



Overview of Rear Brake System Updates

All Models

Service Repair Bulletin SRV-SRB-20-043

Date: September 4, 2020
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,

This bulletin is to provide an overview of previously authorized and required processes in relation to product improvement measures for with vehicles that have a customer concern of reduced rear brake performance or perceived rear brake pressure loss.

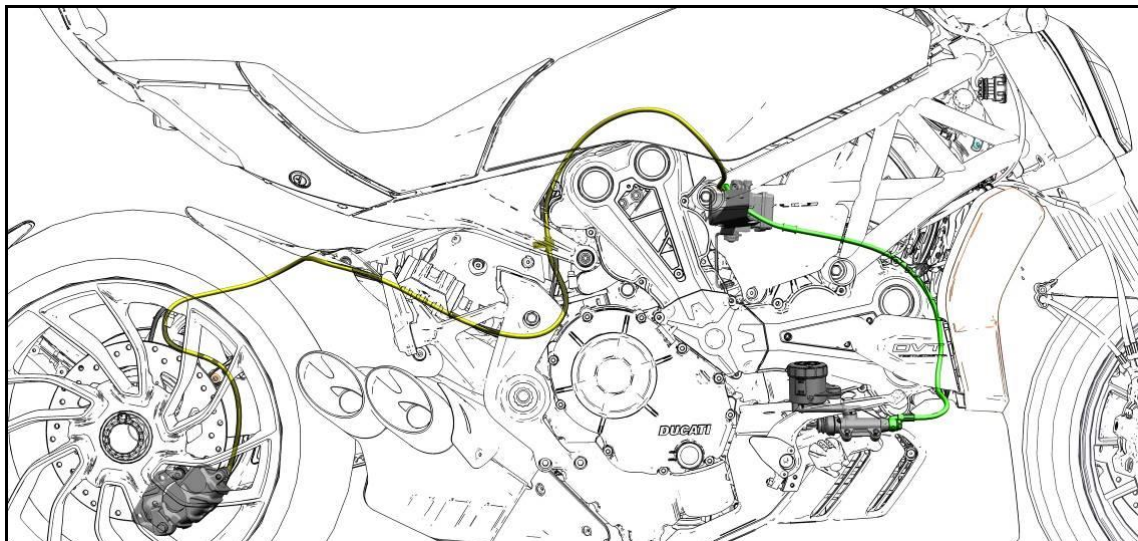


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Current Rear Brake Line Replacement Guide

The table below provides a list of current repair guidance and campaign documents for reference.



NOTE

A TSB (technical service bulletin) is NOT a safety recall. These are product improvements for current vehicle production that are being retroactively applied to existing customer vehicles.

Family/Model	Year	Brake Hose PN	Relevant Document
XDiavel	2016-2020	61911341A	SRV-TSB-19-012 CR186
		61911361A	
Diavel 1260	2019-2020	61911381A	NORM Warranty Yotech required
		61911401A	
Monster 821	2018-2020	61911281A	SRV-TSB-20-004 CR191
		61911301A	
	2015-2017	61911281A	NORM Warranty Yotech required
		61911301A	
Monster 1200 STD/S	2017-2020	61911291A	SRV-TSB-20-006 CR193
		61911301A	
	2014-2016	61911291A	NORM Warranty Yotech required
		61911301A	
Monster 1200 R	2016-2019	61911291A	NORM Warranty Yotech required
		61911301A	
SuperSport	2017-2020	61911291A	SRV-TSB-20-008 CR195
		61911301A	
MR797	2017-2020	61911491A	SRV-TSB-20-002 CR188
		61911481A	



NOTE

Open campaigns listed in VIN history must be completed, and are covered by Ducati under warranty outside the standard warranty period unless otherwise stated in the bulletin instructions or a disqualifying event has occurred.



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Vehicles with Previously Closed Campaigns or Corrections

For vehicles under warranty with a previously closed campaign for rear brake line replacement where the lines have been replaced, please submit a Youtech to your Service Area Manager for review. Include information regarding the current visit and any previous attempts at correction.

For vehicles under warranty with a previously closed campaign for rear brake line replacement where the lines have NOT been replaced, proceed with rear brake line replacement as defined in the relevant bulletin and submit the claim under NORM warranty repairs. Include a Youtech submission with information regarding the current visit and any previous attempts at correction.

Vehicles NOT Listed in Provided Table

For vehicles under standard warranty without a listed campaign or brake line replacement in the table above, please submit a Youtech to your Service Area Manager. Include information regarding the current visit and any previous attempts at correction.

Vehicles Outside of Warranty

For vehicles outside of normal warranty and not covered by either Ever Red VSP or 3rd party warranty, corrective actions including brake system bleeding and/or component replacement may be eligible for goodwill assistance at the sole discretion of Ducati. If goodwill assistance is provided, a signed disclaimer from the customer will be required on the repair order. The following must be provided for consideration:

- Vehicle is 10 model years old or less
- Issue is not the result of misuse, damage, or modification
- A Youtech is submitted with the following documentation:
 - Description of issue and, if applicable, current and previous attempts to remedy
 - Complete service history including all customer paid service, repairs, and accessories
 - Sales documentation for current owner
 - Photos of the brake lever travel measurements as described in TSB
 - If approved- a scan of final repair order with customer signature on Ducati provided disclaimer

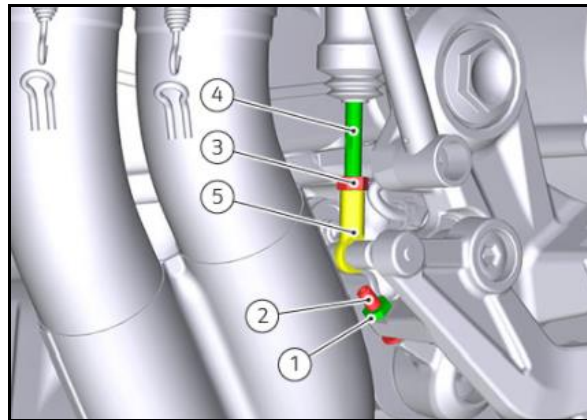


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Mechanical Adjustment of Rear Brake System

In the case of a correction for rear brake performance, always inspect the rear brake pedal assembly for proper free-play adjustment of both the control rod and sensor stop as listed for each vehicle in the repair manual in Section 4- Maintenance Operations.



WARNING

Improperly adjusted brake components can lead to significant damage to the brake system and surrounding components. Damage due to improper adjustment is NOT covered under warranty and is the responsibility of the party who performed the adjustment to repair.

For questions about this Service Repair Bulletin
Please contact your Service Area Manager

Disclaimer: The references provided in this document are accurate at the time the document was released. Please ensure you follow required actions in VIN history for all vehicles and refer to the latest bulletins and repair manual instructions. The remedies listed are not intended to correct vehicle issues caused by outside influence such as modification, neglect, damage, misuse, or performance improper repairs.