

Decision timeline for DUCATI/1199 PANIGALE/2012-2013 NHTSA Campaign 14V-166

The following text outlines the timeline and decision making parameters that led to the creation and posting of Ducati recall RCL-14-001.

Field Report received August 2012.

Initial indication was received via a field report from the Asian market. At this point Ducati undertook initial investigations including root cause analysis and advent of similar occurrences throughout the worldwide network. It proved very difficult to replicate the specific failure mode of the dash exhibiting sporadic behavior. Continued assessment led to an understanding many months later that the issue is related to environmental temperature and the compliance of a specific component.

Tips and Tricks January 2013.

As a result of the initial investigations Ducati posted an advisory for technicians on the Dealer Communication System (DCS). This advisory was posted as proactive aid to diagnosis and repair should it be required. At this time the root cause was not understood; corrective action was therefore limited to replacement of the dash with an identical unit.

Technical Service Bulletin TSB-13-002 May 2013

The issue of this Service Bulletin highlighted an update to hardware of the instrument panel and availability of an additional wiring harness installation. Units manufactured prior to the introduction of the new instrument panel being those that would require the new harness as resolution to the scenario listed in tips and tricks.

Technical Service Bulletin TSB-14-003 March 2014

Continued monitoring of the number of units addressed under TSB-13-002 led to the decision to adopt a pro-active approach to addressing potential left hand switch issues. TSB-14-003 therefore requires all applicable units to be upgraded at point of contact with a Dealership. This course of action was decided upon in an effort to minimize negative impact upon Customer Satisfaction. At this point in time it was understood that there was a potential functionality issue with regard to turn signal operation. It was however also understood that any non-functioning signal would be apparent to the operator of the unit due to the flashing green icon within the dash also not operating.

Recall RCL-14-001 April 2014

Discussions were held with Transport Canada to further confirm that non-indication is a significant and adequate means of communicating the lack of functionality to the operator of the unit. At this point Transport Canada were not satisfied that the lack of a green flashing icon was adequately different from

normal operating parameters to indicate a malfunction. Comparison to a filament bulb systems being used as comparison; whereby the failure of a bulb would cause an increase in the rate of flashing of the dashboard indication. The lack of a dash indication being equal to, or more obvious than, an increase in flash rate. Transport Canada however took an alternative view and as such Ducati chose to issue a recall. Upon completion of discussions with Transport Canada and agreement to issue a recall Ducati North America immediately contacted NHTSA. The call being made on the same day as the agreement to issue a Canadian recall and a subsequent PART 573 Defect and Noncompliance Report submission; therefore satisfying the requirement to inform NHTSA of a known issue with safety implications within 5 days of discovery. During the discussion with NHTSA a decision was made to keep alignment between the two Authorities and issue a Recall within the United States.