



Multistrada 1200 Pikes Peak Preload Adjustment Tube Heat Shield

Model: Multistrada 1200 Pikes Peak Model Year 2016-2017
Technical Service Bulletin SRV-TSB-18-003

Date: Wednesday, Jan 24th, 2018
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

Situation



Post production quality inspections have revealed that the initial batch of Multistrada 1200 Pikes Peak Model Year 2016-2017 motorcycles was assembled without 'self-adhesive heat shield' part no. 4601E651A on the preload remote adjustment pipe of the Öhlins rear shock absorber. It is therefore necessary that said heat shield be applied on all motorcycles affected by this Workshop Campaign (CR147 / SRV-TSB-18-003).

Customers

All motorcycles in dealer stock (to be registered or already registered) and awaiting delivery to final Customers must have this Workshop Campaign performed during pre-delivery operations before delivery to the final Customer. All motorcycles already delivered to final Customers must have this Workshop Campaign performed at the next service appointment.

Involved Bikes

The list of VIN numbers involved in this campaign (CR147 / SRV-TSB-18-003) can be found in the following DCS locations:

VIN HISTORY		You can consult the single VIN number.
CAMPAIGN		You can consult all VIN numbers provided by Ducati Motor Holding.

Service Solution

Please use the following instructions to perform this Workshop Campaign:

- 1) Remove the **2 M8x35 screws (1)** securing the **LH pillion rider footpeg (2)**.



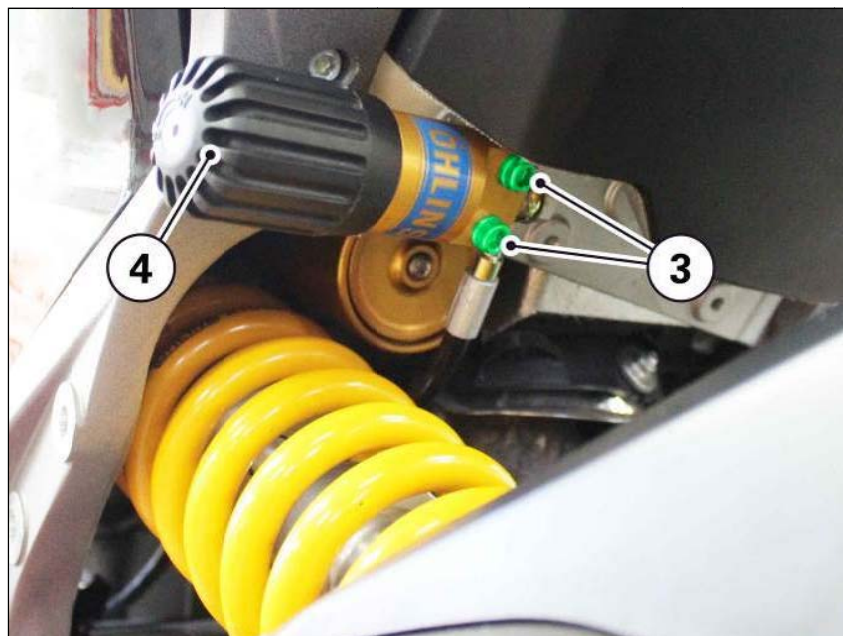
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2) To avoid damage to the swing-arm during operation, apply adhesive tape as shown in the figure.



3) Remove the 2 M6x25 screws (3) securing the pre-load adjustment knob (4) of rear shock absorber to plate.

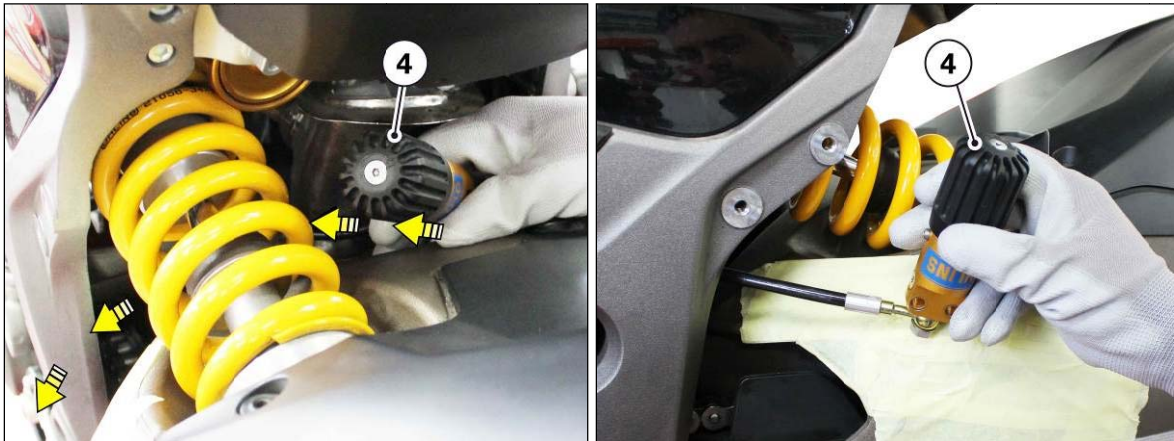




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- 4) Position the pre-load adjustment knob (4) on the external side of the vehicle, on swing-arm side as shown in the figure, taking advantage of the space between the spring and the swing-arm itself.



- 5) Mark the pre-load adjustment pipe with a marker at a distance of 60 mm starting from the union (5) on knob side.



NOTE

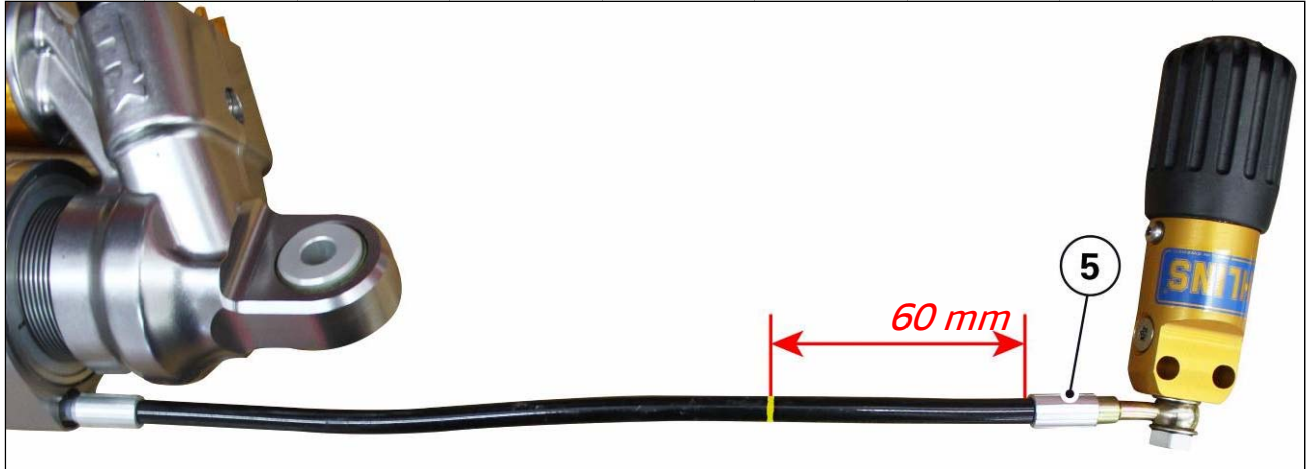
Before applying the 'self-adhesive heat shield', use a wet cloth to thoroughly clean the surface of the preload remote adjustment pipe of the Öhlins rear monoshock absorber, and let dry.

During the application of the 'self-adhesive heat shield', do not touch the adhesive part with your fingers; apply even pressure along the entire contact surface to eliminate any air bubbles.

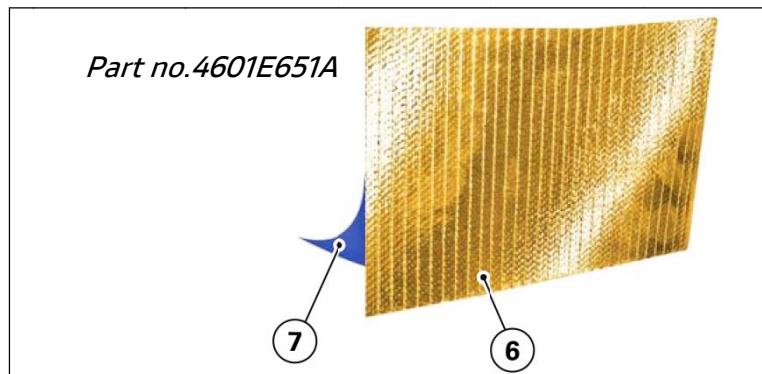


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- 6) Take the 'self-adhesive heat shield' (6) and remove the protective film (7) from the back.

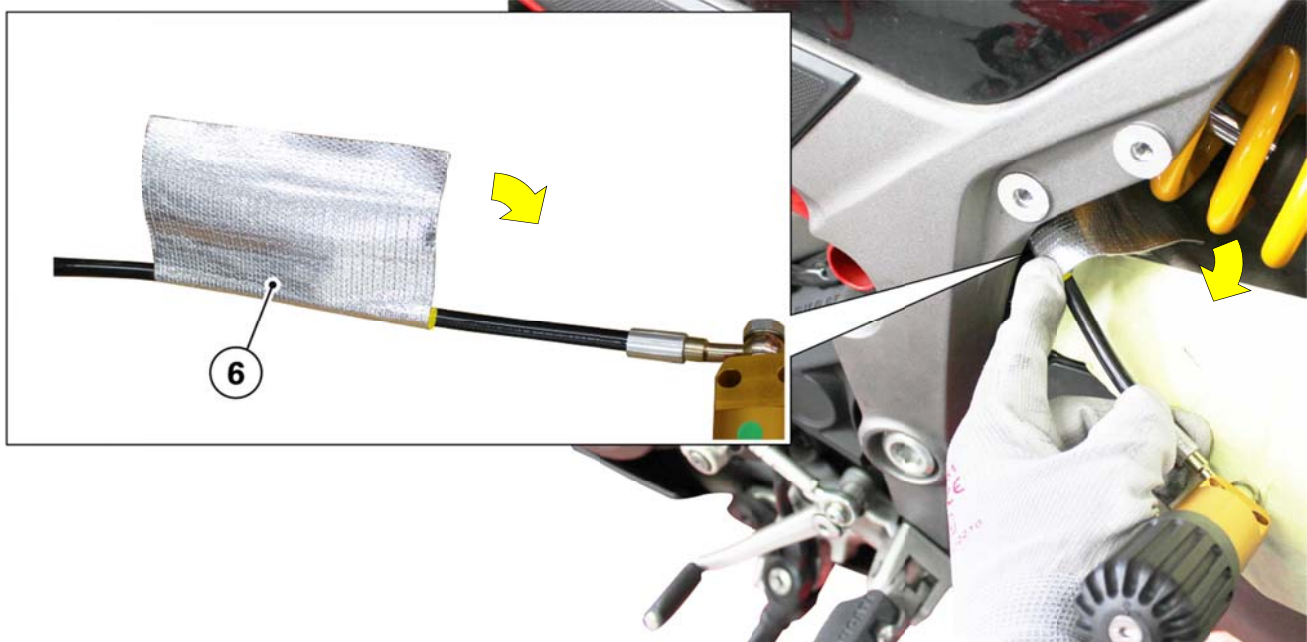


- 7) Starting from the mark made with the marker, wrap the longer side of the 'self-adhesive heat shield' (6) around the pre-load adjustment pipe, as shown in the figure.



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8) Lock the 'self-adhesive heat shield' using **3 small self-locking ties (7)** positioned as shown in the figure.

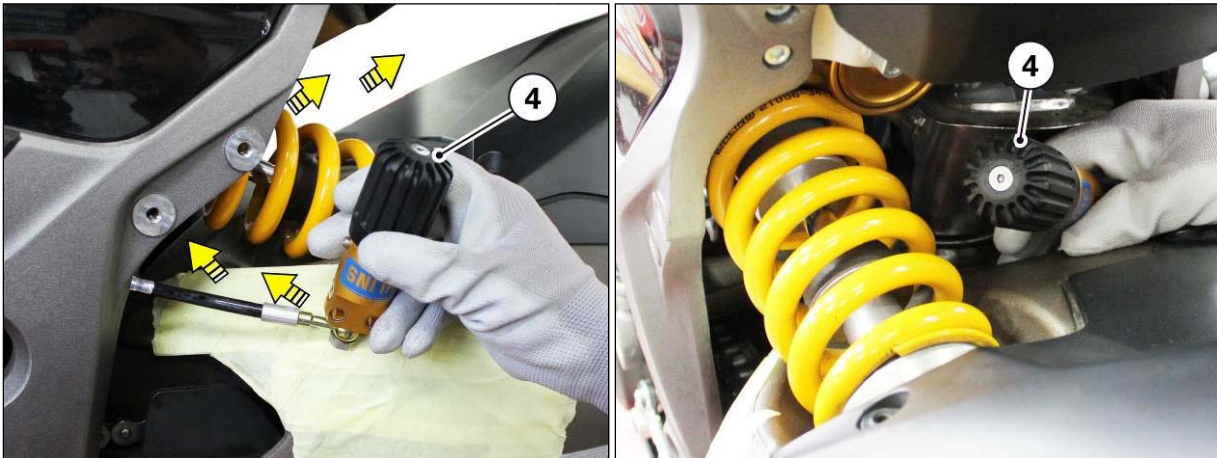




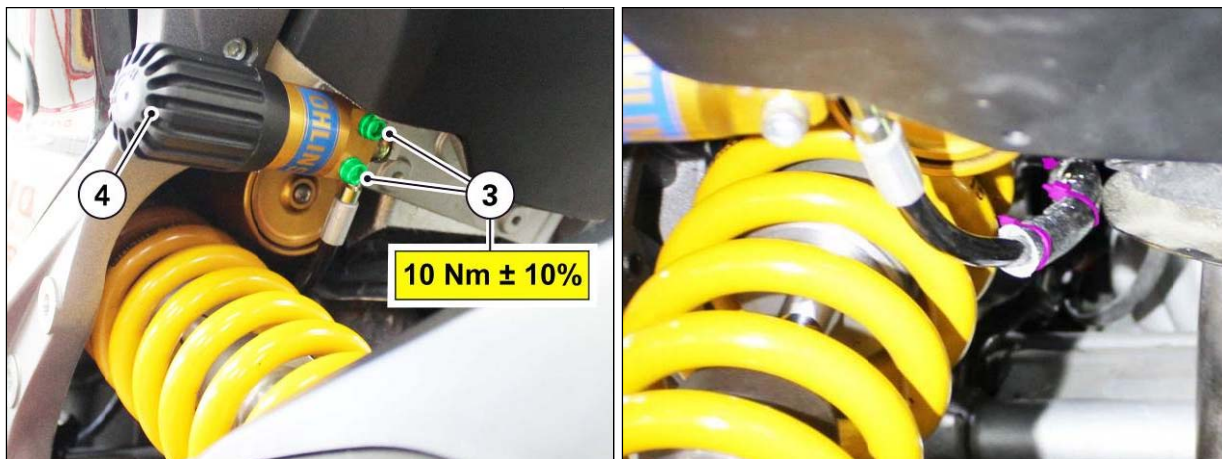
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- 9) Reposition the pre-load adjustment knob (4) in the initial position, taking advantage of the space between the spring and the swing-arm as shown in the figure.



- 10) Position the pre-load adjustment knob (4) on the plate in the orientation shown in the figure, and secure it tightening the 2 M6x25 screws (3) to a torque of 10 Nm ± 10%.
- 11) Position ties (7) with the head facing the spring, as shown in the figure.





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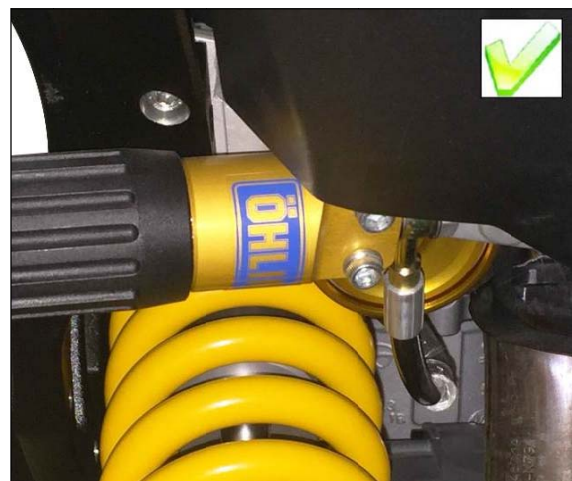
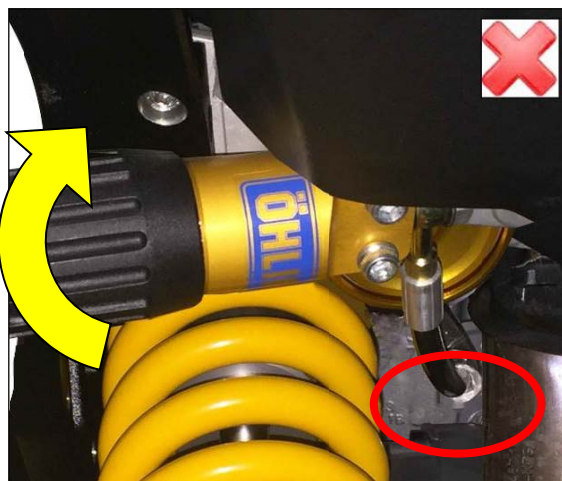
NOTE

Position the pre-load adjustment knob so that the pipe does not come into contact with:

- the rear shock absorber spring



- the vertical head manifold heat guard.



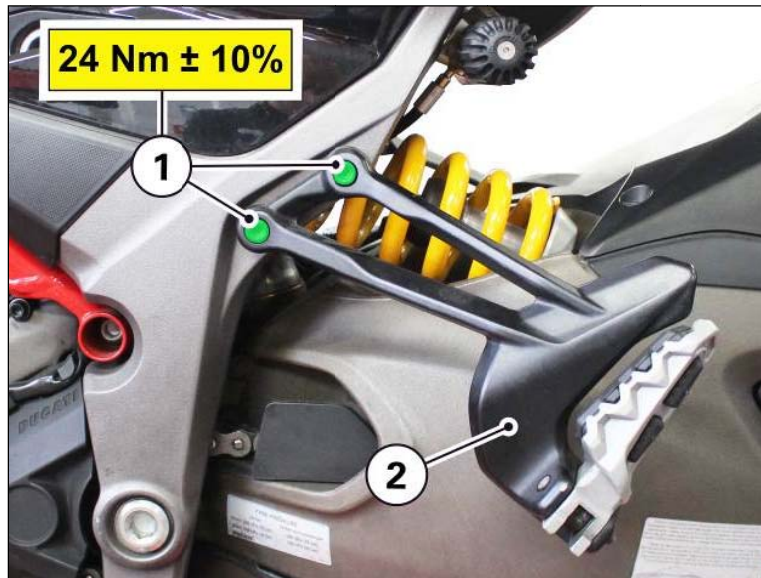
- 12) Secure the LH pillion rider footpeg (2) by tightening the 2 M8x35 screws (1) to a torque of 24 Nm ± 10%.



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13) Remove the adhesive tape.



Spare Parts

The part number required for this Workshop Campaign is as follows:

Part no.	Description	Qty	Image
4601E651A	'Self-Adhesive Heat Shield'	1	

Warranty

Reimbursement for work associated with this Workshop Campaign will be accomplished through the normal warranty claim process using the "Campaigns" section of DCS. The warranty claim is pre-filled and is identified as **CR147**.

Service centers will be reimbursed for 30 minutes of labor time (5 labor units); this includes time necessary for:

- receiving the motorcycle;



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- installation of 'self-adhesive heat shield';
- cost of the 3 small self-locking ties;
- completion of the warranty claim.

The component required to perform this Workshop Campaign is **Part no.4601E651A**.

Warranty Claims that do not conform to these guidelines be charged back to the service center 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