



**Special pre-delivery operation required:
Horizontal and vertical head nut tightening check
SuperSport 950 Model Year 2021 (all model
versions)
Service Repair Bulletin SRV-SRB-21-032**

Date: April 29, 2021
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

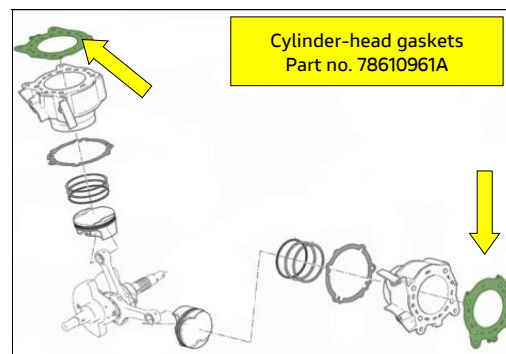
We would like to inform you that following some isolated reports of possible coolant leaks from the head-cylinder coupling area (at low mileage and in any case before the first service), we kindly ask you to check the tightening torque of the horizontal and vertical cylinder head fixing nuts as we believe that an initial and unexpected settlement of the nut-stud bolt-head-cylinder coupling may occur on a particular lot of engines.

This exceptional operation must be carried out during pre-delivery operations, i.e., before delivery of the vehicle to the end customer, on all SuperSport 950 Model Year 2021 motorcycles that have not been delivered yet and before frame number ZDMVABDSXMB001648.

We would also like to inform you that new cylinder heads are now being installed where the contact surface of the nuts to cylinder head have been stripped of paint, therefore, starting from the frame number shown above, this check will no longer be necessary.

 **WARNING**

If the motorcycle has already been delivered and there is a coolant leak from the cylinder-head gasket, it will be necessary to replace the gasket Part no. 78610961A, as a simple tightening will not solve the problem.





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Special Tool

Ducati North America will auto-ship the adapter tool to tighten the horizontal and vertical cylinder head nuts without removing the fuel tank and timing belts.

The necessary tool is the following torque wrench adapter (14 mm flat), which is readily available on the market. This tool will be sent free of charge to dealers as soon as made available from DNA's source, arrival in June 2021. Due to the timing of availability, we ask dealers with in-stock and/or sold vehicles to also source your own tool.



WARNING

When using this type of adapter, it is necessary to apply a different tightening torque from the prescribed specification (60 Nm) as the lever arm is different. Use the below indicated formula and reference example for calculating the correct tightening torque depending on the adapter/torque wrench used:

$$R = \frac{T \times L}{L + A}$$

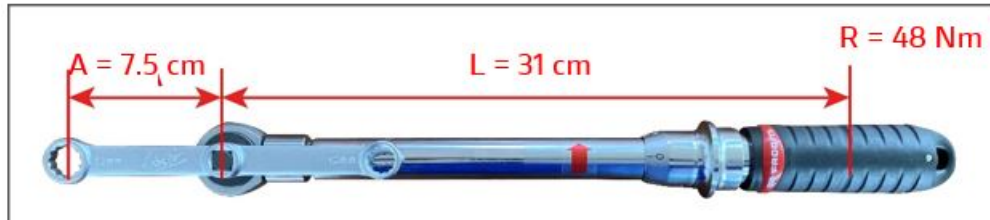
Where for example:

- R = tightening torque to be calculated and applied
- T = prescribed tightening torque (60Nm)
- L = length of the used torque wrench
- A = extension length



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The figure shows an example (for reference use):

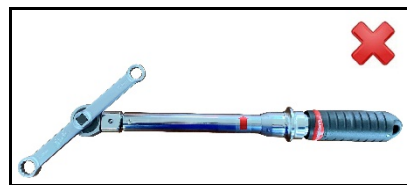
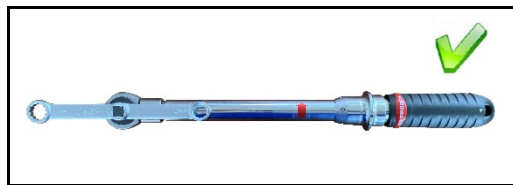


$$R = (T \cdot L) / (L + A) \rightarrow R = (60 \cdot 31) / (31 + 7.5) \rightarrow R = (1860) / (38.5) \rightarrow R = 48.3 \text{ Nm}$$



WARNING

By varying the inclination angle of the adapter, the tightening torque to be applied varies. Therefore, use the adapter by orienting it ONLY as shown in the figure while using the above indicated formula:



Service Solution

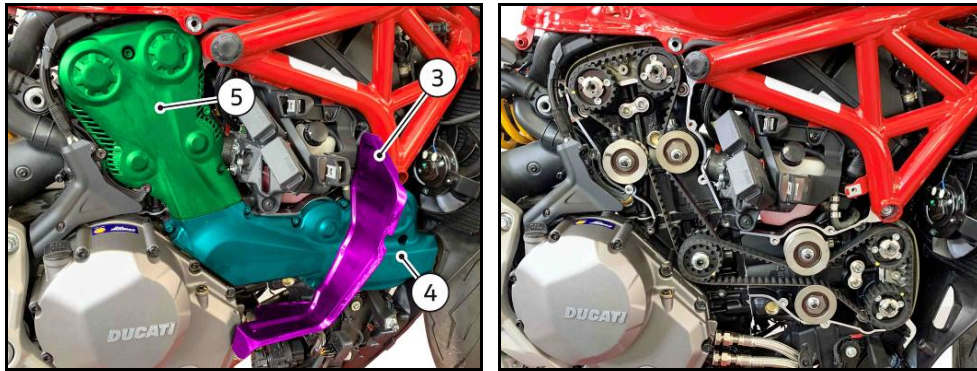
1. Position the bike on the rear paddock stand.
2. Remove the seat.
3. Remove the **RH (1)** and **LH (2)** side fairings (see "Sec. 05 – Fairing – Fairings" of the Workshop Manual).





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4. Remove the **bulkhead (3)** and the **horizontal (4)** and **vertical (5)** cylinder belt cover guards
(See "Sec. 09 - Engine - Cylinder head assembly: timing system" of the Workshop Manual).



5. Remove the battery (if installed) and the battery mount to reach the horizontal head fixing nuts on the left side of the vehicle (See "Sec. 09 - Engine - Removing and refitting the complete engine" of the Workshop Manual).





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- Using a felt-tip pen, certify the current tightening of the nuts (nut, washer, and cylinder head).

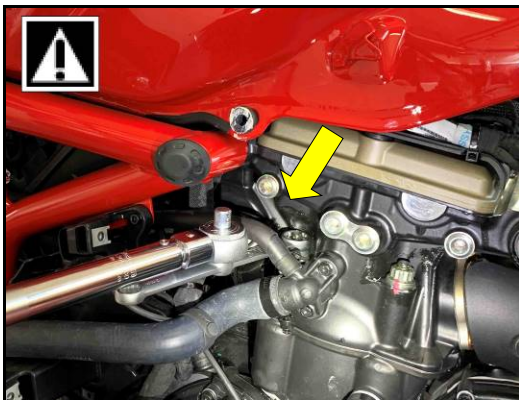


- Using the torque wrench with the adapter, tighten ALL the horizontal and vertical cylinder head fixing nuts to the tightening torque previously calculated.



WARNING

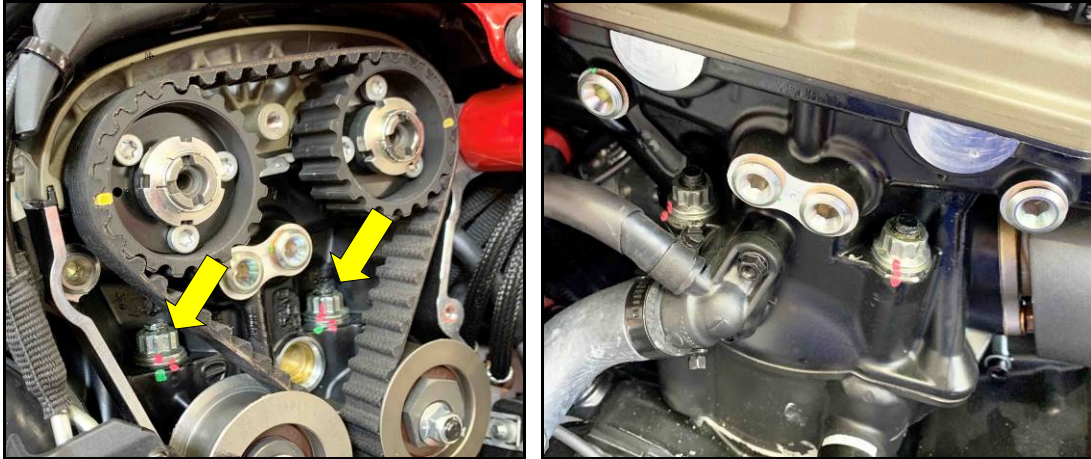
When tightening make sure the torque wrench can rotate freely and is not hindered by other components (e.g., drive belts or pipes) causing incorrect tightening. Be careful to prevent applying undue force on any surrounding delicate components.





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8. Using a felt-tip pen of a different color, certify the new tightening only if the nut has rotated.



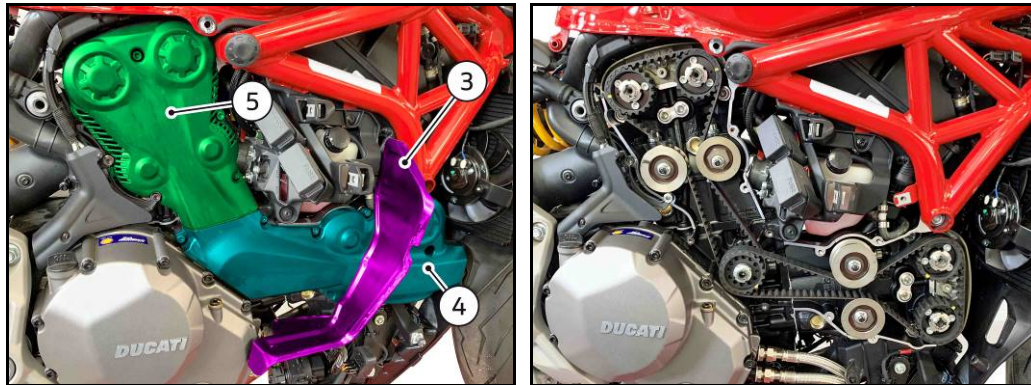
9. In order to allow Ducati to collect your analysis and for warranty processing, fill out a **Youtech** service request attaching photos of the certified nuts before and after tightening (4 photos, 1 MB minimum, like those shown in the picture below, whether the nuts have rotated or not).

Horizontal head		Vertical head	
Right-hand side	Left-hand side	Right-hand side	Left-hand side

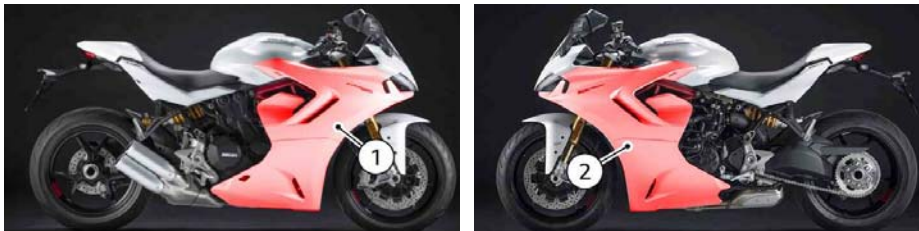


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10. Install the battery mount (See "Sec.09 – Engine – Removing and refitting the complete engine" of the Workshop Manual).
11. Fit the **horizontal (4)** and **vertical (5)** head belt cover guards and the **bulkhead (3)** (See "Sec. 09 - Engine - Cylinder head assembly: timing system" of the Workshop Manual).



12. Fit the **RH (1)** and **LH (2)** side fairings (see "Sec. 05 – Fairing – Fairings" of the Workshop Manual).



13. Fit the seat.



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Warranty Reimbursement

A labor time of [REDACTED] corresponding to flat rate tables **1-999-133** will be reimbursed under warranty, including:

- [REDACTED] to tighten the horizontal and vertical cylinder head nuts
- [REDACTED] to compensate for filling out the Youtech request.

In the event a coolant leak is discovered, and it be necessary to proceed with the replacement of the cylinder-head gasket Part no. 78610961A, provide the information with photos of the leak in the Youtech request. Once pre-authorization has been provided in the Youtech, the following operations are already available in the flat rate tables for submitting warranty:

- Replacement of horizontal head-cylinder gasket: **1-999-017**
- Replacement of vertical head-cylinder gasket: **1-999-016**
- Replacement of vertical and horizontal head-cylinder gasket: **1-999-015**

For questions about this Service Bulletin,
please contact your Service Area Manager.