



CR221 – Check and Possible Re-Route of Instrument Panel Wiring

Monster (937cc) MY 21-22 (all versions)
Technical Service Bulletin SRV-TSB-21-009

Date: September 16, 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 for malfunctions of the instrument panel (turning on of several warning lights) and the validation of several errors to the CAN line for the involved model, due to an improper routing of the instrument panel wiring. The phenomenon does not lead to the undesired stop of the vehicle or engine while riding, and can take place while turning handlebar with the vehicle in standstill conditions.

To rectify this potential issue, the instrument panel wiring must be checked and, if necessary re-routed, on a well-defined production of vehicles.





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Application

You can find the precise list of VIN numbers involved in CR221 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	CR221		SRV-TSB-21-009 Check Instrument Panel Harness		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 operation as soon as they come to your workshop. Note: this is NOT a safety recall.

Parts Distribution

No spare parts are required to complete this operation. The required self-locking ties are easy to find consumables and 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 CR221.

The Dealer will be reimbursed for the labor of [REDACTED] that includes the time necessary for :

- Vehicle reception
- Check and possible re-routing of instrument panel wiring
- Soft cleaning of the vehicle



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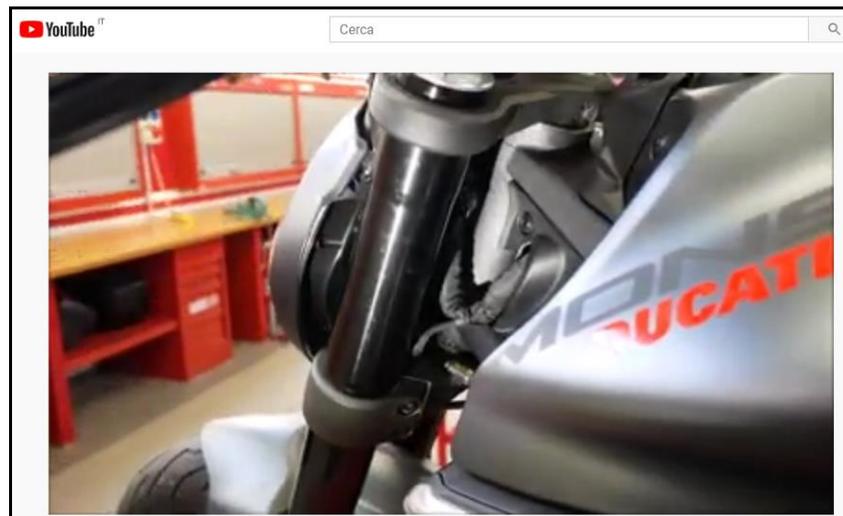
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Service Solution



NOTE

For a better understanding of instrument panel wiring correct routing, a video has been made and can be viewed at the following link: <https://youtu.be/j8Q7Z9zNuA8>



WARNING

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

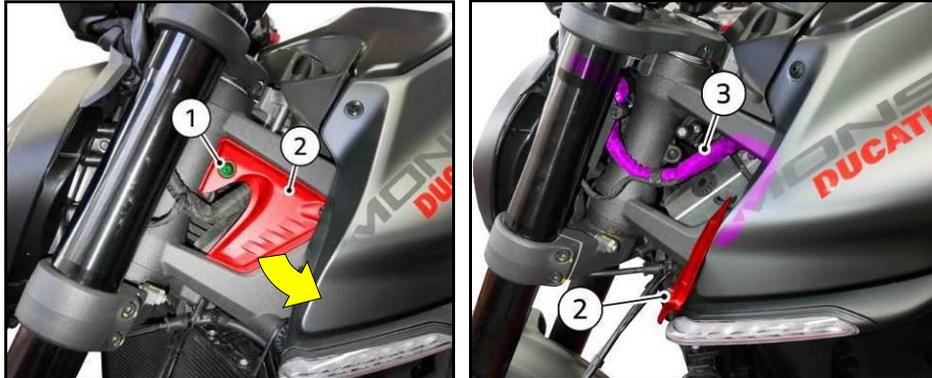


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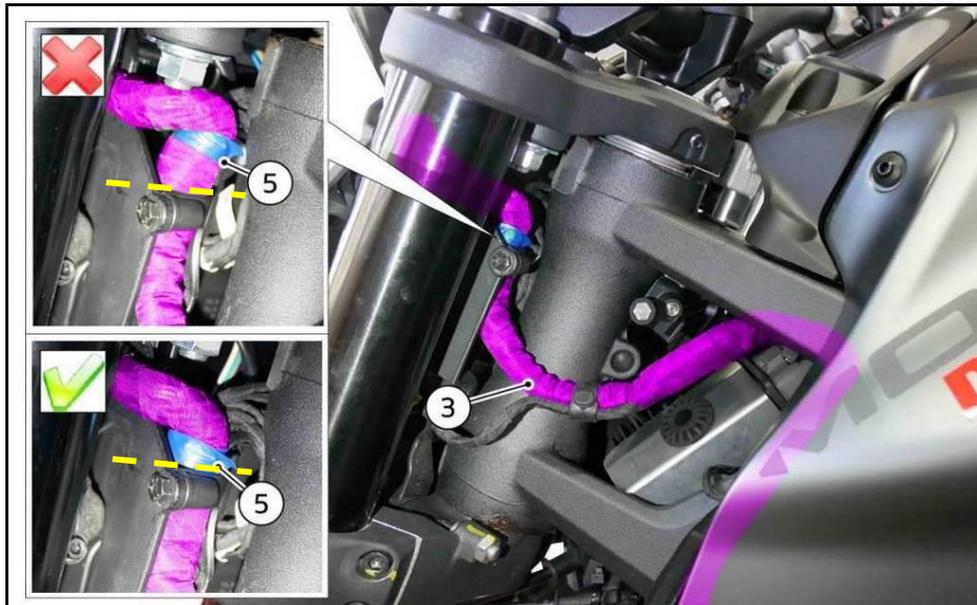
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Part 1: Inspection

1. Working on vehicle LH side: Remove screw with collar M5x9 (1) retaining the RH cover (2) to check the routing of headlight branch (3).



2. The blue taping (5) present on instrument panel wiring (3) must be positioned on the front wiring guide, as shown in the figure (taping must slightly protrude over the special guide).



- If the taping IS in the correct position, reinstall the LH cover by tightening the 2 screws with collar M5x9 to 3 Nm ± 10%
- If the taping IS NOT in the correct position, proceed to Part 2 **Instrument Panel Harness Re-routing**

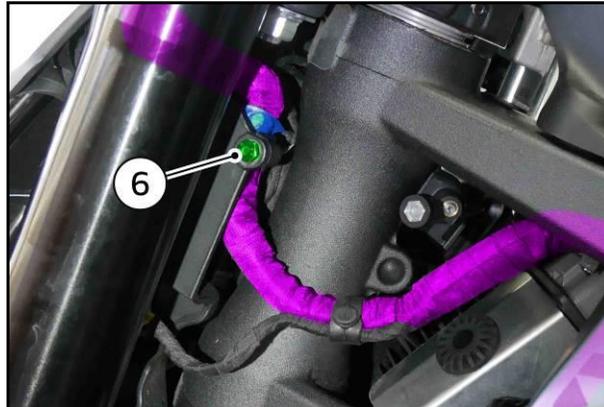


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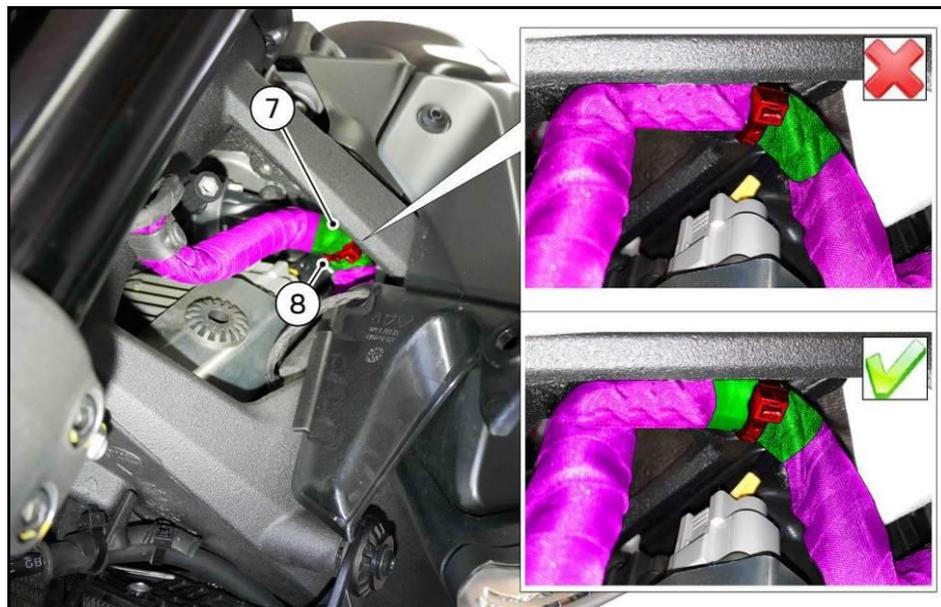
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Part 2: Instrument Panel Harness Re-routing

1. Loosen screw (6) retaining the front wiring guide and correctly re-route wiring, as shown in the figure.

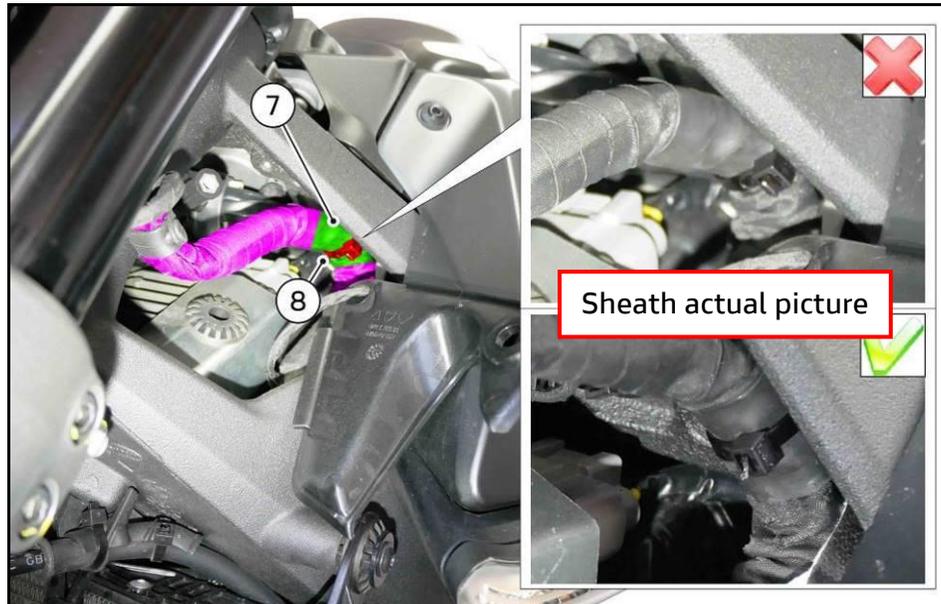


2. The black heat-shrink sheath (7) (highlighted in green in the figure) must be positioned at the center of the large self-locking tie (8), as shown in the figure. (NEVER to the right or left of tie).





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2 A. Should the tie be already correctly positioned at the center of the sheath, mark the check with a felt pen (see figure below), then proceed to step 8



2 B. Should tie not be positioned as specified above, re-position it by following the procedure from step 3 forward



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3. Remove the self-locking tie
4. Use a felt pen to make a mark on sheath centerline

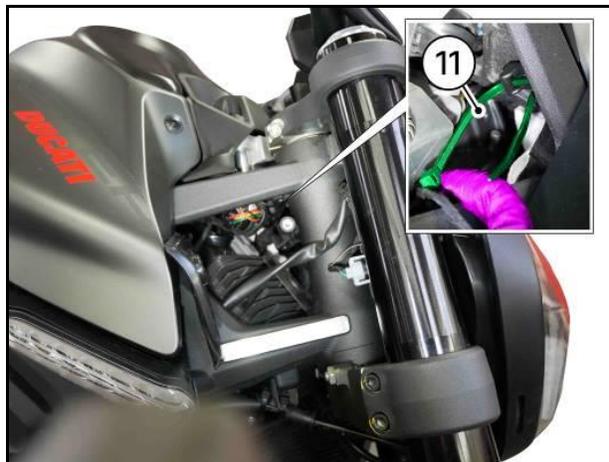
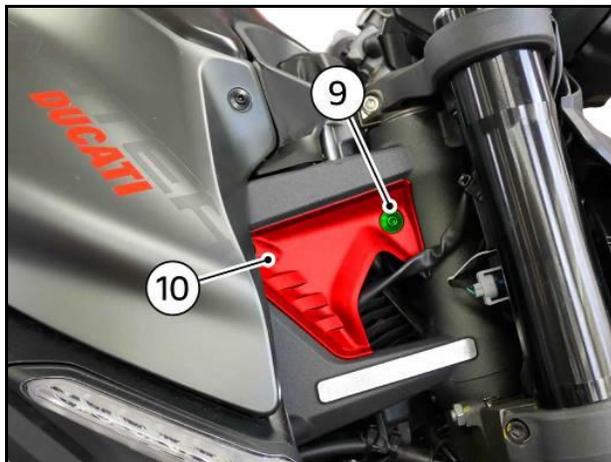


5. Insert the new large self-locking tie (11) inside the seat on frame, aiming it as shown in the figure



NOTE

For easier fitting of the self-locking tie into its housing, work from the right side of the vehicle, by removing the screw with collar M5x9 (9) retaining the cover (10).





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6. Re-route instrument panel wiring with the marking just made on the sheath at the center of tie

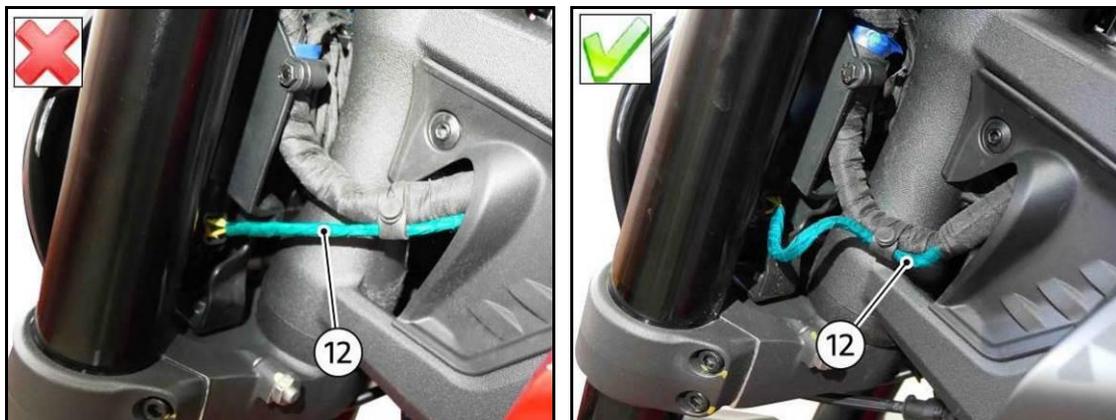


7. Tighten tie to fasten wiring in its position
8. Re-position RH and LH covers by tightening the 2 screws with collar M5x9 to **3 Nm± 10%**.



NOTE

During re-routing, make sure that **headlight wiring branch (12)** has adequate slack for movement.



9. Turn handlebar all the way right and left several times to check wiring correct flexibility
10. Check instrument panel and headlight correct operation

For questions about the Service Campaign,
please contact your Service Area Manager.