



Multistrada 1200 Rider Seat Inspection
Models: Model Year 2015-2016 Multistrada 1200 (all model versions)
Technical Service Bulletin SRV-TSB-16-002

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 Department has reviewed claims concerning possible detachment of the rider seat cover on the rear side; and a modified seat has been developed. We have decided to carry out the precautionary replacement of rider seats installed on the above-mentioned motorcycles, in order to prevent the occurrence of the defect.



On all the involved motorcycles it is thus necessary to inspect the batch number indicated at the bottom of the rider seat and, if previous to batch 16.2015, the seat **must** be replaced.

All the seats manufactured from Week 16-2015 included and forward are conforming; therefore they **must NOT** be replaced since they are already equipped with the technical update.

This Workshop Campaign **applies ONLY to original equipment seats**; therefore the seats sold as Ducati Performance accessories are not included.

Involved Bikes

The procedure described above has been coded as CR120, and you can find the precise list of VIN numbers involved in this campaign 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.

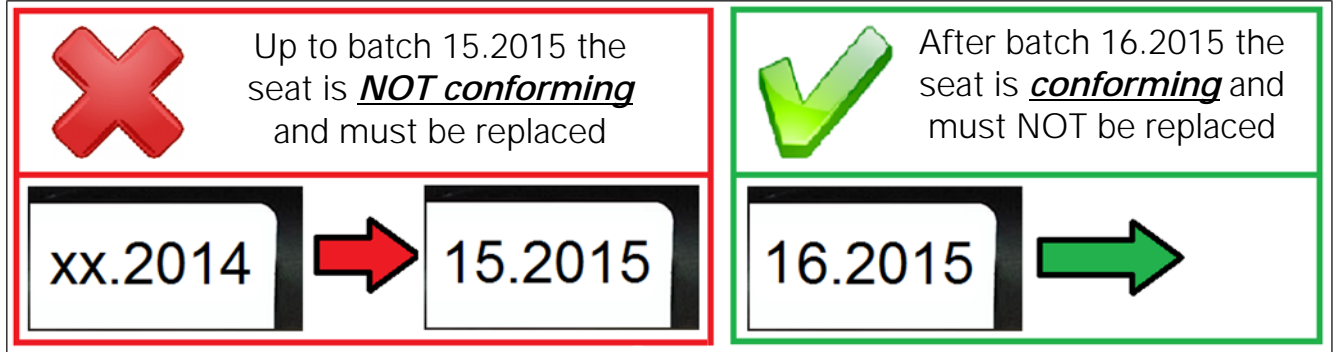
Service Solution

Inspect the seat production batch, indicated in the sticker on the seat bottom.

If the seat batch code is higher than 16.2015 (batch 16.2015 included), the seat must **NOT** be replaced; if the seat batch code is lower than 16.2015, the seat **must be replaced** (the first number indicates the week, while the second number indicates the year).



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Spare Parts

The new part numbers of rider seats provided with the technical update are:

<i>Part no.</i>	<i>Description</i>	<i>Image</i>
59512634AB	Rider seat for STD version with black stitches	
59512634AC	Rider seat for S version with red stitches	



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Warranty

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

The procedure described above has been coded as **CR120**.

The Warranty Claim is pre-filled, and 3 types of repair are available, described in the table.

Warranty Claims filled-out in a way differing from the three 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	6 minutes (1 labor unit)*
Repair TYPE 2	Part no. 59512634AB (STD seat version with black stitches)	6 minutes (1 labor unit)*
Repair TYPE 3	Part no. 59512634AC (S seat version with red stitches)	6 minutes (1 labor unit)*

* Labor includes check of the seat part no. installed on the motorcycle and filling-in of warranty claim.

Please find below an example to submit 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 CR120, the specific line will be displayed. Then select Apply:



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MS1200SPACKT 15 EUR R R-GB STD DMH						
VIN N°	ZDMAA00	ENGINE N°	ZDM1198VT	WTY END DATE		
END CUSTOMER		MANUFACT DATE	10/30/2014	INVOICE		
WARRANTY TYPE	Standard Warranty	WTY START DATE	05/19/2015	LAST MILEAGE		
ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS						
N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER
1	RECALL	CR120		SRV-TSB-16-002 RIDER SEAT MTS 1200 MY'15'16		VIEW

- 2) A specific window to select the type of repair carried out on the bike will open; then select Repair Type 1, Repair Type 2 or Repair Type 3:

RECALL CAMPAIGN DETAILS

ATTENTION: SELECT THE REPAIR DONE ON THE BIKE

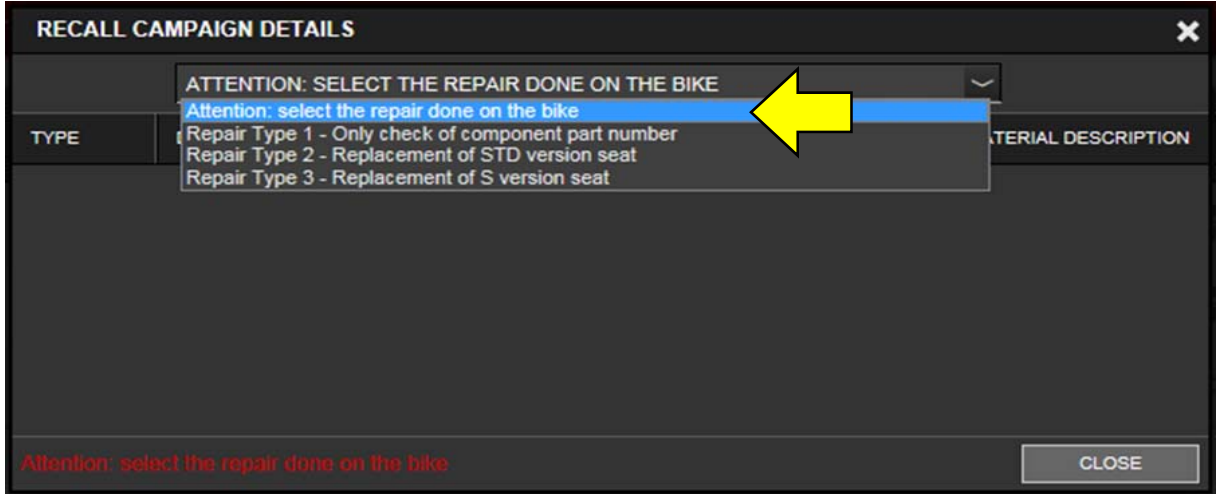
TYPE	DESCRIPTION	DEFECT	QTY	OPERATION CODE	MATERIAL CODE	MATERIAL DESCRIPTION
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Attention: select the repair done on the bike

[CLOSE](#)



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3) If Repair Type 1 - Only check of 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	6 minutes (1 labor unit)*



Then click Apply.



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4) If Repair Type 2 - Replacement of STD version seat 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. 59512634AB (STD seat version with black stitches)	6 minutes (1 labor unit)*

RECALL CAMPAIGN DETAILS						
REPAIR TYPE 2 - REPLACEMENT OF STD VERSION SEAT						
TYPE	DESCRIPTION	DEFECT	QTY	OPERATION CODE	MATERIAL CODE	MATERIAL DESCRIPTION
MAT	DEFECTIVE PLATING	2-010	1		59512634AB	SEAT
FR	Seat		1	2-999-046	FLATRATE	

Then click Apply.

5) If Repair Type 3 - Replacement of S version seat 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 3	Part no. 59512634AC (S seat version with red stitches)	6 minutes (1 labor unit)*

RECALL CAMPAIGN DETAILS						
REPAIR TYPE 3 - REPLACEMENT OF S VERSION SEAT						
TYPE	DESCRIPTION	DEFECT	QTY	OPERATION CODE	MATERIAL CODE	MATERIAL DESCRIPTION
MAT	DEFECTIVE PLATING	2-010	1		59512634AC	SEAT
FR	Seat		1	2-999-046	FLATRATE	

Then click Apply.



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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