



Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045

Date: August 12, 2021
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

This Service Bulletin replaces and cancels the bulletin SRV-SRB-20-021 published on June 16, 2020.

Dear Dealers,

The scheduled maintenance plan for the Diavel 1200 Model Year 2011-2018 has been updated (excluding the Diavel 1260 and XDiavel model versions). A **"Rear shock absorber rocker arm cleaning and clearance check"** operation has been introduced. This operation must be carried out at all the Mileage OIL Service (every 9,000 mi 15,000 km) and Time Service (every 12 months) intervals.

	Km x 1,000	15	30	45	60	Time (months)
	mi x 1,000	9	18	27	36	
Rear shock absorber rocker arm cleaning and clearance check		•	•	•	•	12

Attached to this bulletin is the new Scheduled Maintenance Check List **Ed. 06-2020** of the Diavel family with the integration of the above-mentioned operation valid **ONLY** for the Diavel Model Year 2011-2018.



Scheduled Maintenance



The updated Scheduled Maintenance Check List can be downloaded:

- In the "Check List" section of the Workshop Manuals 2.0 on the DCS;
- On the Ducati.com website in the "Services and Maintenance → Transparent Maintenance" section.



Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045

Rear shock absorber rocker arm cleaning

For a correct cleaning of the rear shock absorber rocker arm, it is sufficient to direct a jet of water in the area of the swingarm in correspondence with the rocker arm retainer.



NOTE

DO NOT use lubricant of any kind as it would act as an adhesive when mixing with any mud, salt or impurities.



Rear Shock Absorber Rocker Arm Clearance Check

1. To check the rear shock absorber rocker arm clearance, it is necessary to:
 - a) Place the motorcycle on the side stand with the handlebar turned to the left
 - b) Place a microfiber cloth at the bottom inside edge of the rear wheel rim
 - c) Position the right foot on the rear wheel rim on the microfiber cloth
 - d) Position the right hand on the grab handle
 - e) Position the left hand at the left handgrip
 - f) Slightly lift the rear of the motorcycle and release it in order to check the rear shock absorber rocker arm clearance.



Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045



NOTE

We recommend performing this operation in the presence of a second technician so that they can visually check the rear shock absorber rocker arm clearance while carrying out the above-mentioned procedure.



2. Measure the clearance with a tape measure and following the procedure below:
 - position "point 0" of the tape measure at the rear wheel shaft (right side of the motorcycle)
 - by slightly lifting the rear of the motorcycle, read the travel value at the passenger footpeg



NOTE

To make reading easier, you can make a temporary mark with a marker at the passenger footpeg.



Scheduled Maintenance Plan Update for Diavel Family

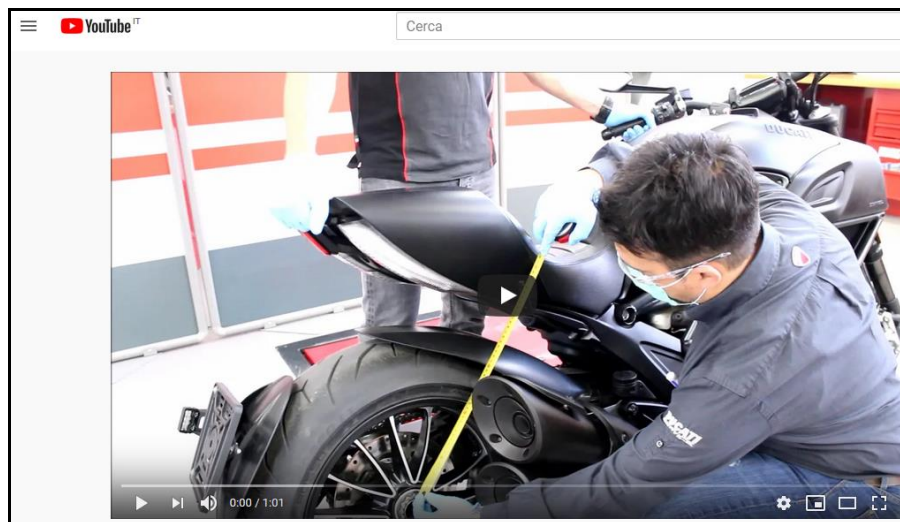
Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045



- If the measured travel is ≥ 0.8 cm, the ball joint of the rocker arm is **NOT CONFORMING** and it is necessary to replace the rear shock absorber rocker arm
- If the measured travel is < 0.8 cm, the ball joint of the rocker arm is **CONFORMING** and it is NOT necessary to replace the rear shock absorber rocker arm

For a better understanding of this operation, a video has been made and can be viewed at the following YouTube link: <https://youtu.be/UbKKNMEwt5U>.





Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

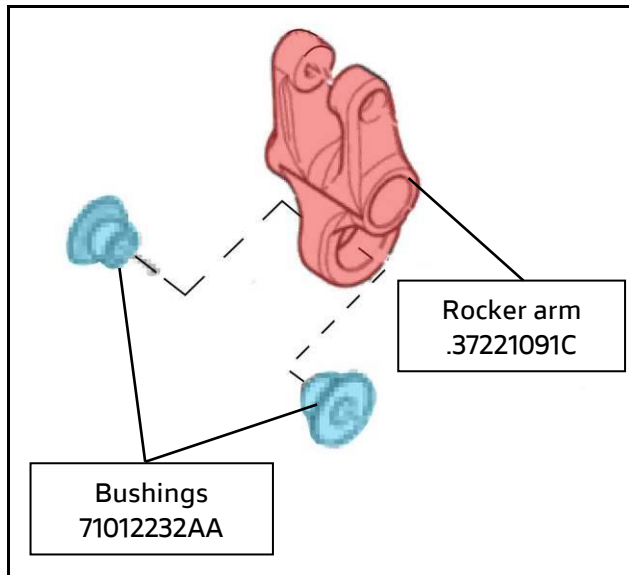
Service Repair Bulletin SRV-SRB-21-045

Rear Shock Absorber Rocker Arm Replacement



WARNING

During shock absorber rocker arm replacement, it is also necessary to replace the 2 bushings with the new bushings Part no. 71012232AA.



1. Place the motorcycle on the lift bench and secure the front wheel in the vice.
2. Remove the silencer and the central exhaust manifold (see Section 8: "Fuel/exhaust system – Exhaust system" of the Workshop Manual).
3. Remove the rear wheel (See Sec. 7: "Chassis – Rear wheel" of the Workshop Manual).



NOTE

Lift the rear of the motorcycle using a workshop lift and place an engine support in the central area to ensure greater safety during the operation.



Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

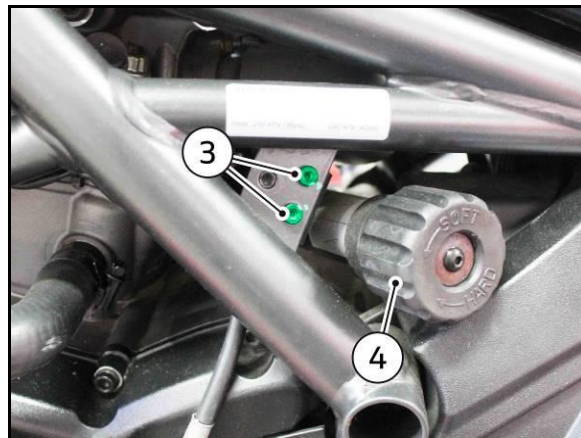
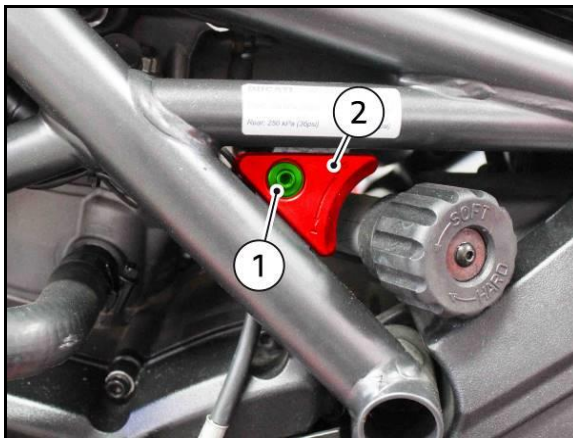
Service Repair Bulletin SRV-SRB-21-045

4. Working on the LH side of the motorcycle, remove **M5x10.5 screw (1)** retaining **plate (2)** and slide it out.
5. Remove the **2 M5x10 screws (3)** securing the **pre-load adjuster (4)** of the rear shock absorber to the frame.

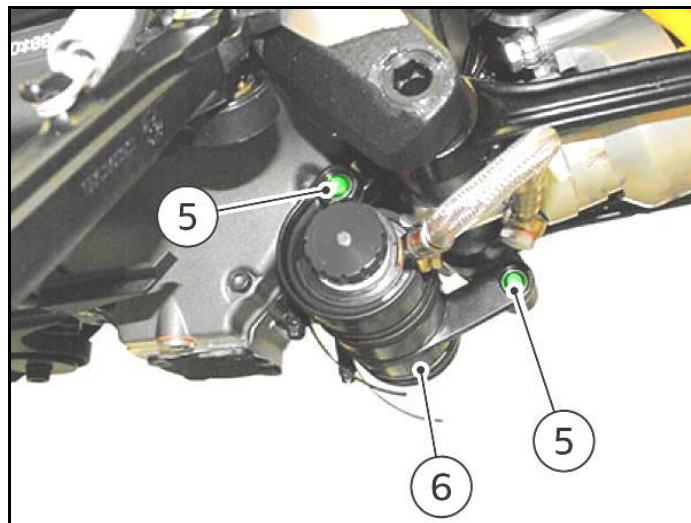


NOTE

This operation is necessary to have a greater movement of the rear shock-absorber-rocker arm assembly during the removal and installation of the rocker arm.



6. Remove the **2 M6x20 screws (5)** that retain the expansion tank **support (6)** to the rear shock absorber.



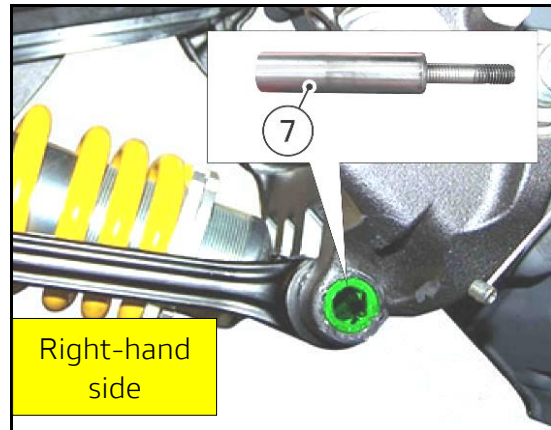
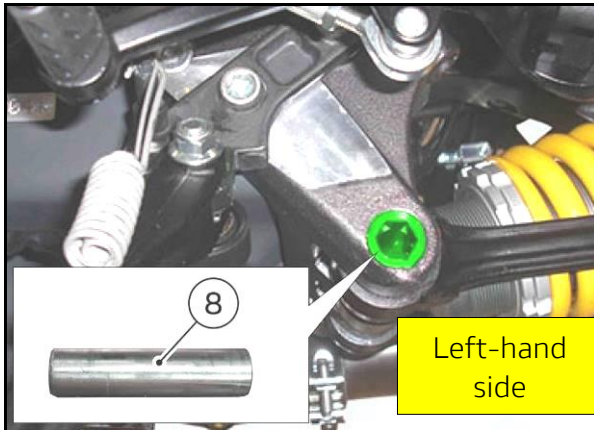


Scheduled Maintenance Plan Update for Diavel Family

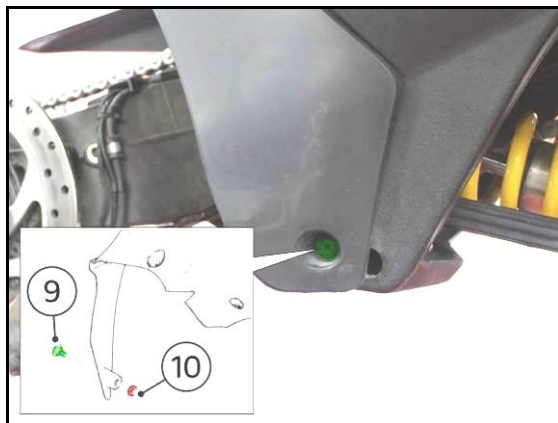
Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045

7. Remove the **right bushing (7)** by counter-holding the **left bushing (8)**.



8. Slide out the front part of the shock absorber unit from its support.
9. Remove the **M5x10.5 screw (9)** with the relevant **spring washer (10)** retaining the lower part of the mudguard to the swingarm.





Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045

10. Remove **special screw (11)** that retains the rear shock absorber rocker arm to the swingarm.



NOTE

Carefully clean the contact surface between the swingarm and the screw itself in order to remove all the impurities. Apply lubricant to facilitate the removal of the special screw.

If the screw is difficult to remove, the contact area between the screw and the swingarm can be heated with heat gun.

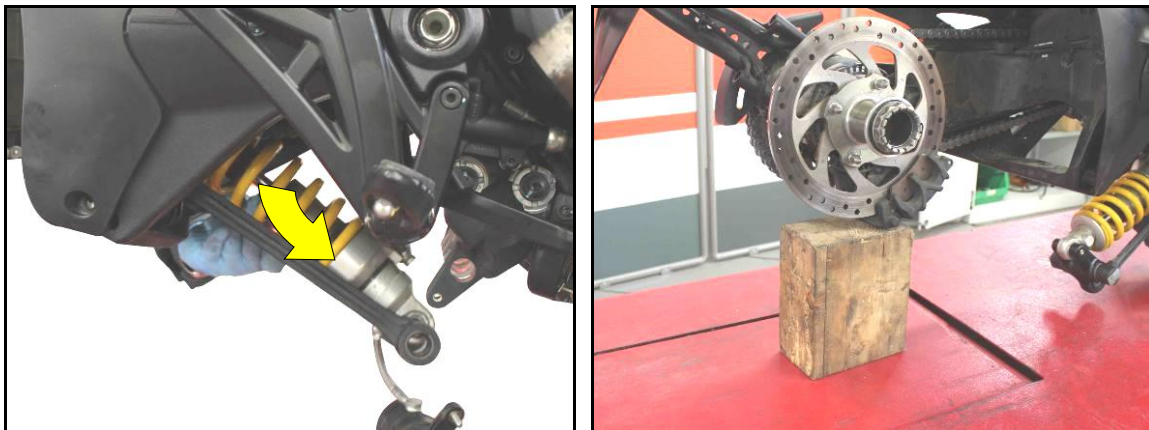


11. Slide out the rear part of the shock absorber unit from the swingarm.



NOTE

We suggest using a 20-cm high block, or a shop flat jack, to hold the swingarm in place.





Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045



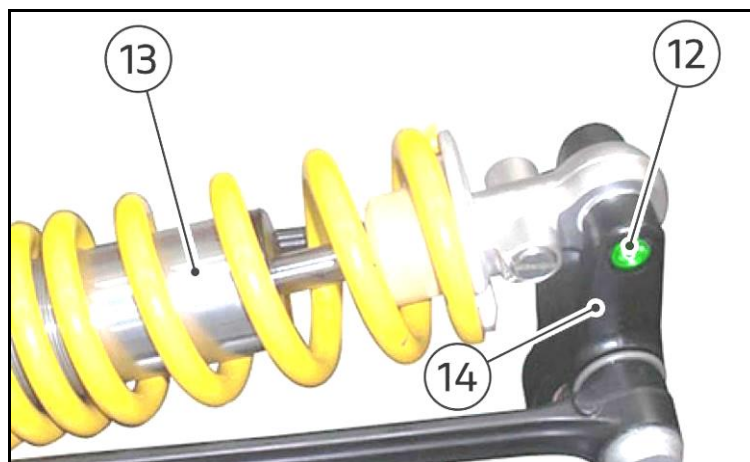
NOTE

To make it easier to remove the rear shock absorber rocker arm, reposition the front part of the shock absorber assembly on its support by starting the two bushes, right and left, as shown in the figure.

This operation prevents the preload adjustment tube from being over-tensioned and also avoids possible errors when fitting the new rocker arm.



12. Remove the **M10x50 screw (12)** and slide out the rear **shock absorber (13)** from the **rocker arm (14)**.





Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

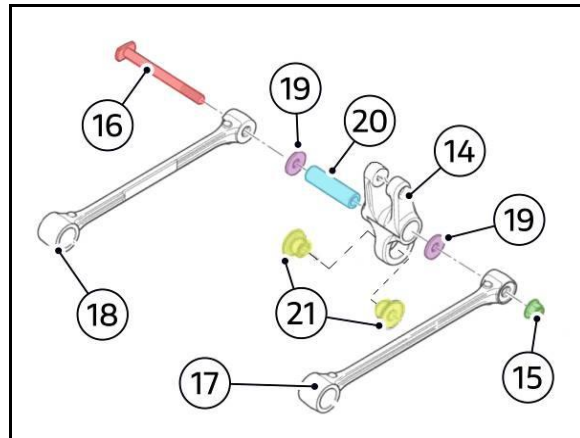
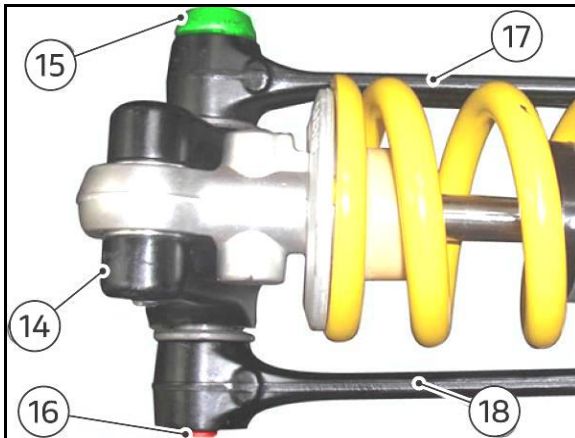
Service Repair Bulletin SRV-SRB-21-045

13. Unscrew the **nut (15)** from the **special screw (16)** and remove the **linkages (17)** and **(18)** from the **rocker arm (14)**.



NOTE

When removing the linkages, collect the **2 spacers (19)**, the **bushing (20)** and the **2 bushings (21)** to be replaced later on the new rocker arm.

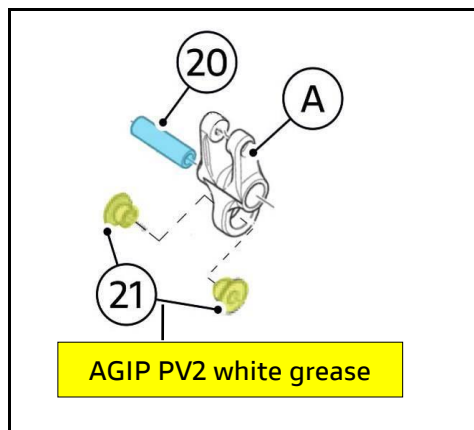


14. Take the new **rocker arm (A)** Part no. 37221091C and install the **bushing (20)** and the **2 new bushings (21)** Part no. 71012232AA aiming them as shown in the figure.



NOTE

Apply AGIP PV2 white grease, or equivalent, for bushing assembly and make sure that the rubber lip perfectly adheres on the rocker arm surface.





Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

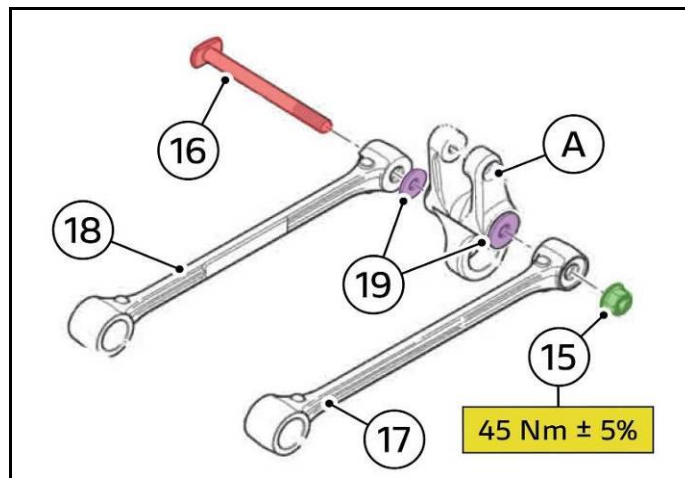
Service Repair Bulletin SRV-SRB-21-045

15. Install the linkages (17) and (18) and the 2 spacers (19) on the rocker arm (A) as shown in the figure by tightening the special screw (16). Start nut (15) and then tighten to **45 Nm ± 5%** and certify.



NOTE

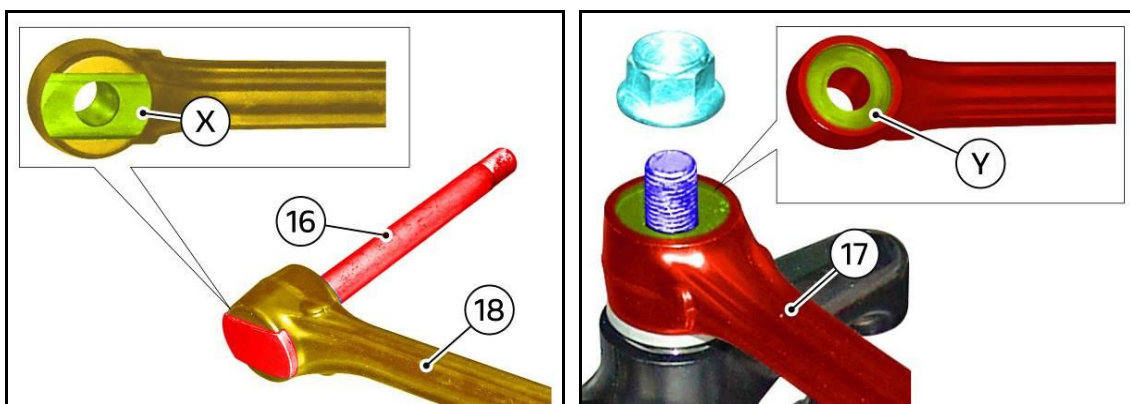
Apply Shell GADUS S2 V220AD grease, or equivalent, on the thread of the special screw (16) and on the joint plate of nut (15).



NOTE

The linkage (18) must be oriented in such a way that the head of the special screw (16) remains in the relevant seat (X) of the linkage.

The linkage (17) must be oriented with the seat (Y) facing upwards.





Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

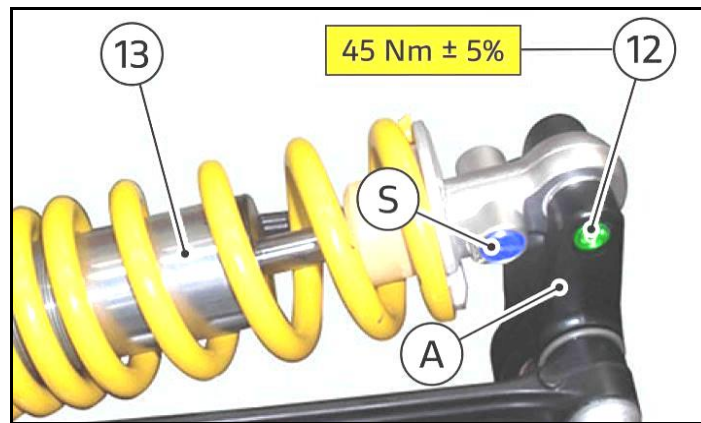
Service Repair Bulletin SRV-SRB-21-045

16. Apply Shell GADUS S2 V220AD grease, or equivalent, on the thread and underhead of the **M10x50 screw (12)** fastening the upper part of the **shock absorber (13)** to the **rocker arm (A)** and start it.
17. Tighten the **M10x50 screw (12)** to **45 Nm \pm 5%** and certify.

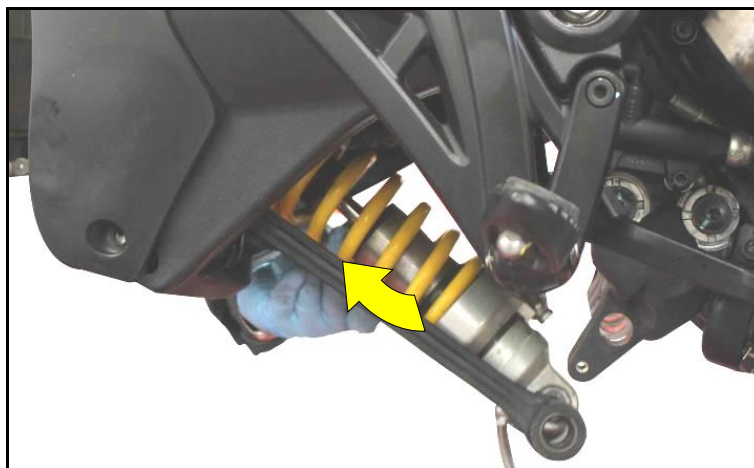


NOTE

Position the **shock absorber (13)** on the **rocker arm (A)** orienting the **adjustment screw (S)** as shown in the figure.



18. Remove the block or flat jack used to support the swingarm, release the front part of the shock absorber assembly from the 2 bushings previously started and insert the rear part of the shock absorber assembly on the swingarm.



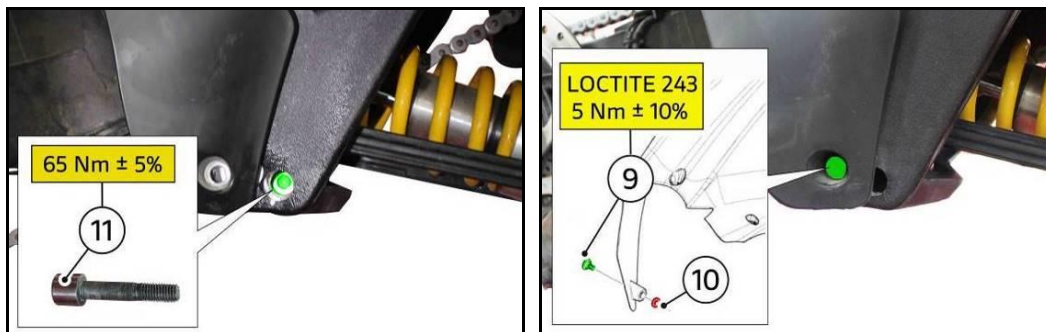


Scheduled Maintenance Plan Update for Diavel Family

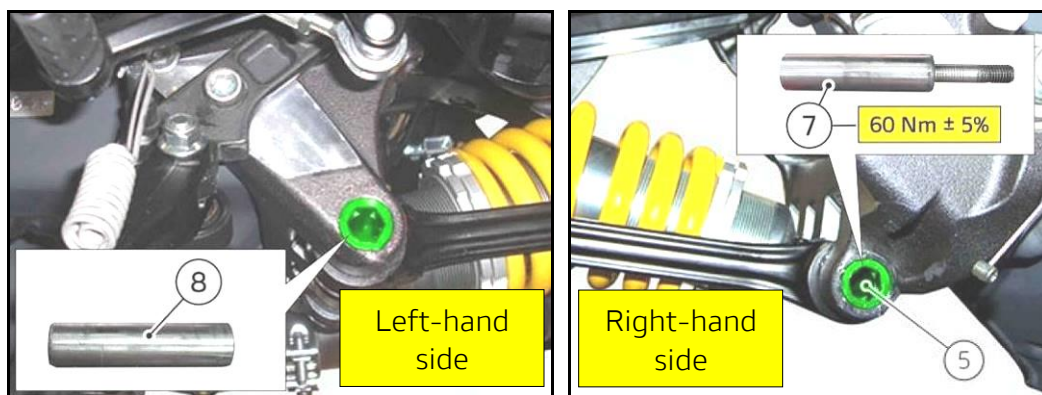
Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045

19. After thoroughly cleaning the area, apply Shell GADUS S2 V220AD grease, or equivalent, on the thread and underhead of the **special screw (11)** fixing the rear shock absorber rocker arm to the swingarm.
20. Start the **special screw (11)** and tighten it to **65 Nm \pm 5%**
21. Apply LOCTITE 243 on the thread of the **M5x10.5 screw (9)**. Tighten the **M5x10.5 screw (9)** with the relevant **spring washer (10)** retaining the lower part of the mudguard to the swingarm and tighten to **5 Nm \pm 10%**.



22. Apply Shell GADUS S2 V220AD grease or equivalent on the **right (7)** and **left (8)** bushing.
23. Position the front part of the shock absorber assembly on the shock absorber support by starting the **left bushing (8)** on the left side of the motorcycle and the **right bushing (7)** on the right side.
24. Tighten the **bushing (7)** to **60 Nm \pm 5%** by counter-holding **bushing (8)**.



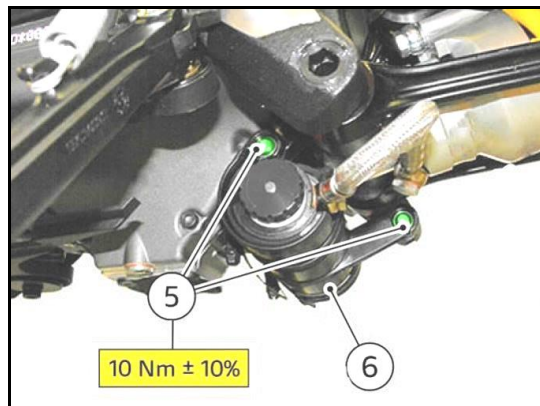


Scheduled Maintenance Plan Update for Diavel Family

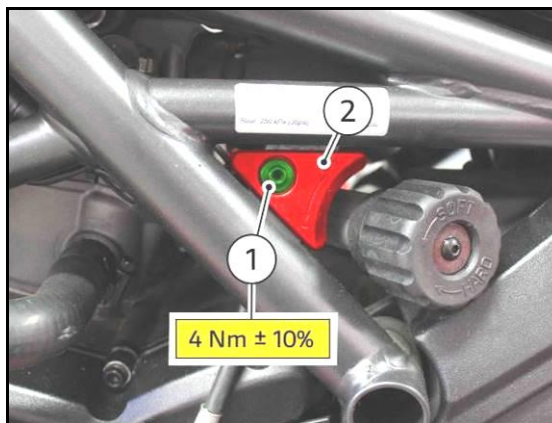
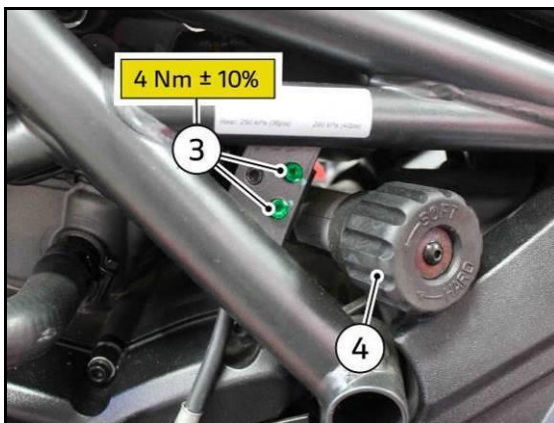
Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045

25. Reposition the rear shock absorber expansion tank assembly as shown in the figure.
26. Tighten the **2 M6x20 screws (5)** that retain the rear shock absorber expansion tank support (6) to **10 Nm ± 10%**.



27. Working on the left side of the motorcycle, fix the **preload adjuster support (4)** of the rear shock absorber to the frame by tightening the **2 M5x10 screws (3)** to **4 Nm ± 10%**.
28. Install the **plate (2)** as shown in the figure and tighten the **M5x10.5 screw (1)** to **4 Nm ± 10%**.



29. Install the silencer and the central exhaust manifold (see Section 8: "Fuel/exhaust system – Exhaust system" of the Workshop Manual).
30. Refit the rear wheel (See Sec. 7: "Chassis – Rear wheel" of the Workshop Manual).
31. Release the motorcycle from the vice and from the various supports used.



Scheduled Maintenance Plan Update for Diavel Family

Diavel MY 2011-2018 (all versions)

Service Repair Bulletin SRV-SRB-21-045

Additional Information

The instructions set forth in this document replace all the previous documents issued on the same subject matter. The workshop manuals available on DCS will be updated with these contents as soon as possible.



NOTE

If, after checking the rear shock absorber rocker arm clearance, it is necessary to replace the rocker arm, please talk to your Service Area Manager in order to evaluate a possible contribution in the form of Goodwill; it will then be necessary to collect all the information on the service history of the motorcycle for an accurate evaluation.

The rear shock absorber rocker arm clearance check operation is included in the current time provided for scheduled maintenance.

The replacement of the rocker arm with the relevant bushings, if required, is [REDACTED] ([REDACTED]). The following operation code in the flat rate tables must be used:

Operation Code
2-999-158

Store any replaced rockers in accordance with warranty parts storage guidance to allow DMH to perform analysis on returned parts.

For questions about this Service Bulletin,
please contact your Service Area Manager.