



SuperSport “STD” Heat Guard Installation Sachs Shock Inspection

Models: M.Y. 2017 and 2018 SuperSport STD version
Service Bulletin SRV-TSB-17-007

Date: Wednesday, September 6th, 2017
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

Situation:

Ducati has received feedback regarding possible cosmetic damage to the Sachs rear shock absorber bottoming-stop cushion installed on STD versions of the SuperSport model. To prevent this damage, an additional central heat guard has been designed for installation on the vertical exhaust manifold. The new part no. is 4601G411A.



During installation of the central heat guard, it will be necessary to visually inspect the condition of the Sachs rear shock absorber bottoming-stop cushion. If evidence of cosmetic damage and deformation to the Sachs rear shock absorber bottoming-stop cushion is present, the rear shock absorber Part no.36521542A can be replaced. If this is the case, a clear picture of the damage must be attached to the warranty claim.

We highly encourage you to inspect the bottoming-stop cushion condition with the Customer during motorbike delivery.

The Warranty Claim is pre-filled with two types of repair options as follows:

- Repair TYPE 1 → installation of central heat guard;
- Repair TYPE 2 → installation of central heat guard + replacement of Sachs rear shock absorber.



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Customers

The central heat guard must be installed on all bikes in your stock (to be registered or already registered) and as always during pre-delivery operations before delivery to final Customers.

All bikes already delivered to final Customers will be directly recalled by Ducati Motor Holding through a dedicated communication to the Customers (by e-mail or standard mail if no e-mail address is available); Customers will then contact you to schedule an appointment.

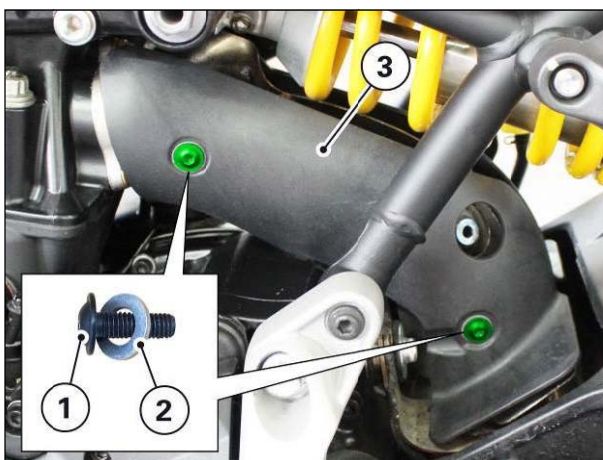
Involved Bikes

You can find the precise list of VIN numbers involved in CR140 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.

Service Solution

- 1) Working on the LH side of the motorcycle, remove the **2 M6x18 screws (1)** with the relevant **washers (2)** and slide the **left heat guard cover (3)** out towards the front side of the vehicle.
- 2) Loosen the **clamp (4)** securing the RH and LH heat guards.





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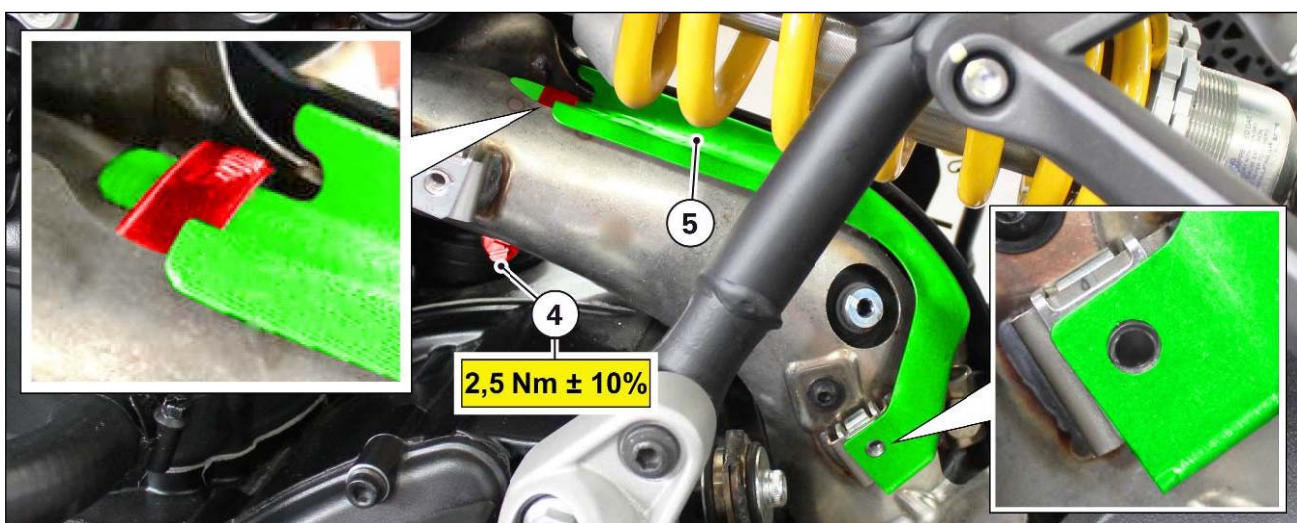
- 3) Install the **central heat guard (5) Part no.4601G411A** as shown in the figure by inserting the tab under the **clamp (4)** securing RH and LH heat guards.



NOTE

Check that the hole of the central heat guard (5) is aligned with the fixing hole of the left heat guard cover (3).

- 4) Tighten the clamp (4) to a torque of $2.5 \text{ Nm} \pm 10\%$.



- 5) Install the **left heat guard cover (3)** and tighten the **2 M6x18 screws (1)** with the relevant **washers (2)** to a torque of $8 \text{ Nm} \pm 10\%$.





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Spare Parts

The part no. of the central heat guard is 4601G411A. The part will not be sent directly by Ducati Motor Holding.

Warranty

Update service reimbursement will be issued through the standard warranty claim procedure via the **Recall Campaigns** or **Vehicle History** sections in DCS. This Service Campaign has been identified as **CR140**.

The Warranty Claim is pre-filled; only 2 types of repair options are available, as described in the following table:

	Description	Spare part		Labor
Repair TYPE 1	Installation central heat guard	Part no.4601G411A (central heat guard)		18 minutes (3 labor units)*

	Description	Spare part		Labor
Repair TYPE 2	Installation central heat guard	Part no.4601G411A (central heat guard)		42 minutes (7 labor units)*
	Replacement of Sachs rear shock absorber	Part no.36521542A (Sachs shock absorber)		

* labor includes the time needed for receiving the motorcycle, installation of the central heat guard Part no.4601G411A, and completion of the warranty claim.

Warranty Claims that do not conform to the two types of repair described in the table may be charged back during periodic Warranty Audits. Please direct any questions or concerns to your Service Area Manager.

Regards,

Service Department
Ducati North America