



Swingarm Chain Protection Slider Fastener Torque

Models: Multistrada 950 M.Y. 2017 (all model and country versions; Multistrada 1200 Enduro M.Y. 2016-2017 (all country versions)

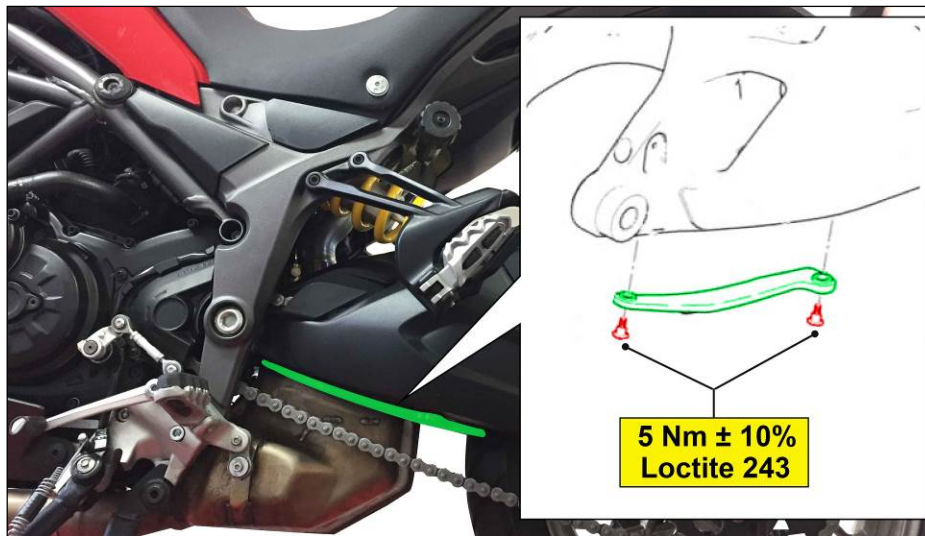
Technical Service Bulletin SRV-TSB-17-009

Date: Tuesday, November 7th, 2017
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

Situation

Ducati's ongoing quality testing, product improvement and analysis of dealer field reports has revealed a potential problem with the lower swing-arm chain protection slider (Part no.44711572A) installed on the models listed above. It is possible for the lower swing-arm slider screws to become loose.

As a preventative measure, Ducati has decided to implement a Loctite 243 medium strength threadlocker application along the threads of the lower swing-arm slider fastening screws; with re-tightening of said screws to a torque of 5 Nm $\pm$ 10%.



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 must undergo this preventative measure at the next service appointment.



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Involved Bikes

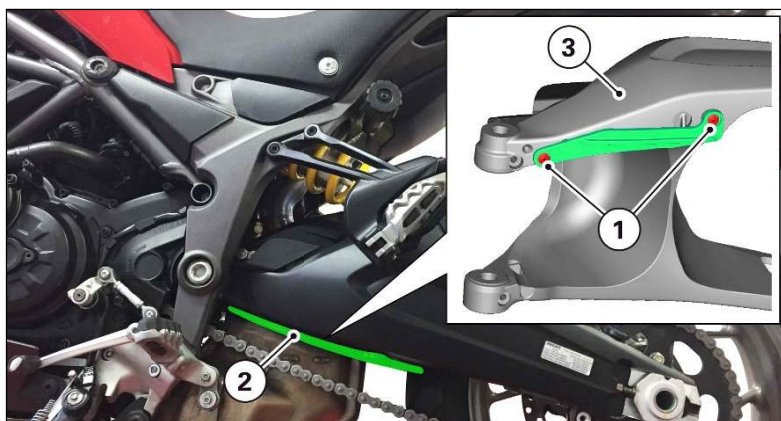
The list of VIN numbers involved in this campaign (CR142/SRV-TSB-17-009) can be found in these DCS areas

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

Service Solution

Please follow the instructions below to perform the prescribed service solution:

- 1) Remove **2 M5X10.5 screws (1)** securing **lower chain protection slider (2)** to **swing-arm (3)**.



- 2) Thoroughly clean the threads of the 2 M5X10.5 screws and of the two female screws inside the swing-arm in order to mechanically remove the previously-applied threadlocker with a metal brush. We suggest using LOCTITE SF 7063 solvent-based cleaner by following the instructions for use of this product.
- 3) Coat the entire threaded portion of the 2 M5X10.5 screws with **Loctite 243**.





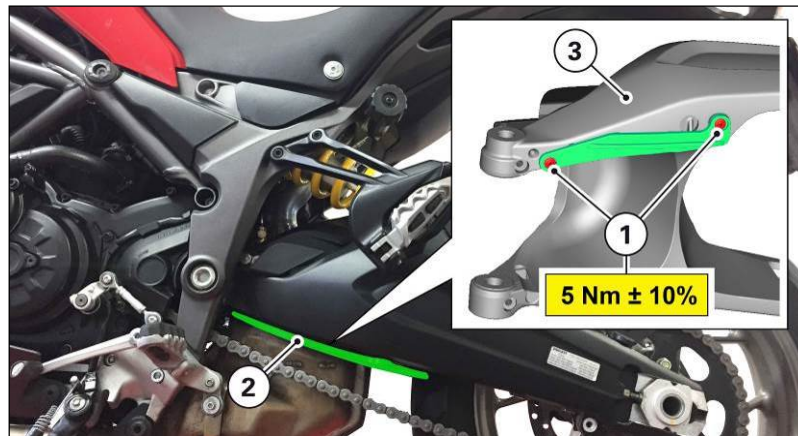
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- 4) Seat the **lower chain slider (2)** to the swing-arm, as shown in the figure, and tighten **M5X10.5 fastening screws (1)** to a torque of **5 Nm ± 10%**.

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Warranty

Reimbursement for work associated with this Workshop Campaign will be accomplished through normal warranty claim procedures using the Campaigns section of DCS. The warranty claim is pre-filled and identified as **CR142**.

Service centers will be reimbursed for **6 minutes** of labor time (1 labor unit) which includes the time necessary for:

- receiving the motorcycle;
- performing the Loctite preventative measure;
- completion of the warranty claim.

The reimbursable labor time takes into account that 90% of the motorcycles involved in this Workshop Campaign are also involved in CR139 Service Campaign (SRV-TSB-17-006 Coolant Hose Replacement); as such the expectation is that both servicing requirements will be performed at the same time. Warranty Claims that do not conform may 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