



Multistrada 1200 Fuel Level Sensor Inspection  
Models: Model Year 2015-2016 Multistrada 1200/1200 S (all model versions)  
Technical Service Bulletin SRV-TSB-16-001

Date: Friday, March 31st, 2016  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

---

### ***Situation***



Ducati's Quality analysis reviewed claims received concerning possible incorrect indication of fuel level. Some of the cases analyzed indicated a higher fuel level than the actual one contained in the fuel tank, and a new component has been developed. Therefore, Ducati has decided to carry out precautionary replacement of the fuel level sensors on the above-mentioned motorcycles with previous part no. (592.1.021.2C) installed. Part no. 592.1.021.1D identifies the new fuel level sensor.

On all involved motorcycles it is thus necessary to inspect the fuel level sensor part no. indicated on the sensor wiring sticker and, if it corresponds to 592.1.021.2C, the fuel level sensor **must** be replaced.

**All fuel level sensors Part no. 592.1.021.1D are conforming**, and therefore they must **NOT** be replaced as they are already equipped with the above mentioned technical update.

### ***Involved Bikes***

The procedure described above has been coded as CR119, and you can find the precise list of VIN numbers involved in this campaign on DCS, in sections:

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







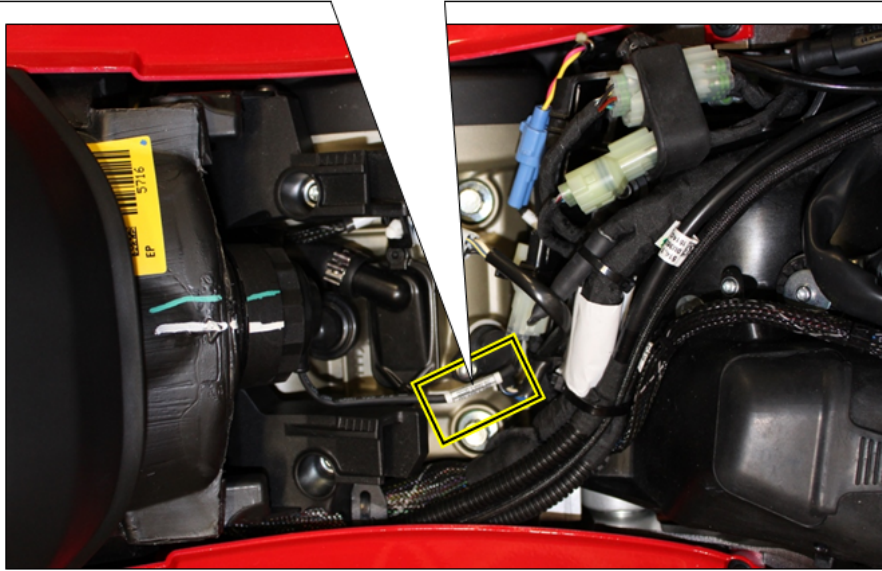
Multistrada 1200 Fuel Level Sensor Inspection  
Models: Model Year 2015-2016 Multistrada 1200/1200 S (all model versions)  
Technical Service Bulletin SRV-TSB-16-001

**Service Solution**

Check the fuel level sensor part no. fitted on the bike; the part no. is indicated on the sticker present on sensor wiring.

If the part no. is 592.1.021.1D, the fuel level sensor must **NOT** be replaced; if the part no. is 592.1.021.2C the sensor **must** be replaced.

 <p>Part no. 592.1.021.2C is <b><u>NOT conforming</u></b> and must be replaced</p>	 <p>Part no. 592.1.021.1D is <b><u>conforming</u></b> and must NOT be replaced</p>
	



**Spare Parts**

The new fuel level sensor part no. is 592.1.021.1D.



Multistrada 1200 Fuel Level Sensor Inspection  
 Models: Model Year 2015-2016 Multistrada 1200/1200 S (all model versions)  
 Technical Service Bulletin SRV-TSB-16-001

**Warranty**

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

The procedure described above has been coded as **CR119**.

The Warranty Claim is pre-filled, and 2 types of repair are available, described in the table.

Warranty Claims filled-out in a way differing from the two types of repair described in the table may be subject to charge-back during periodic Ducati Warranty Parts Reconciliations.

	<i>Spare part</i>	<i>Labor</i>
Repair TYPE 1	NO	12 minutes (2 labor units)*
Repair TYPE 2	Part no. 59210211D (Fuel level sensor)	60 minutes (10 labor units)*

\* Labor includes inspection of the fuel level sensor part no. installed on the motorcycle and administration of the warranty claim.

Please find below an example regarding the submission of the new type of pre-filled multi-repair warranty claim:

- 1) Insert VIN in Vehicle History, if it is included in the list of serial numbers involved in CR119, the specific line will be displayed. Then select Apply:

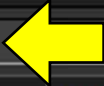
<b>MS1200SPACKT 15 EUR R R-GB STD DMH</b>						
VIN N°	ZDM	ENGINE N°	ZDM1188VT	WTY END DATE		
END CUSTOMER		MANUFACT DATE	03/27/2015	INVOICE		
WARRANTY TYPE	Standard Warranty	WTY START DATE	04/11/2015	LAST MILEAGE		
<b>ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS</b>						
N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER
1	RECALL	CR119		SRV-TSB-16-001 Fuel level sensor MTS 1200 MY'15'16		VIEW



Multistrada 1200 Fuel Level Sensor Inspection  
Models: Model Year 2015-2016 Multistrada 1200/1200 S (all model versions)  
Technical Service Bulletin SRV-TSB-16-001

- 2) A specific window to select the type of repair carried out on the bike will open; then select Repair Type 1 or Repair Type 2:


**RECALL CAMPAIGN DETAILS** ✕

ATTENTION: SELECT THE REPAIR DONE ON THE BIKE 

TYPE	DESCRIPTION	DEFECT	QTY	OPERATION CODE	MATERIAL CODE	MATERIAL DESCRIPTION
------	-------------	--------	-----	----------------	---------------	----------------------

Attention: select the repair done on the bike CLOSE

**RECALL CAMPAIGN DETAILS** ✕

Attention: select the repair done on the bike 

Repair Type 1 - Only check of component part number  
Repair Type 2 - Fuel level sensor replacement

TYPE	DESCRIPTION	DEFECT	QTY	OPERATION CODE	MATERIAL CODE	MATERIAL DESCRIPTION
------	-------------	--------	-----	----------------	---------------	----------------------

Attention: select the repair done on the bike CLOSE



Multistrada 1200 Fuel Level Sensor Inspection  
 Models: Model Year 2015-2016 Multistrada 1200/1200 S (all model versions)  
 Technical Service Bulletin SRV-TSB-16-001

- 3) If Repair Type 1 - Only inspection of the component part no. is selected, the request for a refund under warranty is automatically pre-filled as indicated in the table:

	<i>Spare part</i>	<i>Labor</i>
Repair TYPE 1	NO	12 minutes (2 labor units)*

RECALL CAMPAIGN DETAILS						
REPAIR TYPE 1 - ONLY CHECK OF COMPONENT PART NUMBER						
TYPE	DESCRIPTION	DEFECT	QTY	OPERATION CODE	MATERIAL CODE	MATERIAL DESCRIPTION
FR	CR 119 Check the component code installed on the bike	3-030	2	3-999-057	FLATRATE	

Then click Apply.

- 4) If Repair Type 2 - Fuel level sensor replacement is selected, the request for a refund under warranty is automatically pre-filled as indicated in the table:

	<i>Spare part</i>	<i>Labor</i>
Repair TYPE 2	Part no. 59210211D (Fuel level sensor)	60 minutes (10 labor units)*

RECALL CAMPAIGN DETAILS						
REPAIR TYPE 2 - FUEL LEVEL SENSOR REPLACEMENT						
TYPE	DESCRIPTION	DEFECT	QTY	OPERATION CODE	MATERIAL CODE	MATERIAL DESCRIPTION
MAT	BINDING OR STICKING	3-030	1		59210211D	FUEL LEVEL GAUGE
FR	CR119 Check the code and replace the component		10	3-999-058	FLATRATE	

Then click Apply.



Multistrada 1200 Fuel Level Sensor Inspection  
Models: Model Year 2015-2016 Multistrada 1200/1200 S (all model versions)  
Technical Service Bulletin SRV-TSB-16-001

***Customers***

Please be reminded that all bikes in your stock, and to be delivered to Customers, must be updated during pre-delivery operations, and ALWAYS before delivery to the final Customer. For retailed units, if the update has not been performed upon the motorcycles arrival for service or repairs, it should be performed.

We thank you in advance for your attention and cooperation.

Ducati North America  
Service Department