



Coolant Hose Replacement

Models: Multistrada 950 Model Year 2017 (all model and country versions); Multistrada 1200 Model Year 2015-2017 (all model and country versions); Multistrada 1200 Enduro Model Year 2016-2017 (all country versions)

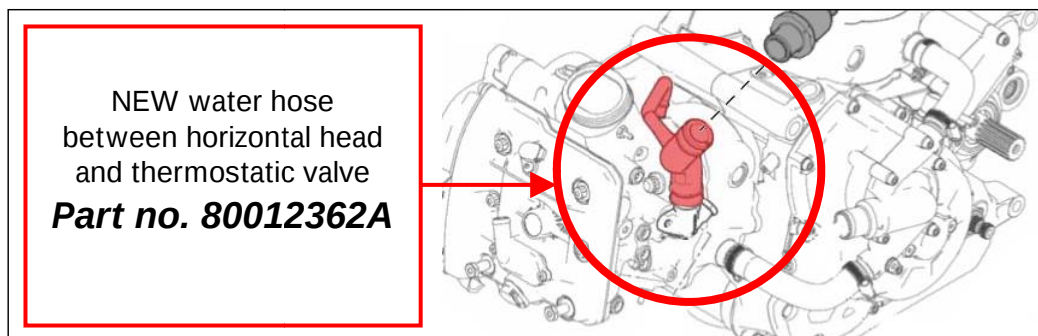
Technical Service Bulletin SRV-TSB-17-006

Date: Tuesday, October 24th, 2017
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

Dealers and Service Managers,

Situation

Ducati's ongoing quality testing, product improvement and analysis of your field reports has revealed a potential problem with the water hose installed in the listed models. It is possible for coolant to seep out from the hose between the horizontal head and thermostatic valve. As a preventive measure, we have decided to replace the subject hose with a new one (part no. 80012362A), on affected motorcycles through this Service Campaign (CR139).



Customers

All motorcycles in your stock (to be registered or already registered) and awaiting delivery to final Customers will require this service during pre-delivery operations, before delivery to the final Customer.

All motorcycles already delivered to final Customers will be directly summoned back by Ducati Motor Holding through a dedicated communication (e-mail or standard mail if no e-mail address is available). Customers will then contact you to schedule service.

Involved Bikes

You can access the list of VIN numbers affected by CR139 in the following DCS locations:

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



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Service Solution

The replacement procedures for hose part no.80012362A differ between models Multistrada 950, Multistrada 1200 and Multistrada 1200 Enduro; To replace hose part no.80012362A, please follow the prescribed model-specific service instructions *SRV-TSB-17-006 ING_Annex A_Multistrada 950-1200* and *SRV-TSB-17-006 ING_Annex B_Multistrada 1200 Enduro* attached to this bulletin.

SRV-TSB-17-006 – Annex A

Multistrada 950 Model Year 2017
Multistrada 1200 Model Year 2015-2017

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SRV-TSB-17-006 ING_Annex A_Multistrada 950-1200.doc

SRV-TSB-17-006 – Annex A

This document describes the procedure to replace the water hose part no. 80012362A on the models Multistrada 950 MY2017 and Multistrada 1200 MY2015-2017.

a) Vehicle preparation

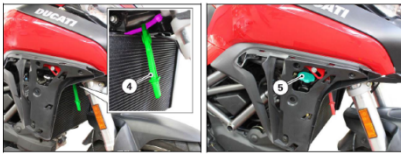
1) Working on the RH side, remove **lower cover (1)**

Working on the LH side, remove **lower cover (2)** and **cover support (3)**



2) By means of **service pliers (4)**, choke the hose connecting the expansion reservoir to water radiator. In this way it is possible to isolate the expansion reservoir from the cooling circuit, thus preventing other fluid from flowing out of the system.

Remove **cap (5)** of water radiator.



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SRV-TSB-17-006 – Annex B

Multistrada 1200 Enduro Model Year 2016-2017

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SRV-TSB-17-006 ING_Annex B_Multistrada 1200 Enduro.doc

SRV-TSB-17-006 – Annex B

This document describes the procedure to replace the water hose part no. 80012362A on the model Multistrada 1200 Enduro MY2016-2017.

We would like to inform you that a video has been made showing you how to correctly perform these operations. It can be viewed at the following link: <https://youtu.be/v59A-3G5Q0M>

a) Vehicle preparation

1) Remove the Hands free cover by pulling it upwards.

Remove the **RH conveyor (1)** and the **LH conveyor (2)**



2) Remove the **RH tank cover (3)** and the relevant **cover support (4)**

Remove the **LH tank cover (5)** and the relevant **cover support (6)**



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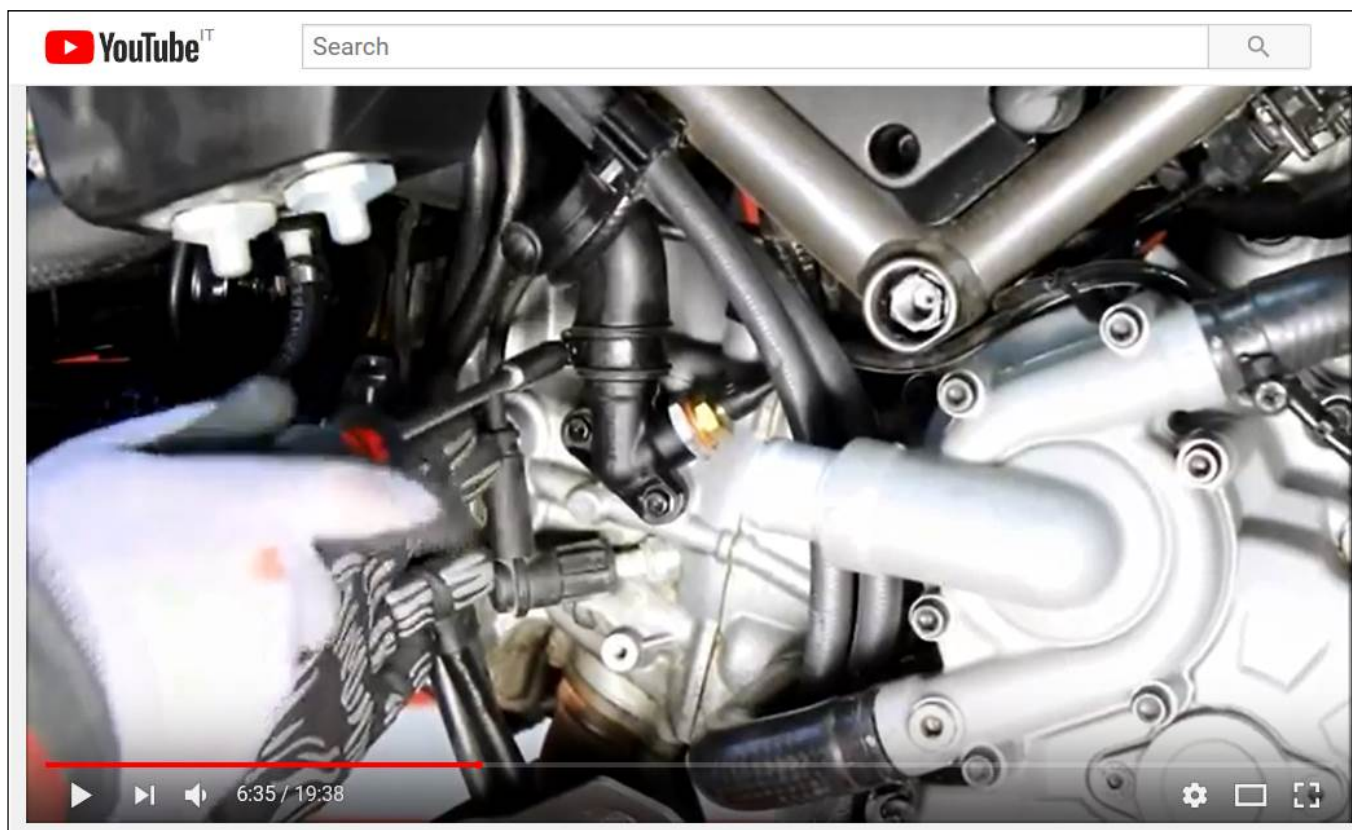
Additionally a video has been created showing how to correctly perform these service instructions within the prescribed reimbursable labor time. The video was made using the Multistrada 1200 Enduro model but can also be referred to for the Multistrada 950 and Multistrada 1200 service instructions, since for these models the operation is faster and easier.



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Please use the following link to view: <https://youtu.be/o69Aj3GQQM>:



Spare Parts

The part number required for this update is as follows:

Part no.	Description	Qty	Image
80012362A	Water hose horizontal cylinder head/thermostatic valve	1	



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Warranty

Reimbursement for work associated with this Service Campaign (CR139) can be requested through normal warranty claim procedures using the "Campaigns" section of the DCS.

The warranty claim is pre-filled and is identified as **CR139**.

You will be reimbursed as follows:

- **66 minutes** of labor time (11 labor units) which includes time necessary for:
 - o receiving the motorcycle
 - o installing the new hose
 - o completing warranty claim procedures

Please note, the attached instructions do not address removal of any installed Ducati Performance accessories, such as fuel tank side protections in steel pipes; to account for this, the reimbursable labor time has been slightly increased.

Additionally, at service completion, it might be necessary to top off the system with coolant; the reimbursable labor time has been slightly increased to account for this as well.

- The component required to perform the service operation is **Part no.80012362A**.

Warranty claims that do not conform could be charged back to you during periodic Warranty Audits.

Please direct any questions or concerns to your Service Area Manager. We thank you in advance for your attention and cooperation.

Ducati North America
Service Department