



CR245 – Side stand replacement

DesertX Model Year 2023 (all country versions)

Technical Service Bulletin SRV-TSB-23-002

Date: January 26, 2023
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 a new side stand (**Part no. 55611291CA**) with a different length and geometry than the current one has been introduced into production (from frame number ZDMxxxxxxx006182, produced on 02/12/2022). This update will facilitate the stability of the motorcycle in non-level ground conditions.

This is an evolution of the product and is not related to functional aspects, however, to keep the motorcycles fleet up to date with this Workshop Campaign, we extend the ability of installing the new side stand additionally to motorcycles produced before the frame number mentioned above. Please emphasize to the client that this premium approach is to enable Ducati to provide a better ownership experience.

The new side stand has punched the last digits of its spare part number "**129.1C**" at the top, as shown in the figure.



WARNING

The motorcycles on which the Ducati Performance motorcycle lowering set has been installed are NOT part of this Workshop Campaign, as they feature a different side stand that does not require any update.



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Application

You can find the precise list of frame numbers involved in CR245 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.

Client 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/update as soon as they come to your workshop. Note: this is NOT a safety recall.




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Spare parts

The spare part required for this update is:

PART NO.	COMPONENT	IMAGE	QUANTITY
55611291CA	Side stand		1



WARNING

If you still have side stands with one of the two previous part numbers (**55611291AA** or **55611291BA**) in your spare parts warehouse, they can no longer be used on motorcycles and must therefore be returned according to the rules specific to your market.

Parts Distribution

The part no. 55611291CA required to carry out the update under this Workshop Campaign must be ordered for each affected frame number.

Warranty Reimbursement Rules

Reimbursement for work associated with this Workshop 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 identified as CR245

Operation includes reimbursement for the parts listed for the operation, consumables for carrying out the work; and labor for [REDACTED] that includes the time necessary for:

- Vehicle reception
- Consumables for carrying out the work
- Side stand replacement
- Soft cleaning of the vehicle



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Service Solution



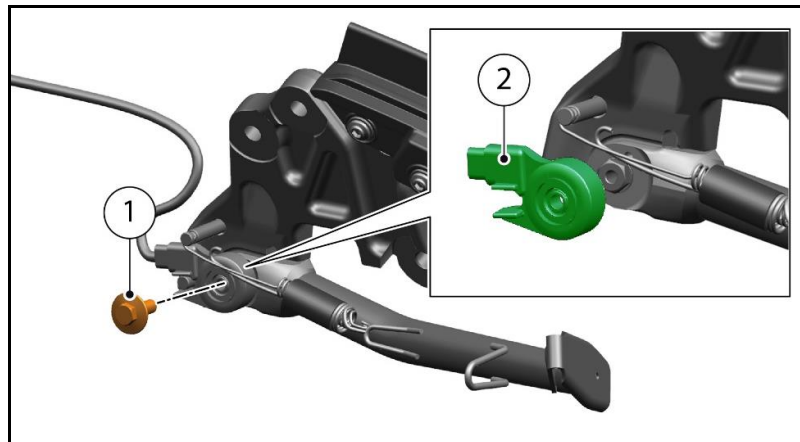
WARNING

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.

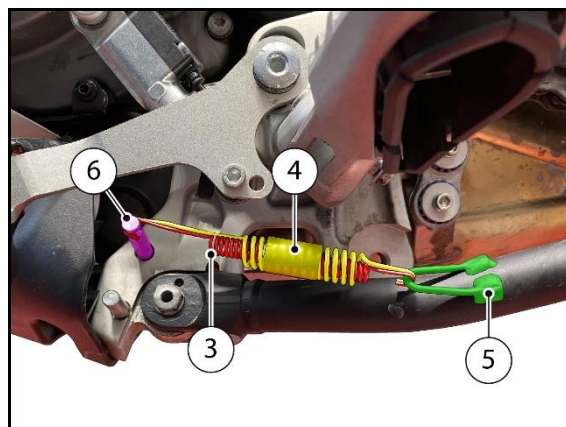
We recommend taking your time to fully understand the procedure before attempting its implementation on the motorcycle (you may print the document in color for a better understanding).

We also remind you that the work environment where you carry out the procedure and the tools and equipment used (wrenches and gloves) must be clean.

1. Position the motorcycle on the rear paddock stand.
2. Remove the **special M6 screw (1)** and slide out the side stand **switch (2)**.



3. Release side stand return **internal spring (3)** and **external spring (4)** from **hook (5)** and **pin (6)** groove.



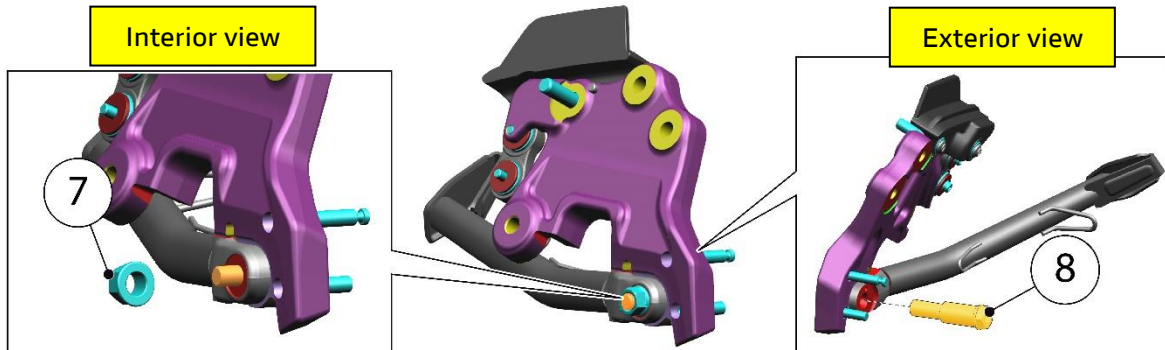


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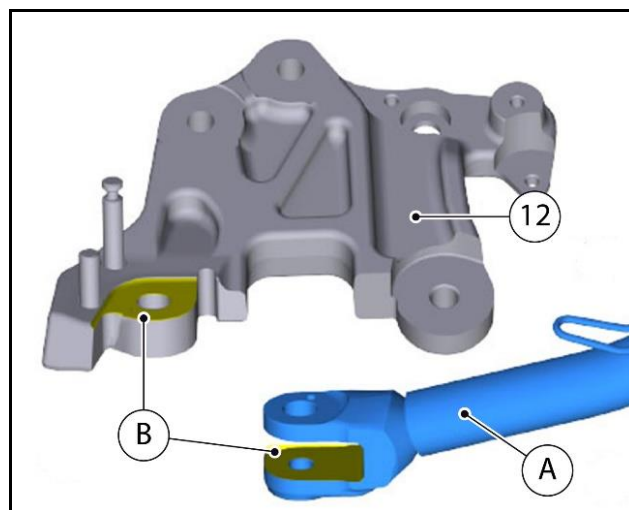
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4. Remove **M10 nut (7)** and **M10 pin (8)** securing the side stand to the relevant support bracket; then slide out the side stand.



5. Clean the mating surfaces of the side stand support plate from grease and residue.
6. Thoroughly clean the pin (8) and the nut (7).
7. Take the new side stand (A) Part no. 55611291CA.
8. Apply Shell GADUS S2 V220 AD 2 (or equivalent) grease on the **mating surfaces (B)** on the areas between the **side stand (A)** and its **plate (12)**.



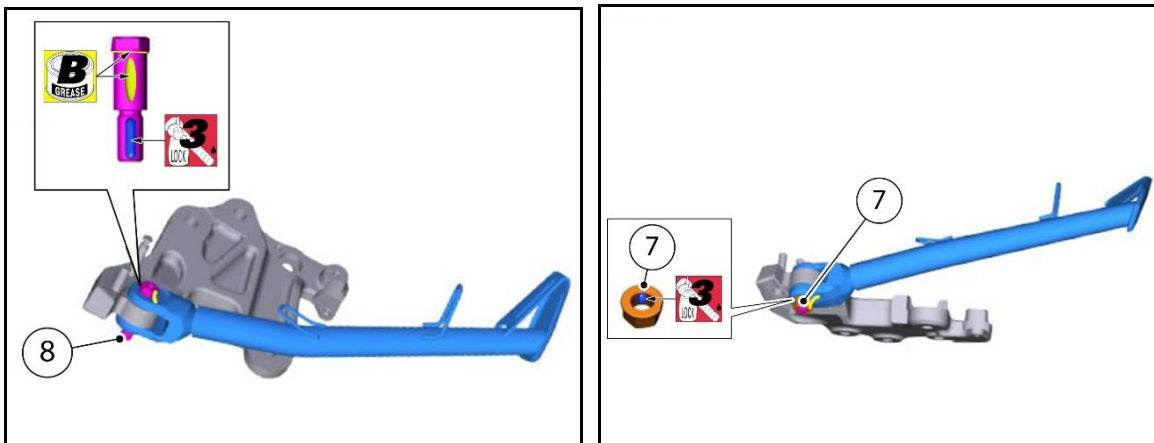


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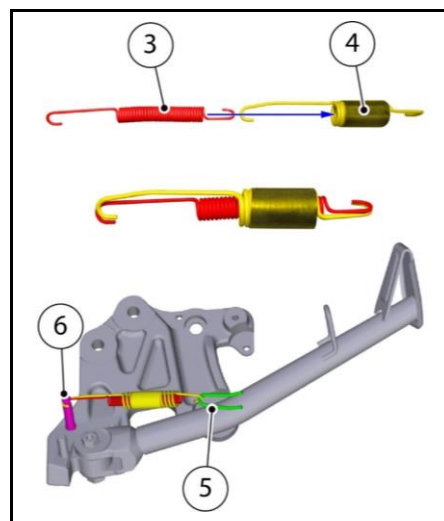
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9. Apply LOCTITE 270 on the thread and Shell ALVANIA R3 grease (or equivalent) on the under-head and cylindrical section of the pin (8), paying attention that the two products do not come into contact.
10. Fit the side stand to the plate, aiming it as shown in the figure and secure it in place by starting **M10 pin (8)**.
11. Tighten the **M10 pin (8)** to a torque of **$35 \text{ Nm} \pm 5\%$** and certify.
12. Apply LOCTITE 270 on the thread of **M10 nut (7)**.
13. Start **M10 nut (7)** on the threaded projection of **M10 pin (8)**.
14. Ensure the side stand is in the “closed” position, tighten **M10 nut (7)** to a torque of **$35 \text{ Nm} \pm 5\%$** , while holding **M10 pin (8)**.



15. Secure the side stand **internal spring (3)** and **external spring (4)** on **hook (5)** and **pin (6)** as shown in the figure.



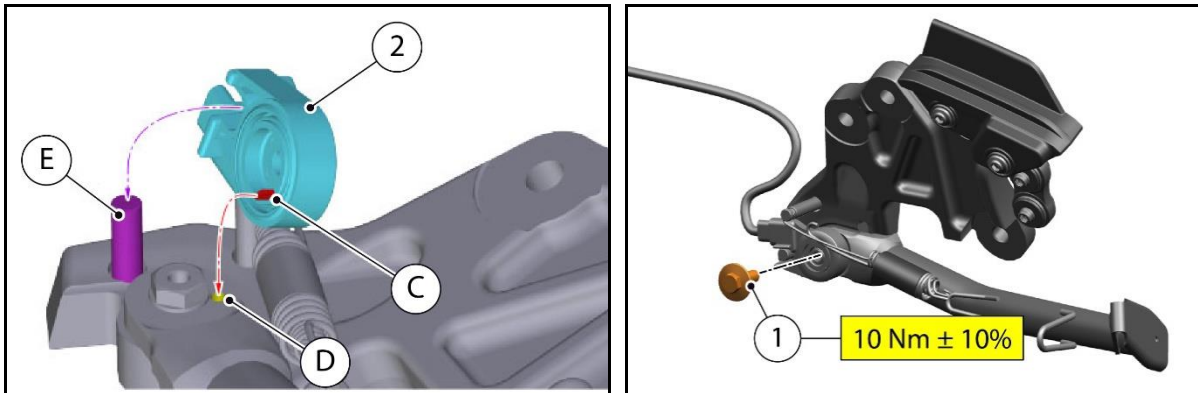


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16. Position the side stand **sensor (2)** by inserting the sensor **pin (C)** into **hole (D)** of the side stand and matching it with the side stand **pin (E)** and sensor opening.
17. While tightening the **M6 screw (1)**, it is necessary to keep the sensor in the correct position in order to avoid unintentional revolutions caused by tightening torque application.
18. Tighten **special M6 screw (1)** to a torque of **5 Nm ± 10%**.



19. Check that the side stand moves freely.
20. Check the correct operation of the Side Stand Safety Switch:
 - a. Perform a key-ON, place the motorcycle on the side stand and check that the relevant warning light turns on in the Dash display.
 - b. Close the side stand and start the motorcycle.
 - c. Lower the side stand and engage first gear. The motorcycle must switch off.
21. Remove the rear paddock stand.
22. Perform a soft cleaning of the motorcycle before delivering it to the Client.

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