



## CR165 – Tightening torque of eccentric hub fastening screw update

Panigale V4 (all Model years and versions)

Technical Service Bulletin SRV-TSB-18-018

Date: November 27, 2018

To: Dealer Principal, General Manager, Service Manager, North American Dealer Network

From: Richard Kenton, Technical Director

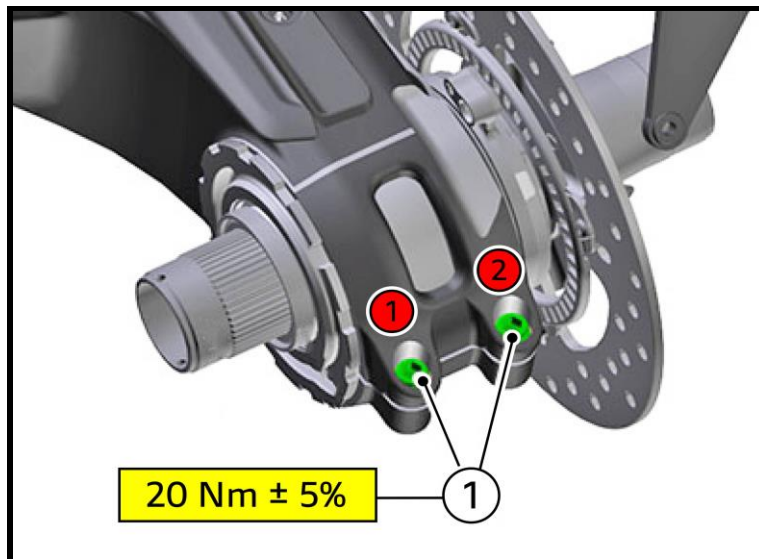
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

Ongoing product quality tests have detected a potential noise coming from the rear eccentric hub. This noise presents as a "clicking" sound that can be heard by handling the motorcycle by hand and with engine off.

The described condition is not safety related and does not cause any problem to vehicle operation.

The solution is to reduce the tightening torque of the two M10x35 screws fastening the eccentric hub to the swingarm on all the concerned motorcycles. It is necessary to update the tightening torque of the **2 M10x35 screws (1)** to the value of **20 Nm  $\pm$  5%** by following the sequence **1-2-1** for all affected units. (the previous tightening torque was 25 Nm  $\pm$  5%)



### NOTE

Whenever final drive chain is tensioned, always comply with the new tightening torque of the two M10x35 screws fastening the eccentric hub to the swingarm.



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## Application

You can find the precise list of VIN numbers involved in CR165 on the DCS, in sections:

VIN HISTORY		You can consult the single frame number
CAMPAIGNS		You can consult all the VIN numbers Ducati Motor Holding sent you

PANIGALE V4 RED 2018 CAL DMH					
VIN #	ZDMDAGNW4JB00 XXX	ENGINE #	AGNJ0 XXX	WTY END DATE	03/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	02/14/2018	INVOICE	02/20/2018
WARRANTY TYPE	Standard Warranty	WTY START DATE	03/31/2018	LAST MILEAGE	0 MI

**ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS**

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	CAMPAIGN	<a href="#">CR 165</a>		SRV-TSB-18-018 PAN V4 rear swingarm hub screw fastening		<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

## Customer Impact

All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers will require this inspection during pre-delivery operations, before delivery to the final customer. All bikes already delivered to final customers must undergo the below procedure at the next service appointment. Note: this is not a safety recall.

## Parts Distribution

No component must be ordered to perform the update.

## Warranty Reimbursement

Reimbursement for work associated with this Workshop 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 CR165.

You will be reimbursed for **15 minutes** of labor time (**1 labor unit**) that includes the time necessary for:

- A. Vehicle reception
- B. Tightening the two screws fastening the eccentric hub to the swinging arm to the specified torque



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### Spare Parts

No additional component is required to perform the update

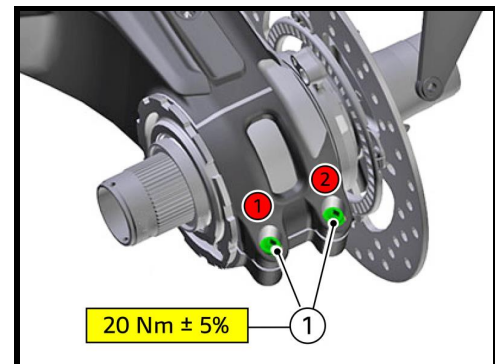
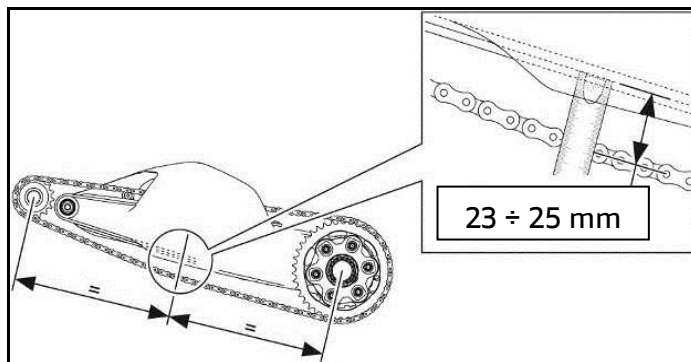
### Service Solution



#### NOTE

If the chain requires service, perform cleaning and adjustment prior to updating the tightening torque of the 2 M10x35 screws. For adjustments, refer to the procedure specified in bulletin SRV-TTB-18-003: "Procedure for final drive chain proper tensioning on Panigale V4" and SRV-SRB-18-030 "Final Drive Maintenance"

1. Set the motorcycle on the side stand
2. Loosen the 2 M10x35 screws (1) fastening the eccentric hub to the swingarm
3. Tighten the 2 M10x35 screws (1) to the new tightening torque of **20 Nm ± 5%** following the sequence 1-2-1



For information or clarification of this service bulletin please contact your Service Area Manager