



XDiavel S Rear Wheel  
Models: Model Year 2016 XDiavel S (all country versions)  
Recall Bulletin SRV-RCL-16-001

Date: June 7, 2016  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

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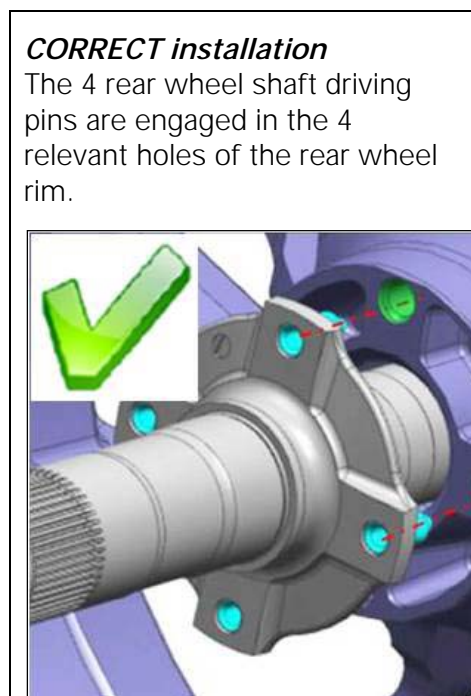
**Important:** All Dealer Principals, Service Managers, and Parts Managers should read and initial this notice.

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: 16V370  
Transport Canada Safety Recall I.D. Number: 2016-258

**Situation:**

Based on the constant, ongoing product quality tests that Ducati performs, a potential issue with the rear wheel of the model mentioned above has been identified. Due to an error in the size of the slots on the rear wheel rim hub, it is necessary to inspect proper installation of the rear wheel on the wheel hub. It is possible that the rear wheel may have been installed incorrectly, with the four rear wheel shaft driving pins inserted in the slots rather than in the four relevant holes. Should this be the case, riders may hear a noise from the rear wheel, caused by the pins rotating within the wheel casting recesses. Under extreme situations the movement of the wheel can cause failure of the drive pins, resulting in loss of propulsion and loss of rear wheel braking. Please note that the rear wheel installation issue does NOT affect the XDiavel Standard since the rim geometry does not allow for wrong installation on this model.





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Recall Bulletin SRV-RCL-16-001



After inspection for proper installation of the rear wheel it is necessary to permanently install, using silicone, four error-proof inserts part no. 87211231A in the slots on the rim before refitting the wheel assembly onto the vehicle. Installing these error-proof inserts will avoid any chance of incorrect installation (for instance by tire specialists).



In the future, this model's rim geometry will be redesigned in order to avoid any installation errors, regardless of the use of error-proof inserts.

***Affected VIN range requiring application of the technical solution:***

You can find the precise list of VIN numbers involved in CR121 on the DCS, in sections:

<b>VEHICLE HISTORY</b>		You can consult the single frame number.
<b>CAMPAIGNS</b>		You can consult all the VIN numbers that Ducati Motor Holding sent you.

***Criteria for application of the technical solution on circulating motorcycles:***

For the designated frame numbers referenced above, 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.

***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:***

An auto-ship order of part # 87211231A will be shipped to each dealer based on the following criteria:

- Total number of bikes dealers have in stock + the total number of bikes retailed by the same dealer. A quantity of one (1) part # 87211231A will be received for each bike. Dealers will need to order the parts required to update motorcycles in their inventories, or any other units brought in for service.



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Recall Bulletin SRV-RCL-16-001

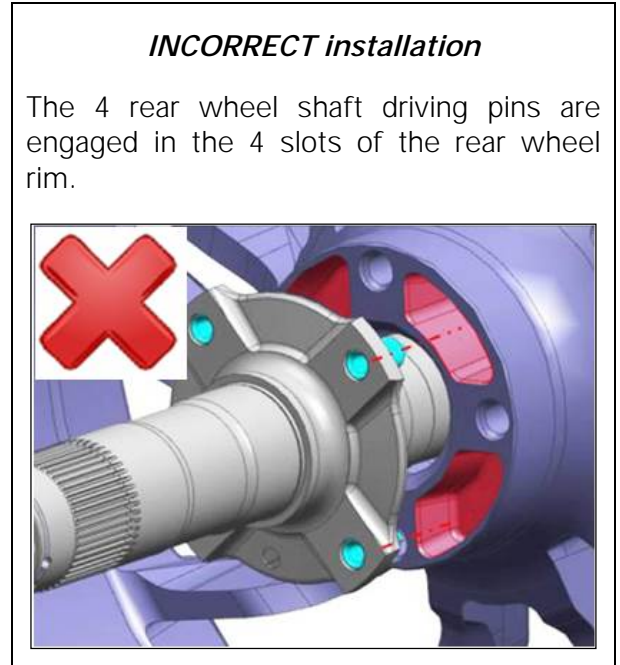
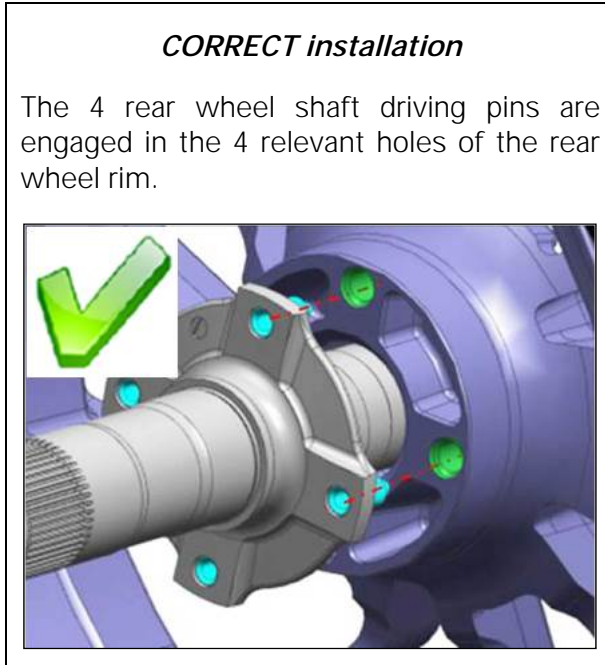
**Service Solution:**

Service solution includes three steps:

- 1) Removal of rear wheel and inspection:
  - if installation is incorrect, you must replace the rear wheel rim before going on with step (2) due to hub damage;
  - if installation is correct, go on with step (b);
- 2) Installation of no.4 error-proof inserts part no. 87211231A;
- 3) Reinstallation of rear wheel.

**a) Removal of rear wheel and inspection**

- 1) Set motorcycle on rear service stand, and remove the rear wheel.
- 2) Check for proper installation of the rear wheel rim on wheel shaft.



If the installation is incorrect, you must replace the rear wheel rim before going on with step (b). The rear wheel rim must be replaced because when the installation is incorrect, i.e. with the 4 rear wheel shaft driving pins engaged in the 4 slots of rear wheel rim, the 4 pins damage the rim hub and cause grooves and marks (as shown in the figures below):



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Models: Model Year 2016 XDiavel S (all country versions)  
Recall Bulletin SRV-RCL-16-001



**b) Installation of no.4 error-proof inserts part no. 87211231A**

- 1) Clean the surface of the 4 slots of rim hub.
- 2) Take no.4 error-proof inserts **part no. 87211231A** and apply **Loctite SI 5900** on the lower surface and along the external walls of the sides.  
Do not smear Loctite SI 5900 at the radius so as to avoid excessive spillage of paste when fitting the plug in the slot.



- 3) Fit the 4 error-proof inserts in the slots on rim aiming them with the concave side facing out and the convex side towards the rim. Bring inserts fully home in the slots, until plug outer surface is deeper than rim profile.



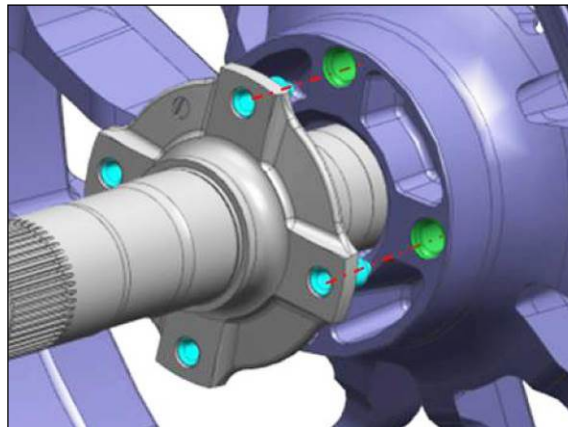
XDiavel S Rear Wheel  
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Recall Bulletin SRV-RCL-16-001

Remove any excess Loctite SI 5900.



**c) Reinstallation of rear wheel**

- 1) Fit the rear wheel rim in the shaft aligning the 4 shaft driving pins with the 4 relevant holes on rear wheel rim.



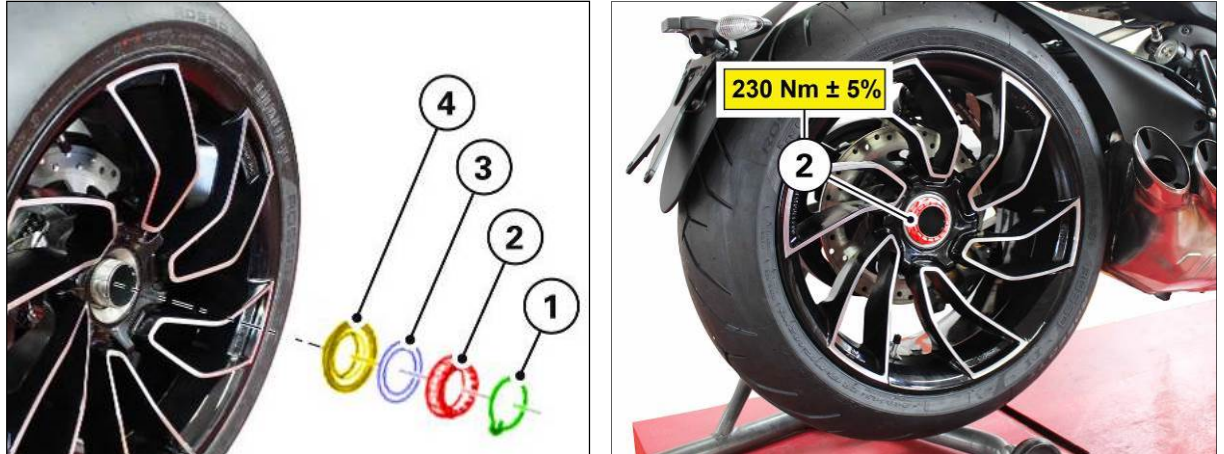
- 2) Lubricate the wheel shaft threaded end using Shell Gadus S2 V220 AD 2 grease.

Install **spacer (4)** with its tapered surface facing the rear wheel and the **washer (3)** as shown in the figure.

Tighten the **nut (2)** to **230 Nm  $\pm$ 5%** making sure that the hole on nut is aligned with one of those on wheel shaft and then install the **retainer (1)** by engaging its end into one of the holes on the shaft.



XDiavel S Rear Wheel  
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Recall Bulletin SRV-RCL-16-001



3) Remove rear service stand.

### Spare Parts

The part number required for this update is as follows:

<i>Part no.</i>	<i>Description</i>	<i>Quantity</i>
87211231A	Error-proof inserts	4

If it is necessary to replace the rear wheel rim, please refer to the part no. specified in the spare parts catalogue.

### ***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 pre-filled, and has been identified as **CR121**.

Ducati shall reimburse:

- Labor time of 42 minutes (7 labor units), this includes time for:
  - Removal of the rear wheel rim, inspection and reinstallation;
  - installation of no.4 error-proof inserts part no. 87211231A;
  - compensation for the cost of the Loctite SI 5900;
  - completion of the warranty claim.

Relevant spare parts required for this update, four error-proof inserts part no. 87211231A.



XDiavel S Rear Wheel  
Models: Model Year 2016 XDiavel S (all country versions)  
**Recall Bulletin SRV-RCL-16-001**

***Should it be required to replace the rear wheel rim***, further to the above warranty claim, dealers must also fill-out a YouTech claim, attaching pictures as evidence of the damage of the rim. Ducati shall reimburse the cost of the rear wheel rim and a further 60 minutes (10 labor units), as provided by the flat rate tables for this specific operation. Please state, within the claim notes, that replacement has been carried out further to the inspection required under Safety Recall Campaign SRV-RCL-16-001; CR121.

***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.



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Recall Bulletin SRV-RCL-16-001

*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 2016 XDiavel S*

NHTSA Campaign I.D. Number: 16V370  
Transport Canada Safety Recall I.D. Number: 2016-247

**Dealer Bulletin: SRV-RCL-16-001**

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 Model Year 2016 XDiavel S 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 2016 XDiavel S motorcycles. Ducati has determined that your motorcycles rear wheel may have been incorrectly installed on the rear wheel hub. The four hub pins may not have been engaged into the proper rear wheel rim holes, and could have been mis-installed in the wheel casting recesses. If the rear wheel was incorrectly installed and the four hub pins are not engaged, this could result in the possibility for the pins to rotate within the wheel casting recesses. The possible consequence of this safety-related defect, if left unaddressed, is the movement of the wheel can cause failure of the drive pins. This can result in loss of propulsion and loss of rear wheel braking, causing potential damage to the motorcycle and increasing the risk of injury to the rider and/or passenger.





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Recall Bulletin SRV-RCL-16-001

***What will Ducati do?***

To correct this condition, your authorized Ducati dealer will inspect the rear wheel rim and install and adhere four rubber inserts in the rear wheel rim hub casting recesses. 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](http://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 1-888-391-5446 or for additional information about the recall you can contact Transport Canada at 1-800-333-0510.



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Recall Bulletin SRV-RCL-16-001

***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