



CR210 – Visual check of the rear shock absorber Monster Model Year 2021 (all versions) Technical Service Bulletin SRV-TSB-21-006

Date: May 4, 2021
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,

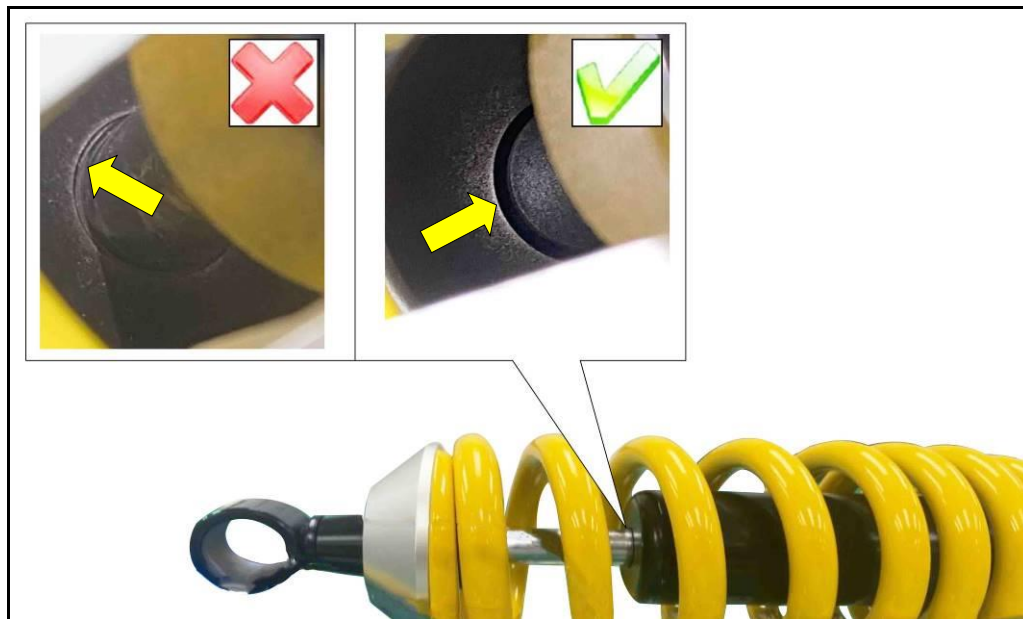
Ongoing product quality testing and field reports have identified a potential that the Kayaba rear shock absorber installed on the model in question may have been improperly assembled by the supplier.

A visual inspection of the shock absorber seal area must be completed to verify the correct positioning of the oil seal between the Operating Rod and the Shock Absorber Housing Endcap.



NOTE

it is NOT necessary to remove the shock absorber from the vehicle.



If the Shock Absorber is not compliant, the dealer must complete a separate **Youtech** service request to ask authorization to replace the shock absorber under warranty.



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Application

You can find the precise list of VIN numbers involved in CR210 on the DCS, in sections:

VIN HISTORY		It is possible to search by individual frame number.
CAMPAIGNS		It is possible to search for all the frame numbers that you received from Ducati Motor Holding.

MONSTER AVIATOR GREY 2021 CAL DMH						
VIN #	ZDMMAMDT1MB00 XXX	ENGINE #	AMDM0 XXX	LAST MILEAGE OPERATION	0 MI	
END CUSTOMER	Corsa Moto Transport, Inc.		MANUFACT DATE	03/26/2021	INVOICE	04/15/2021
WARRANTY TYPE	STANDARD WTY START DATE		WTY END DATE			
SERVICE STATUS						

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID	DATE	DEFECT	CAUSAL PART	DEALER	KM/MI
1	WARRANTY campaign	CR210		SRV-TSB-21-006 Inspect rear shock		VIEW APPLY	

Customer Impact

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Customers must be updated during pre-delivery operations and always before delivery to the final Customer. All motorcycles already delivered to final Customers must undergo this inspection as soon as they come to your workshop. Note: this is NOT a safety recall.

Parts Distribution

No spare parts are required. If the shock absorber is found to be non-compliant, a separate repair line must be opened, and the shock absorber must be replaced with a separate Youtech service request.

Warranty Reimbursement Rules

Reimbursement for work associated with this Service 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 CR210.

This includes reimbursement for the labor for XXXXXXXXXX for visual inspection of the shock absorber seal.



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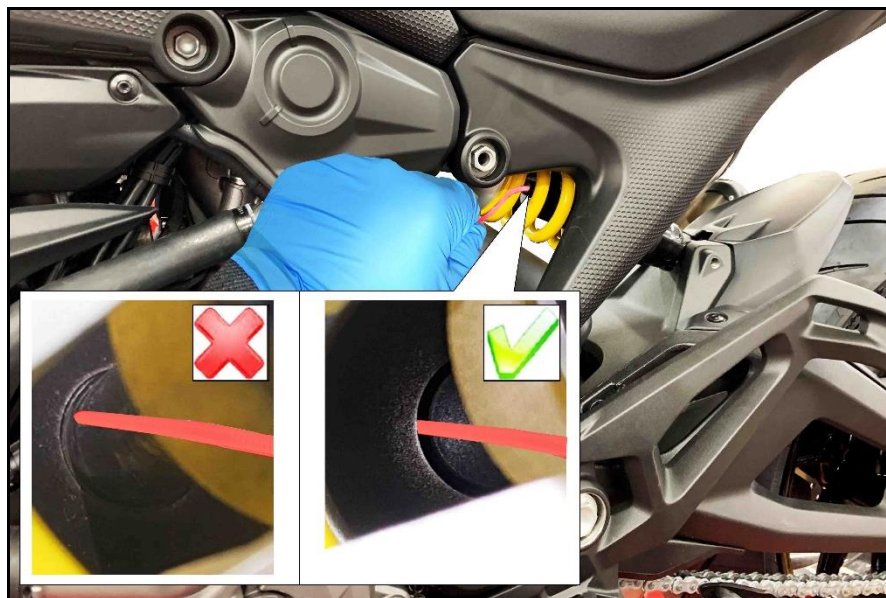
Service Solution

1. Position the motorcycle on the side or central paddock stand.
2. Carry out a **visual check** of the rear shock absorber in the seal area between the operating rod and the Shock Absorber Housing Endcap.



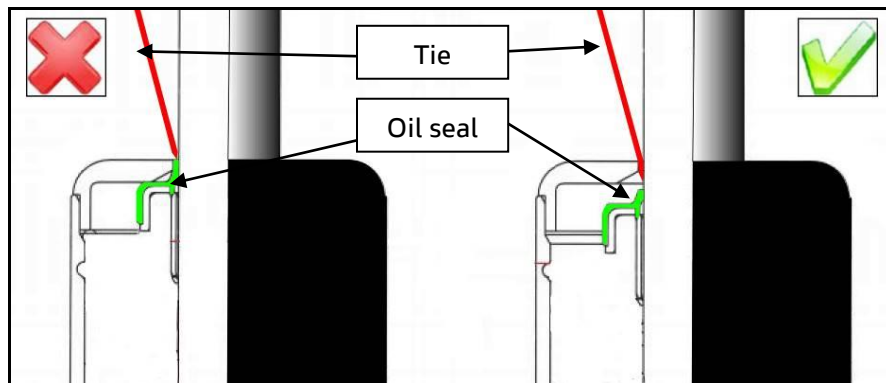
NOTE

A small locking tie can be used, inserting the small end between the operating rod and the Shock Absorber Housing Endcap, as shown in the figure:





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- A. If the tip of the small locking tie goes between the Operating Rod and the Shock Absorber Housing Endcap (the clamp only goes in a few mm), **the shock absorber IS Compliant**.
- B. If the tip of the clamp does not go between Operating Rod and the Shock Absorber Housing Endcap due to the interference of the oil seal, **the shock absorber IS NOT Compliant**. A separate **Youtech** service request must be completed to request authorization for replacement under warranty.

For questions with this Workshop Campaign,
please contact your Service Area Manager.