



Multistrada 1200 Side Stand Replacement
Models: M.Y.'15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

Date: November 3, 2015
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

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

Dear Service Manager,

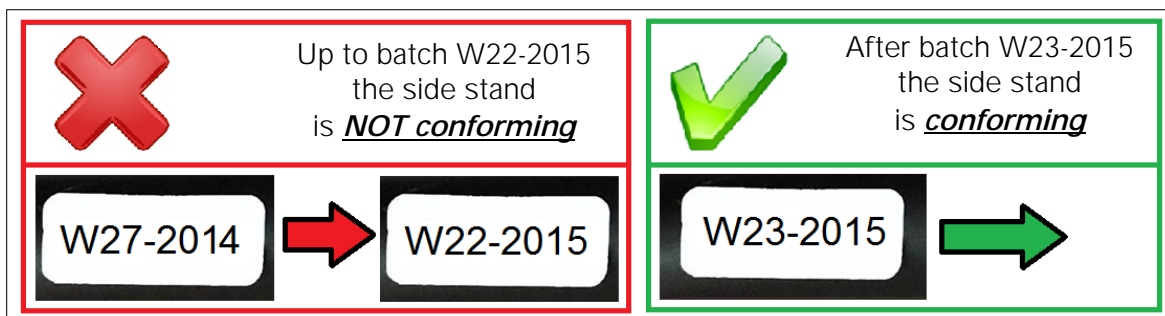
This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

NHTSA Campaign I.D. Number: 15V637
Transport Canada Safety Recall I.D. Number: 2015-459

Situation:

Based on the constant, ongoing product quality tests that Ducati performs, a potential issue with the side stand of the models mentioned above has been identified. Due to a fault in the side stand production process of the supplier, it is possible that the side stand could break at the weld that joins the stand tube with the forged section that acts like an upper joint, leading to a parked motorcycle possibly falling. To address this issue, it is necessary to check, and if necessary replace, this component.

We have identified the non-conforming lots that could feature this problem; and it is therefore necessary to check the batch number indicated on the side stand sticker. If it is older than batch W23-2015 (W = week = 23 of 2015) the stand must be replaced. All side stands produced from W23-2015 (included) are conforming and therefore must NOT be replaced. In cases where a frame serial number is involved in this campaign and the production batch adhesive is missing or unreadable, it will be necessary to replace the component.





Multistrada 1200 Side Stand Replacement
Models: M.Y. '15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

Technical solution implementation:

All Ducati Multistrada 1200 M.Y. 15-'16 are involved

Affected VIN range requiring application of the technical solution:

You can find the affected VIN numbers in DCS. VIN numbers included in the ranges specified in the table below refer to the first and last bike involved, identified by country version:

INVOLVED MOTORCYCLE VIN NUMBER RANGES		
COUNTRY VERSION	FROM VIN NO.	TO VIN NO.
CAL	ZDM12BWW2FB000055	ZDM12BWW3GB005279
CDN	ZDM12BWW8FB000254	ZDM12BWW6GB005325

Not all motorcycles included in these ranges need the replacement of the side stand as some of them have already been updated by DMH before their delivery.

Criteria for application of the technical solution on circulating motorcycles:

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

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:

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:

Parts will not be auto-shipped to dealers. All dealers will need to order the parts required to update motorcycles in their inventories, or units already in service.

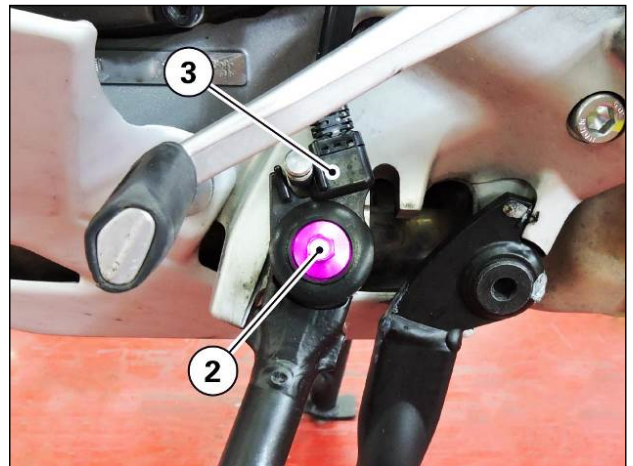
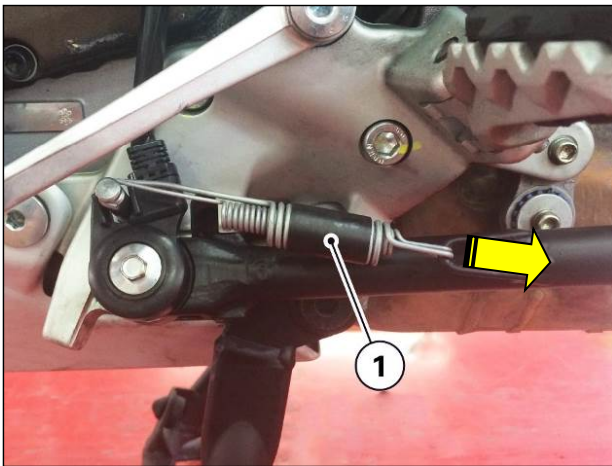


Multistrada 1200 Side Stand Replacement
Models: M.Y.'15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

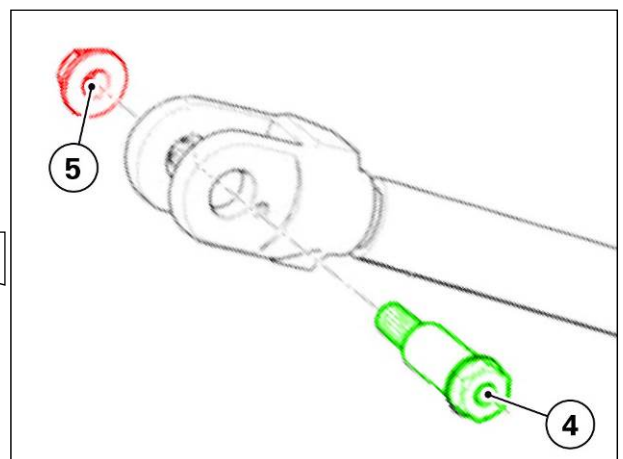
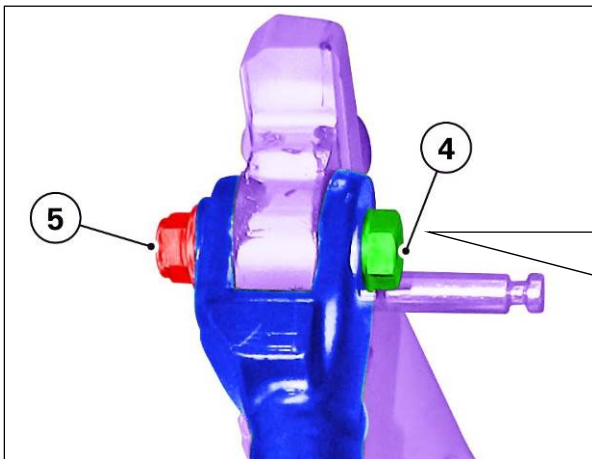
Service Solution:

- 1) Position the bike on the center-stand (if installed) or on a rear stand.
- 2) Release the **2 return springs (1)** of the side stand from the relevant supports.

Remove **screw (2)** M6x1 that retains the side stand **switch (3)**.



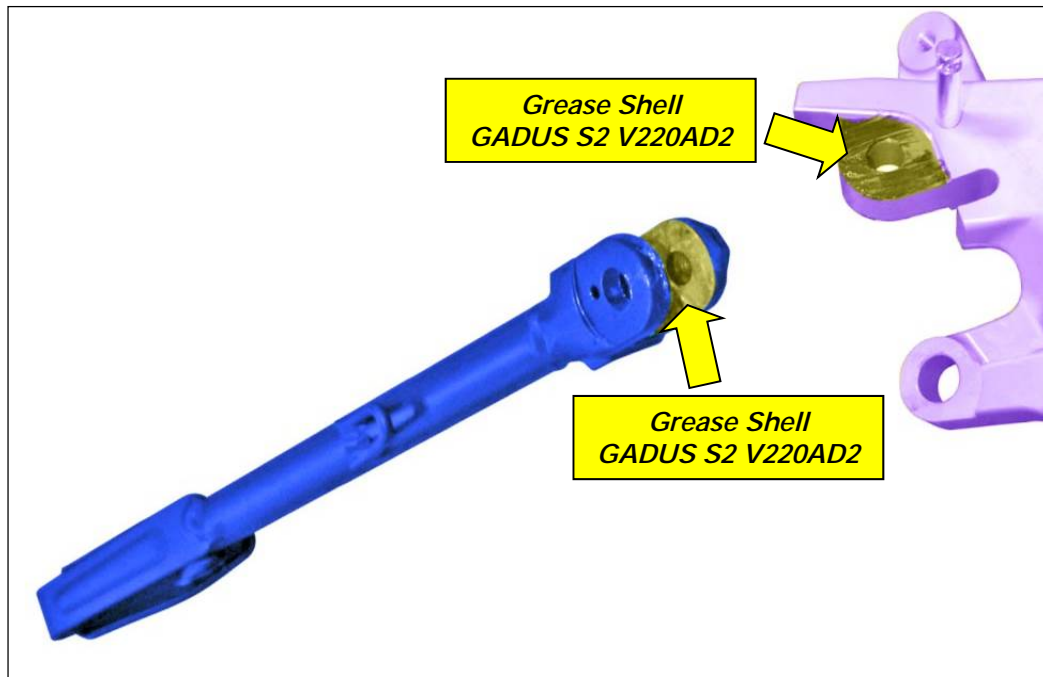
- 3) Remove **nut (5)** M8x1.25 and **pin (4)** M8x1.25 that retains the side stand; then slide the side stand out.





Multistrada 1200 Side Stand Replacement
Models: M.Y.'15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

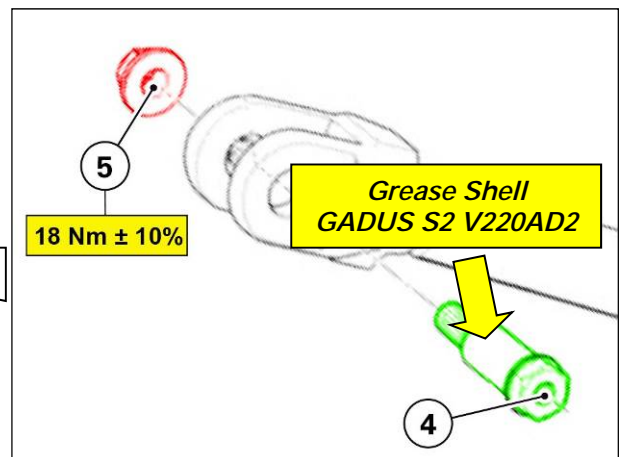
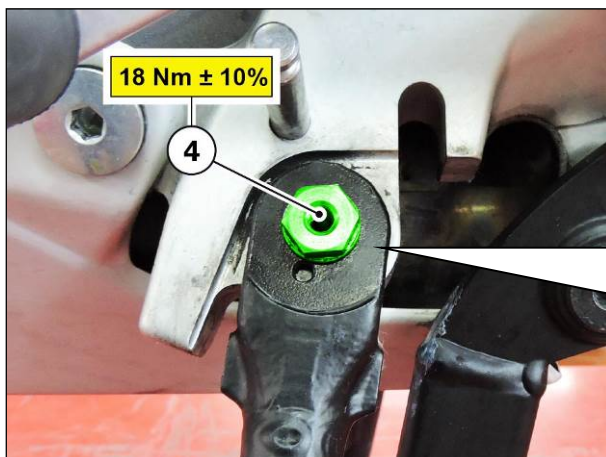
- 4) Install the replacement side-stand on the support plate after applying Shell GADUS S2 V220AD2 grease (or a comparable substitute) on the mating surfaces.



- 5) Apply Shell GADUS S2 V220AD2 grease (or a comparable substitute) on the cylindrical section of **pin (4)**.

Insert retaining **pin (4)** M8x1.25 and tighten it to a torque of **18 Nm ± 10%**.

Start **nut (5)** M8x1.25 on pin (4) and tighten it to **18 Nm ± 10%** while counter-holding it.





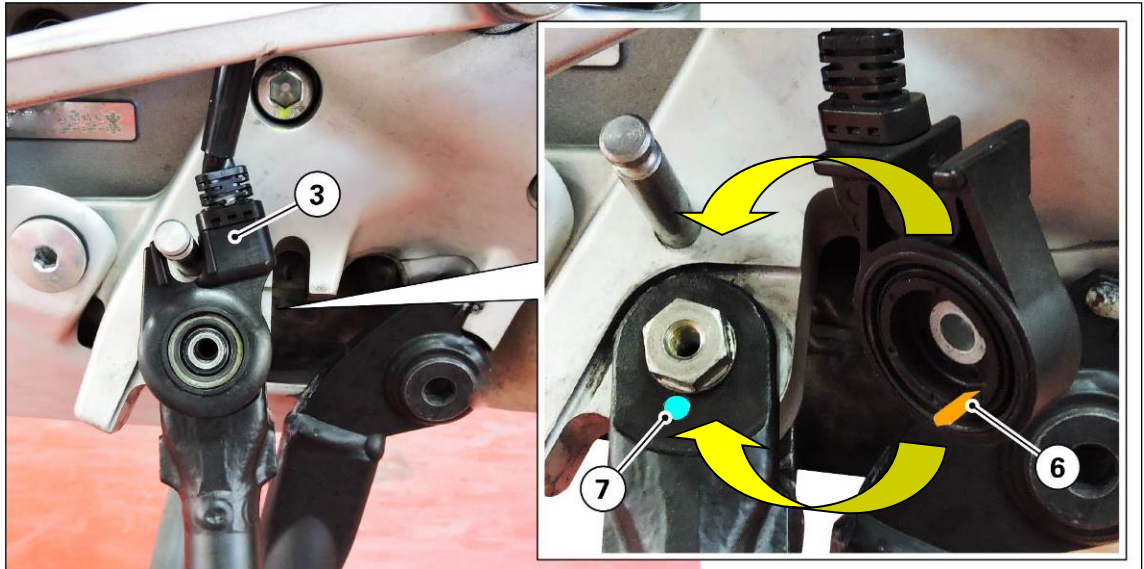
Multistrada 1200 Side Stand Replacement
Models: M.Y.'15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

- 6) Install **switch (3)** on the side stand as shown in the figure.



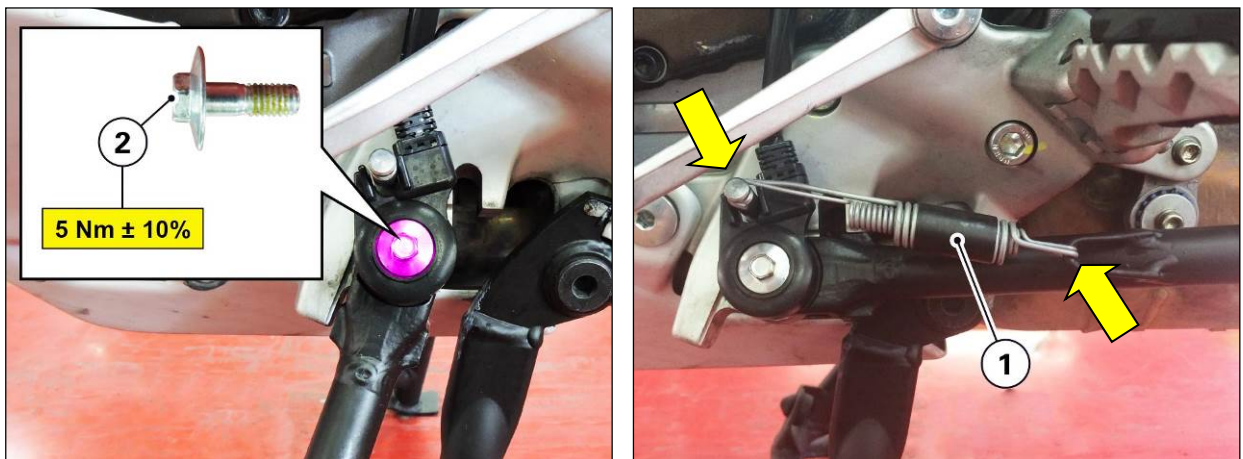
WARNING

Insert the **timing pin (6)** of **switch (3)** in **hole (7)** of the stand.



- 7) Tighten the retaining **screw (2)** M6X1 to a torque of **5 Nm ± 10%**.

Fit the **2 return springs (1)** of the side stand in the relevant supports.



- 8) Check that the side-stand moves freely.
- 9) Check the correct operation of the safety switch (3).



Multistrada 1200 Side Stand Replacement
Models: M.Y. '15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

Spare Parts

The spare part no. is:

<i>Part no.</i>	<i>Description</i>	<i>Quantity</i>
55610901AA	Multistrada 1200 MY '15-'16 side stand	1

Warranty time allowance and reimbursement procedure:

Update procedure reimbursement will be issued through the standard warranty claim procedure via the section ***Recall Campaigns*** or ***Vehicle History*** of the DCS: the Warranty Claim is not pre-filled.

The above-described procedure has been coded as follows: ***CR117***.

Labor time that will be reimbursed:

- inspection of the side-stand batch number
- filling-out the warranty claim

It is compulsory to add the side-stand batch number checked in the warranty claim notes.

Labor time that will be reimbursed for this inspection and for filling in the warranty claim is ***6 minutes*** (1 labor unit), utilizing the following flat rate table operation:

<i>Description</i>	<i>Time</i>	<i>Operation</i>
CR117 Checking the side stand batch number	6 minutes (1 UL)	2-999-115

If the side-stand requires replacement, you will be reimbursed for the relevant spare part no. 55610901AA and a further 18 minutes (3 labor units) according to the following flat rate table operation:

<i>Description</i>	<i>Time</i>	<i>Operation</i>
Side stand replacement	18 minutes (3 UL)	2 - 999 - 077



Multistrada 1200 Side Stand Replacement
Models: M.Y.'15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

Customers:

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.

Please be reminded that all motorcycles in your inventory, and to be delivered to Customers, must be updated during pre-delivery operations, and ALWAYS before delivery to the final Customer. For retailed units, the update must be performed upon the motorcycles' arrival for service or repairs.

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 DCS 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.

Service Department
Ducati North America, Inc.



Multistrada 1200 Side Stand Replacement
Models: M.Y. '15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

Sample of Customer Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN

Date

Name

Address

City, St, Zip

Subject: *Ducati Motorcycle:
Model Year 2015, 2016 Multistrada 1200*

NHTSA Campaign I.D. Number: 15V637

Transport Canada Safety Recall I.D. Number: 2015-459

Dealer Bulletin: RCL 15-003

Dear Ducati Owner,

This notice is sent to you in accordance with 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 M.Y. 2015 - 2016 Multistrada 1200 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.

What is wrong?

On-going quality testing on the motorcycles as manufactured, as well as analysis of field reports on the motorcycles, has identified a potential safety issue affecting all Model Year 2015 - 2016 Multistrada 1200 motorcycles. Ducati has determined that your motorcycles side-stand support tube may have an improper weld in the area that joins the support tube to the forged upper part of the side-stand. This could result in the side-stand breaking at that weld, which could cause the motorcycle to fall over. The possible consequence of this safety-related defect is potential damage to the motorcycle, and potential hazard to the rider and/ or passenger in the event of side-stand failure.



Multistrada 1200 Side Stand Replacement
Models: M.Y.'15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

What will Ducati do?

To correct this condition, your authorized Ducati dealer will inspect, and if necessary, replace the side-stand support tube with a newly designed equivalent part. 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 one hour, 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).

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.



Multistrada 1200 Side Stand Replacement
Models: M.Y. '15-'16 Multistrada 1200/ 1200S (all country versions)
Recall Bulletin RCL-15-003

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