



1199 Panigale Safety Upgrades
Models: MY 2012 and MY 2013 Panigale (All Versions)
Recall Bulletin RCL-12-006

Date: Tuesday, August 7th, 2012
To: Dealer Principal, Service Manager, North American Dealer Network
From: Austin Gray, Technical Director; Jonathan LaForte, Technical Manager

Important: All Dealer Principals, Service Managers, and Parts Managers should read and initial this notice.

Dear Service Manager,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

NHTSA Campaign I.D. Numbers:

- 12V-392 – Exhaust butterfly Bowden cable cover
- 12V-399 – Steering damper washer
- 12V-400 – Steering damper screws
- 12V401 – Swingarm shaft pivots
- 12V402 – Master cylinder hose

Transport Canada Safety Recall I.D. Numbers:

- 2012-268 – Exhaust butterfly Bowden cable cover
- 2012-269 – Steering damper issues
- 2012-270 – Swingarm shaft pivots
- 2012-271 – Master cylinder hose

Description of the technical problem:

On-going quality testing on the motorcycles as manufactured, as well as analysis of field reports on the motorcycles, has identified some potential safety issues affecting all Model Year 2012 1199 Panigale motorcycles and some Model Year 2013 units.



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DMH has decided to gather all product upgrades and inspections in a single Safety Recall Campaign. Therefore, ***it is absolutely necessary that all services are performed at once***, strictly following the defined procedures:

- A) **EXHAUST BUTTERFLY VALVE BOWDEN CABLE SUPPORT** (all versions): In some rare conditions of engine faulty operation (for instance when the bike is operated while running on one cylinder due to a fouled spark plug) it is possible that the excess heat built up in the catalytic converter can overheat the lower engine area. This could cause the exhaust butterfly valve Bowden cable support, installed to the oil sump, to melt or burn. This part must be replaced with the new one having a higher heat rating. During this procedure it is also required that the technician re-tighten the screws retaining the silencer central brackets. (Even if this has previously been performed during the OIL SERVICE 1000 pursuant to Tips&Tricks no. 54).



- B) **OHLINS STEERING DAMPER HEAD UNIBALL BEARING** ("S" and "S Tricolore" versions only): It is possible that due to incorrect assembly tolerance, the mentioned uniball bearing could slip out of its seat on the Ohlins steering damper. It is necessary to install a special washer on its mounting point to prevent this problem.





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- C) **STEERING DAMPER RETAINING SCREWS** (all versions): The two steering damper retaining screws might loosen from their original tightening torque. It is necessary to re-tighten the screws and properly apply the specified threadlocker.



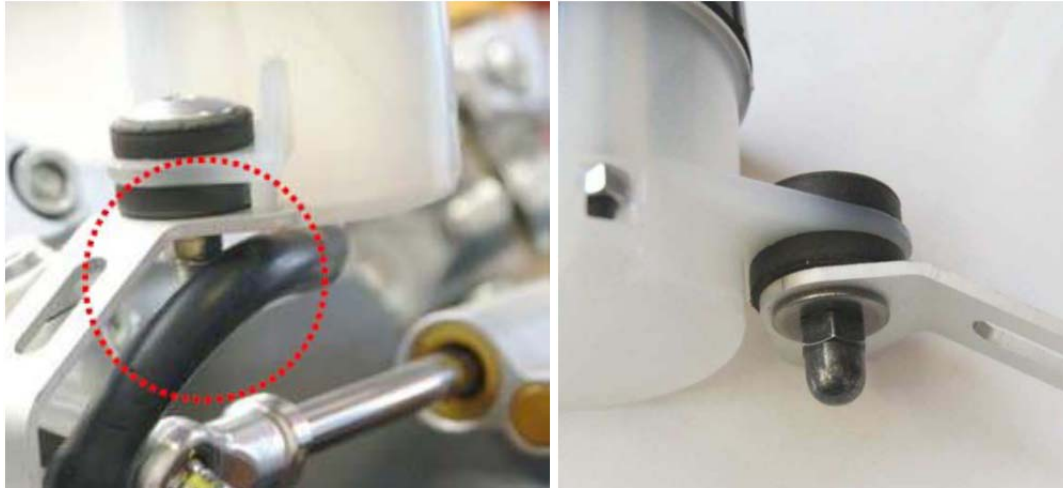
- D) **SWING-ARM SHAFTS** (all versions): It is necessary to re-tighten again the right-hand and left-hand shafts fastening the swinging arm to the engine since they might not be tightened correctly.





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- E) **FRONT BRAKE MASTER CYLINDER FLUID RESERVOIR CONNECTION TUBE** (all versions): The front brake master cylinder fluid reservoir connection tube might interfere with the threading end of the reservoir retaining screw. In order to avoid this potential damage it is necessary to install a nut and washer.



Description of the technical problem solution:

On the involved bikes a comprehensive parts kit has been created (part no.69926601A) containing the spare parts you will need to perform these upgrades. The kit includes the following:

KIT part no. 69926601A		
Ref.	DESCRIPTION	Q.ty
1	Exhaust Valve Cable Heat Shield	1
2	Washer P.6.4X18X1.6 ISO7093	1
3	Cap Nut M5 DIN1587-KL6 Galvanized Black	1
4	Washer P.5X15X1.5 UNI6593SS	1





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Technical solution implementation:

This solution has been implemented in the production line on 07/12/2012 starting from the frame numbers shown below:

MODEL	VIN
1199 Panigale	ZDM14BPWXDB007807

Affected VIN range requiring application of the technical solution:

INVOLVED MOTORCYCLES				
MODEL	FROM		TO	
	VIN NUMBER	DATE OF PRODUCTION	VIN NUMBER	DATE OF PRODUCTION
1199 PANIGALE	ZDM14BPW5CB000003	03/16/2012	ZDM14BPW4DB007806	07/12/2012

Criteria for application of the technical solution on circulating motorcycles:

For the designated frame numbers in the attached VIN list the motorcycles must be updated.

Customer notification:

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. A sample copy of the owner notification letter is enclosed for your information.

Vehicle allocation:

Prior to owner notification, we will furnish you a list of affected vehicles (See attached Affected VIN List)

Limitation on sale or lease of certain vehicles:

Section 154(d) of National traffic and Motor Vehicle Safety Act of 1996 mandates that dealers correct, prior to sale or lease, any vehicle which contains a defect relating to motor vehicle safety. It is therefore mandatory that any vehicle in your inventory affected by this recall be corrected prior to sale or lease.

Auto-ship replacement part:

No auto-shipment is required. Dealer pricing below:

DESCRIPTION	PART NO.	Dealer Cost USD	Dealer Cost CDN	Dealer Cost MEX
Panigale Safety Upgrade Parts Kit	Kit part no. 69926601A	\$9.05	\$9.91	117.65



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Repair instructions:



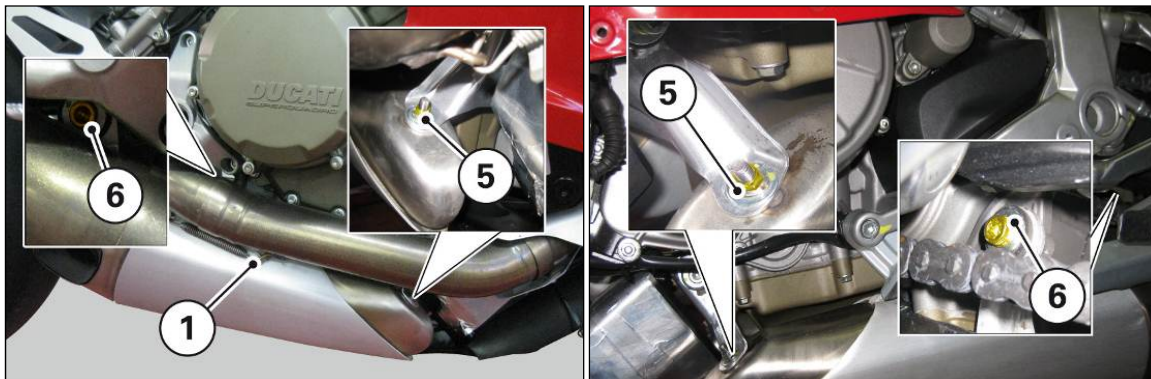
WARNING

To correctly upgrade the motorcycles it is necessary to strictly follow the procedure below and comply with the specified tightening torque settings.

A) EXHAUST BUTTERFLY VALVE BOWDEN CABLE SUPPORT

Instructions for replacing part no. 46015393A (All versions) Ref. no. 1 Page 4.

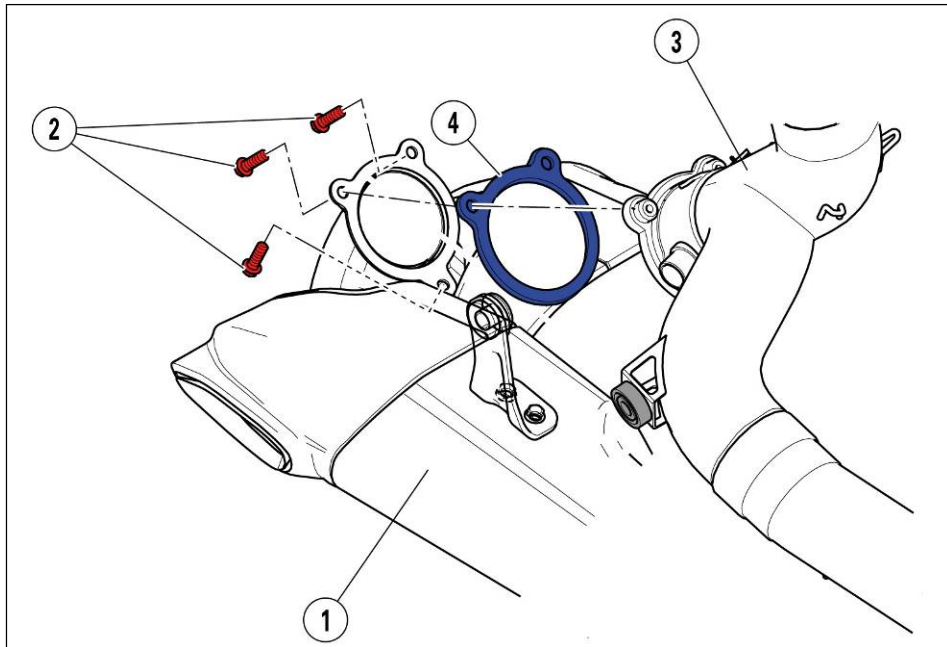
- 1) Remove the right-hand lower fairing (Section 05 of the Workshop Manual).
- 2) Remove the left-hand lower fairing (Section 05 of the Workshop Manual).
- 3) Remove the rear wheel (Section 07 of the Workshop Manual).
- 4) Remove the left-hand front footpeg (Section 07 of the Workshop Manual).
- 5) Remove the **silencer (1)** after loosening:
 - the **two screws (6)** retaining silencer brackets to crankcase.
 - the **two front nuts (5)**.
 - the **three screws (2)** retaining silencer to **central exhaust pipe (3)**.



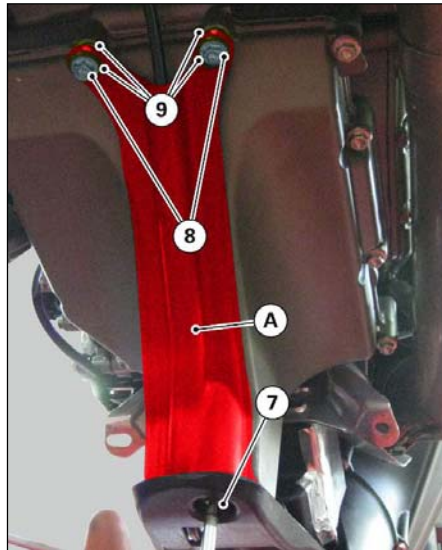


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6) Remove the gasket (4) at the central exhaust pipe (3).



7) Remove the **exhaust butterfly valve Bowden cable support (A)**, by loosening the **bottom screw (7)** and the **two top nuts (8)**, keeping the four **spacers (9)**.



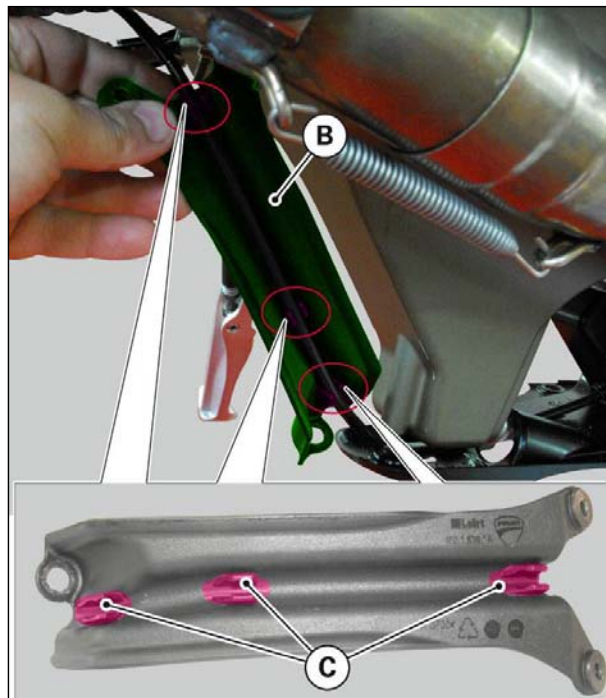


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- 8) Release the exhaust butterfly valve cable from the clips of the **exhaust butterfly valve Bowden cable support (A)** and remove the latter.



- 9) Install the new **exhaust butterfly valve Bowden cable support (B)** part no. 46015393A and engage the cable inside the **three clips (C)**.





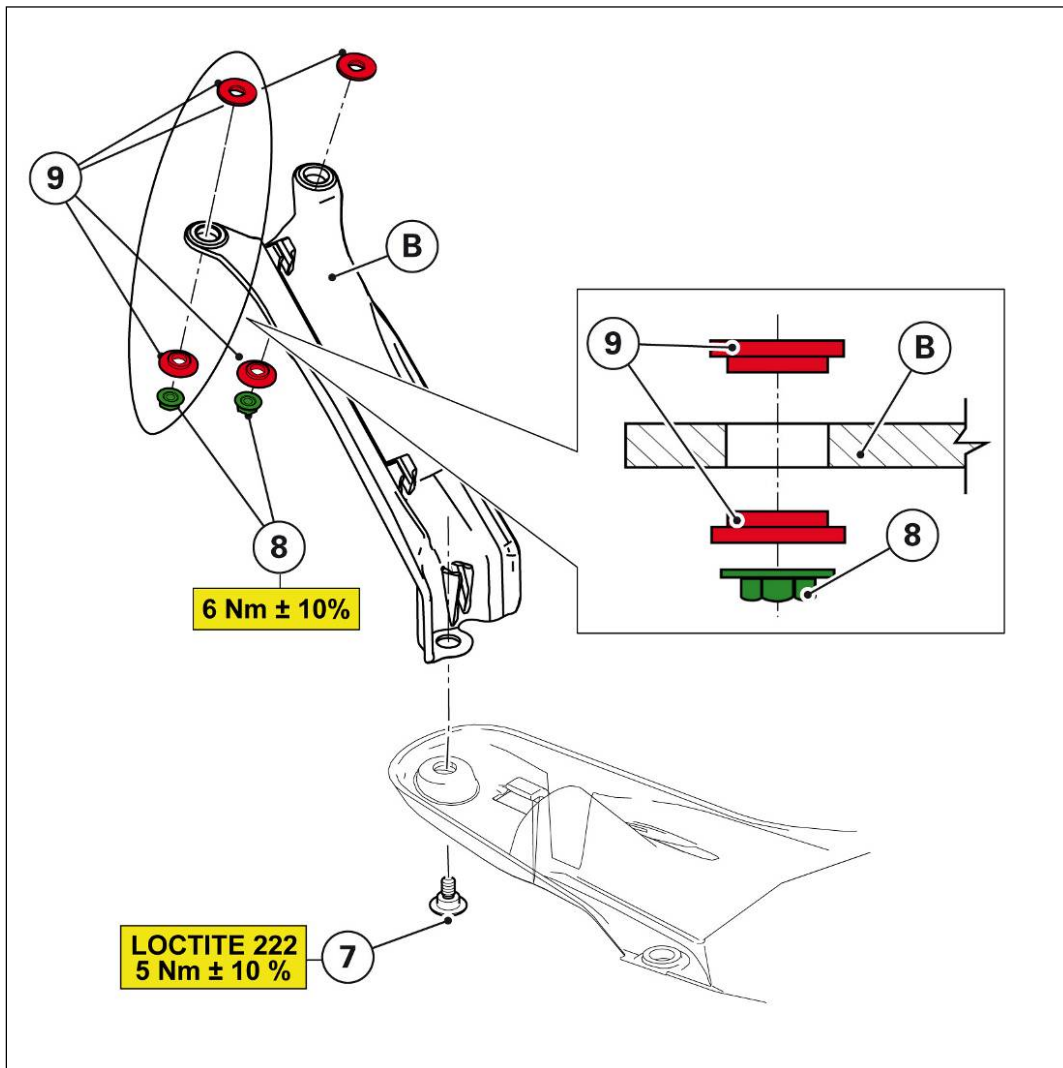
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- 10) Fit the new exhaust butterfly valve Bowden cable support (B) part no.46015393A and tighten the **bottom screw (7)** to **$5\text{ Nm} \pm 10\%$** after applying **LOCTITE 222** , then tighten the **two top nuts (8)** to **$6\text{ Nm} \pm 10\%$** .



WARNING

Fit the four **spacers (9)** correctly, as shown below.

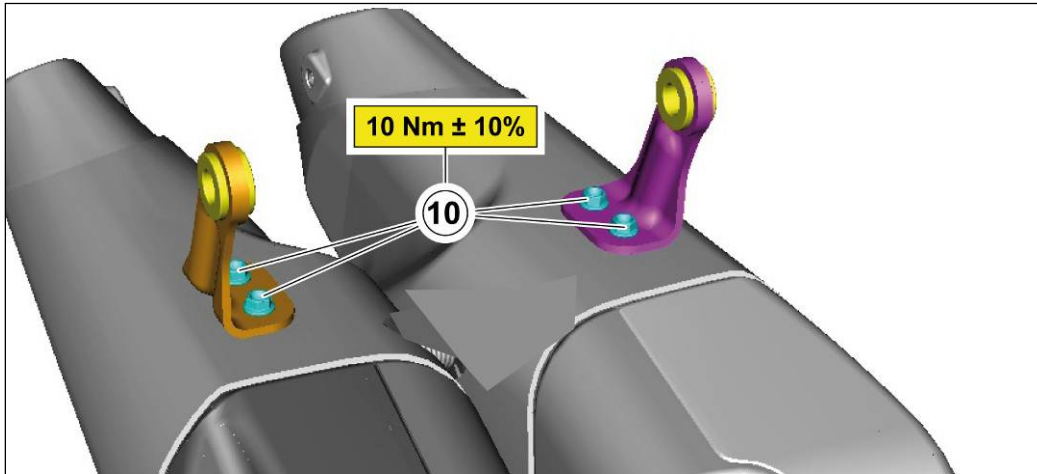




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- 11) Before refitting the silencer assembly tighten all silencer central bracket retaining screws (operation already described under Tips&Tricks no. 54).

Tighten screws (10) to **10 Nm ± 10%**.



- 12) Refit the silencer as described below:

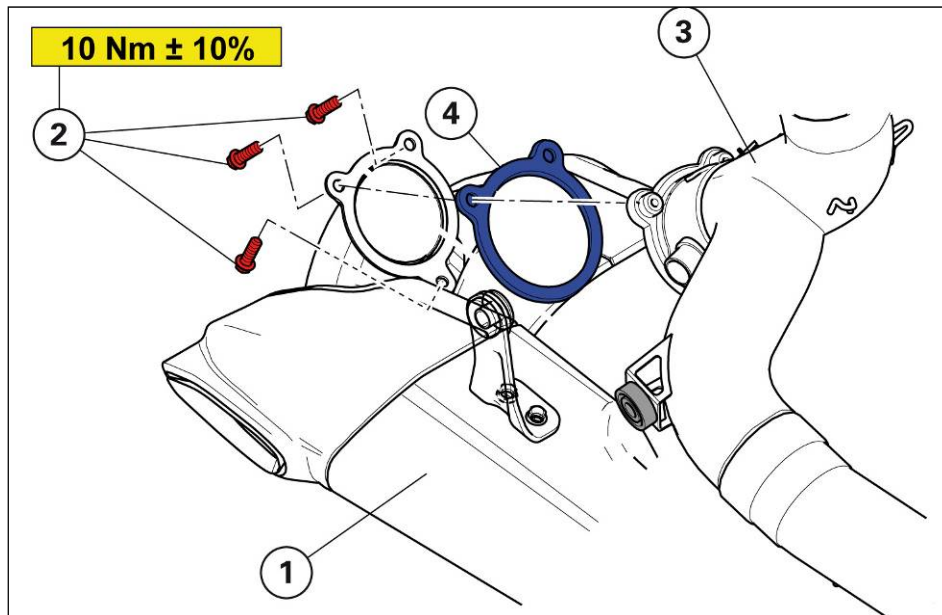
- Tighten the **two front nuts (5)**.



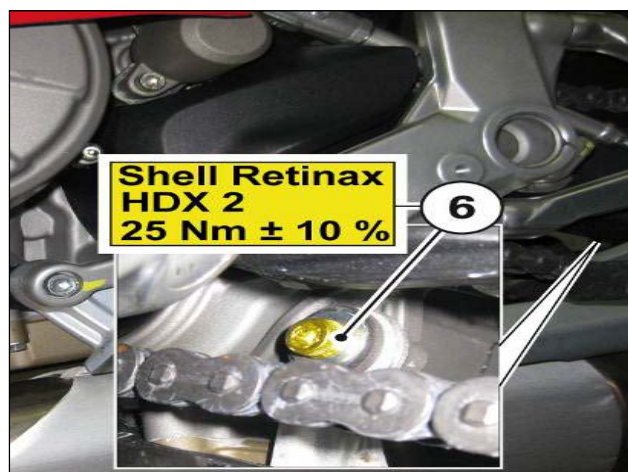


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- Start the **bottom screw (2)** retaining the silencer to the central exhaust pipe.
- Fit the **gasket (4)**.
- Start the **two top screws (2)** retaining the silencer to the central exhaust pipe.



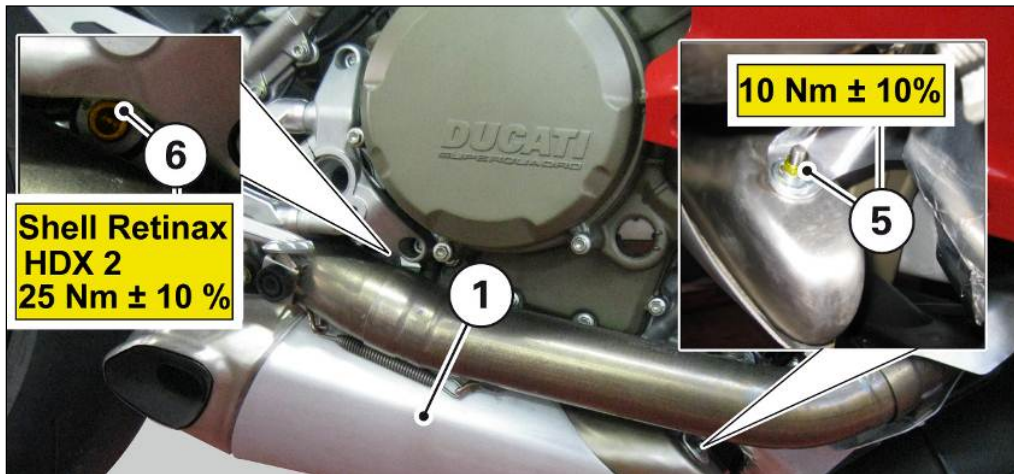
- Start the **two screws (6)** retaining silencer central brackets to crankcase.





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- Tighten all nuts and bolts to the specified torque settings shown in the figures below.





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B) OHLINS STEERING DAMPER UNIBALL BEARING

Instructions in Section C for installing the washer P.6.4X18X1.6 ISO7093 ("S" and "S Tricolore" versions only) Ref. no. 2 Page 4.

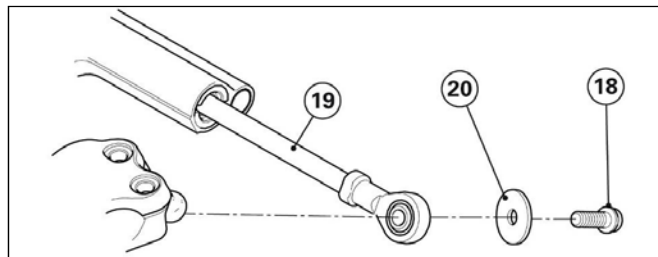
C) STEERING DAMPER RETAINING SCREWS

Instructions on required tightening torque settings and threadlocker (All versions)

- 1) Remove the **central screw (17)** retaining the steering damper to the frame, remove any trace of threadlocker and thoroughly degrease the surface.
- 2) Tighten the **screw (17)** with **LOCTITE 222** to **10 Nm $\pm$ 10%**.



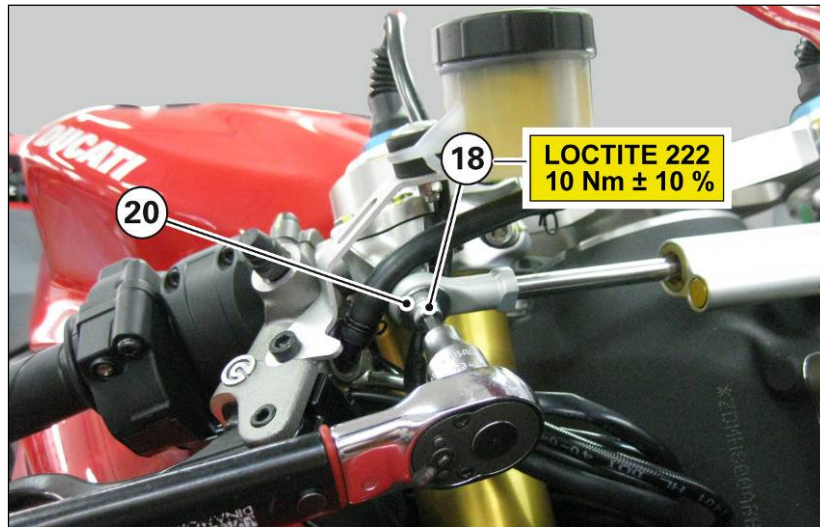
- 3) Remove the **screw (18)** retaining the **steering damper (19)** to the right-hand handlebar, remove any trace of threadlocker and thoroughly degrease the surface.
- 4) Start the **screw (18)** with **washer (20)** in-between.





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- 5) Tighten the **screw (18)** with **LOCTITE 222** to **10 Nm $\pm$ 10%**.



WARNING

Washer (20) must be installed only on S versions, i.e., where an Ohlins steering damper is fitted. The washer must NOT be installed on BASE versions equipped with SACHS steering damper.



"S" version
OHLINS steering damper



STANDARD version
SACHS steering damper

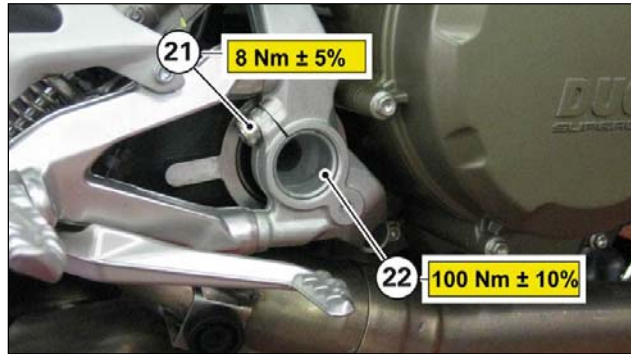


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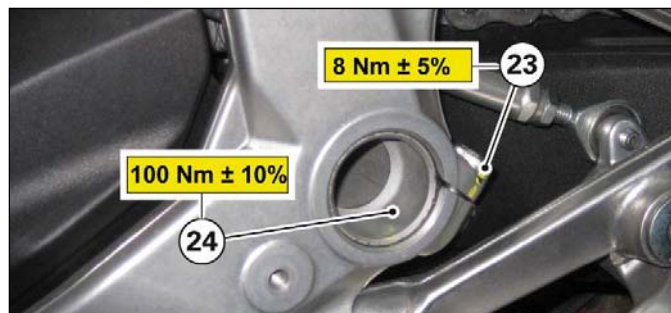
D) SWING-ARM SHAFTS

Procedure and tightening torque settings (All versions)

- 1) Loosen the **screw (21)** from clamp on RIGHT-hand swinging arm shaft.
- 2) Loosen the **RIGHT-hand swinging arm shaft (22)** by 180° without removing it.
- 3) Tighten **RIGHT-hand swinging arm shaft (22)** to **100 Nm ± 10%**.
- 4) Tighten clamp **screw (21)** to **8 Nm ± 5%**.



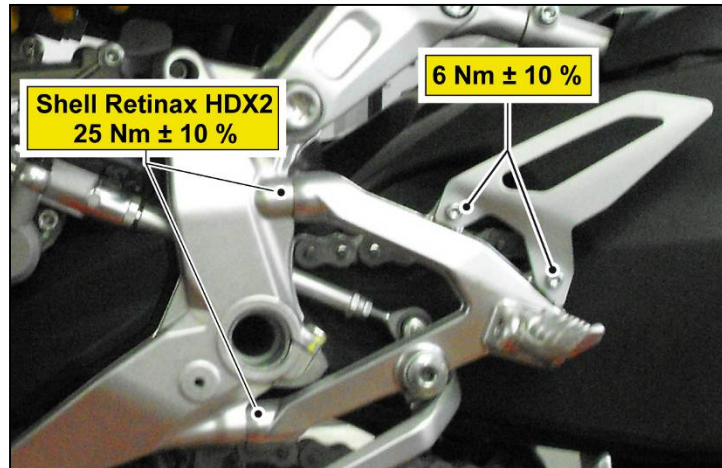
- 5) Slacken the **screw (23)** from clamp on LEFT-hand swinging arm shaft.
- 6) Loosen the **LEFT-hand swinging arm shaft (24)** by 180° without removing it.
- 7) Tighten **LEFT-hand swinging arm shaft (24)** to **100 Nm ± 10%**.
- 8) Tighten clamp **screw (23)** to **8 Nm ± 5%**.



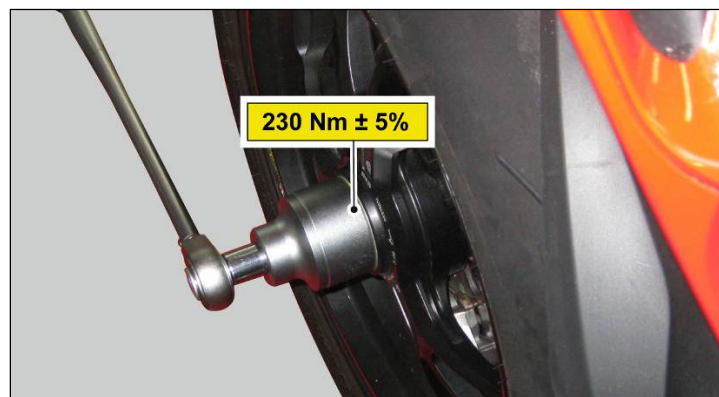


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- 9) Refit the left-hand front footpeg and tighten the screws to the torques specified below.



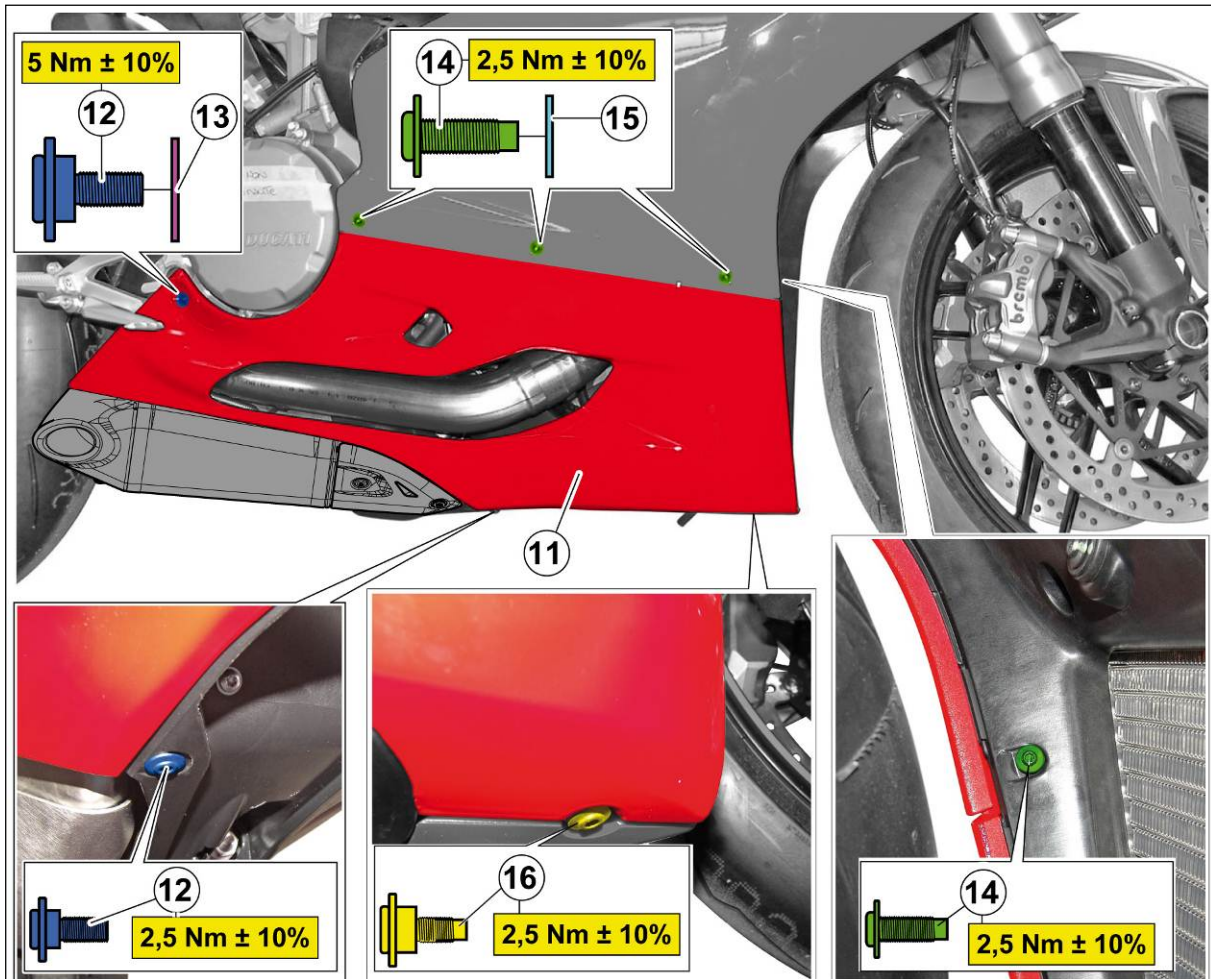
- 10) Refit the rear wheel and tighten the retaining nut to **230 Nm ± 5%**.





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11) Refit the **right-hand lower fairing (11)** and tighten the screws to the torques specified below.



12) Refit the left-hand lower fairing and tighten the screws to the same torques specified for the **right-hand half-fairing (11)**.

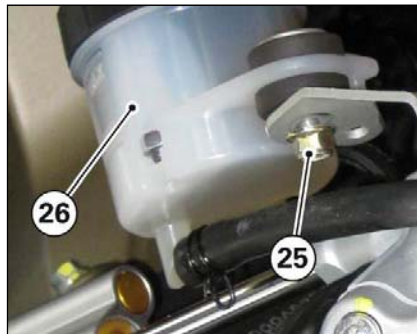


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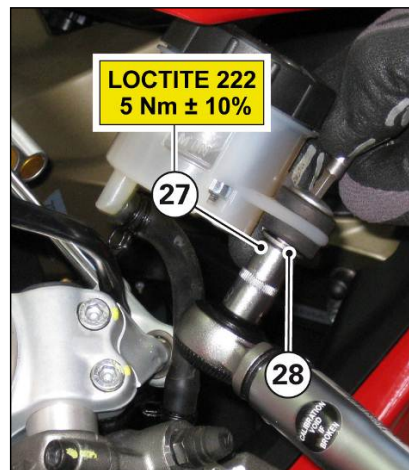
E) FRONT BRAKE MASTER CYLINDER FLUID RESERVOIR CONNECTION TUBE

Instructions for replacing *Cap nut M5 DIN1587-KL6 Galvanized black (Ref. no. 3 Page 4)* and add a *washer P.5X15X1.5 UNI6593SS (All versions) Ref. no. 4 Page 4.*

- 1) Remove **nut (25)** retaining the front brake fluid **reservoir (26)**.



- 2) Start the new **cap nut (27)** and add the **washer (28)**. Tighten the **cap nut (27)** with LOCTITE 222 to 5 Nm $\pm$ 10%.



WARNING

In the process, avoid overturning the front brake fluid **reservoir (26)** or air might create bubbles in the circuit.



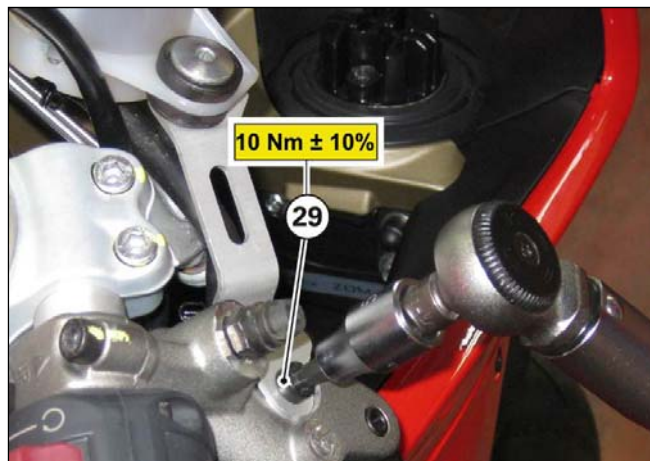
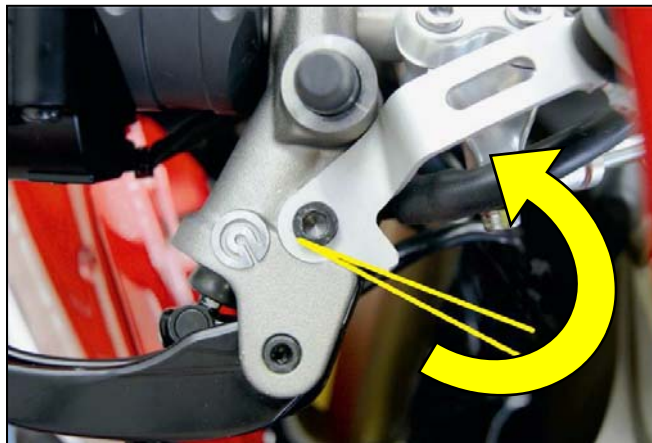
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- 3) Tighten the **screw (29)** retaining the reservoir mounting bracket to the right-hand handlebar to **10 Nm** **±10%**.



WARNING

When tightening the screw, turn the reservoir mounting bracket as shown.



Special tools:

No special tools are required.



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SPARE PARTS

DESCRIPTION	PART NO.
1199 PANIGALE SAFETY UPGRADE KIT	69926601A

Time allowance and reimbursement procedure:

A warranty claim must be submitted in ARCO using the following codes:

Claim Type	PC
Subgroup	2
Fault code	080
Safety code	A
Campaign	F1
Product line	024
Subject	2
Operation (90 mins)	022

Please note that it is necessary to enter each repair under warranty as an individual warranty claim, using the specified fault and labor codes. This process ensures that this recall campaign has been actually completed and will be correctly reported to government agencies.

Campaign authorization:

Ducati North America, Inc. will mail a notification letter to all known owners. If a customer does not present this notification letter, it is important that you confirm the eligibility for recall status on the ORACLE portal (Dealer Bikes -> Recall Campaign), before you commence work. Reimbursement requests for duplicate recall campaign repairs will not be accepted.

Dealer obligation:

This program is designed to complete the necessary repairs and to achieve owner satisfaction. Therefore, we ask you to take prompt and courteous action in accordance with these directives.

Please provide a copy of this communication to every person in your dealership who has recall-related responsibilities.

Thank you for your cooperation.
Ducati North America, Inc. Service Department



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Sample of Customer Letter

IMPORTANT SAFETY RECALL

Date

Name

Address

City, St, Zip

VIN#

Subject: ***Ducati Motorcycle:
M.Y. 2012 and 2013 Panigale***

NHTSA Campaign I.D. Number

- 12V-392 – Exhaust butterfly Bowden cable cover
- 12V-399 – Steering damper washer
- 12V-400 – Steering damper screws
- 12V401 – Swingarm shaft pivots
- 12V402 – Master cylinder hose

Transport Canada Safety Recall I.D. Numbers:

- 2012-268 – Exhaust butterfly Bowden cable cover
- 2012-269 – Steering damper issues
- 2012-270 – Swingarm shaft pivots
- 2012-271 – Master cylinder hose

Dear Ducati Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act & Canada Motor Vehicle Safety Act.

Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in MY 2012 and 2013 Panigale motorcycles. Our records indicate that you are the owner of a Ducati motorcycle affected by this safety recall campaign. Please take the time to read this letter and help us take the appropriate steps to ensure that your vehicle is operating properly.



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What is wrong?

On-going quality testing on the motorcycles as manufactured, as well as analysis of field reports on the motorcycles, has identified some potential safety issues affecting all Model Year 2012 1199 Panigale motorcycles and some Model Year 2013 units. Ducati has determined that your motorcycle has five safety components that must be verified or upgraded as soon as possible. These include the exhaust butterfly valve Bowden cable cover that could overheat and may result in a fire; the Ohlin's steering damper mounting screws and damper mount sleeve loosening which could impair steering travel; the swing-arm pivot shaft loosening affecting vehicle stability by allowing for wheel misalignment; and the front brake master cylinder reservoir hose chaffing against the threads of the reservoir mounting screw resulting in potential loss of brake fluid affecting front brake functionality. Possible consequences of these safety-related defects are potential damage to the motorcycle, increased risk of crash, and potential hazard to the rider.

What will Ducati do?

To correct this condition, your authorized Ducati dealer will install a kit that includes 4 parts. The Dealer will perform this repair at no cost to you for parts and labor. We request that you contact your authorized Ducati dealer and schedule an appointment, so that the required service can be performed without delay. To locate your nearest authorized Ducati dealer, please go to www.ducati.com and select the "dealer locator" or you may call toll free from the U.S. 1-800-231-6696. Your dealer can complete the required service in less than two hours, if you have an appointment. If your dealer has a number of vehicles awaiting service, additional time may be required.

Federal regulations require that any lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Service Problem Help:

If you believe that your dealer has failed or is unable to perform the service within a reasonable period of time, please write to:

Ducati North America, Inc.
Attn: Customer Service
10443 Bandle Drive
Cupertino, CA 95014

If you still cannot obtain satisfaction, you may file a complaint with:

For USA Customers:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call toll-free hotline at 1-888-327-4236 (TTY 1- 800-424-9153), or go to [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).



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For Canadian customers:

Please contact Ducati customer service at 1-800-253-0499 or for additional information about the recall you can contact Transport Canada at 1-800-333-0510.

TREADACT CUSTOMER REIMBURSEMENT PLAN

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized Ducati dealer. Expenses from repair facilities outside of the authorized Ducati dealer network will be considered; however, the procedure must meet Ducati North America's standards.

Your authorized Ducati retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice. They inspect the vehicle, if still in your possession, prior to submitting a claim on your behalf to Ducati North America, Inc. for reimbursement.

Please note the following:

Only a repair subject of this safety recall campaign is reimbursable. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs.

We recommend that your authorized Ducati dealer be your primary contact on this issue. We anticipate that your authorized Ducati dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair; however, our Customer Relations Dept. may be contacted at 408-253-0499 for any special assistance required.

We regret any inconvenience to you from this action; however, your safety and satisfaction are important to us. We request that you bring your Ducati motorcycle to your nearest authorized Ducati dealer at your earliest convenience.

Thank you for riding Ducati.

Sincerely,

Ducati North America
Service Department