



Ducati Performance Software Package

Models: All

Electronic Service Bulletin SRV-ESB-17-006

Date: April 21, 2017
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

Important: All Dealer Principals, Service Managers, and Parts Managers should read and initial this notice.

Dear Service Manager, this notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

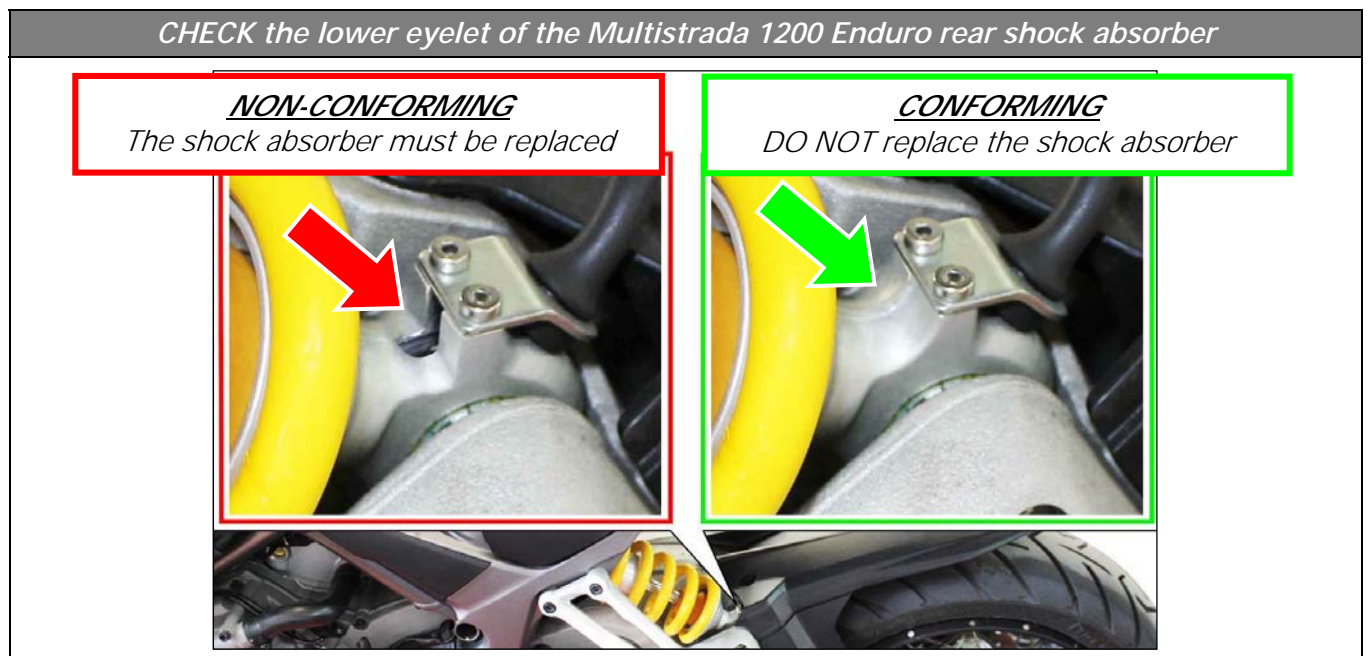
NHTSA Campaign I.D. Number: 17V274

Transport Canada Safety Recall I.D. Number: 2017-223

Situation:

Continuous quality tests on the product in operation has revealed a potential problem with the lower eyelet of the Sachs semi-active rear shock absorber, which attaches the shock absorber to the swing-arm. Intense off-road use of the Multistrada 1200 Enduro could lead to breakage of the lower eyelet. To prevent possible breakage, the lower eyelet of the rear shock absorber was redesigned to make it more robust. The new part number of the rear shock absorber with modified eyelet is 36521464A.

On the motorcycles involved it is therefore necessary to perform a visual inspection of the eyelet structure; and if it is not conforming proceed with the replacement of the shock absorber.



Affected VIN range requiring application of the technical solution:



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You can find the precise list of VIN numbers involved in CR137 in the attached VIN list or on 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.

Criteria for application of the technical solution on circulating motorcycles:

For the designated frame numbers referenced above, the motorcycles must be repaired.

Limitation on sale or lease of certain vehicles:

Section 154(d) of National traffic and Motor Vehicle Safety Act of 1996 mandates that dealers correct, prior to sale or lease, any vehicle which contains a defect relating to motor vehicle safety. It is therefore mandatory that any vehicle in your inventory affected by this recall be corrected prior to sale or lease.

Auto-ship replacement part:

Dealers will receive an auto-ship order of the below listed two parts, based on the motorcycles invoiced to each individual dealer and currently in dealer's inventory. Dealers will need to order the parts required to update any further motorcycles brought in for service. All non-conforming rear shock absorbers replaced per the Recall must be kept in dealer storage. You will receive further information from your Service Area Manager on how to manage any component returns, if required.

<i>Part no.</i>	<i>Description</i>	<i>Retail price USD</i>	<i>Dealer cost USD</i>	<i>Retail price CDN</i>	<i>Dealer cost CDN</i>	<i>Retail price MEX</i>	<i>Dealer cost MEX</i>
36521464A	Sachs semi-active rear shock absorber	\$1,398.09	\$978.66	\$1,531.25	\$1,071.88	\$18,245.45	\$12,771.82
4601E651A	Heat reflective shielding	\$8.09	\$5.66	\$8.86	\$6.20	\$105.56	\$73.89



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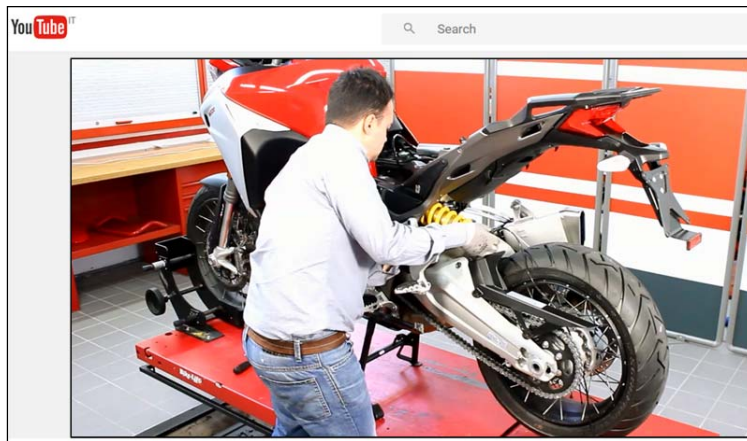
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Service Solution:

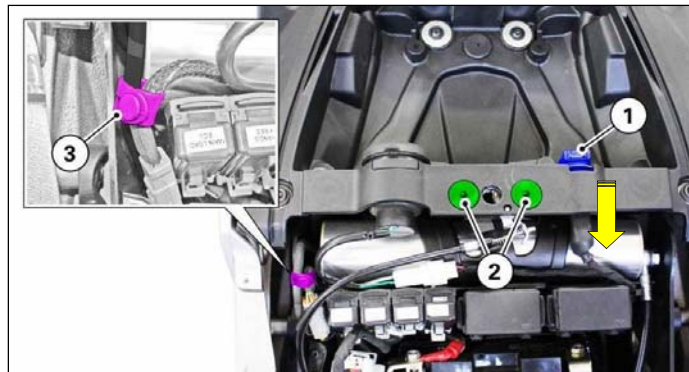
Following are the instructions for replacing the Sachs semi-active rear shock absorber.

A video has been made showing dealer technicians how to correctly perform these operations. It can be viewed at the following link: <https://youtu.be/yxETpYrkrLc>.



- **Disassembly procedure**

- 1) Place the motorcycle on the center stand and remove the passenger seat and rider seat (See "Section 05 - Fairing - Seat/rear tail guard and side panels" of the Workshop Manual).
- 2) Disconnect the connector of the **power outlet (1)**.
- 3) Remove the **2 M6x1 screws (2)** securing the seat latch.
- 4) Remove the **button tie L.39 (3)** connecting the tail lights cable and pre-load actuator cable.



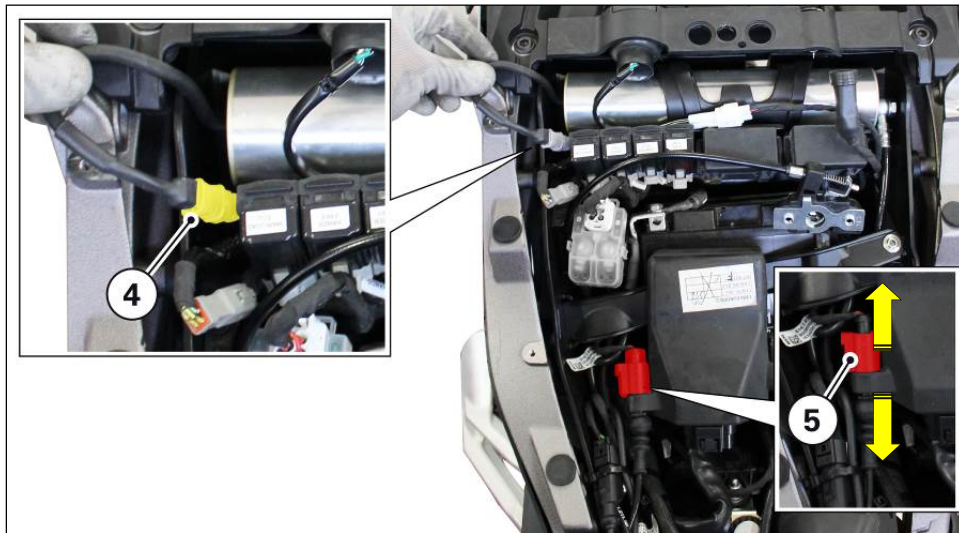


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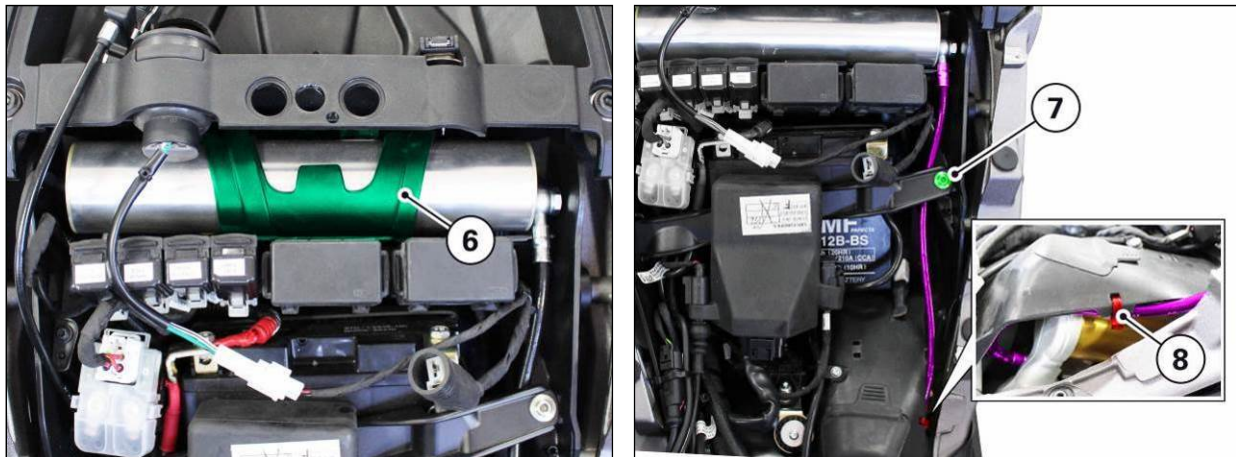
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- 5) Disconnect the pre-load adjustment **connector (4)** and rear shock absorber adjustment **connector (5)** sliding it out of its seat on the BBS control unit support.



- 6) Remove the pre-load actuator fastening **bracket (6)**.
- 7) Remove the **screw M5x0.8 (7)** fastening the support bracket of the BBS control unit/battery and the **self-locking tie (8)** so as to release the pre-load actuator pipe.



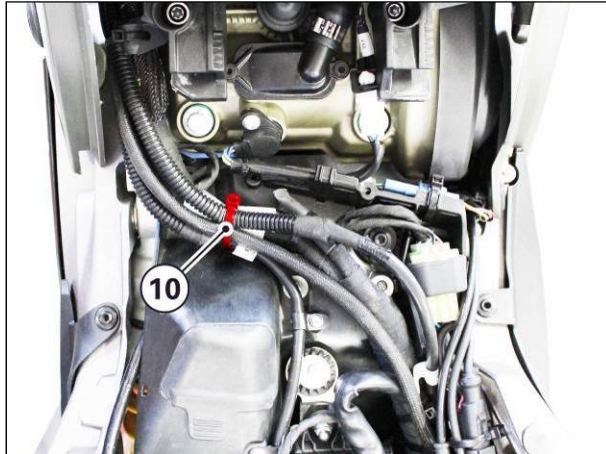
- 8) Remove the **self-locking tie (10)** of the main wiring.
- 9) Remove the **2 screws M6x1 (11)** securing the electric components support to facilitate the subsequent removal of the pre-load actuator.



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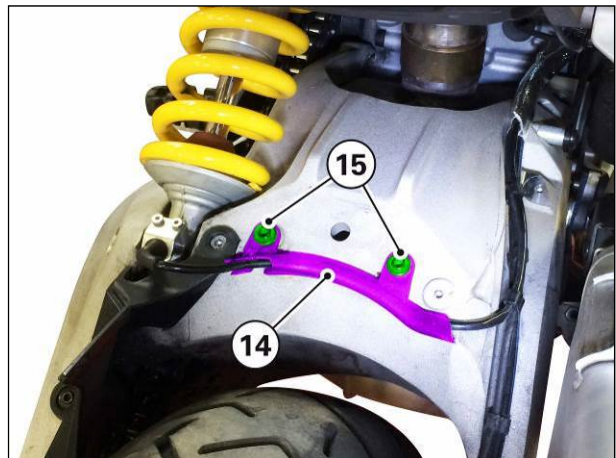
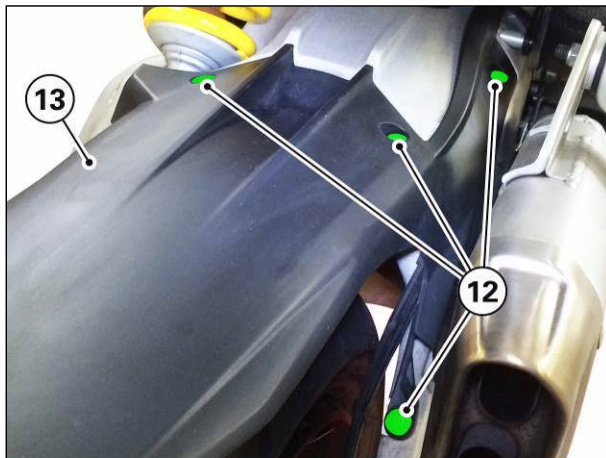
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10) Remove the **4 screws M5x10.5 (12)** securing the **rear mudguard (13)** to the swing-arm and slide it out.

11) Remove the **swing-arm cable guide (14)** by unscrewing the **2 screws M5x10.5 (15)**.



12) Remove the **heat reflective shield (16)** that joins the rear brake cable, shock absorber adjustment cable and rear speed sensor cable.

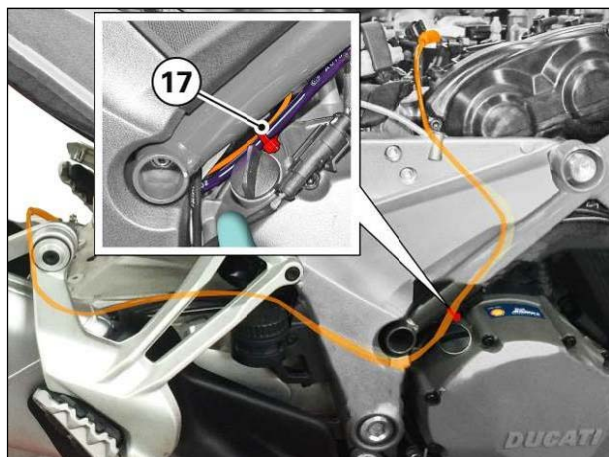
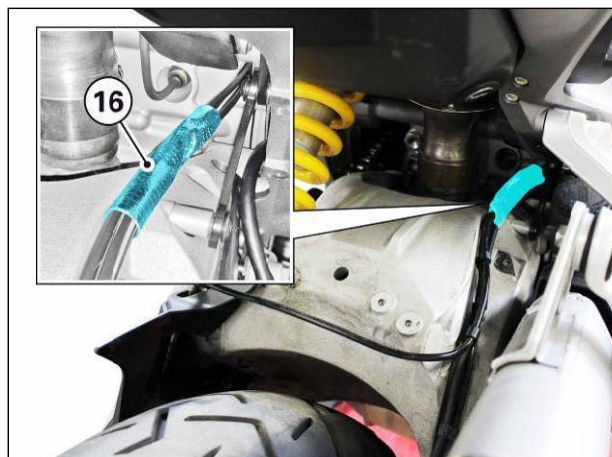
13) Remove the **self-locking tie (17)** that joins the rear brake cable/shock absorber adjustment cable.



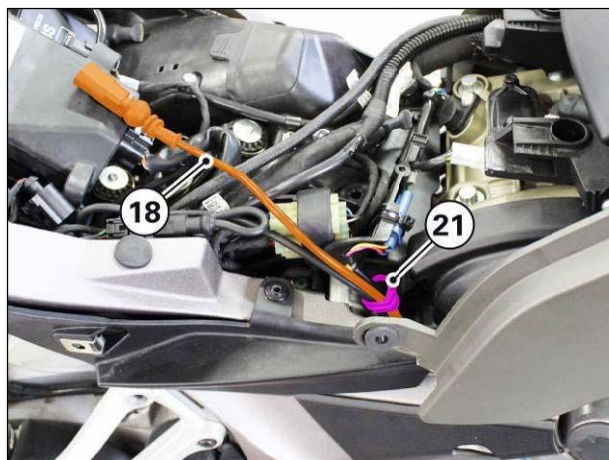
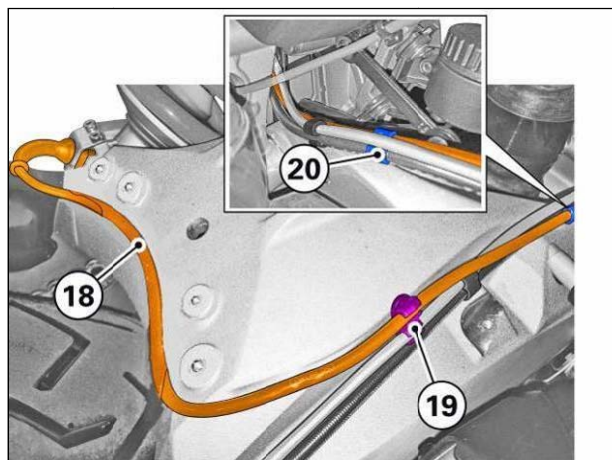
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14) Release the shock absorber adjustment **cable (18)** from the **cable guides (19), (20), (21)** and slide it out.



15) Remove the **upper screw M10x60 (22)** and the **lower special screw (23)** fastening the rear shock absorber to the frame and swing-arm respectively.



NOTE

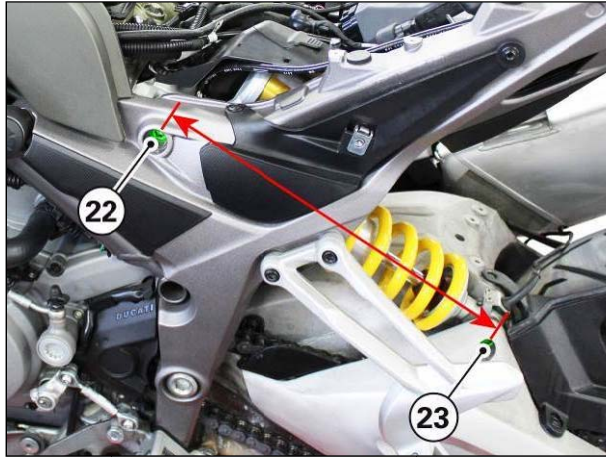
Before removing the shock absorber we suggest positioning a block (height ~3cm) under the rear wheel so as to maintain the distance between centers of the fastening holes and therefore facilitate the reassembly.



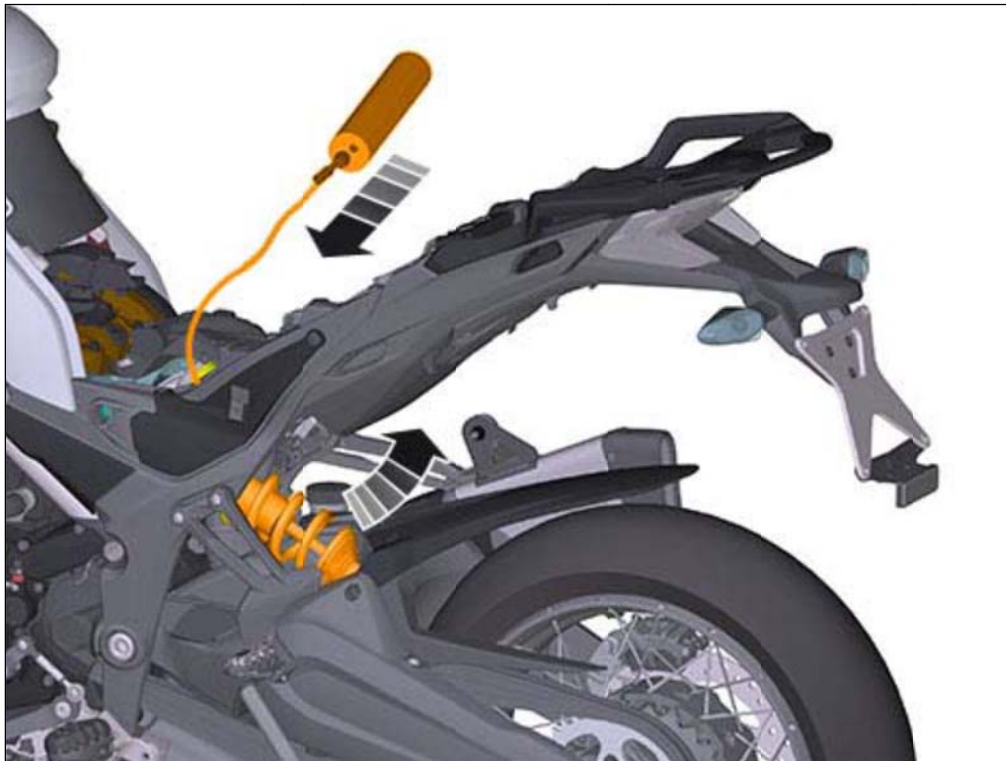
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- 16) Lift the electrical components support to allow the pre-load actuator to pass, taking advantage of the space between the frame and the support itself. Remove the shock absorber.





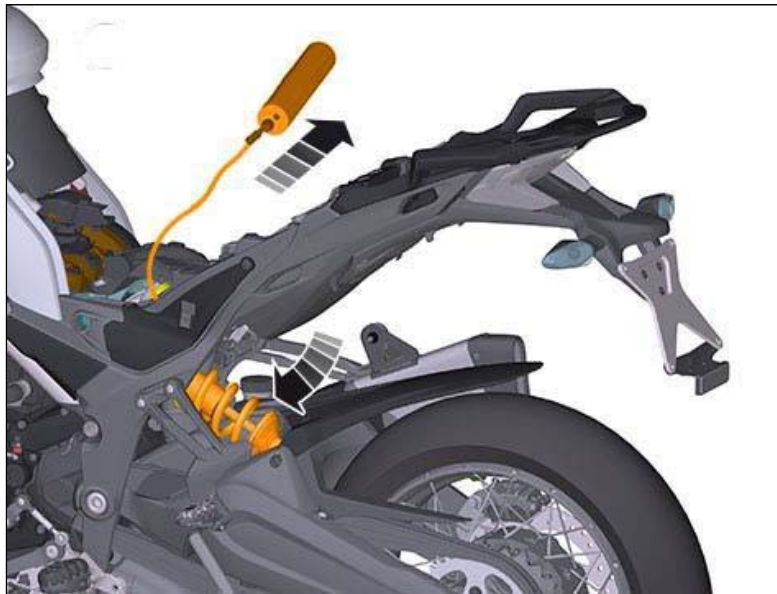
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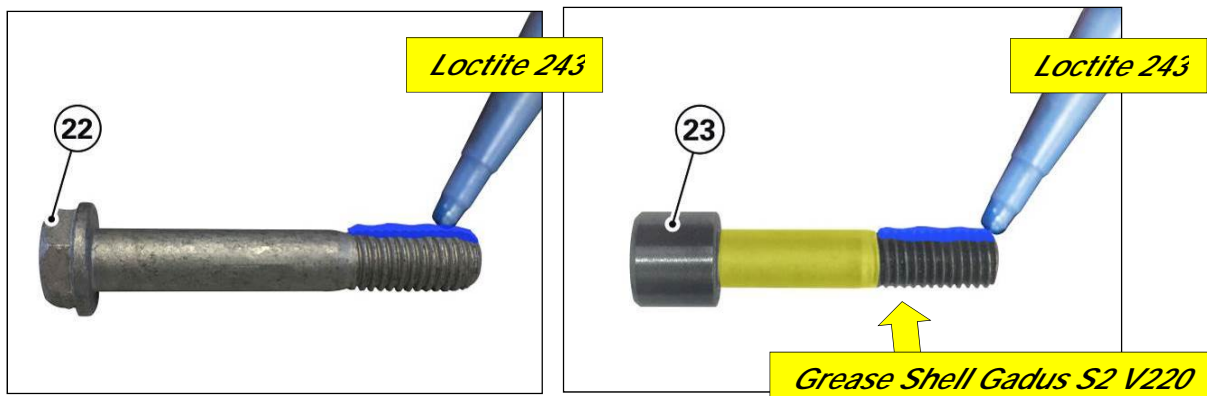
- **Assembly procedure**

- 1) Take the **new rear shock absorber part no.36521464A** and insert the pre-load actuator inside the frame taking advantage of the space between the electrical components support and the frame itself. Also position the new shock absorber as shown in the figure.



- 2) Clean the threads of the **screw M10x60 (22)** and of the **special screw (23)** to remove the threadlocker previously applied.

- Apply Loctite 243 to the threading of **upper M10x60 screw (22)**;
- Apply Loctite 243 along the threading and grease SHELL GADUS S2 V220 AD2 on the underhead of the **lower special screw (23)**;



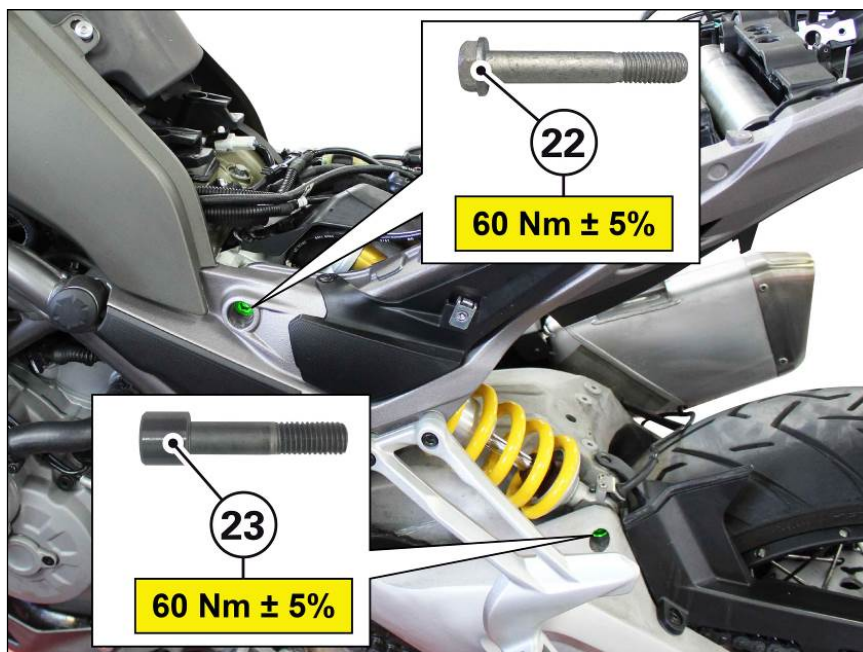


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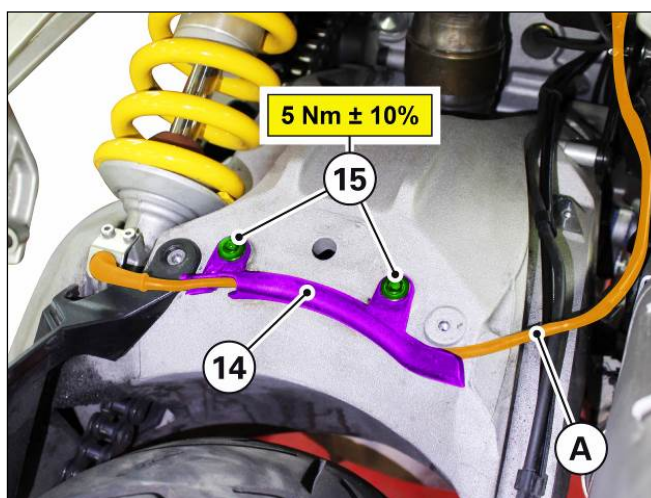
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- 3) Tighten **upper M10x60 screw (22)** and **special lower screw (23)** to a torque of **60 Nm \pm 5%**.



- 4) Remove block positioned under the rear wheel.
- 5) Fit the rear shock absorber adjustment **cable (A)** inside the **cable guide (14)** and position it on the swing-arm oriented as illustrated in the figure.

Tighten the **2 screws M5x10.5 (15)** to a torque of **5 Nm \pm 10%**.





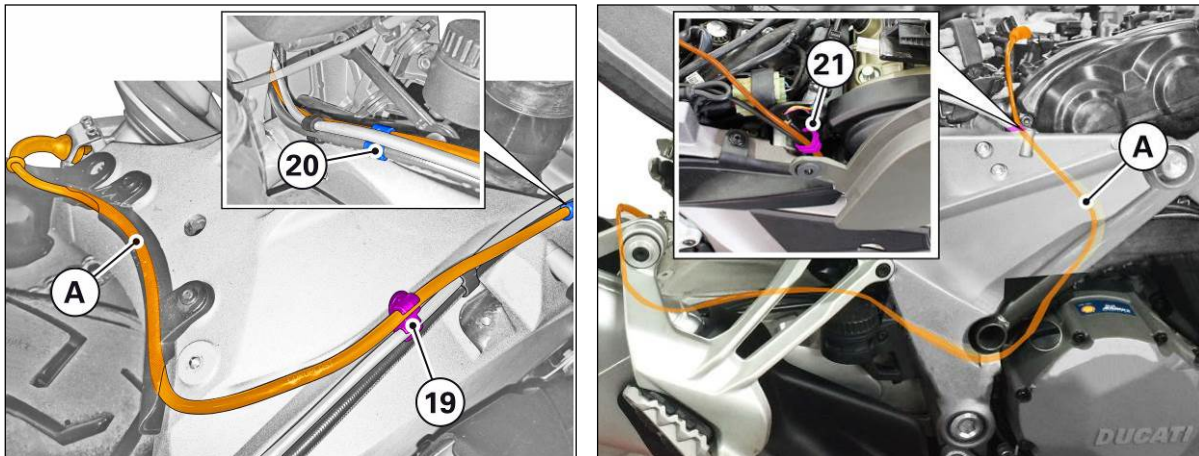
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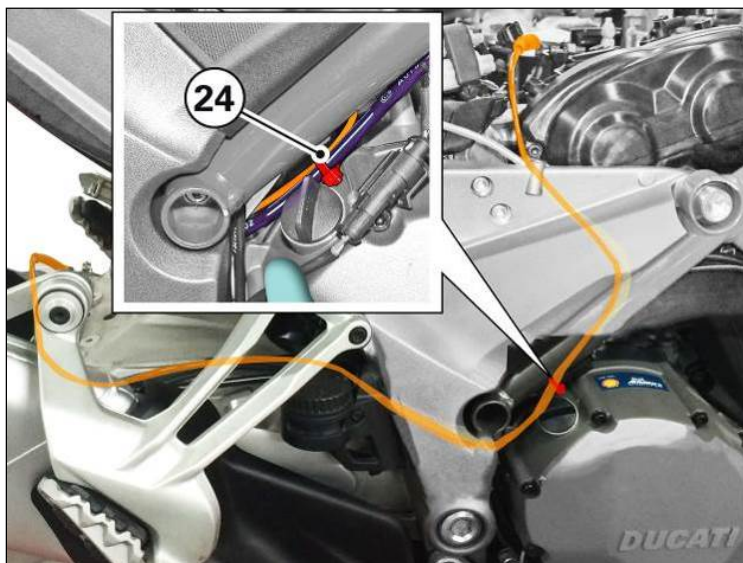
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- 6) Restore the correct positioning of the rear shock absorber adjustment **cable (A)** respecting the position of the **cable guide (19)** (rear speed sensor cable-rear shock absorber adjustment cable) and **(20)** (rear shock absorber adjustment cable-rear brake cable) shown in the figure.

The rear shock absorber adjustment **cable (A)** follows the rear brake oil hose, then passing under the pin fastening engine to the frame plate. Subsequently the cable passes over the exhaust butterfly valve motor cover and continues towards the underseat compartment passing through the **cable guide (21)** as shown in the figure.



- 7) Fasten the rear shock absorber adjustment cable (A) and the rear brake hose with a **self-locking tie (24)**.





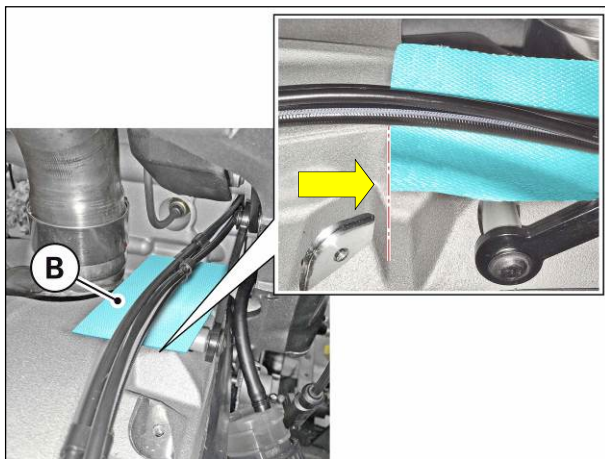
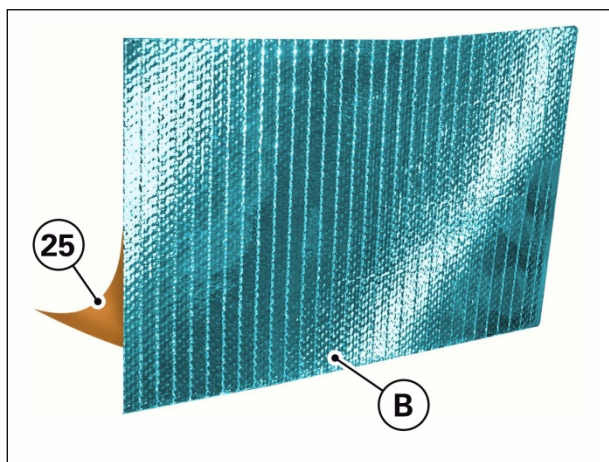
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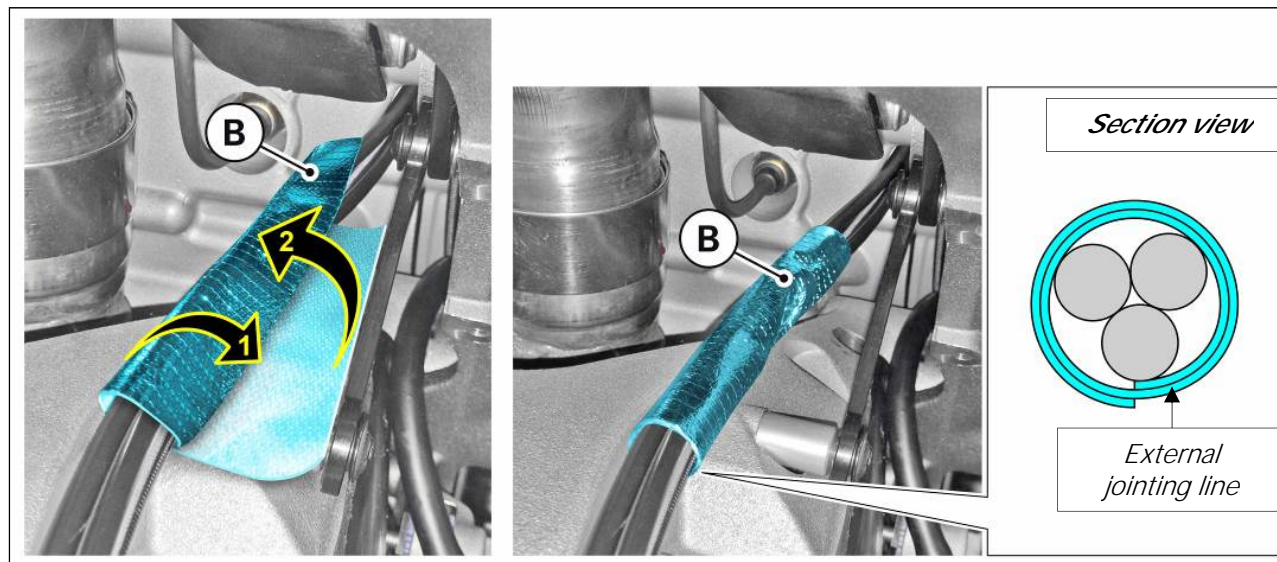
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8) Install a **new heat reflective shielding (B) part no. 4601E651A** following the procedure below:

- remove the **protective film (25)**;
- position the heat reflective sheath (B) below the rear brake hose, shock absorber adjustment cable and rear speed sensor cable, aligning it with the rib of the swinging arm as shown in the figure;



- wrap heat reflective sheath (B) around the rear brake hose, shock absorber adjustment cable and rear speed sensor cable, making sure that the external longitudinal section is positioned at the lower part of the heat reflective material, as shown in the figure.



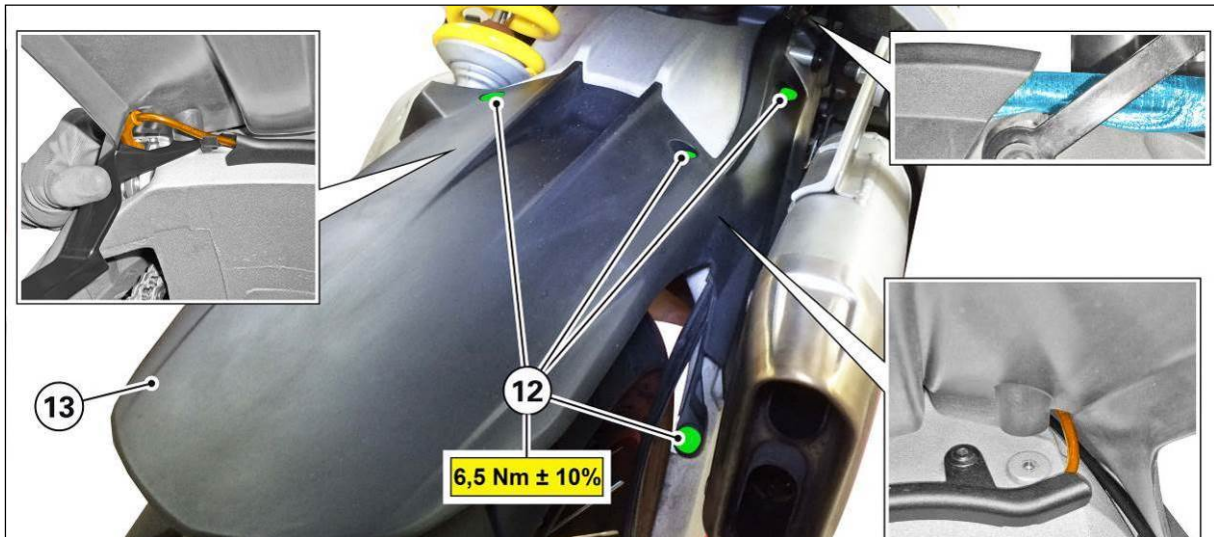


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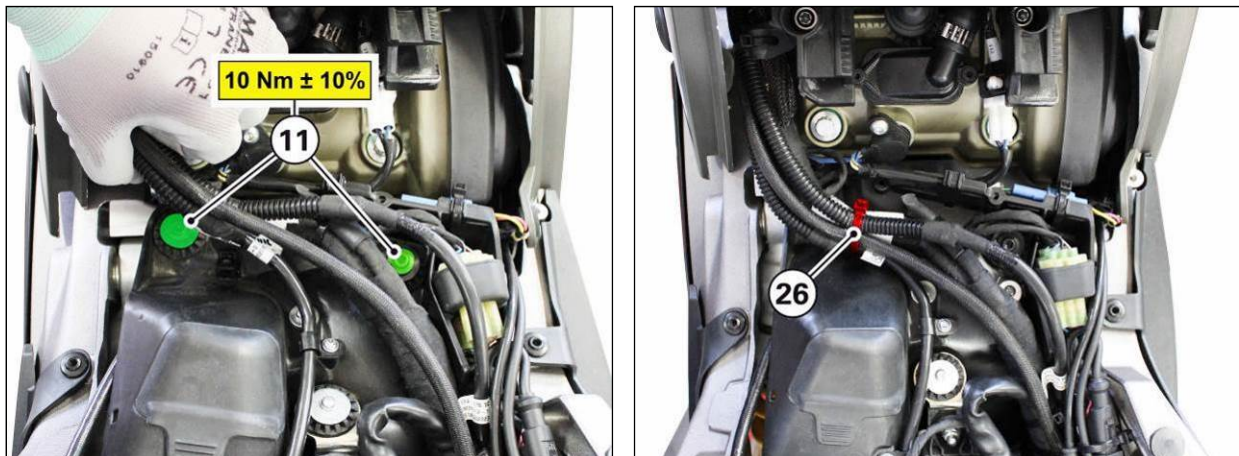
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- 9) Reinstall the **rear mudguard (13)** and tighten the **4 fastening screws M5x10.5 (12)** to a torque of **6.5 Nm ± 10%**.



- 10) Fasten the electrical components support by tightening the **2 screws M6x1 (11)** to a torque of **10 Nm ± 10%**.

- 11) Fasten main wiring using a **self-locking tie (26)** as shown in the figure.



- 12) Position the pre-load actuator in its seat as shown in the figure securing it with the **bracket (6)**.

- 13) Fasten the BBS control unit support bracket/battery tightening the **screw M5x0.8 (7)** to a torque of **5 Nm ± 10%**.



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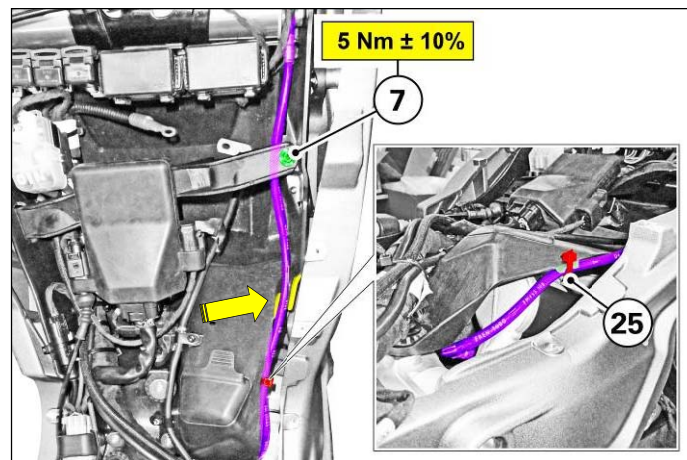
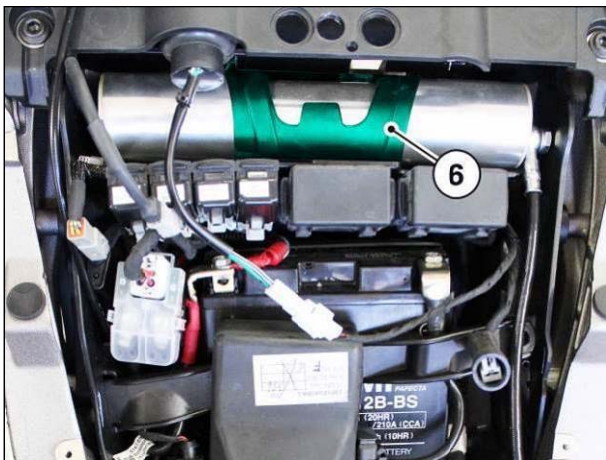
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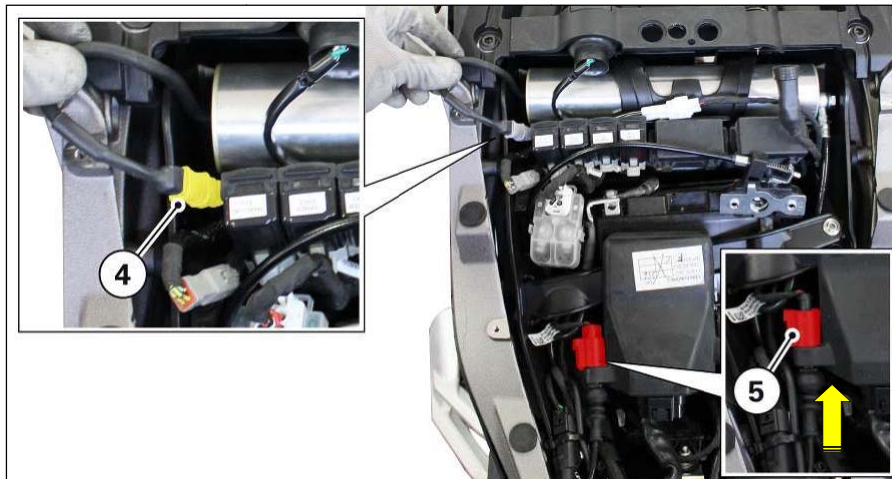
NOTE

Ensure that the pre-load actuator pipe is placed below the BBS control unit support bracket/battery and that it runs between the tabs of the electrical components compartment support as shown in the figure.

- 14) Fasten the pre-load actuator pipe to the electrical components support using a **self-locking tie (25)** as shown in the figure.



- 15) Connect the pre-load adjustment **connector (4)** and rear shock absorber adjustment **connector (5)**, then insert it into its seat on the BBS control unit support.



- 16) Connect the connector of the **power outlet (1)**

- 17) Fasten the passenger seat latch by tightening the **2 screws M6x1 (2)** to a torque of **8 Nm ± 10%**.

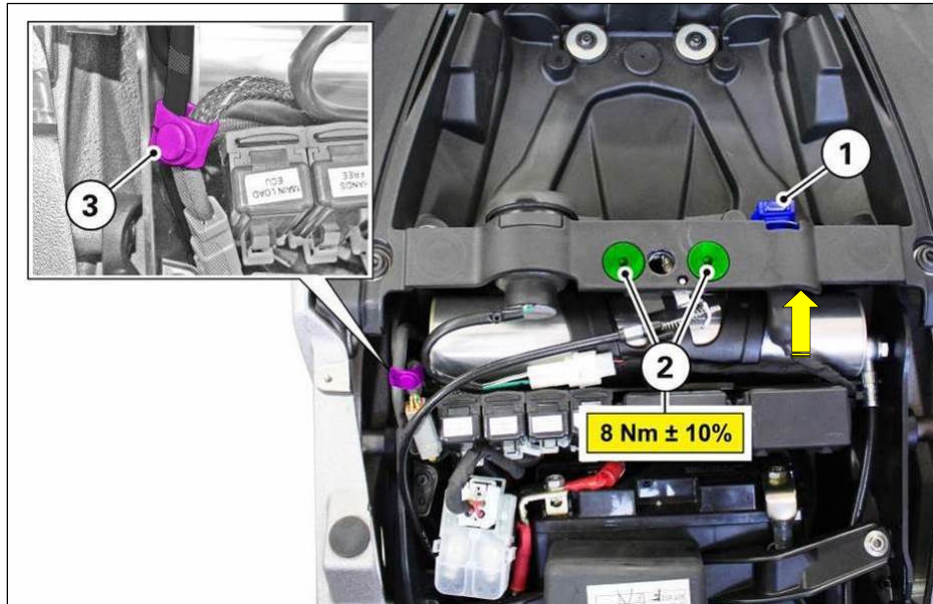


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- 18) Install the **button tie L.39 (3)** connecting tail lights cable and pre-load actuator cable as shown in the figure.



- 19) Install the passenger seat and rider seat (See "Section 05 - Fairing - Seat/rear tail guard and side panels" of the Workshop Manual).
- 20) Set the vehicle to Key-ON to verify that there are no errors displayed on the instrument panel and that the calibration of the end stroke of the shock absorber pre-load is successful.
- 21) Connect the DDS 2.0 diagnosis instrument and select "**Diagnosis**".
- 22) Then proceed with model automatic identification by selecting "**Model identification**" or, as an alternative, by selecting the bike data manually.
- 22) Execute the "**Global Scan**" function and wait for the scan result.

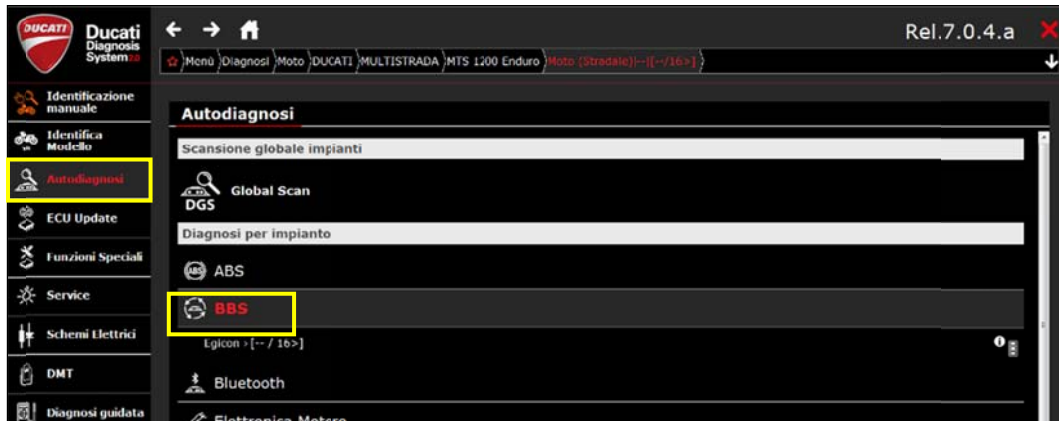


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24) From " *Self-Diagnosis* " select the *BBS* control unit:



25) Select " *Activations* " and run the " *Semi-active suspension test* " by following the instructions on the screen.






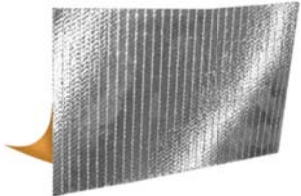
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Spare Parts:

The part numbers required for this update are as follows:

Part no.	Description	Q.ty	Image
36521464A	Sachs semi-active rear shock absorber	1	
4601E651A	Heat reflective shielding	1	

Non-conforming rear shock absorbers must be kept in dealership storage for spare parts replaced under warranty. You will receive further information on how to manage any component return requested by your Service Area Manager.

Warranty time allowance and reimbursement procedure:

Update procedure reimbursement will be issued through the standard warranty claim procedure via the Recall Campaigns section of the DCS.

The warranty claim is pre-filled, and has been identified as **CR137**. Ducati shall reimburse for the two types of repair that are available, described in the table:

- 1) Repair TYPE **1** – Sachs rear shock absorber is conforming and replacement is NOT necessary:

	Spare Parts	Labour
Repair TYPE 1	NO	12 minutes (2 labor units)



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2) Repair TYPE **2** – Sachs rear shock absorber IS NOT conforming and replacement is necessary:

	<i>Spare Parts</i>	<i>Labour</i>
Repair TYPE 2	Part no.36521464A - Sachs rear shock absorber Part no.4601E651A - heat reflective sheath	60 minutes (10 labor units)

Reimbursed labor includes the time needed for the acceptance and delivery of the motorcycle to the Customer; and the time required to complete the warranty claim. Warranty Claims submitted incorrectly, not following the above guidance, or with errors may be charged back during periodic Warranty Audits.

Customer notification:

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. Customers will then contact you to make an appointment for the update. A sample copy of the owner notification letter is enclosed for your information.

Please be reminded that all motorcycles in your inventory, and to be delivered to Customers, must be updated during pre-delivery operations, and ALWAYS before delivery to the final Customer. For retailed units, the update must be performed upon the motorcycles' arrival for service or repairs.

Campaign authorization:

Ducati North America, Inc. will mail a notification letter to all known owners. If a customer does not present this notification letter, it is important that you confirm the eligibility for recall status on the DCS before you commence work. Reimbursement requests for duplicate recall campaign repairs will not be accepted.

Dealer obligation:

This program is designed to complete the necessary repairs and to achieve owner satisfaction. Therefore, we ask you to take prompt and courteous action in accordance with these directives. Please provide a copy of this communication to every person in your dealership who has recall-related responsibilities.

Thank you for your cooperation.

Service Department
Ducati North America, Inc.



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Sample of Customer Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN

Date

Name

Address

City, St, Zip

Subject:

Ducati Motorcycle: Model Year 2016-2017 Multistrada 1200 Enduro

NHTSA Campaign I.D. Number: 17V274

Transport Canada Safety Recall I.D. Number: 2017-223

Dealer Bulletin: SRV-RCL-17-002

Dear Ducati Owner,

This notice is sent to you in accordance with the U.S. National Traffic and Motor Vehicle Safety Act & Canada Motor Vehicle Safety Act.

Ducati Motor Holding S.P.A. has determined that a defect which relates to motor vehicle safety exists in Model Year 2016-2017 Multistrada 1200 Enduro motorcycles. Our records indicate that you are the owner of a Ducati motorcycle affected by this safety recall campaign. Please take the time to read this letter and help us take the appropriate steps to ensure that your vehicle is operating properly.

What is wrong?

Ongoing quality testing on the motorcycles as manufactured, as well as analysis of field reports, has identified a potential safety issue affecting all Model Year 2016-2017 Multistrada 1200 Enduro motorcycles. Ducati has determined that on certain motorcycles, intense off-road use of the Multistrada 1200 Enduro could allow the Sachs semi-active rear shock absorber lower eyelet to break and detach from the rear swing-arm. These conditions could increase the risk of a crash causing injury and/or damage to property.



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What will Ducati do?

To correct this condition, your authorized Ducati dealer will perform a visual inspection of the shock absorber eyelet, and if it is not conforming, will proceed with replacement of the shock absorber with a new revised version that has been redesigned to make it more robust. The Dealer will perform this intervention at no cost to you for parts and labor. We request that you contact your authorized Ducati dealer and schedule an appointment, so that the required service can be performed without delay. To locate your nearest authorized Ducati dealer, please go to www.ducati.com, or www.canada.ducati.com, and select the "dealer locator" or you may call toll free from the U.S. 1-800-231-6696. Your dealer can complete the required service in less than two hours, if you have an appointment. Additional time may be required.

Federal regulations require that any lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Service Problem Help:

If you believe that your dealer has failed or is unable to perform the service within a reasonable period of time, please write to:

Ducati North America, Inc.
Attn: Customer Service
10443 Bandlely Drive
Cupertino, CA 95014

If you still cannot obtain satisfaction, you may file a complaint with:

For USA Customers:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call toll-free hotline at 1-888-327-4236 (TTY 1- 800-424-9153), or go to [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV).

For Canadian customers:

Please contact Ducati customer service at 1-888-391-5446 or for additional information about the recall you can contact Transport Canada at 1-800-333-0510.



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TREADACT CUSTOMER REIMBURSEMENT PLAN

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized Ducati dealer. Expenses from repair facilities outside of the authorized Ducati dealer network will be considered; however, the procedure must meet Ducati North America's standards.

Your authorized Ducati retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice. They'll inspect the vehicle, if still in your possession, prior to submitting a claim on your behalf to Ducati North America, Inc. for reimbursement.

Please note the following:

Only a repair involving this safety recall campaign is reimbursable. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs.

We recommend that your authorized Ducati dealer be your primary contact on this issue. We anticipate that your authorized Ducati dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair; additionally, our Customer Relations Dept. may be contacted at 408-253-0499 for any special assistance required.

We regret any inconvenience to you from this action; however, your safety and satisfaction are important to us. We request that you bring your Ducati motorcycle to your nearest authorized Ducati dealer at your earliest convenience.

Thank you for riding Ducati.

Sincerely,

Ducati North America
Service Department