

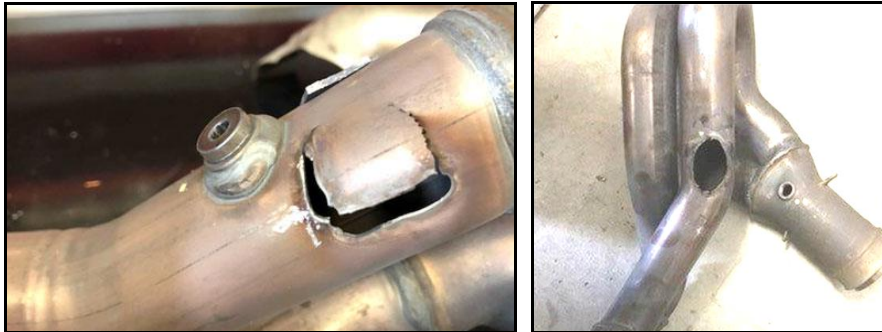


CR171 – Replacement of exhaust manifolds and Bowden cables for exhaust valve opening/closing Panigale V4 (all model and country versions) Technical Service Bulletin SRV-TSB-19-001

Date: January 24, 2018
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

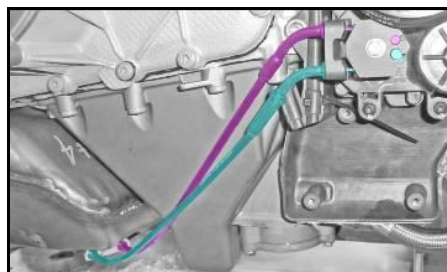
Dear Dealers,

Ongoing quality tests have found in rare cases with highly aggressive sport and track riding, there may be a possible breakage of the exhaust manifolds of the front and rear bank.



To rectify this concern, all motorcycles involved in this campaign (i.e. the first manufactured motorcycles) will be fitted with redesigned and strengthened front and rear exhaust headers. Current production will receive these components during manufacture and are not applicable to the service bulletin.

Together with this upgrade, it is also necessary to replace the Bowden cables for the exhaust valve opening and closing. To perform these upgrades, a **kit part no.69928831A** containing all components required to perform the interventions has been provided.



The intent of the above-mentioned upgrades is to avoid a negative customer experience. **This is not a safety related repair.** We request, when possible, to perform this upgrade during an existing scheduled maintenance intervention or during one of the other upgrades already active on the motorcycle in question in order to reduce the impact to the customer.



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Application

You can find the list of VIN numbers involved in CR171 on the DCS, in sections:

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

PANIGALE V4 RED 2018 CAL DMH					
VIN #	ZDMDAGNW4JB00 xxx	ENGINE #	AGNJ0 xxx	WTY END DATE	03/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	02/14/2018	INVOICE	02/20/2018
WARRANTY TYPE	Standard Warranty	WTY START DATE	03/31/2018	LAST MILEAGE	0 MI

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	CR 171		SRV-TSB-19-001 Exhaust Header Repl. PAN V4	Clutch Oil Hose	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

Customer Impact

All motorcycles in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers will require this inspection during pre-delivery operations, before delivery to the final customer. All motorcycles already delivered to final customers must undergo the below procedure at the next service appointment. Note: this is not a safety recall.

Parts Distribution

The parts necessary to perform this Workshop Campaign CR171 **will not be auto shipped and must be ordered Individually by VIN**

Warranty Reimbursement

Reimbursement for work associated with this Workshop Campaign will be made through the regular warranty claim procedure using the "VIN History" section of the DCS. The warranty claim is pre-filled and is identified as CR171



NOTE

If a motorcycle involved in this campaign has the complete titanium exhaust system by Akrapovic Part no.96481382A or any of the Aftermarket complete exhaust systems installed, only deliver the complete kit part no.69928831A required for system upgrade to the Customer. In this case, the labor will not be charged and only the kit cost will be claimed under warranty



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2 types of operations are provided and described below:

Operation TYPE 1:

Motorcycle equipped with OEM exhaust (installation of kit Part no.69928831A)

	Description	Spare Parts	Labor
TYPE 1	Original exhaust system	Kit Part no.69928831A	■ minutes (■ LU)

Operation TYPE 2:

Motorcycle NOT equipped with OEM exhaust (kit part no.69928831A delivered to customer)

	Description	Spare Parts	Labor
TYPE 2	NON-original exhaust system	Kit Part no.69928831A	-

Reimbursed labor for motorcycles with stock exhaust installed includes time required for:

- Vehicle reception
- Installation or delivery of the kit part no.69928831A to the Customer
- Compensation for the engine oil cost necessary for topping up to the proper level
- Soft cleaning of the motorcycle

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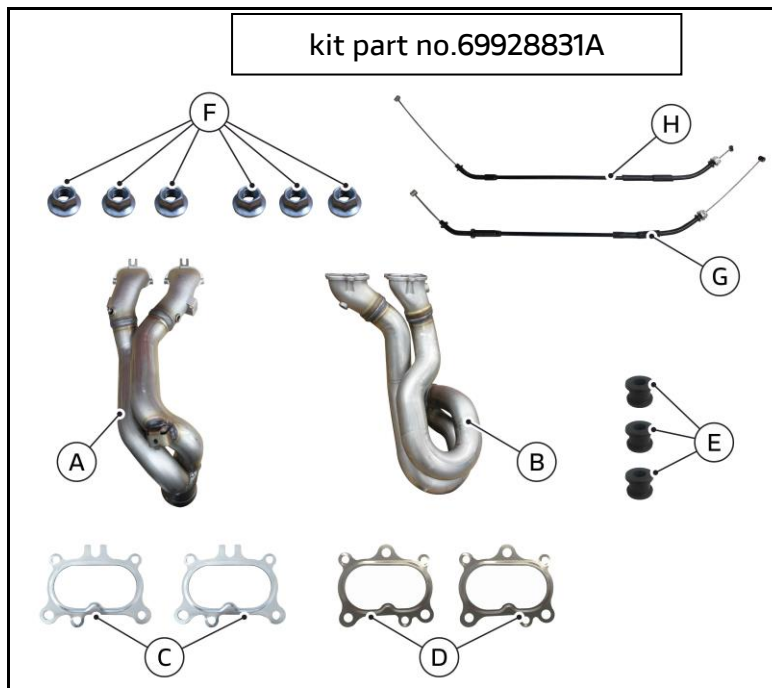
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Spare Parts

The kit part no.69928831A required to perform the upgrade includes:



Kit part no.	Reference	Description	Qty
69928831A	A	Front bank exhaust manifold	1 pc
	B	Rear bank exhaust manifold	1 pc
	C	Front bank exhaust manifold gaskets	2 pcs
	D	Rear bank exhaust manifold gaskets	2 pcs
	E	H-shaped rubber blocks	3 pcs
	F	M6 nuts	6 pc
	G	Bowden cable for exhaust valve opening	1 pc
	H	Bowden cable for exhaust valve closing	1 pc

Note: Self-locking ties required for this repair should be sourced locally



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Additional Service Notes:



NOTE

To make the removal of the front bank exhaust manifold easier, we recommend removing the oil cooler. Check VIN history for **Safety Recall Campaign CR167**. If applicable, proceed with the replacement of the new oil cooler as stated in the bulletin SRV-RCL-18-006

Please inspect VIN history in DCS to identify if any additional recalls or campaigns are active with the unit involved in CR171, and complete the additional required repairs at time of service:

CR 148	Panigale V4 tank updates
CR 150	Engine control unit software calibration update
CR 151	Panigale V4 Vehicle Updates
CR 152	Replacement of number plate holder subframe vibration dampers
CR 153	V4 Brake and Clutch Reservoir Rework
CR 154	Panigale V4 Side Stand Update
CR 160	Inspection and possible replacement of rear brake pads
CR 162	Rear speed sensor cable update
CR 165	Tightening torque of eccentric hub fastening screw update
CR 167	Oil cooler replacement
CR 169	Update of hydraulic tensioner torque
CR 170	Clutch hose replacement

Service Solution



NOTE

To ensure the correct execution of the operation within the provided labor time to carry out the updates, it is necessary to follow the sequence indicated in the following instructions

A video has been made showing you how to correctly perform this operation. It can be viewed at the following link: https://youtu.be/BRo9i_NC03M.

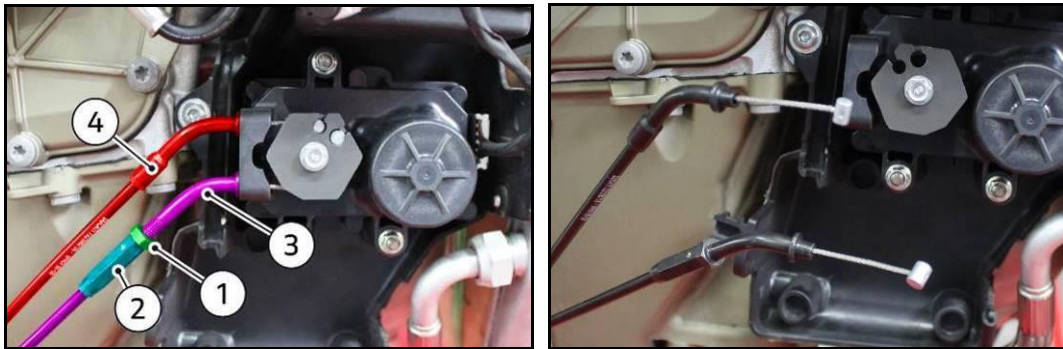




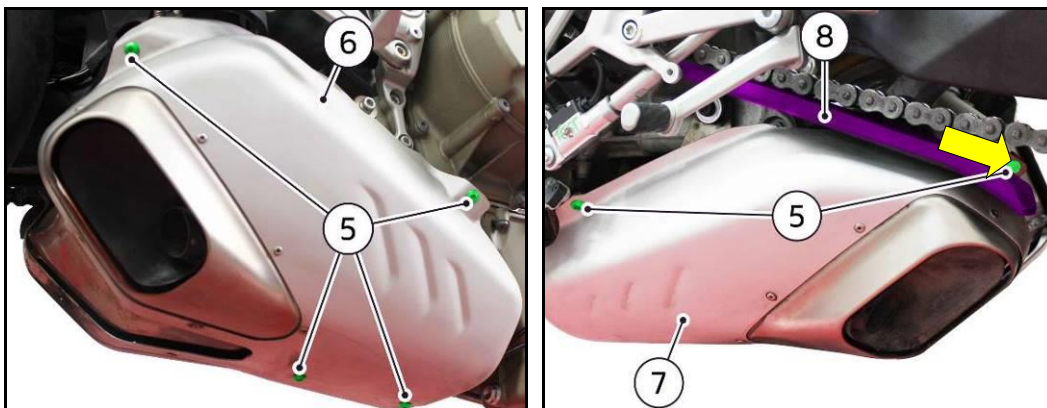
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Part 1: Removal of the Bowden cables for exhaust valve opening and closing

1. Position the motorcycle on the rear paddock stand
2. Remove battery cover, side fairings and side extractors on LH and RH sides of the motorcycle (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual)
3. Working on the RH side of the Motorcycle, loosen **lock nut (1)** and adjustment **ring nut (2)** of **opening Bowden cable (3)** of exhaust valve
4. Slide out **opening (3)** and **closing (4)** Bowden cables from the exhaust valve motor



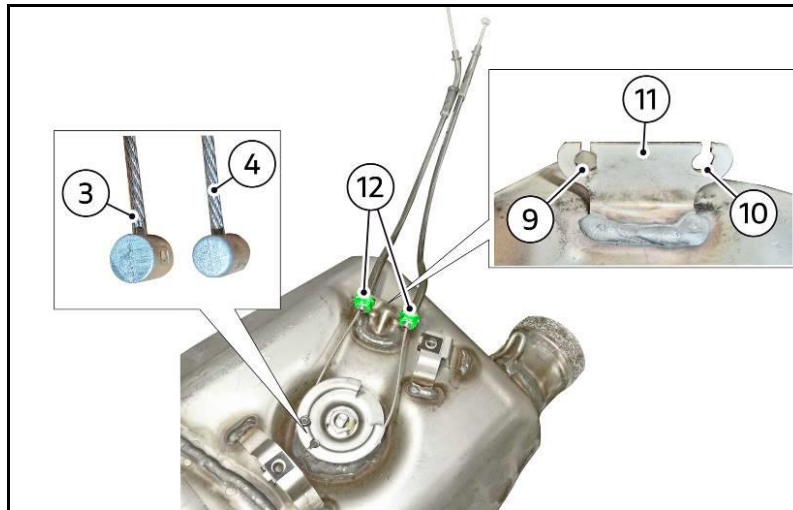
5. Remove the 4 screws M5x10 (5) and slide out silencer RH cover (6)
6. Remove 2 screws M5x10 (5) and slide out silencer LH cover (7) with the splashguard (8)





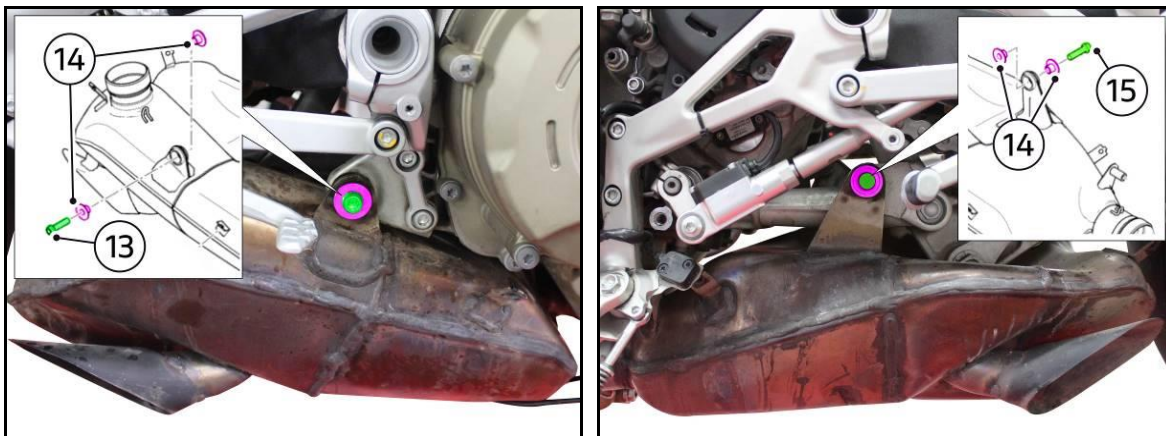
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7. Remove the nipples of the **opening (3)** and **closing (4)** Bowden cables from the relevant **seats (9)** and **(10)** on the **bracket (11)** of the silencer
8. Remove **2 nuts (12)** and slide out **opening (3)** and **closing (4)** Bowden cables of the exhaust valve



Part 2: Rear bank exhaust manifold removal

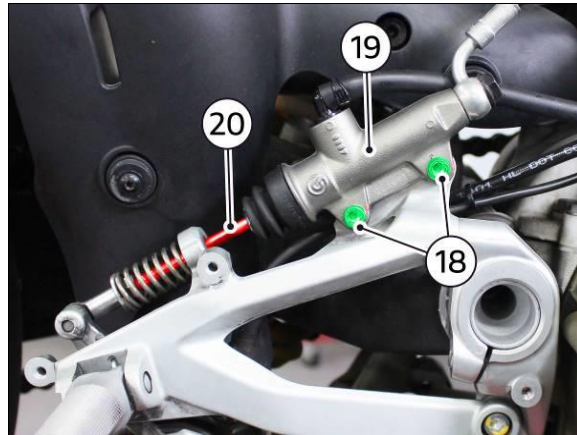
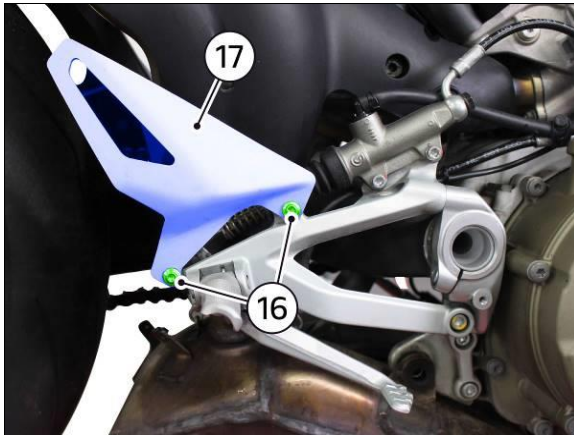
1. Remove **screw M8x30 (13)** and relevant **spacers (14)** fastening the silencer to the support bracket placed on the RH side of the vehicle
2. Remove **screw M8x35 (15)** and relevant **spacers (14)** fastening the silencer to the support bracket placed on the LH side of the vehicle



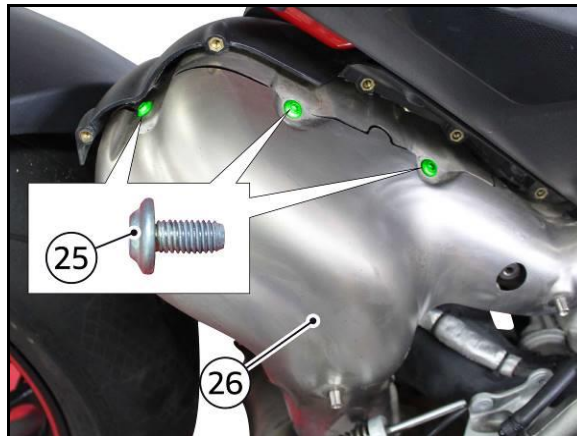
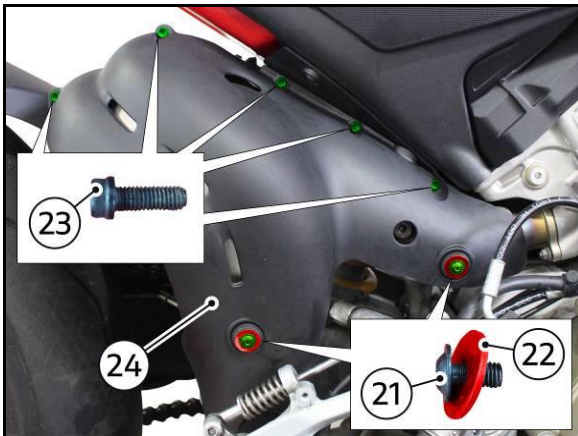


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3. Remove the 2 screws M5x12 (16) securing the RH front heel guard (17)
4. Remove the 2 screws M5x16 (18) securing rear brake master cylinder (19) and slide out the master cylinder body from the pin (20)



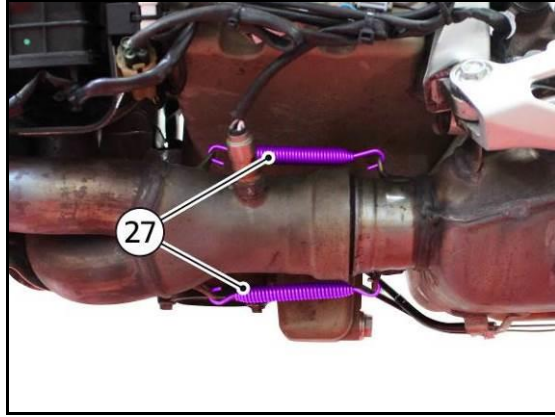
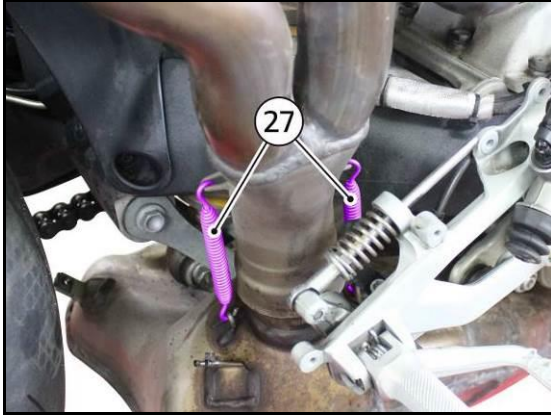
5. Remove the 2 screws M5x10 (21) with relevant washer (22) and the 5 screws M5x14 (23) securing heat guard cover (24) on the RH side
6. Remove the 3 screws M5x10 (25) and slide out the RH heat guard (26).





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7. Remove the 4 springs (27) joining the rear and front bank manifolds to the silencer

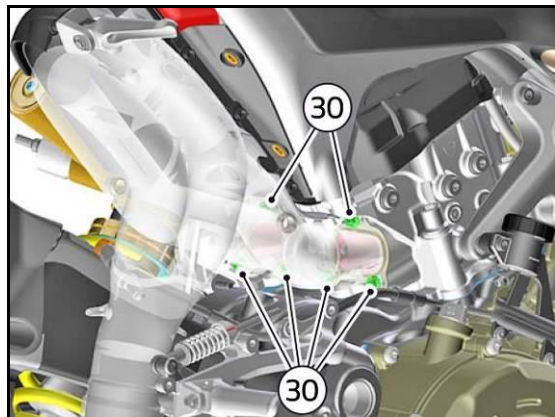
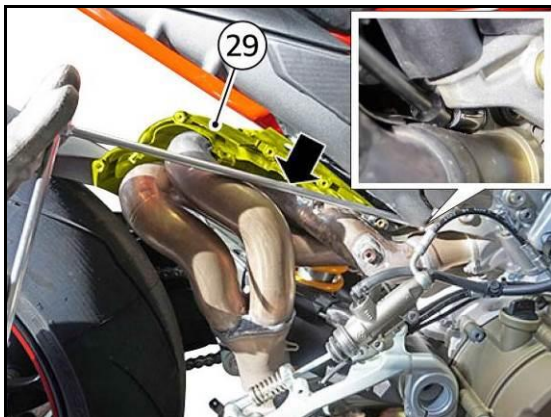


NOTE

To make the removal of fastening nuts of the rear bank exhaust manifold easier, remove the 2 screws M5x12 (16) securing LH front heel guard (28)



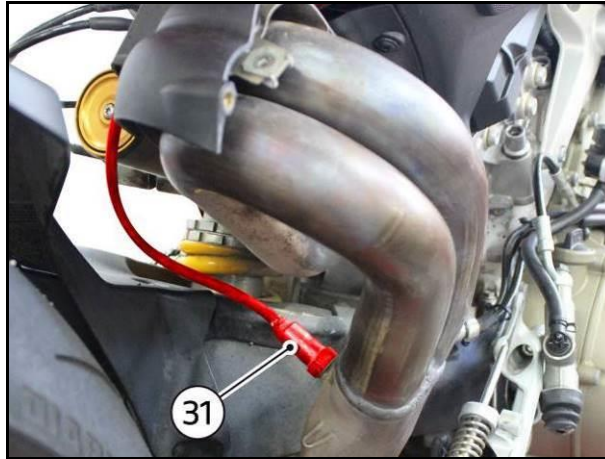
8. Move LH heat guard (29) to gain access to the fastening nuts of the exhaust manifold
9. Remove the 6 M6 nuts (30) fastening the exhaust manifold to the rear bank





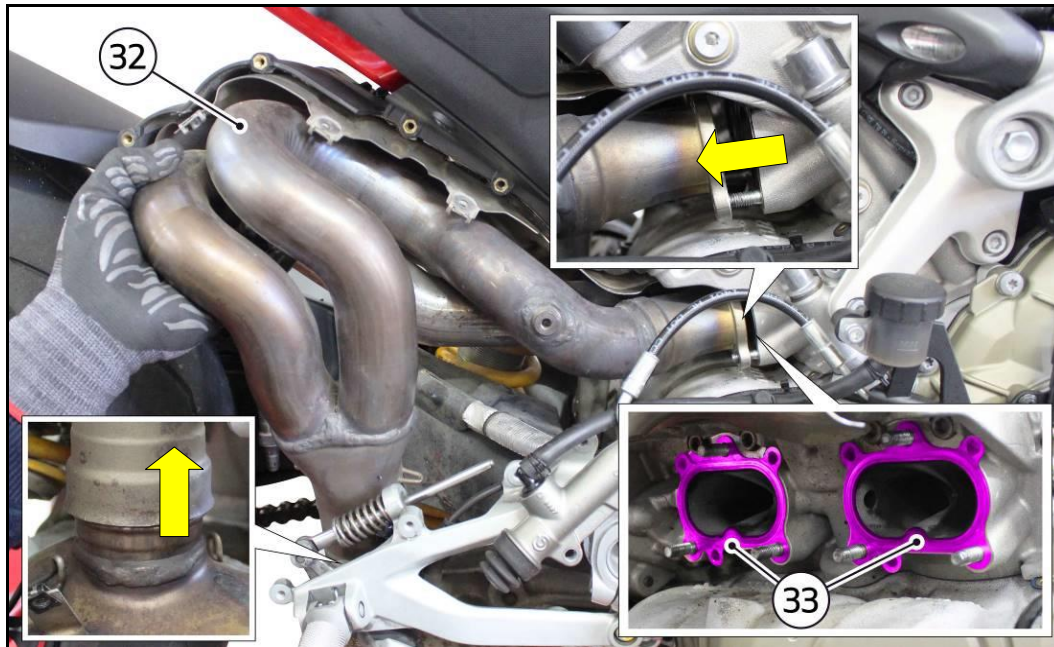
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10. Remove the lambda sensor (31) of the rear bank exhaust manifold



11. Remove the rear bank exhaust manifold (32), pulling it out from the stud bolts and from the silencer, as shown in the figure

12. Remove the 2 gaskets (33)

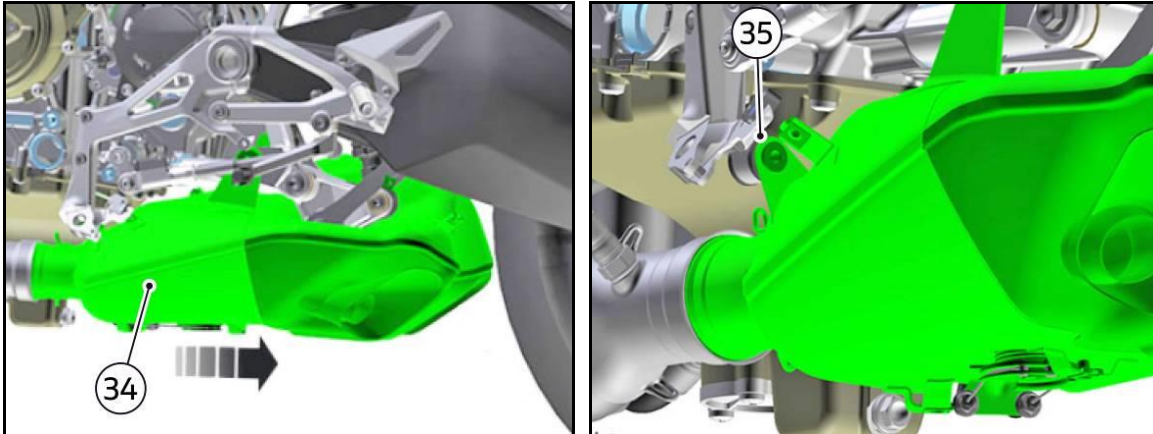




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Part 3: Front bank exhaust manifold removal

1. Remove **silencer (34)** by pulling it towards the rear side of the motorcycle in order to release it from the **support (35)**



NOTE

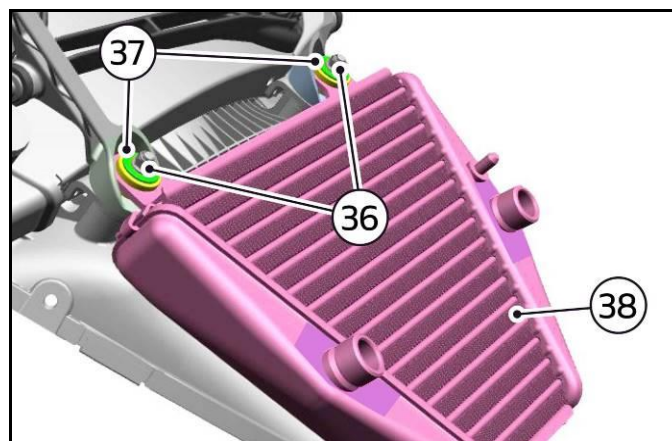
To make the removal of the front bank exhaust manifold easier, we recommend removing the oil cooler. Apply some protections on the front and rear side of the oil cooler in order to protect the fins and avoid any damage during assembly



WARNING

In order to perform the operation, it is NOT necessary to completely drain the oil from the engine.

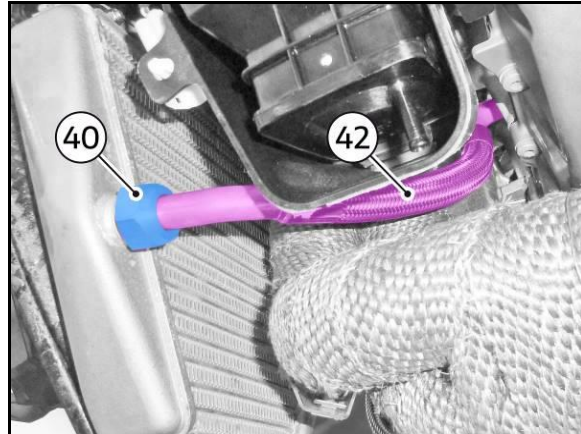
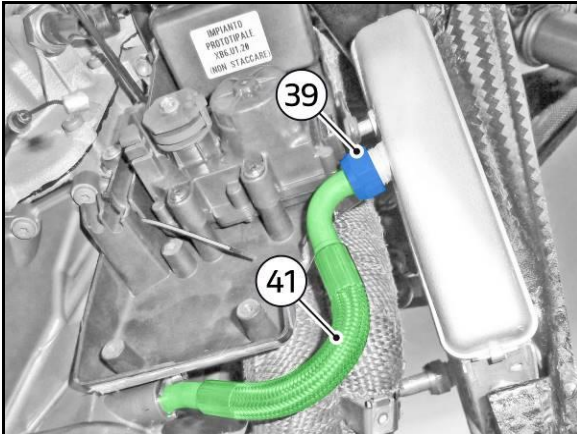
2. Remove the 2 **nuts (36)** and the relevant **spacers with collar (37)** retaining the **oil cooler (38)** to the radiator duct





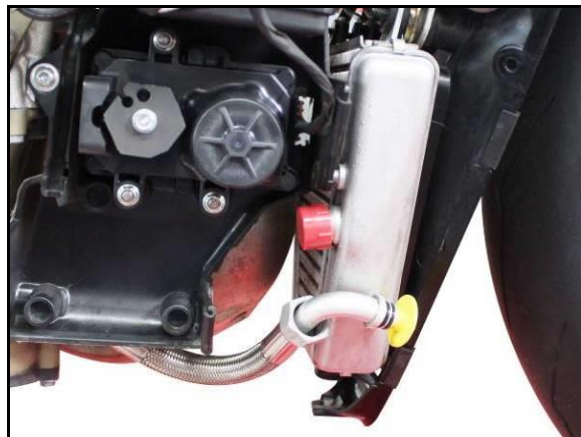
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3. Remove the nut (39) and the nut (40) respectively retaining the return hose (41) and the delivery hose (42) of the oil cooler



NOTE

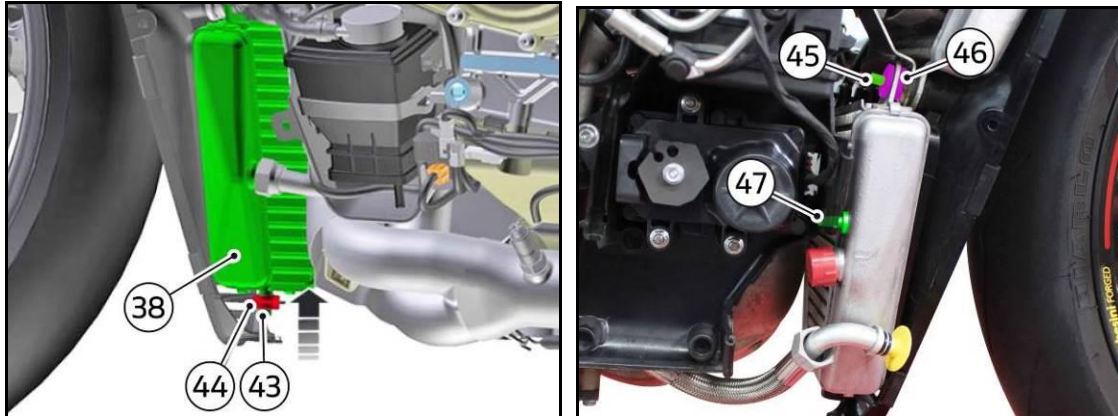
To prevent oil from leaking out of the cooler and delivery and return hoses, use service caps as shown in the figure



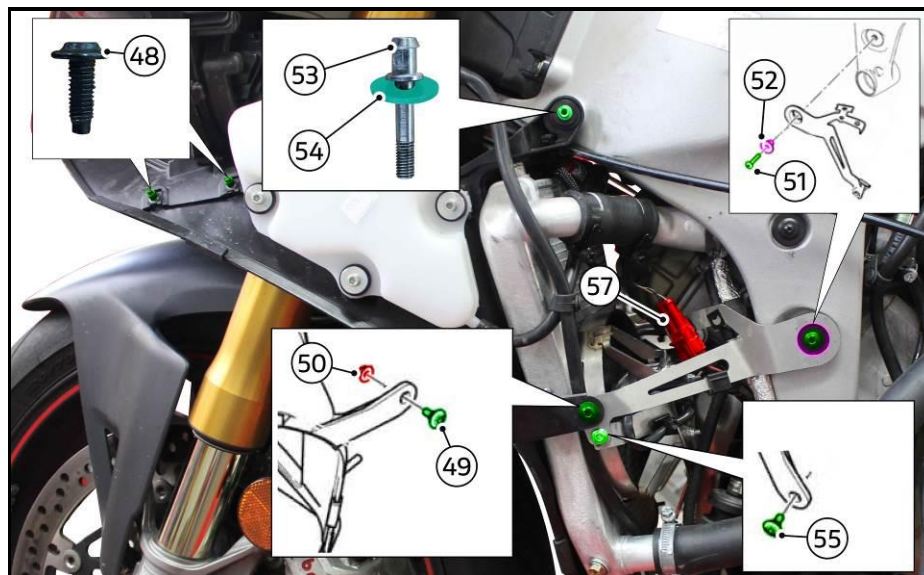


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4. Remove the oil cooler (38) by:
 - 4.1 Slide out pin (43) from the vibration damper (44) present on the radiator duct
 - 4.2 Slide out the 2 stud bolts (45), on RH and LH side of the Radiator duct, from the vibration dampers (46) present on the oil cooler
 - 4.3 Slide pin (47) out of the exhaust valve motor support (motorcycle RH side)



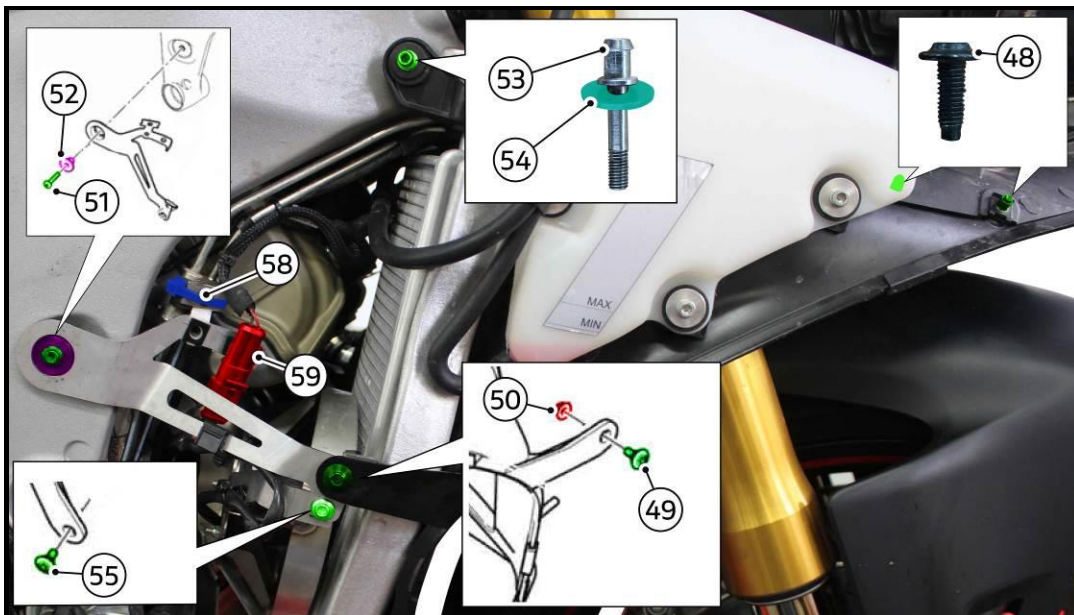
5. Working on vehicle LH side remove:
 - 5.1 the 2 M5x12 screws (48) securing the Radiator duct to the air conveyor
 - 5.2 the M5x9 screw with collar (49) while holding nut (50)
 - 5.3 the M5x25 screw (51) with spacer (52) securing fan support plate
 - 5.4 the special screw (53) with relevant washer (54) securing Radiator duct to frame
 - 5.5 the screw (55)
 - 5.6 the LH fan connector (57) from the support



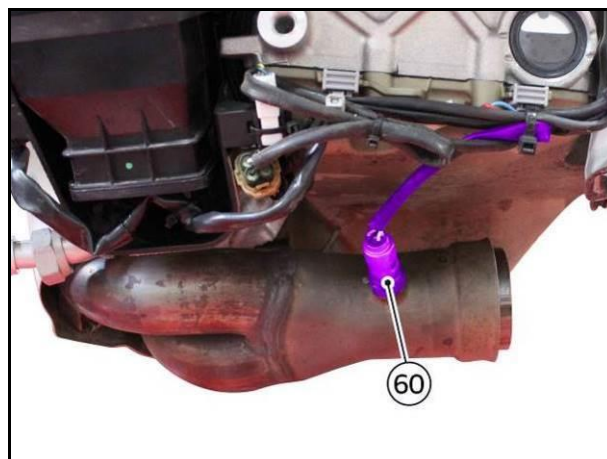


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6. Working on RH side remove:
 - 6.1 the 2 M5x12 screws (48) securing the radiator duct to the air conveyor
 - 6.2 the M5x9 screw with collar (49) while holding nut (50)
 - 6.3 the special screw (53) with relevant washer (54) securing Radiator duct to frame
 - 6.4 the M5x25 screw (51) with spacer (52) securing fan support plate
 - 6.5 the screw (55)
 - 6.6 the self-locking tie (58)
 - 6.7 the RH fan connector (59) from the support



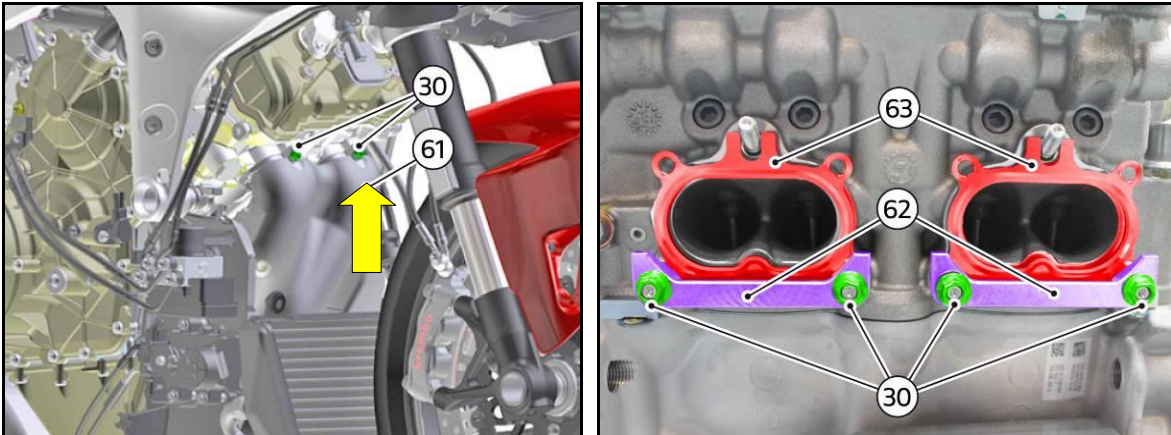
7. Remove the lambda sensor (60) of the front bank exhaust manifold





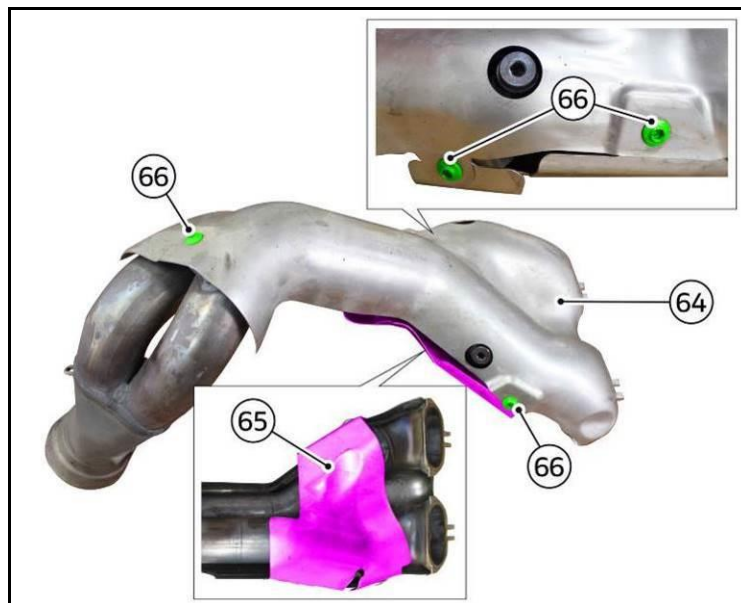
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8. Remove the **2 upper M6 nuts (30)** securing the front bank exhaust manifold (**61**) using a T-wrench with joint and pull out the manifold upwards, as shown in the figure
9. Remove the **4 M6 nuts (30)** so that the **2 plates (62)** and the **2 gaskets (63)** of the front bank exhaust manifold can be pulled out.



Part 4: Preparation and assembly of front bank exhaust manifold

1. Separate the **heat guard (64)** of the front bank exhaust manifold from the starter motor heat guard (**65**) removing the **4 M5x10 screws (66)**



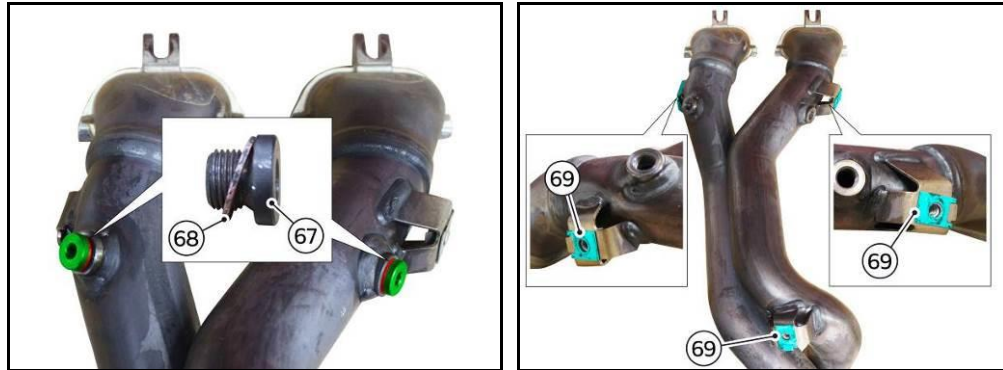


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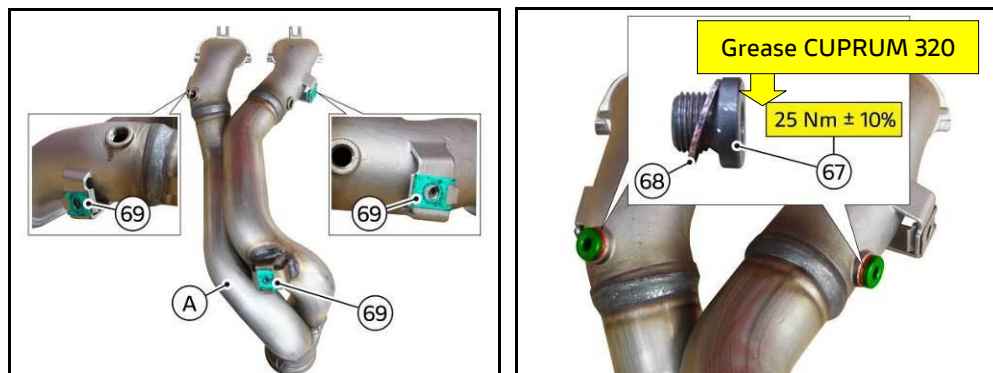
2. Remove the 2 plugs (67) for CO inspection with the relevant copper washers (68)
3. Remove the 3 quick couplings (69) from the front bank manifold



4. Take the new front bank exhaust manifold (A) identifiable by a new geometry and production process, as shown in the figure



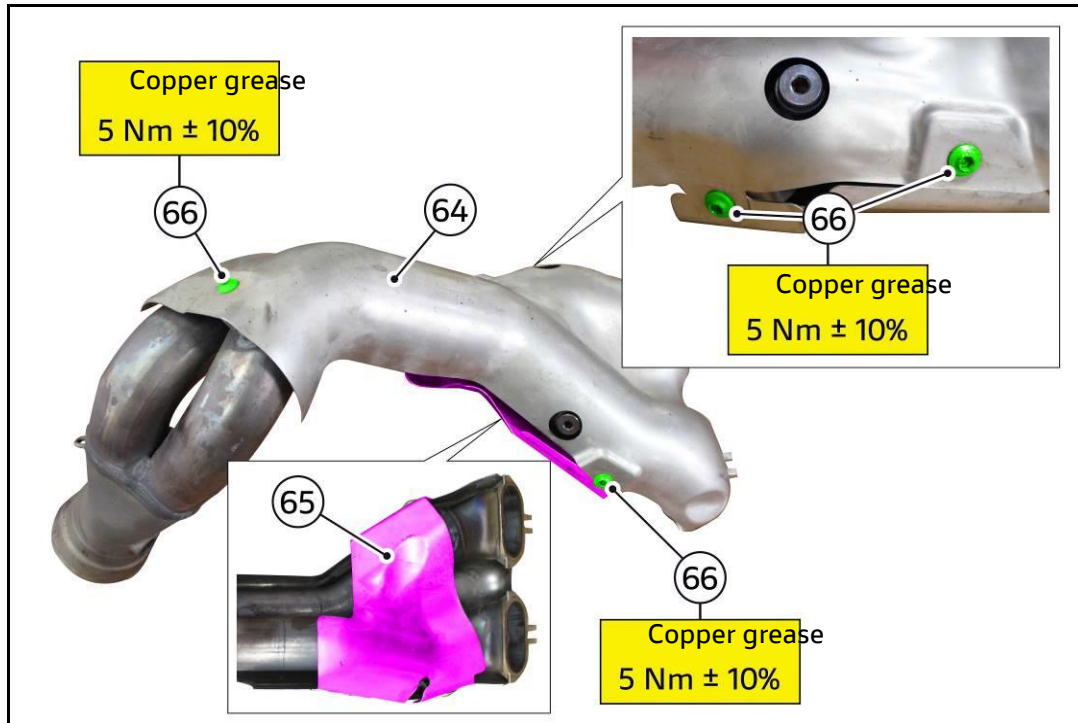
5. Install the 3 quick couplings (69) on the new front bank exhaust manifold (A)
6. Apply copper grease CUPRUM 320 (or equivalent) on the threading of 2 plugs (67) for CO inspection and install them on the new front bank manifold with the copper washers (68)
7. Tighten the 2 plugs (67) to 25 Nm ± 10%



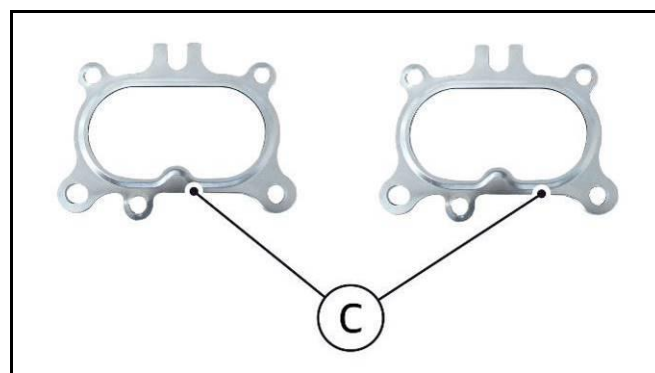


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8. Install the **heat guard (64)** of the front bank exhaust manifold and the **heat guard (65)** of the starter motor on the new manifold using the **4 M5x10 screws (66)** as shown in the figure
9. Apply copper grease CUPRUM 320 (or equivalent) on the threading of the 4 M5x10 screws (66) and tighten to 5 Nm ± 10%



10. From kit part no.69928831A take the 2 new **gaskets (C)** of the front bank exhaust manifold.





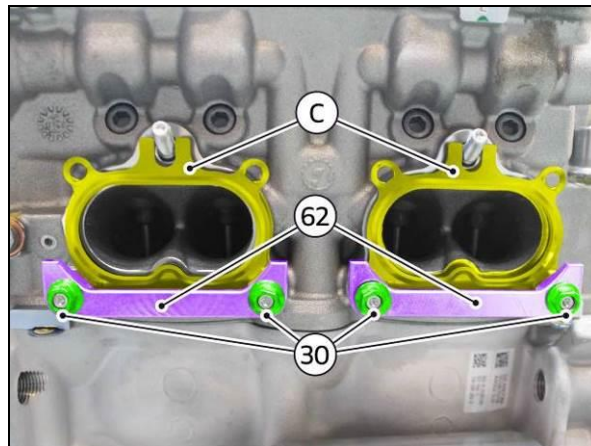
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11. Install the 2 new **gaskets (C)** and the 2 **plates (62)** on the head of the front bank as shown in the figure
12. Start the 4 **nuts (30)** without tightening



NOTE

If damaged during the removal of the exhaust manifold of the front bank, it is possible to use the new nuts (F) supplied with the kit part no.69928831A.



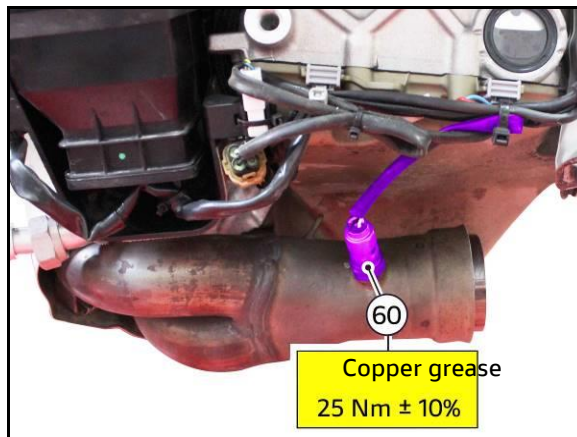
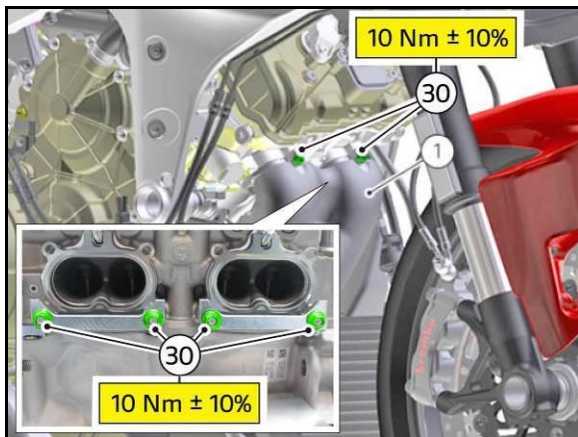
13. Install the new front exhaust manifold inserting the stud bolts in the relevant seats and then starting the 2 **nuts (30)**
14. Tighten the 6 **nuts (30)** securing the manifold to **10 Nm ± 10%**



NOTE

If damaged during the removal of the exhaust manifold of the front bank, it is possible to use the new nuts (F) supplied with the kit part no.69928831A.

15. Apply copper grease CUPRUM 320 (or equivalent) on the threading, start the **lambda sensor (60)** on the front bank exhaust manifold, on the LH side of the motorcycle and tighten to **25 Nm ± 10%**





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16. Working on vehicle LH side tighten:

16.1 the 2 M5x12 screws (48) securing the Radiator duct to the air conveyor to **2.5 Nm ± 10%**

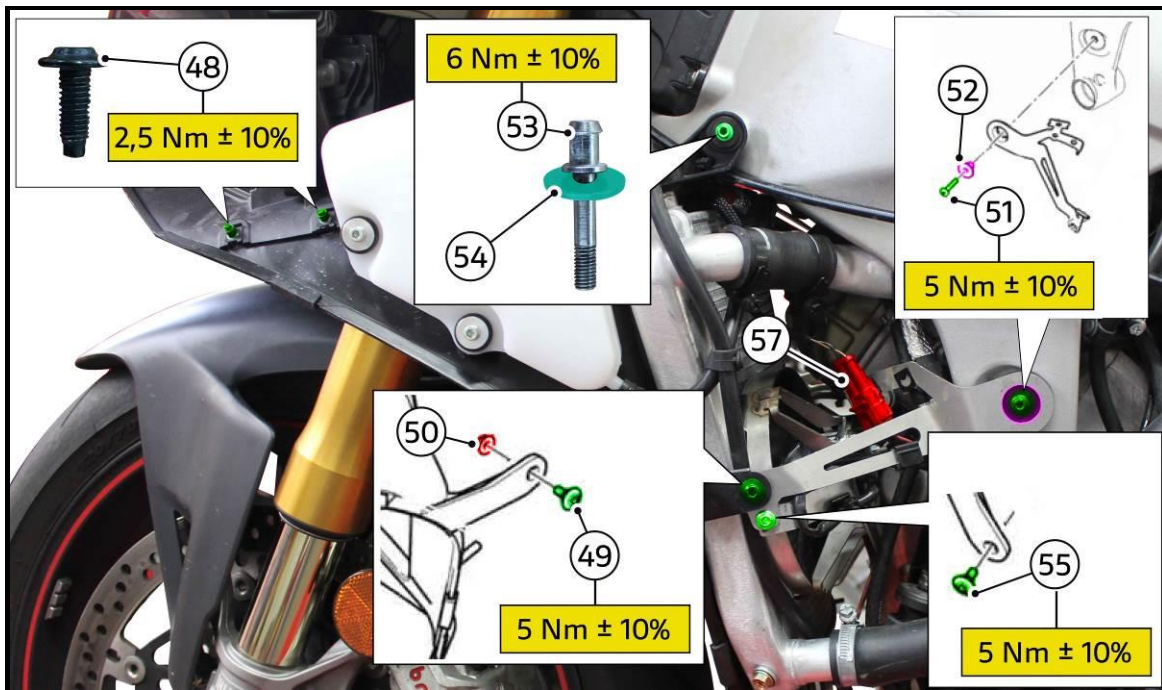
16.2 the screw M5x9 with collar (49) while holding the nut (50) to **5 Nm ± 10%**

16.3 the M5x25 screw (51) with spacer (52) securing fan support plate to **5 Nm ± 10%**

16.4 the special screw (53) with washer (54) securing Radiator duct to frame to **6 Nm ± 10%**

16.5 the screw (55) to **5 Nm ± 10%**

17. Reposition the LH fan connector (57) on the relevant bracket





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18. Working on vehicle RH side tighten:

18.1 the 2 M5x12 screws (48) securing the Radiator duct to the air conveyor to **2.5 Nm ± 10%**

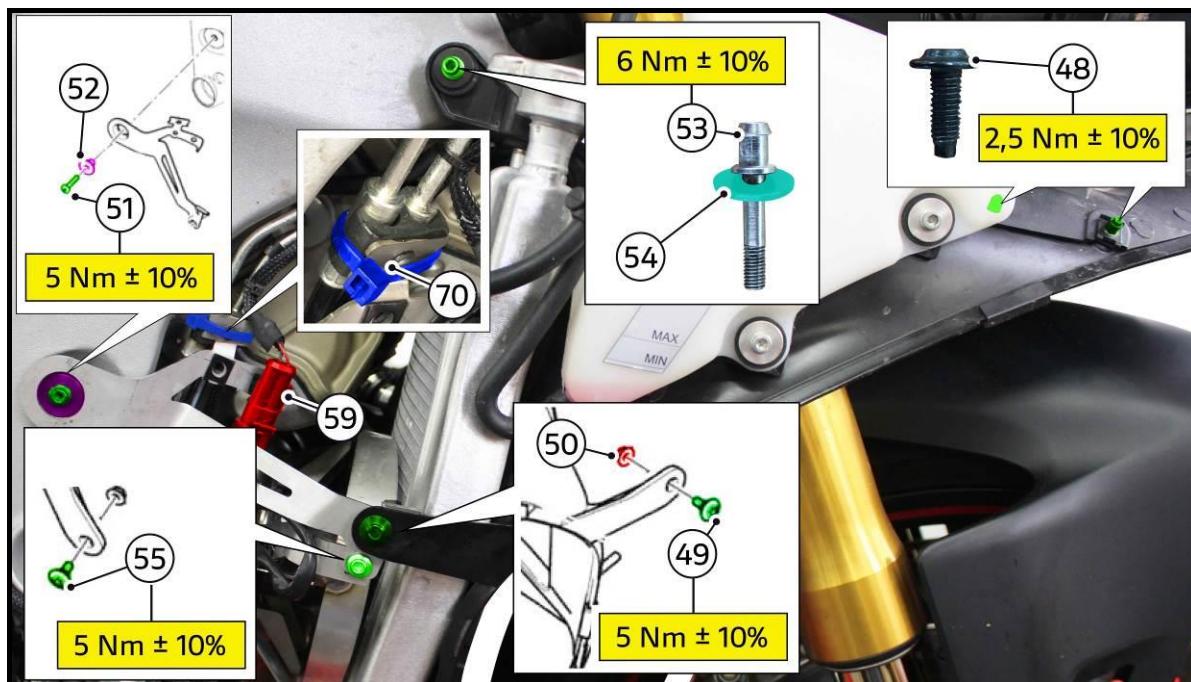
18.2 the screw M5x9 with collar (49) while holding the nut (50) to **5 Nm ± 10%**

18.3 the special screw (53) with washer (54) securing Radiator duct to frame **6 Nm ± 10%**

18.4 the M5x25 screw (51) with spacer (52) securing fan support plate

18.5 the screw (55) to **5 Nm ± 10%**

19. Reposition the LH fan connector (59) on the relevant bracket and secure with a small self-locking tie (70) the oil hoses of the front braking system to the relevant hose grommet as shown in the figure



NOTE

Check that between the fan support and the coolant radiator there is a gap of **2 mm**



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20. Install the oil cooler (38) inserting:

20.1 the pin (43) in the vibration damper (44) present on the Radiator duct

20.2 the 2 vibration dampers (46) in the threaded stud bolts of the Radiator duct

20.3 the pin (47) into its vibration damper present on exhaust valve motor support (motorcycle RH side)

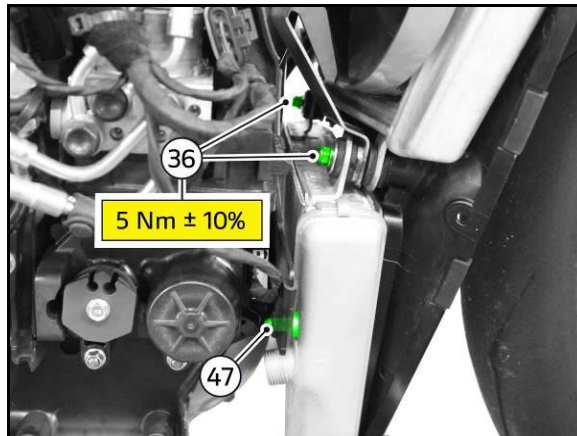
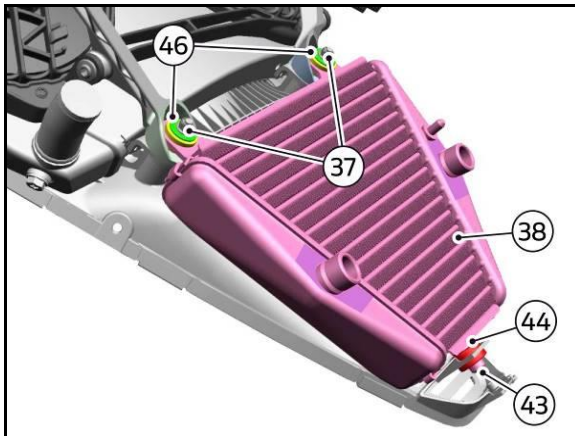
20.4 the 2 spacers with collar (37) on the 2 vibration dampers (46)



NOTE

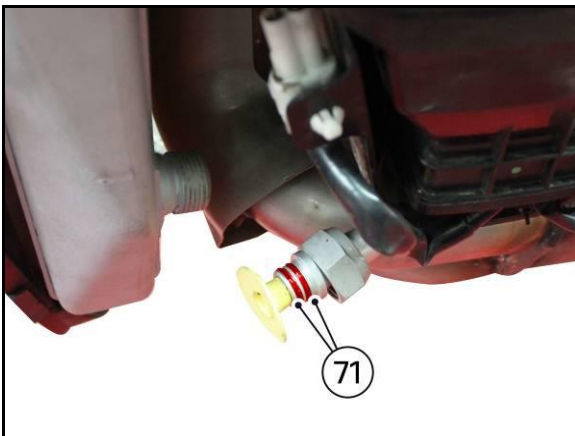
To facilitate the insertion of pins and stud bolts inside vibration dampers, we suggest to lubricate the vibration dampers with rubber lubricant KLÜBERPLUS S 06/100 (or equivalent)

21. Start the 2 nuts (36) and tighten them to **5 Nm ± 10**



NOTE

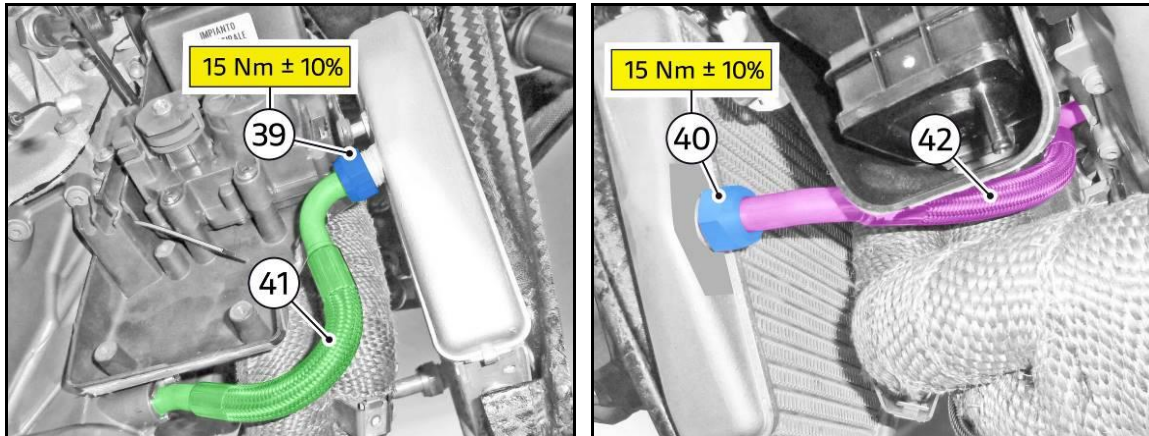
Before installing the oil cooler delivery and return hoses, apply engine oil on the 4 O-Rings (71) to avoid damage during assembly





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22. After removing the service caps, install the oil cooler **return hose (41)** and **delivery hose (42)** tightening the **nuts (39)** and **(40)** to **15 Nm ± 10%**



WARNING

To tighten the nuts retaining oil delivery and return hoses to cooler you must use a torque wrench with 24 mm fork socket

If you use an adapter for the 24 mm fork insert make sure to adjust the torque value according to the torque wrench in use



23. Remove the 2 front and rear protections from the oil cooler and use a rag to clean any oil residues on the motorcycle



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24. Restore the proper oil level in the engine



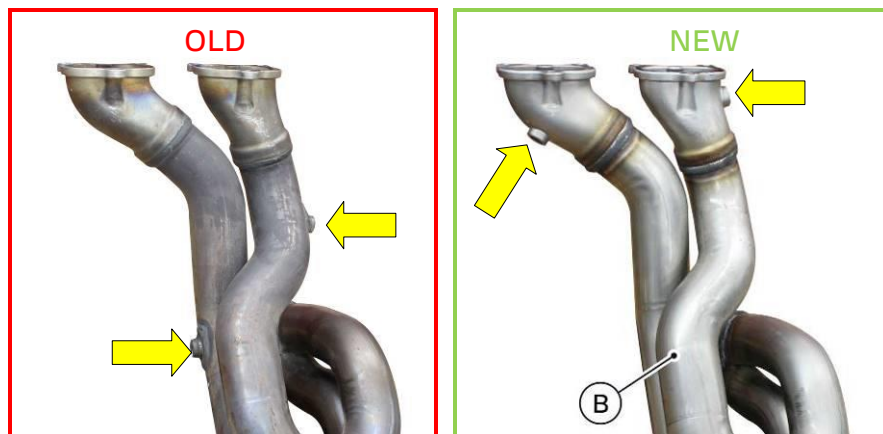
NOTE

To carry out the engine oil level check it is always necessary to comply with the 2 important conditions set out below:

- engine off for at least 2 hours to allow time for the oil to reach the sump
- motorcycle positioned with both tires resting on on level surface with and in an upright position

Part 5: Preparation and assembly of rear bank exhaust manifold

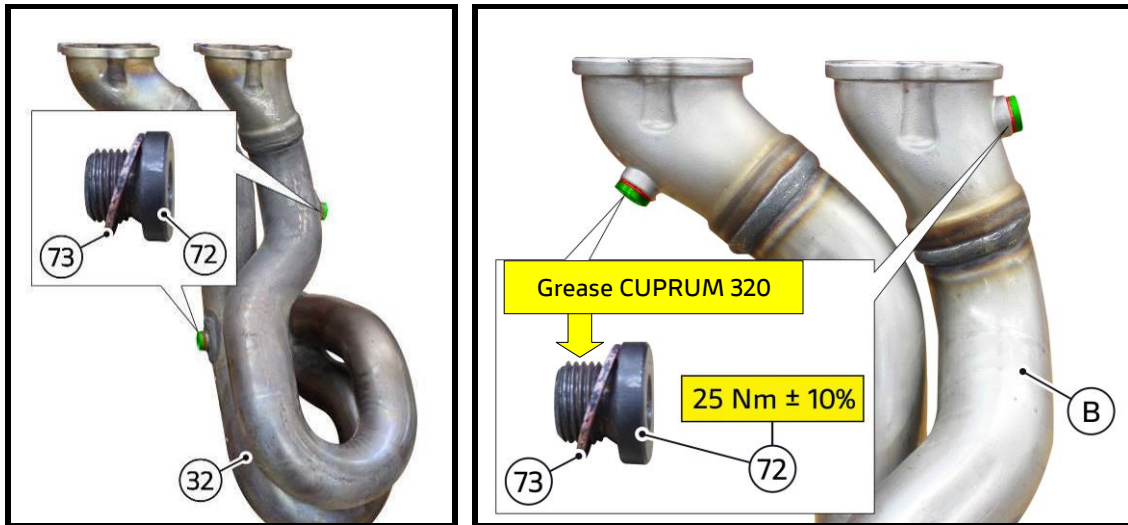
1. Take the new **rear bank exhaust manifold (B)** from the kit part no.69928831A identifiable by a new position of the plugs for CO inspection, as shown in the figure



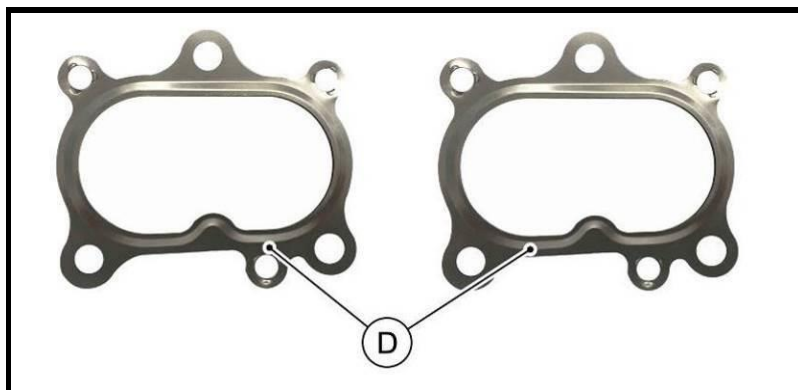


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2. Remove the 2 **plugs (72)** for CO inspection with the relevant **copper washers (73)** from the old **manifold (32)** of the rear bank exhaust
3. Apply copper grease CUPRUM 320 (or equivalent) on the threading of 2 **plugs (72)** for CO inspection and install them on the new rear bank exhaust **manifold (B)** with the relevant **copper washers (73)**. Tighten the 2 **plugs (72)** to **25 Nm ± 10%**



4. From kit part no.69928831A take the 2 new **gaskets (D)** of the rear bank exhaust manifold





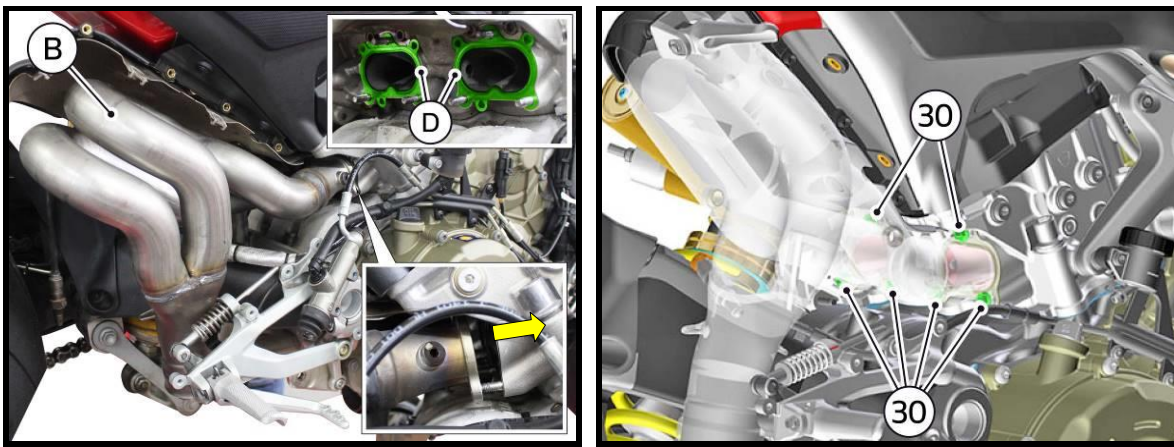
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5. Install the 2 new **gaskets (D)** on the head of the rear bank as shown in the figure
6. Install the new **rear bank exhaust manifold (B)** inserting the stud bolts in the relevant holes and starting, without tightening, the retaining **6 nuts (30)**



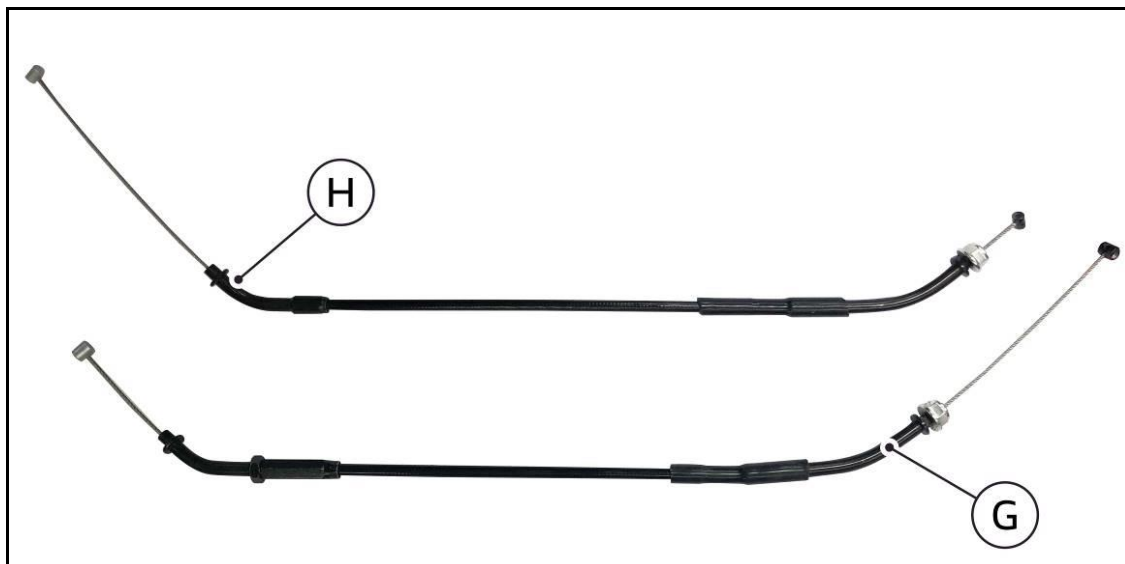
NOTE

If damaged during the removal of the exhaust manifold of the front bank, it is possible to use the new nuts (F) supplied with the kit part no.69928831A.



Part 6: Assembly of Bowden cables for opening and closing exhaust valve motor

1. From kit part no.69928831A, take the new **opening (G)** and **closing (H)** Bowden cables of the exhaust valve





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2. Install the new Bowden cables on the **silencer (34)** inserting the terminals of **cable (G)** and **cable (H)** in the relevant **seats (74)** and **(75)** on **bracket (76)** of **silencer (34)**.

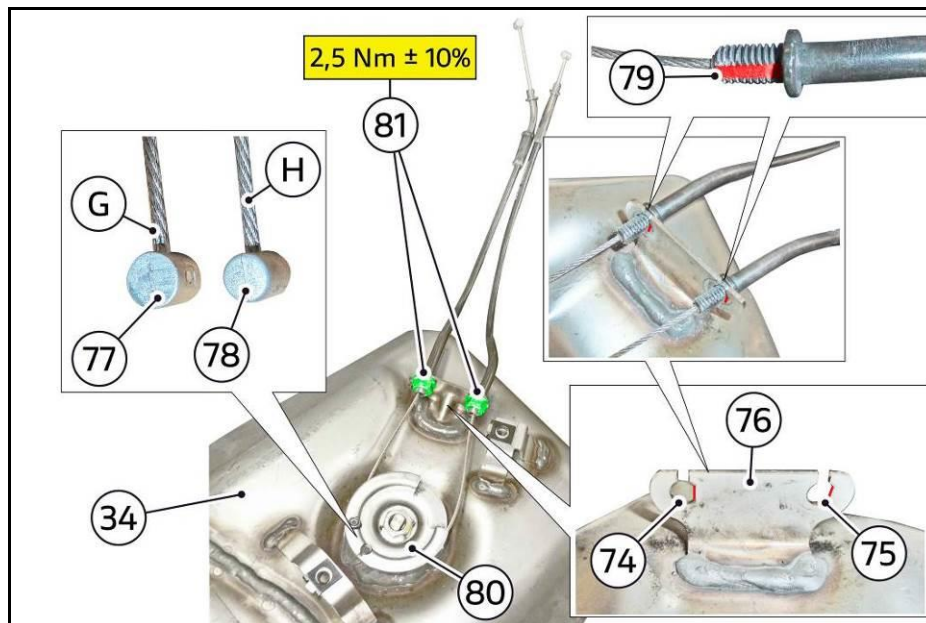


NOTE

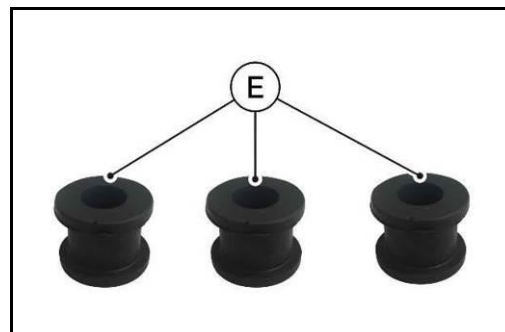
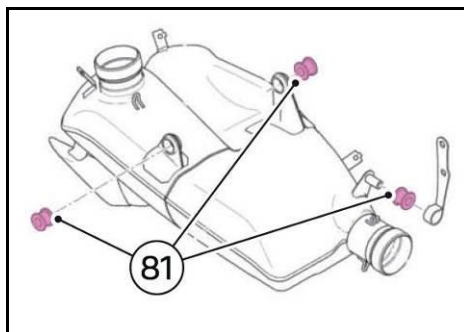
Cable (G) has the **big nipple (77)** while cable (H) has the **small nipple (78)**

The terminals must be aimed so that the **flat side (79)** is positioned in correspondence of the straight side, marked in red, of **seats (74)** and **(75)**.

3. Fit the **big nipple (77)** of **cable (G)** and the **small nipple (78)** of **cable (H)** in the relevant seats on **pulley (80)** as shown in the figure
4. Start the **2 nuts (81)** on the terminals of **cables (G)** and **(H)** and tighten to **2.5 Nm ± 10%**



5. Remove the **3 H-shaped rubber blocks (81)**, two fitted on the brackets on the silencer and one fitted on the silencer support bracket on the LH side of the motorcycle.
6. From kit part no.69928831A, take the **3 new H-shaped rubber blocks (E)** identifiable by a new material more resistant to high temperatures that prevents deterioration





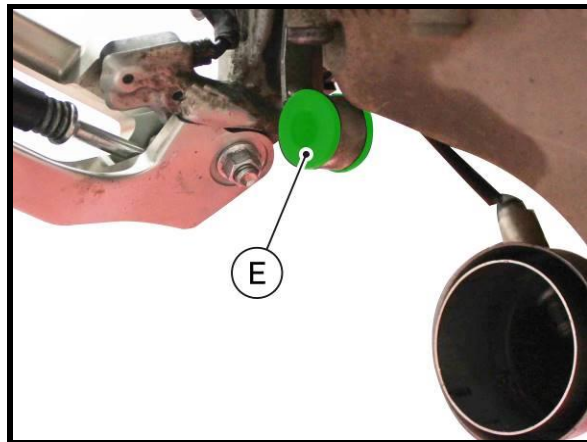
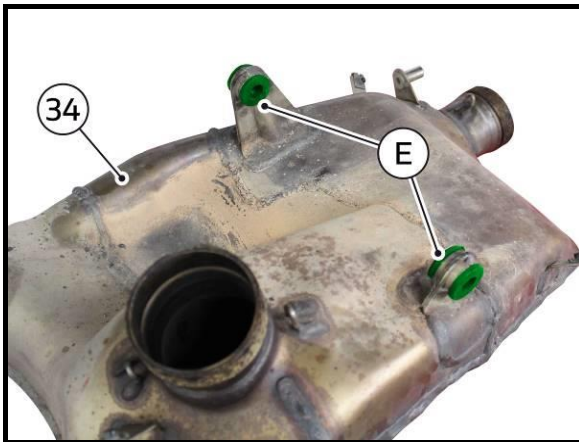
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7. Install the **3 new H-shaped rubber blocks (E)**, 2 on the relevant brackets on the **silencer (34)** and one on the silencer support bracket on the LH side of the motorcycle

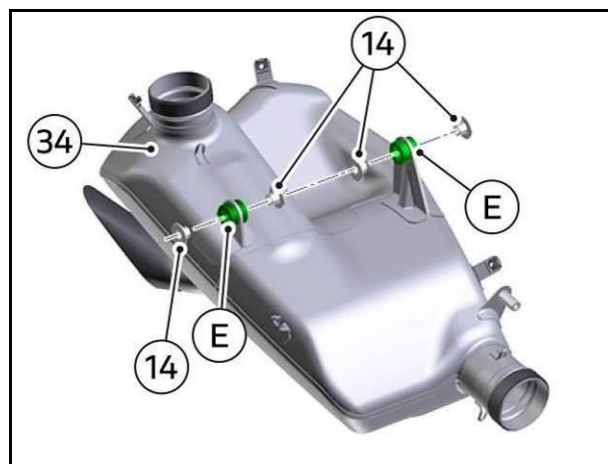


NOTE

Apply rubber lubricant KLÜBERPLUS S 06/100 on the 3 H-shaped rubber blocks.



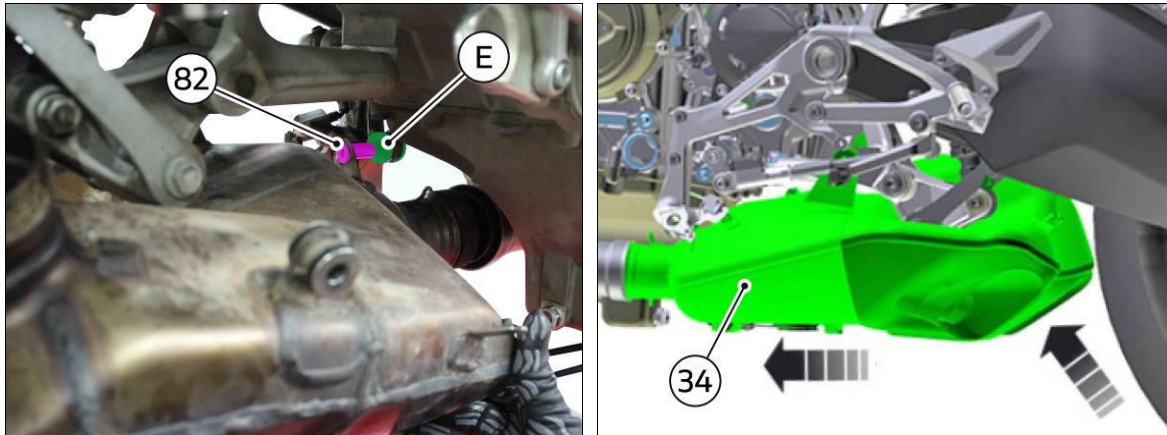
8. Install the **4 spacers (14)** on the **2 H-shaped rubber blocks (E)** present on the **silencer (34)**



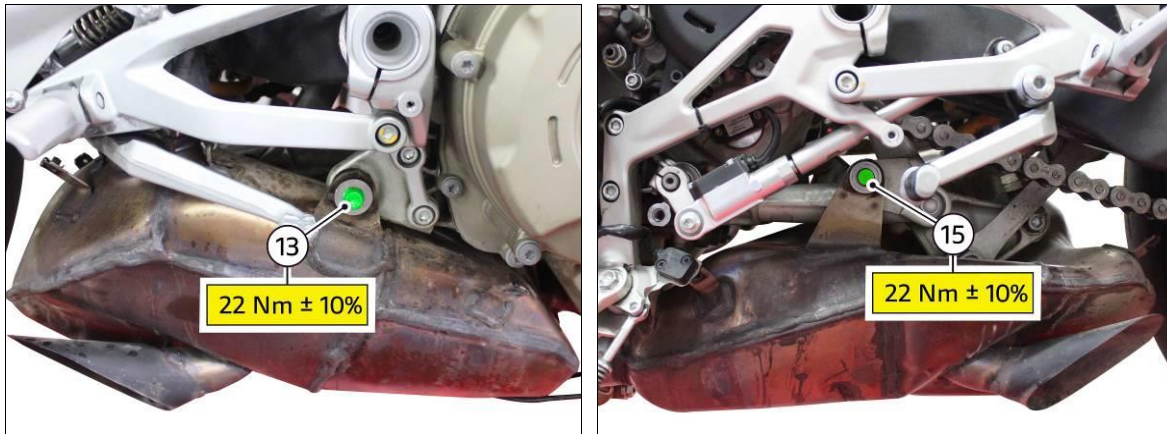


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9. Install the silencer (34) on the motorcycle inserting pin (82) present on the silencer in the new H-shaped rubber block (E) present on the silencer support bracket
10. Connect the front and rear bank exhaust manifolds to the silencer



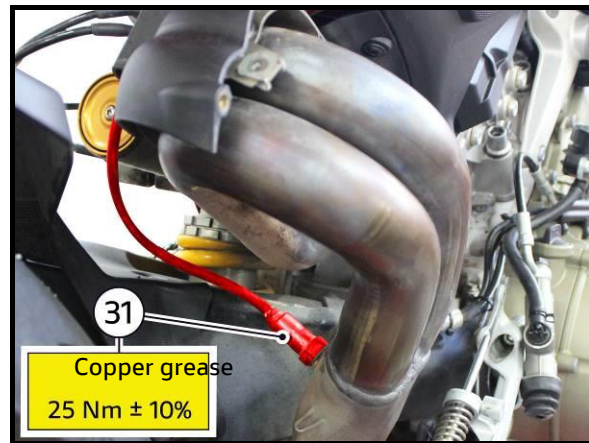
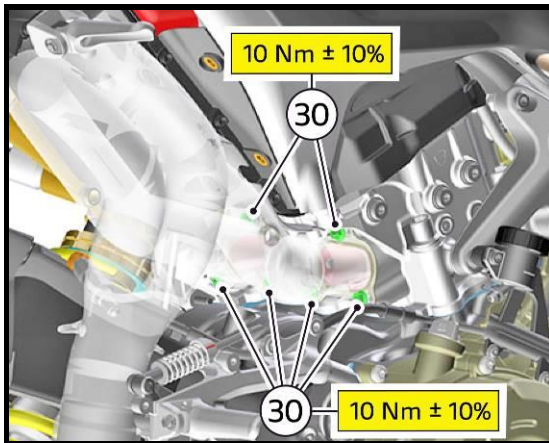
11. Fasten the silencer to the relevant RH and LH supports tightening screw M8x30 (13) and screw M8x35 (15), respectively, to 22 Nm ± 10%



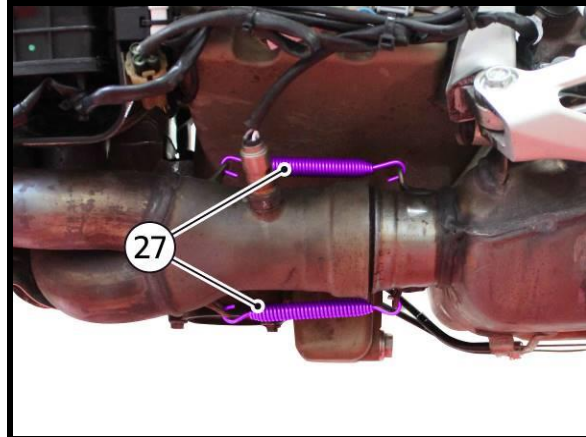
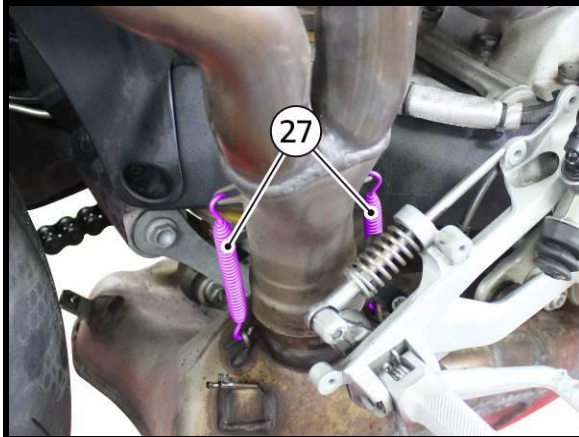


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12. Tighten the **6 nuts (30)** securing the manifold to **10 Nm ± 10%**
13. Apply copper grease CUPRUM 320 (or equivalent) on the threading, start the **lambda sensor (31)** on the front bank exhaust manifold, on the LH side of the motorcycle and tighten to **25 Nm ± 10%**



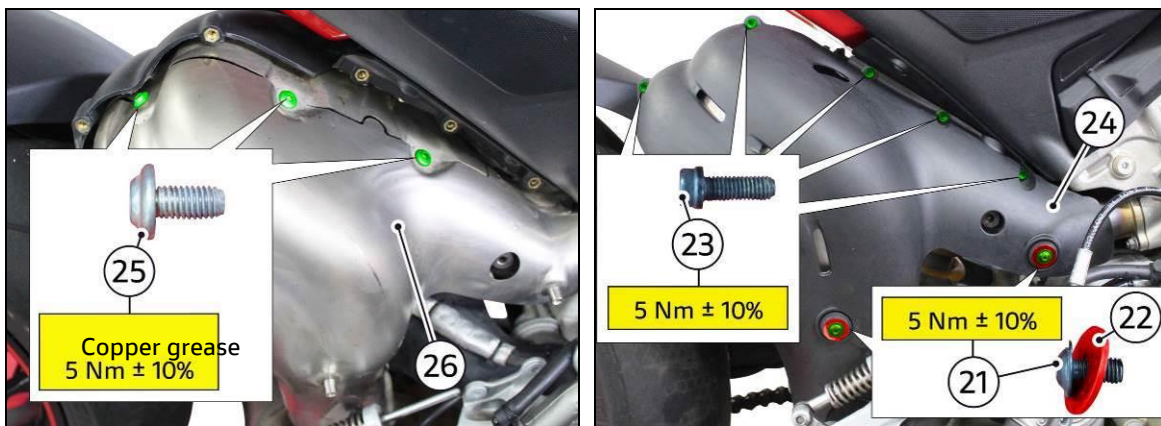
14. Install the **4 springs (27)** joining the rear bank and front bank exhaust manifolds to the silencer



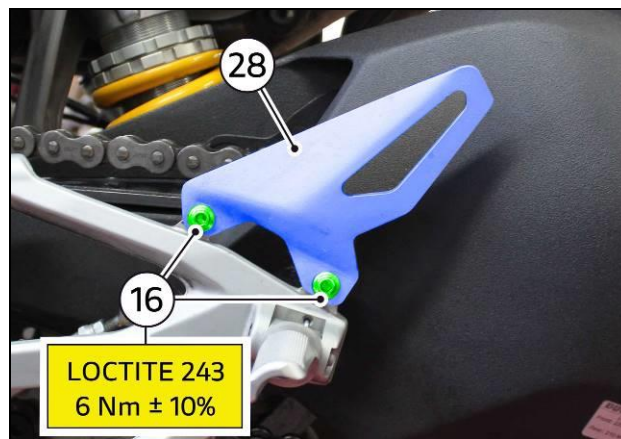


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15. Install RH heat guard (26)
16. Apply copper grease CUPRUM 320 (or equivalent) on the threading of the 3 retaining M5x10 (25) screws and tighten to 5 Nm ± 10%
17. Mount the heat guard cover (24) on the RH side starting 2 M5x10 screws (21) with relevant washer (22) and the 5 M5x14 screws (23)
18. Tighten the 2 M5x10 screws (21) and the 5 M5x14 screws (23) to 5 Nm ± 10%



19. Fit the LH front heel guard (28), Apply LOCTITE 243 on the threading of the 2 M5x12 screws (16) and tighten to 6 Nm ± 10%





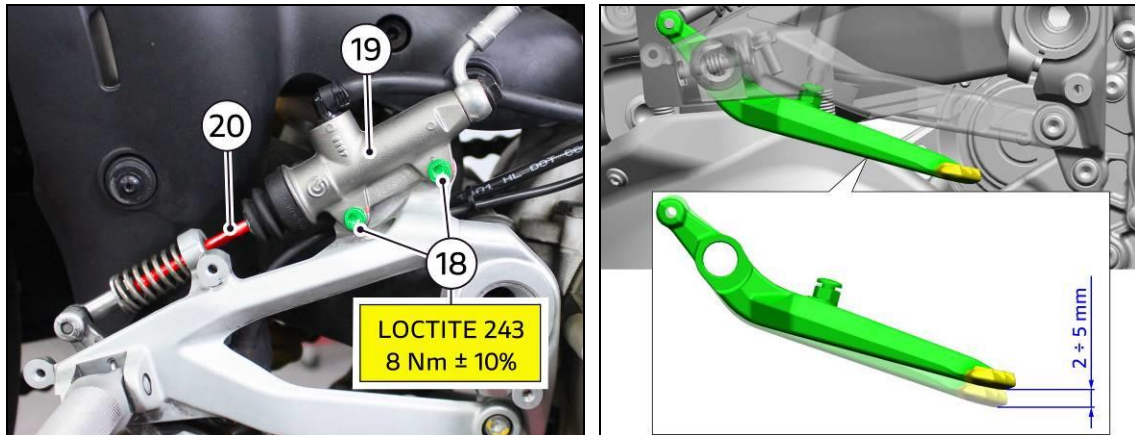
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20. Fit the pin (20) inside the rear brake master cylinder body (19), smear LOCTITE 243 on the threading of the 2 M5x16 screws (18) and tighten to **8 Nm ± 10%**

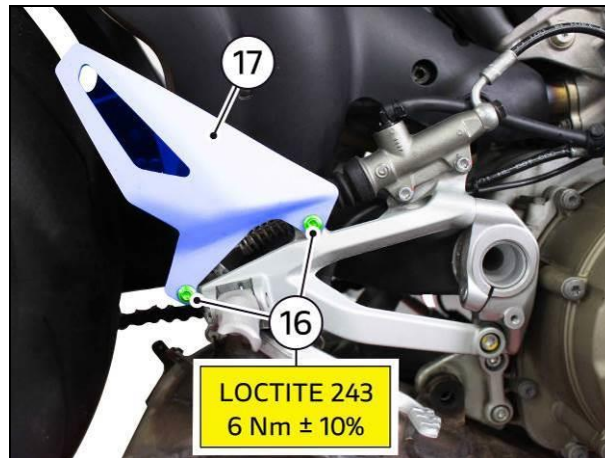


NOTE

Check that rear brake lever free play ranges between 2 and 5 mm



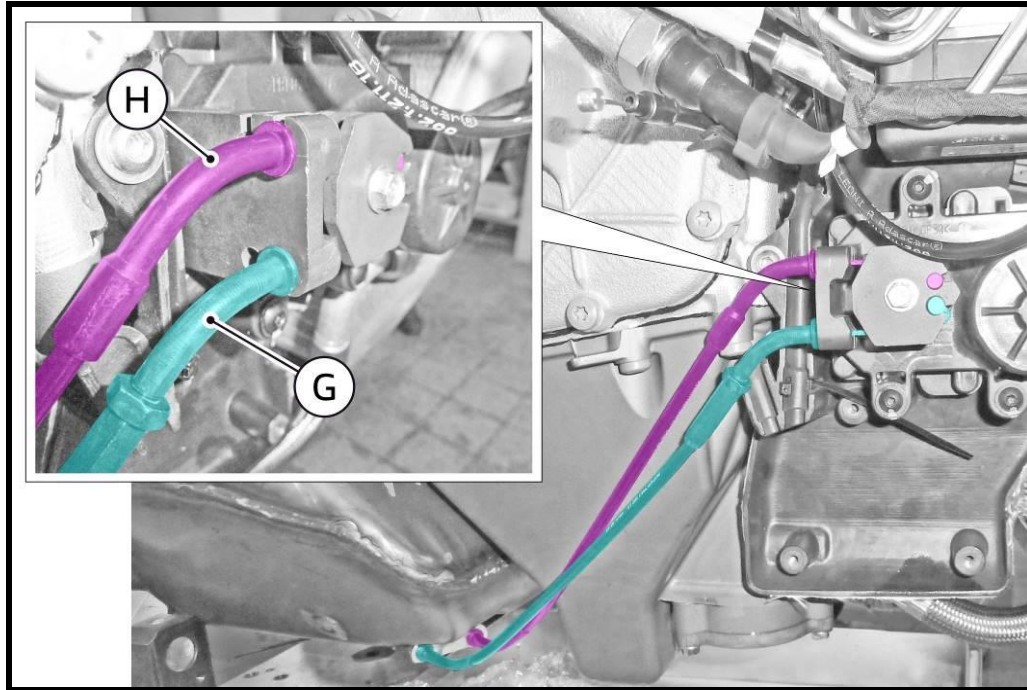
21. Fit the LH front heel guard (17), Apply LOCTITE 243 on the threading of the 2 M5x12 screws (16) and tighten to **6 Nm ± 10%**





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22. Install the new opening (G) and closing (H) Bowden cables on the exhaust valve motor, as shown in the figure



23. Using the DDS 2.0 diagnosis instrument, adjust the opening and closing Bowden cables of the exhaust valve according to the procedure stated in the bulletin SRV-SRB-18-002 “Scheduled maintenance plan for Panigale V4 Model year 2018”



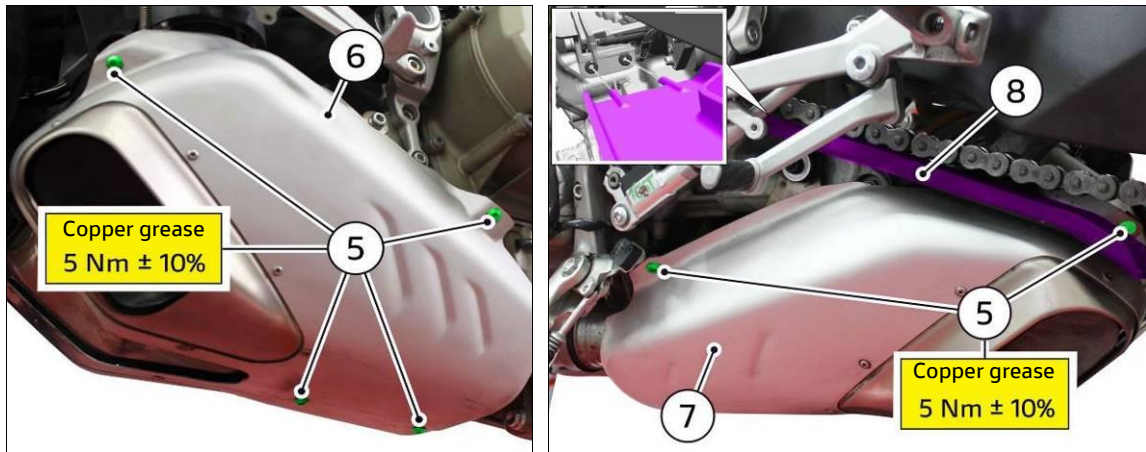
NOTE

We remind you that a video has been made showing you how to correctly perform this operation. It can be viewed at the following link: <https://youtu.be/NS7-IOGq9uo>.



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24. Install the **RH cover (6)** of the silencer starting the **2 M5x10 upper screws (5)**
25. Install the **LH cover (7)** of the silencer with the relevant **splash guard (8)** starting the **4 M5x10 screws (5)**, as shown in the figure
26. Apply copper grease CUPRUM 320 (or equivalent) on the threading of the **6 M5x10 screws (5)** and tighten to **5 Nm ± 10%**



NOTE

Before proceeding with motorcycle fairing, start the engine and wait until the fans turn on in order to check that there are no:

- contacts between the fans and the coolant radiator
- contacts between the fans and the cables
- leaks from the oil cooler

27. Install side extractors, side fairings and battery cover (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual)
28. Remove the motorcycle from the rear paddock stand

For questions and information about this Technical Service Bulletin,
Contact your regional Service Area Manager