



Multistrada 1200E Replacement Shock Absorber

Models: Model Year 2016-2017 Multistrada 1200 Enduro (all country versions)

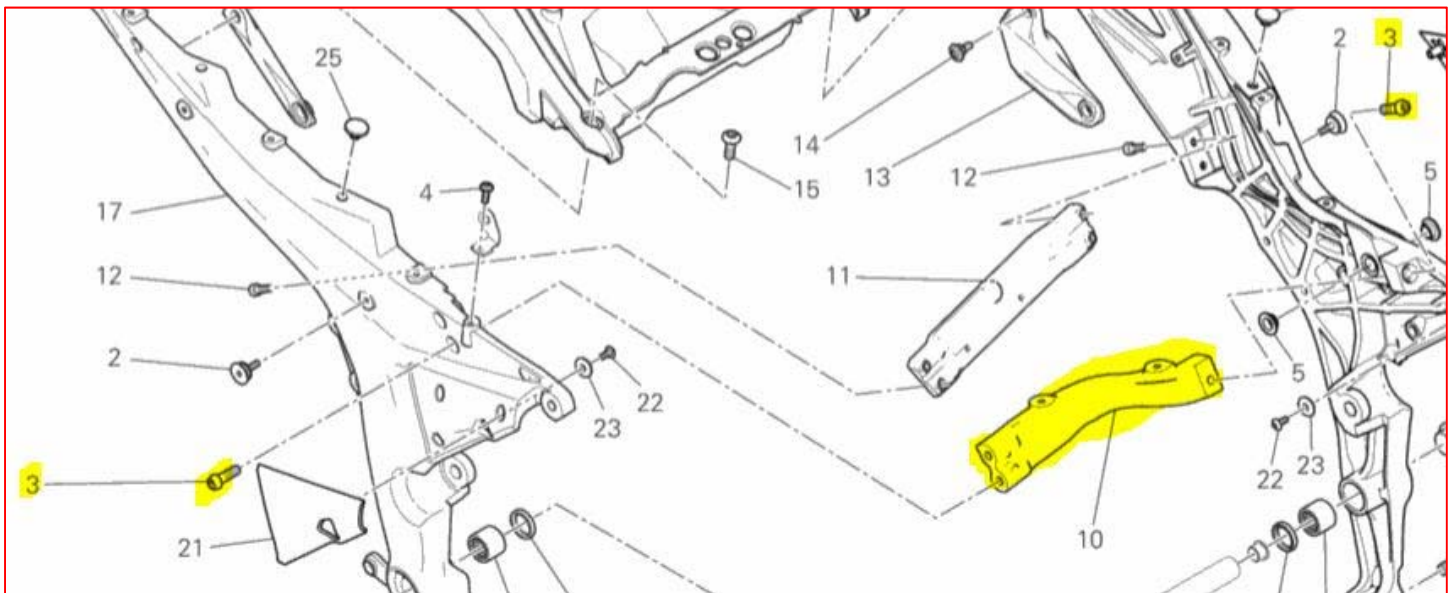
Service Memo SRV-MEM-17-0606

Date: Wednesday, May 31, 2017
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

Dear Dealers and Service Managers,

We have had some feedback in finding that the replacement shock eye mount referenced in SRV-RCL-17-002 Multistrada 1200 Enduro Rear Shock Absorber, is about .4mm wider than the original and does not allow for proper installation. Please follow the procedure below if you are having trouble getting the upper shock mount to fit in the mounting location. **DO NOT MODIFY THE SHOCK MOUNT BUSHINGS.**

In order to properly install the component it may be necessary to loosen, but not remove the bolt (#3) that attaches the internal bracket (#10); it might be necessary to remove the fuel tank cover. This will relax the subframe and shock mount location to allow for some slack so the shock eye can slide into place. Then install the rear shock absorber, and tighten in sequence the top shock bolt (60 Nm $\pm$ 5%) and then the bolt that fix the frame internal bracket (25 Nm $\pm$ 10%). If this resolution doesn't work it is necessary return the apparently non-conforming rear-shock assembly to our spare parts warehouse.



Regards,

Ducati North America
Service Department