



## CR173 – Check and possible installation of the bushing part no. 71210181A on the rear sprocket Hypermotard 950 (all model versions) Technical Service Bulletin SRV-TSB-19-003

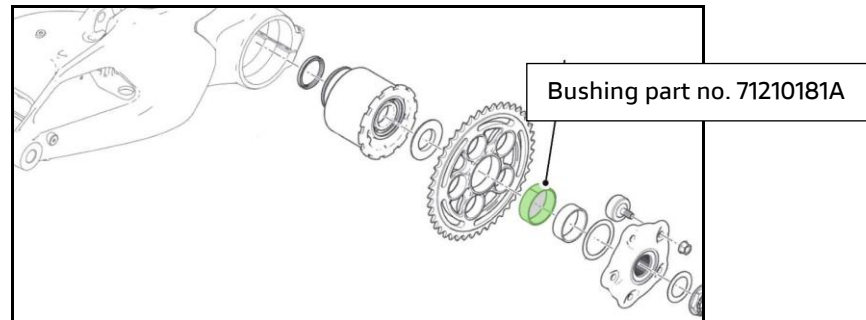
Date: March 14, 2019  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director  
Eric Bradley, Technical Training and Publications Manager

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Dear Dealers,

This service campaign affects 2 vehicle components: the rear sprocket, and the DQS harness.

Part 1: During quality inspections performed after production, it was discovered that bushing part no. 71210181A may not have been installed on the rear sprocket Z43 with the first batch of bikes shipped.



This Service Campaign requires inspection for the presence of bushing part no. 71210181A on the rear sprocket and to install it if missing.

If this bushing is missing, it does not affect the bike operation for the first period of bike use.

Part 2: For the Hypermotard 950 SP and all Standard models with Ducati Quick Shift up/down (DQS) installed as an accessory, it is necessary to apply a black heat-shrinking sheath or similar product in PVC HT 105°C on the DQS (Ducati Quick Shift) sensor cable.





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## Application

You can find the precise list of VIN numbers involved in CR173 on the DCS in sections:

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

HYPERMOTARD 950 SP SPECIAL 2019 CAL DMH			
VIN #	ZDMBAJDT1KB00 XXX	ENGINE #	AJDKC XXX
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	01/10/2019
WARRANTY TYPE		WTY START DATE	
		INVOICE	01/18/2019
		LAST MILEAGE	0 MI

**ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS**

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	<a href="#">CR173</a>		SRV-TSB-19-003 Check and pos. repl. sprocket bushing	Rear Sprocket Busing	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

## Customer Impact

All bikes in your stock (to be registered or already registered) and to be delivered to final Customers will have to be updated during pre-delivery operations and, anyway, always before delivery to the final Customer. All the bikes already delivered to final Customers must undergo this update as soon as they come to your workshop. Note: this is not a safety recall.

## Parts Distribution

The part no. 71210181A required to carry out the update under this Service Campaign must be ordered individually for each affected frame number. The required self-locking ties and heat shrink should be sourced locally.

## Warranty reimbursement rules

Reimbursement for work associated with this Service Campaign will be made through the regular warranty claim procedure using the “**Vehicle History**” section of the DCS. The warranty claim is pre-filled and is identified as CR173. 2 types of operations are provided and described on page 3:



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## Operation TYPE 1:

	Description	Spare Parts	Labor
TYPE 1	Rear sprocket check and sheath application on DQS cable	No Part number required	

## Operation TYPE 2:

	Description	Spare Parts	Labor
TYPE 2	Bushing assembly and sheath application on DQS cable	Part no. 71210181A	

Reimbursed labor includes time required for:

- Vehicle reception
- Check the presence of bushing part no. 71210181A and install bushing if necessary
- Application of the heat-shrinking sheath or similar product in PVC with the relevant self-locking ties on the DQS sensor connector (where available);
- Soft cleaning of the motorcycle
- Cost of the 2 self-locking ties and the sheath

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### Spare Parts

The component to be used for this update is bushing part no. 71210181A.

The heat-shrinking sheath or similar product in PVC and the 2 small self-locking ties to be used for the DQS sensor cable should be sourced from local vendors as these are easy to find consumables.

### Service Solution

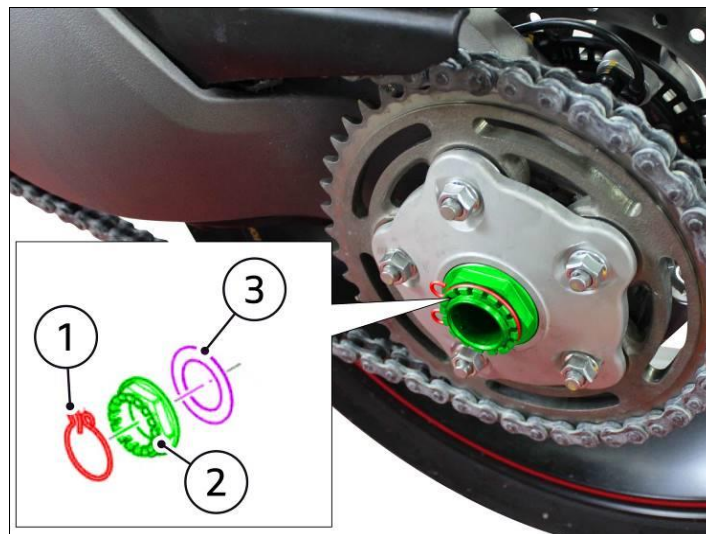


#### NOTE

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

### Part 1: Checking the bushing on the rear sprocket

1. Put the front wheel in a vice and make sure it is securely mounted. Use retaining straps if necessary.
2. Working on the motorcycle left side, remove the **clip (1)** and the **nut (2)** with the relevant **washer (3)** that fix the flange-rear sprocket assembly to the rear wheel shaft.





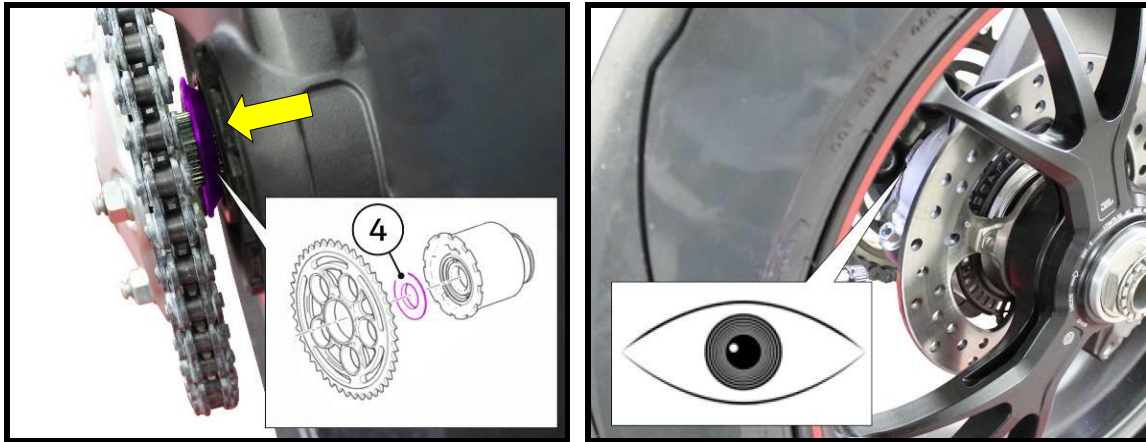
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3. Without loosening and removing the chain, move the flange-rear sprocket assembly away from the rear wheel shaft in order to perform a visual inspection as shown in the figure

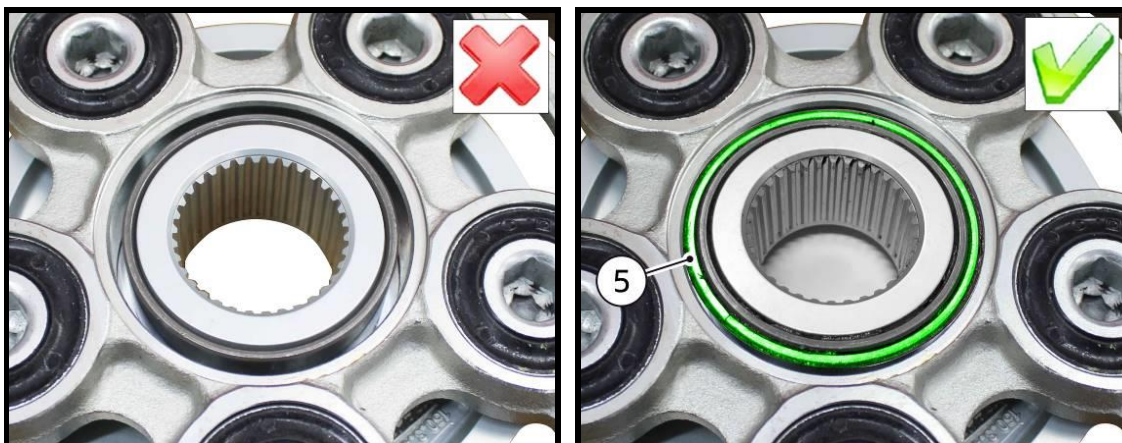


## NOTE

To perform the visual inspection position the **spacer (4)** on the chain tensioner eccentric to move it away from the flange-rear sprocket assembly



- If the **bushing (5)** is missing, the assembly is **NON-CONFORMING** and it is necessary to install the missing bushing. Follow the instructions in Part 2
- If the **bushing (5)** is present, the assembly is **CONFORMING**; perform the reassembly procedure beginning from Part 2 - Step 6

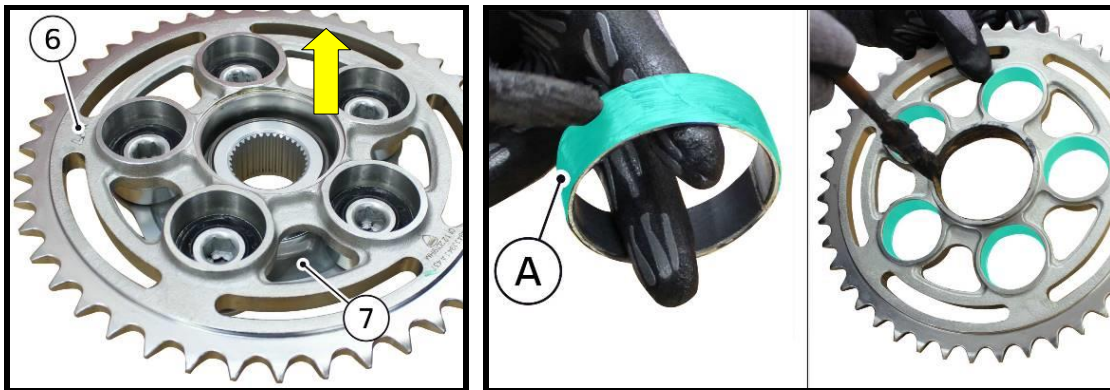




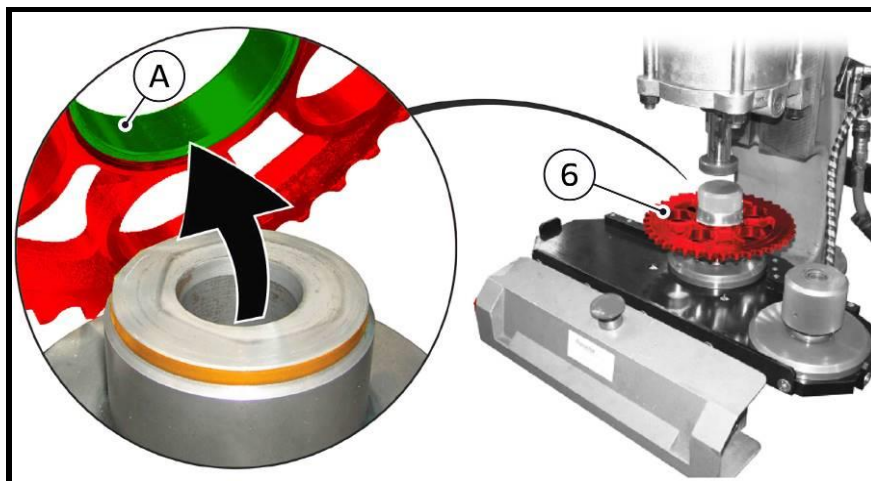
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### Part 2: Fitting the bushing on the rear sprocket

1. Remove the flange-rear sprocket assembly by loosening the two screws that retain the rear eccentric hub to the swinging arm and then loosening the chain
2. Separate the **rear sprocket (6)** from the **flange (7)**
3. Take **bushing (A)** part no. 71210181A and apply Shell Gadus S2 V220 2 grease (or equivalent) on the external surface of the bushing and on the internal mating surfaces of the rear sprocket with the silent-blocks as shown in the figure



4. Use a press and a drift to fit the **bushing (A)** on the **rear sprocket (6)**





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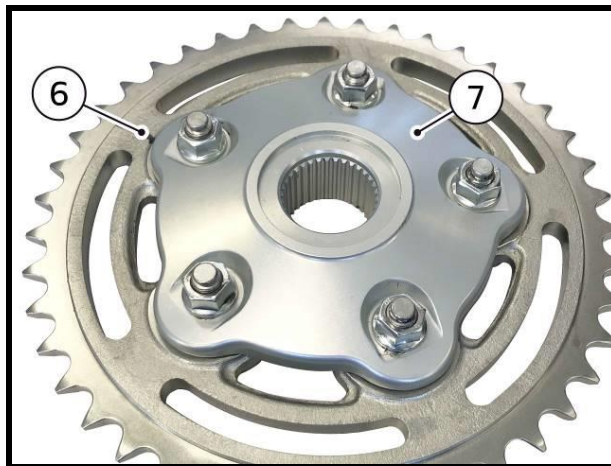


**WARNING**

Make sure the bushing is seated correctly so that its upper and lower profiles are aligned with the rear sprocket surface.



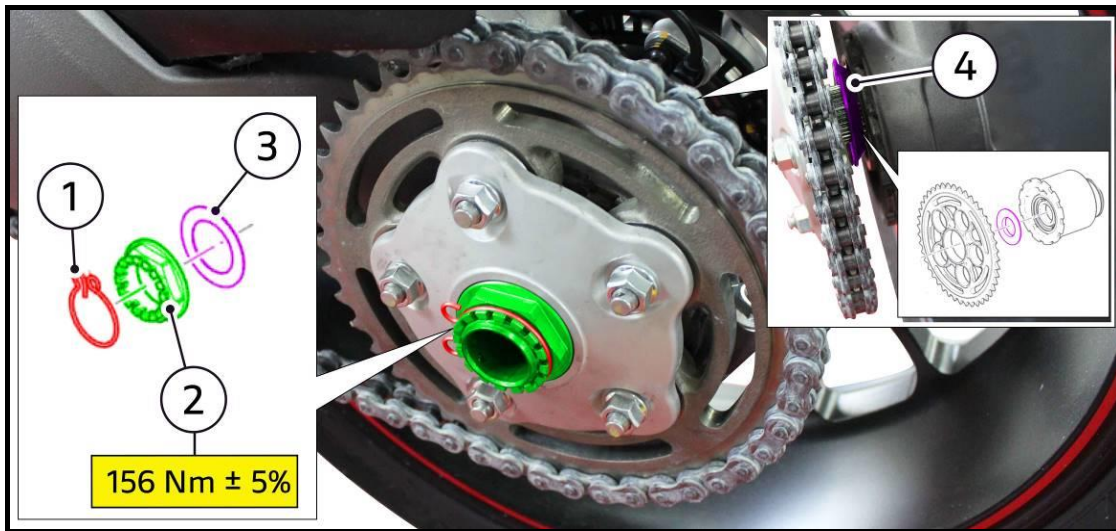
5. Fit the flange (7) on the rear sprocket (6) ensuring that it is fully home as shown



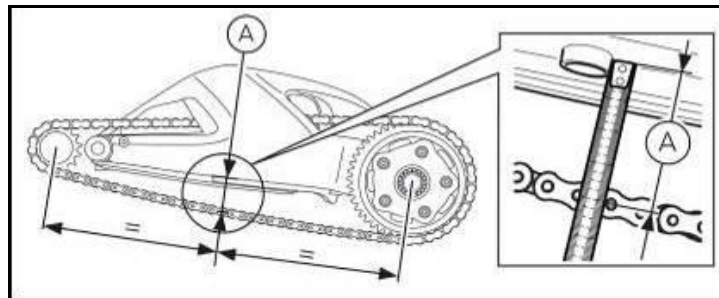


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6. Install the flange-rear sprocket assembly with the suitable **spacer (4)** on the chain tensioner eccentric and install the chain on the rear sprocket
7. Apply Shell Gadus S2 V220 2 gear on the rear wheel shaft and on the thread of **nut (2)**
8. Start **nut (2)** with **washer (3)** and tighten to **156 Nm ± 5%**
9. Fit the **clip (1)** as shown in the figure



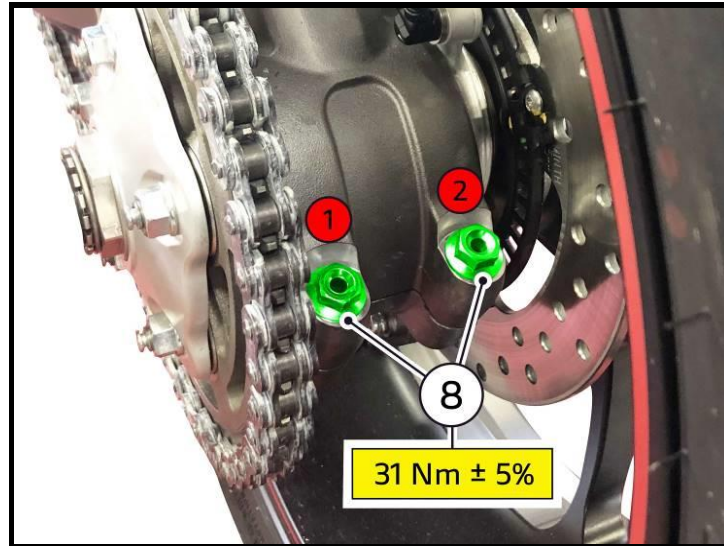
10. Tension the final drive chain by following the procedure below:
  - 10.1 Turn the rear wheel until you find the position where chain is tightest
  - 10.2 Set the vehicle on the side stand
  - 10.3 Push down the chain with just a finger at the point of measurement and then release it
  - 10.4 The measurement taken from the chain sliding shoe lower edge and the center of chain pins must be:
    - A = 65 ÷ 67 mm (Hypermotard 950)
    - A = 69 ÷ 71 mm (Hypermotard 950SP)





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11. Tighten the **2 screws (8)** retaining the rear eccentric hub to the swinging arm **31 Nm ± 5%** in the 1-2-1 sequence



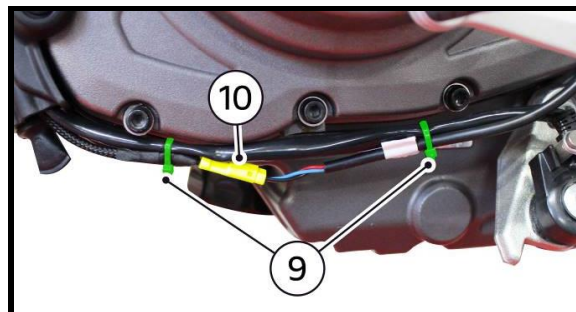
### Part 3: Sheath application on the DQS (Ducati Quick Shift) sensor cable



#### NOTE

The black heat-shrinking sheath or similar product in PVC HT 105°C must be applied on the DQS (Ducati Quick Shift) sensor cable only on the Hypermotard 950 SP and all the Standard models with Ducati Quick Shift up/down (DQS) installed as an accessory.

1. By working on the left side of the motorcycle, remove the **2 small self-locking ties (9)** that fix the DQS sensor cable to the side stand sensor cable
2. Disconnect the **connector (10)** of the DQS sensor





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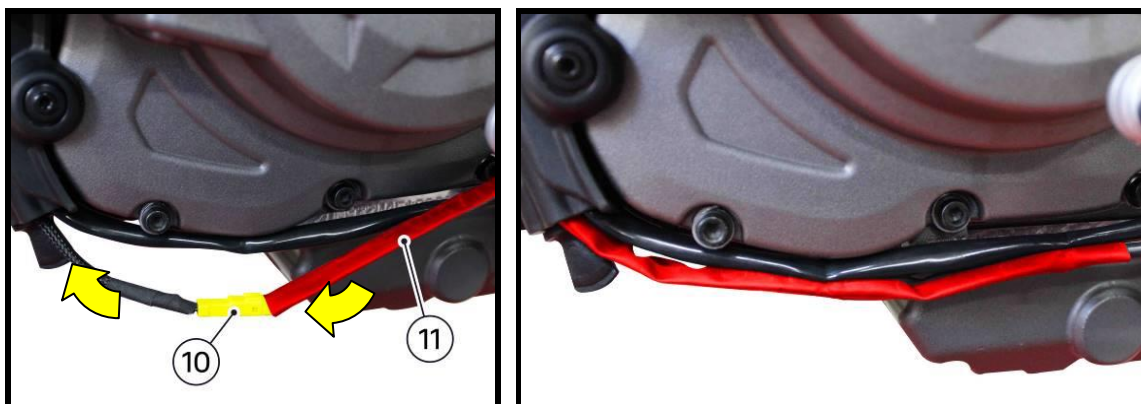
3. Take a black heat-shrinking sheath or alike PVC HT 105°C of the following size:
- Length: **200 mm**
  - Diameter: **9.5 mm**



4. Insert the DQS sensor **connector (10)** inside the **sheath (11)** and let it slide until it comes out of the opposite side as shown in the figure



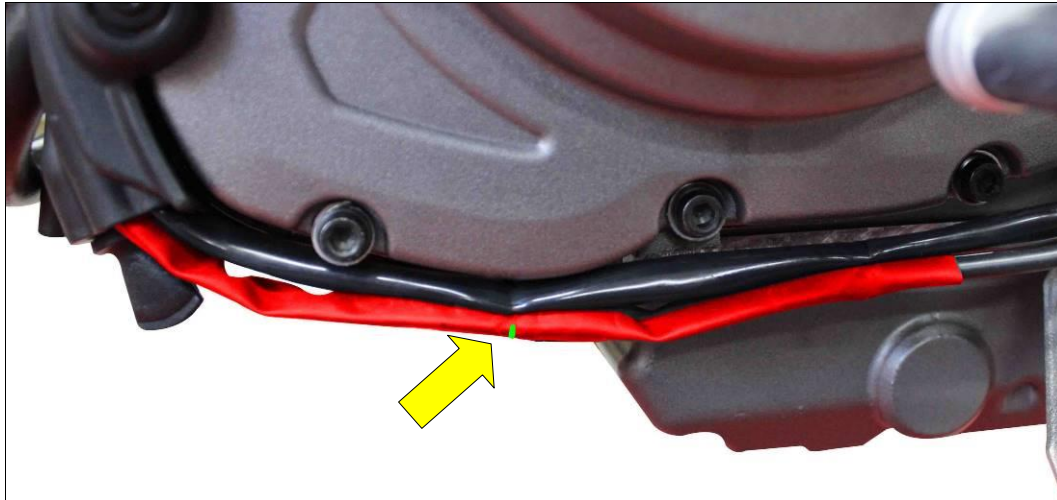
5. Connect the DQS sensor **connector (10)** and slide the **sheath (11)** until inserting the front end inside the cover as shown in the figure



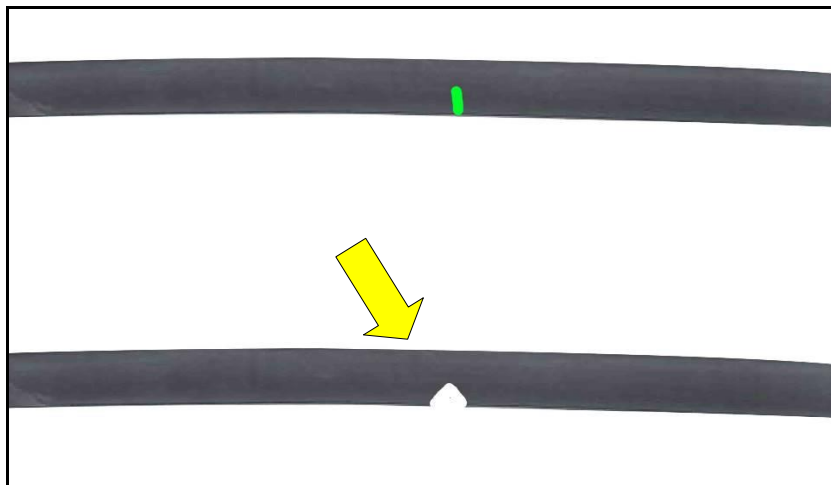


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6. Use a felt-tip pen to mark the lower part of the sheath in correspondence of the DQS sensor connector as shown in the figure



7. Move the sheath in order to disconnect the DQS sensor connector and slide the sheath out
8. Use scissors to make two cuts on the previously made mark as shown in the figure to create a notch for connector release access



9. To reinstall the sheath, repeat the procedure from steps 4 and 5



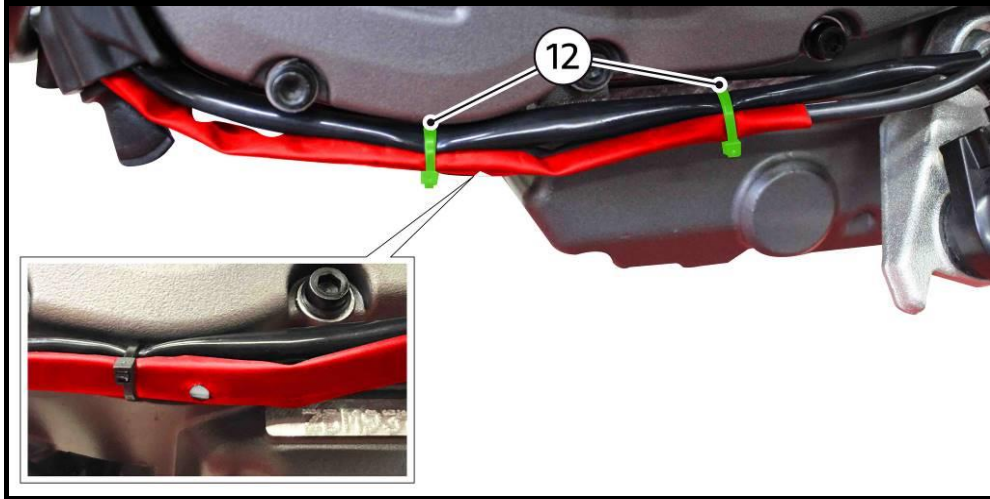
**NOTE**

Aim the sheath so that the cut is in the lower part of the DQS sensor connector.



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10. Tie the DQS sensor cable to the side stand sensor cable by means of 2 small self-locking ties (12) as shown in the figure



11. Remove the motorcycle from the wheel vice

For questions or information about this Service Campaign,  
please contact your Service Area Manager.