



**Special pre-delivery operation required:**  
**Horizontal and vertical head nut tightening check**  
Multistrada 950 Model Year 2021 (all versions)  
Service Repair Bulletin SRV-SRB-21-033

Date: May 4, 2021  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director  
Dan Schwartz, Service Area Manager

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Dear Dealers,

Due to isolated reports of possible coolant leaks from the head-cylinder coupling area (at low mileage and before the first service); this is likely due to an initial and unexpected settlement of the nut-stud bolt-head-cylinder coupling that may occur on a particular lot of engines. To prevent this issue, the tightening torque of the horizontal and vertical cylinder head fixing nuts must be checked during the pre-delivery operations.

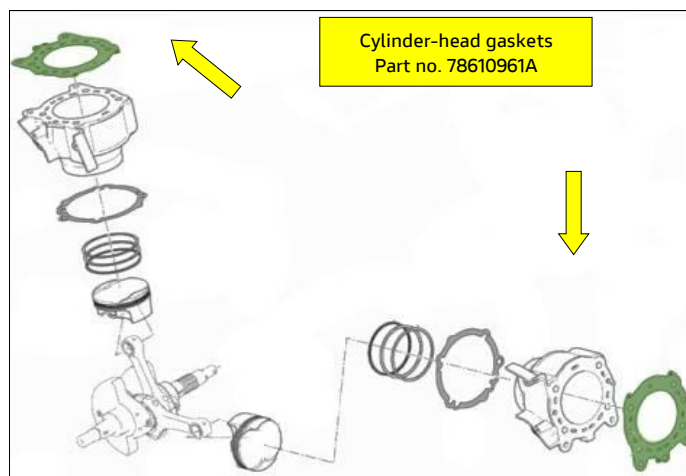
**This additional operation must be carried out during pre-delivery operations, i.e., before delivery of the vehicle to the end customer, on all Multistrada 950 Model Year 2021 motorcycles before frame number ZDMAAEDT5MB002635.**

The 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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### 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**, it is 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**

### Special Tool

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





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### WARNING

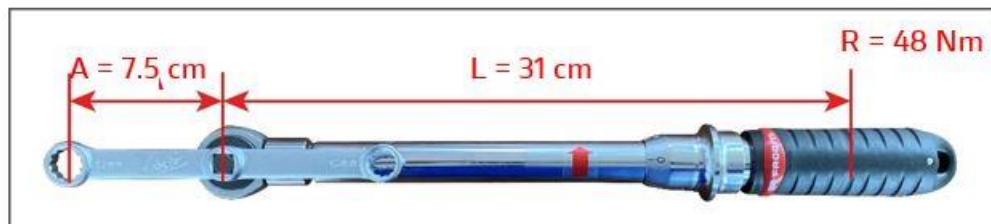
When using this type of adapter, it is necessary to apply a different tightening torque from the prescribed specification (60 Nm) as the lever arm is different. Use the below indicated formula and reference example for calculating the correct tightening torque depending on the adapter/torque wrench used:

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

Where for example:

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

The figure shows an example (for reference use):

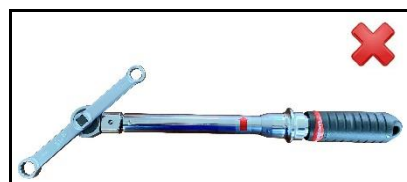
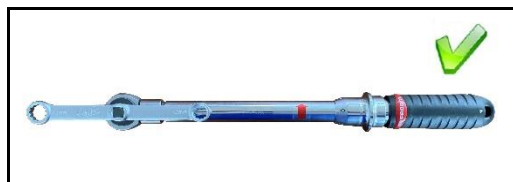


$$R = (T \times L) / (L + A) \rightarrow R = (60 \times 31) / (31 + 7.5) \rightarrow R = (1860) / (38.5) \rightarrow R = 48.3 \text{ Nm}$$



### 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:





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To tighten **vertical cylinder head fixing nuts, on RH side**, it is necessary to use the special tool (already supplied) **Part no. 887132676** while to tighten **vertical cylinder head fixing nuts, on LH side**, it is necessary to use the special tool (already supplied) **Part no. 889450088**.

Special tool to tighten vertical head nuts, RH side, Part no. 887132676		Special tool to tighten vertical head nuts, LH side, Part no. 889450088	
			

### Service Solution

1. Position the vehicle on the rear paddock stand.
2. Remove the passenger seat and rider seat.
3. Remove the fairing and the fuel tank (See "Section 08 - Supply/exhaust system - Fuel tank" of the Workshop Manual).
4. Remove the horizontal and vertical head belt cover guards (See "Section 04 - Maintenance operations - Disassembling external timing system covers" of the Workshop Manual).

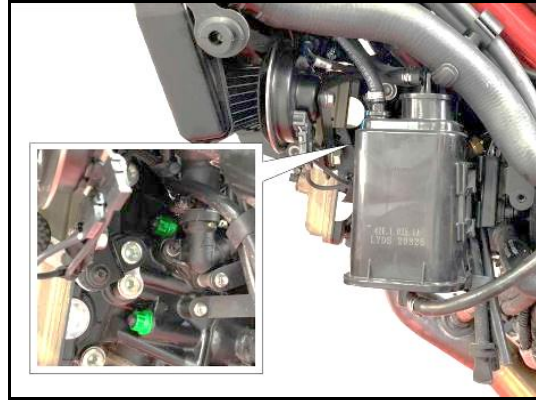
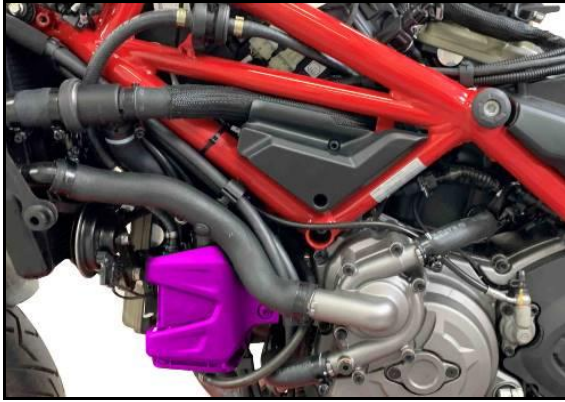




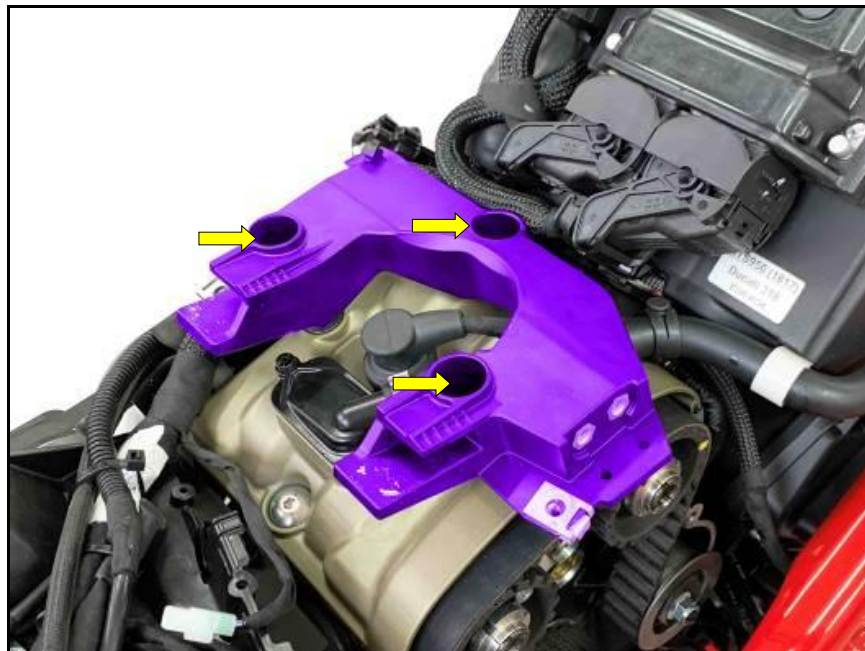


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5. Remove the canister filter cover and slide the filter out of the bracket without disconnecting it, so as to access the horizontal cylinder head fixing nuts.



6. Remove the fuel tank support by working on the 3 fixing screws.





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

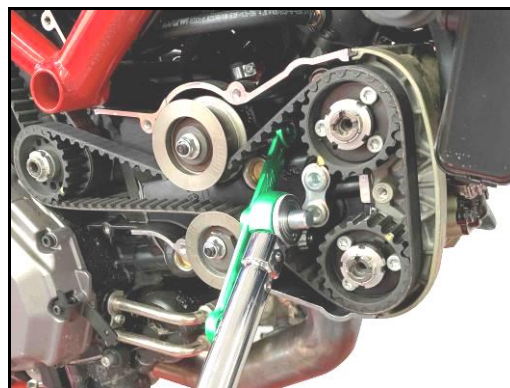


8. Using the torque wrench supplied and the adapter, tighten the horizontal cylinder head fixing nuts, on RH and LH side, to the tightening torque previously calculated.



**WARNING**

When tightening, ensure 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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9. Using the torque wrench supplied and the special tool Part no. 887132676, tighten the 2 vertical cylinder head fixing nuts, on RH side, to **60 Nm**.
10. Using the torque wrench supplied and the special tool Part no. 889450088, tighten the 2 vertical cylinder head fixing nuts, on LH side, to **60 Nm**.



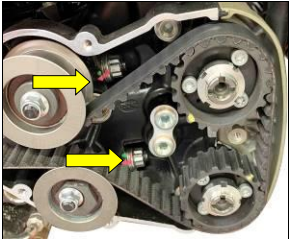
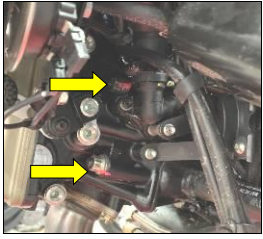
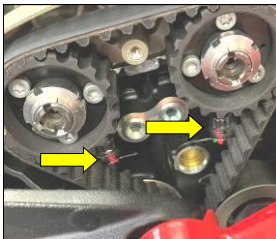
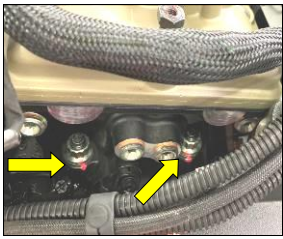
11. Using a felt-tip pen of a different color, certify the new tightening only if the nut has rotated.





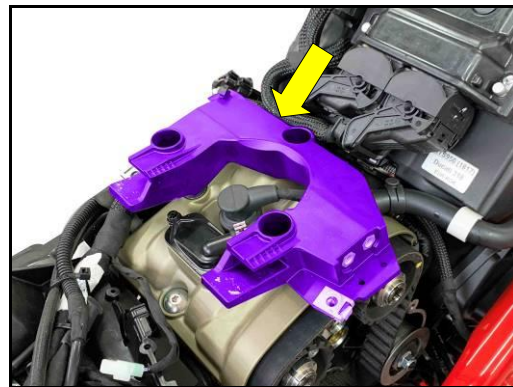
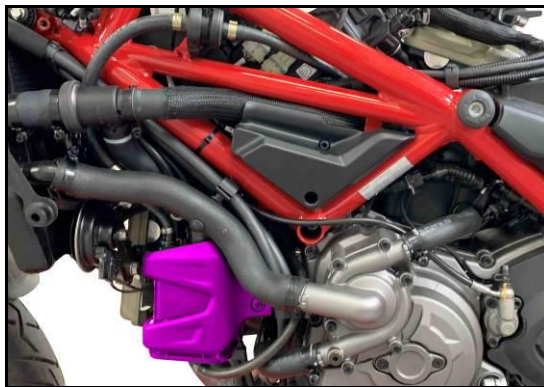
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12. In order to allow Ducati to collect your analysis and for warranty processing, complete a **Youtech** service request attaching photos of the certified nuts **before** and **after** tightening (4 photos, 1 MB minimum, like those shown in the picture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

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

13. Install the canister filter on the slide bracket and fit the canister filter cover.

14. Install the fuel tank support.







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15. Install the horizontal and vertical head belt cover guards (See "Section 04 - Maintenance operations - Disassembling external timing system covers" of the Workshop Manual).
16. Install the fairing and the fuel tank (See "Section 08 - Supply/exhaust system - Fuel tank" of the Workshop Manual).
17. Install the passenger seat and rider seat.



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