AUS country versions)**
Multistrada 1200 MY2017 (only EUR, AUS, FRA and ROK country versions)
Multistrada 1200 S MY2017 (only EUR, AUS, FRA e ROK country versions)

- **Situation**

Based on the tests that we constantly perform on our products and on your reports, we found a potential quality problem, due to the supplier, on some fuel tanks for a definite batch of manufactured motorcycles. A leak fuel could occur at the fuel level sensor retaining ring nut; such leak could occur both while riding and when the bike is parked.

For this reason, we have decided to replace, as a precaution, the fuel tank installed on the concerned motorcycles (except Multistrada 1200 Enduro version) to prevent the leak mentioned above.

- **Customers**



To intervene as soon as possible, we ask you to promptly contact by phone the Owners of the motorcycles involved in this Recall Campaign to fix an appointment.

In just a few weeks we will have the quantity of spare parts required to cover all involved motorcycles. Please, give priority to the bikes already delivered to your Customers; then, update the Demo bikes and those you have in your stock.

All Customers will be also contacted directly by Ducati Motor Holding by registered letter with return receipt. All bikes in your stock (to be registered or already registered) and to be delivered to final Customers will have to be updated during pre-delivery operations and, anyway, ALWAYS before delivery to the final Customer.

- **Involved Bikes**

You can find the precise list of VIN numbers involved in CR133 on the DCS, in sections:

VEHICLE HISTORY		You can consult the single frame number.
CAMPAIGNS		You can consult all the VIN numbers that Ducati Motor Holding sent you.

CR133 – Safety Recall Campaign

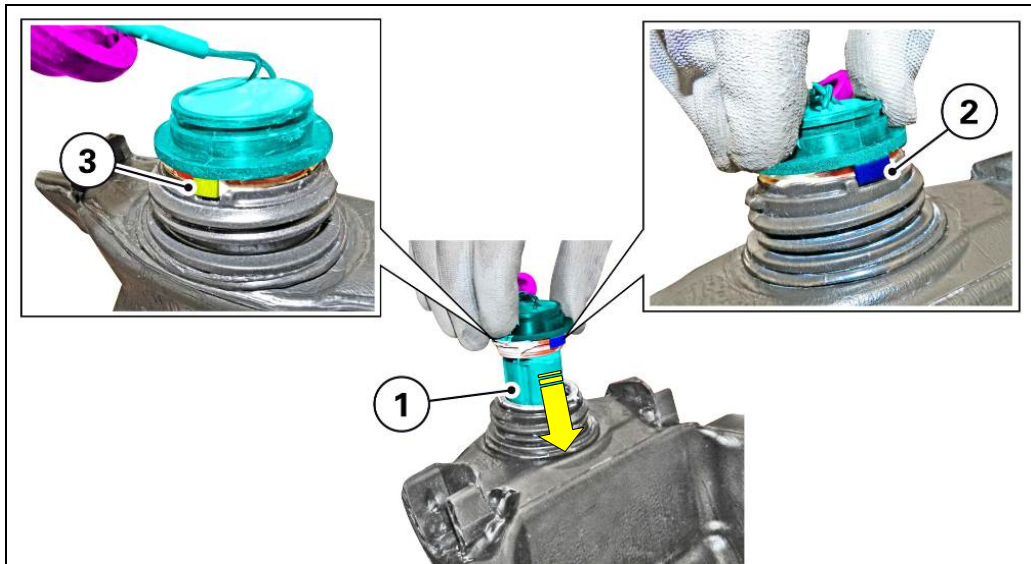
SRV-RCL-17-001

- **Service Solution**

To replace the fuel tank, follow the instructions provided in the Workshop Manual under Section 08 – “Fuel/Exhaust system > Fuel tank”.

- **Notes on the installation of the fuel level sensor**

- 1) Fit **fuel level sensor (1)** inside the fuel tank positioning it so that the **“large” tab (2)** and the **“small” tab (3)** fit in the relevant seats on tank connection, as shown in the figure.



- 2) Start **ring nut (4)** on the connection of the fuel tank.

Use tool with part no.887133501 to tighten the **ring nut (4)** to a torque of **8 Nm ± 10%**.



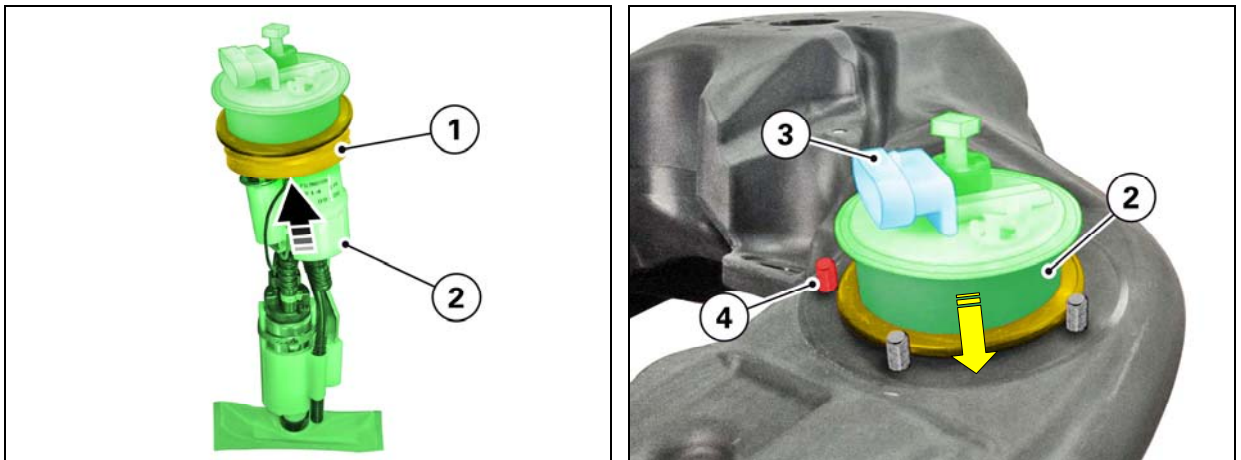
CR133 – Safety Recall Campaign

SRV-RCL-17-001

- **Notes on the installation of the fuel pump**

1) Insert **seal (1)** on the **fuel pump (2)**, aiming it as shown in the figure.

Insert the **fuel pump (2)** inside the fuel tank by orienting **connector (3)** towards **stud bolt (4)** and bringing it fully home.



2) Install **flange (5)** so that the holes are on the relevant stud bolts on the fuel tank.

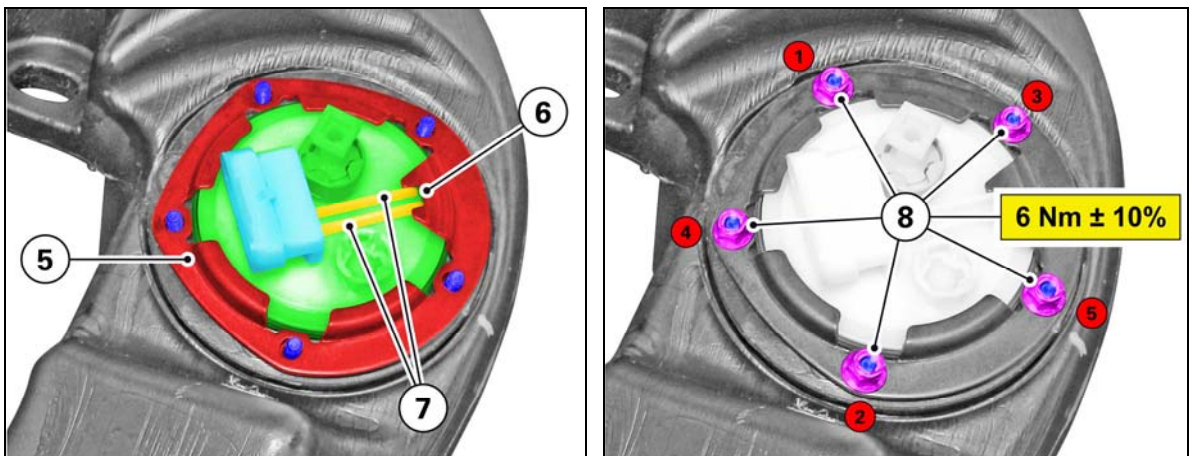


NOTE

Orient **flange (5)** so that **recess (6)** is positioned in correspondence with the **2 edges (7)** of the fuel pump.

Fasten **flange (5)** by starting no. **5 nuts (8)** on the stud bolts.

Tighten the **5 nuts (8)** to a torque of **6 Nm ± 10%** by respecting the sequence 1 - 2 - 3 - 4 - 5 .



CR133 – Safety Recall Campaign**SRV-RCL-17-001**

- **Spare Parts**

The fuel tank part no. is 58612283C.

- **Warranty**

The reimbursement for the fuel tank replacement will be issued through the standard warranty claim procedure via the section **Campaigns** of the NDCS (the request form is already pre-filled).

The warranty claim is pre-filled and is identified as **CR133**.

You will be reimbursed for a labour time of **66 minutes** (11 labour units), which includes the time necessary for motorbike reception, fuel tank replacement, warranty claim filling-in, and the bike delivery to the Customer.

Best regards,

Luca Crucianelli
Service Technical Specialist

Francesco Penazzo
Head of Service