



Tightening Torque Value Update for Final Drive Pulley Retaining Nut and Side-stand Fastener
Models: 2016-2017 Model Year XDiavel and XDiavel S (all country versions)
Recall Bulletin SRV-RCL-16-003 (A & B)

Date: October 3, 2016
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 (A): 16V679
NHTSA Campaign I.D. Number (B): **XXX**
Transport Canada Safety Recall I.D. Number 2016472

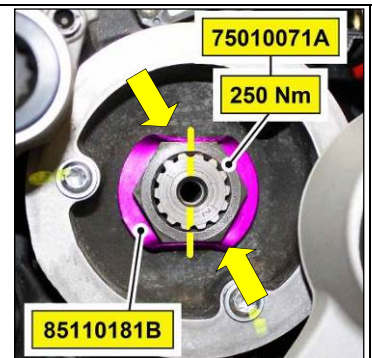
Situation:

Due to Ducati's ongoing product quality testing and analysis of your feedback on motorcycles in the field, we have found two potential safety risks affecting all versions of the Model Year 2016 XDiavel, and some Model Year 2017 XDiavel.

The first issue (SRV-RCL-16-003A) is regarding the possible loosening of the **final drive pulley retaining nut**. Should this be the case, a loss of vehicle traction may occur, after heavy use, due to the possible wear of the pulley teeth which would make the gearbox secondary shaft slip with respect to the same pulley.

To avoid this we have decided to carry out three operations:

- 1) increase the nut tightening torque to 250 Nm (previously 186 Nm);
- 2) replace the lockwasher with one made with a new material (part no. 85110181B);
- 3) replace the retaining nut.

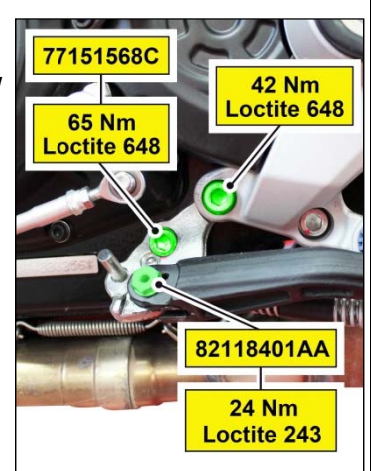




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a) The second issue (SRV-RCL-16-003B) is regarding the possible loosening of the lower side-stand plate fastening screw; and Ducati has decided to upgrade the **side stand plate fastener** by means of the three operations indicated below:

- 1) replace the lower fastening screw with a longer one having a higher strength class (M10x30 10.9 part no. 77151568C) to increase the tightening torque to 65 Nm; and add application of Loctite 648.
- 2) apply Loctite 648 on the upper fastening screw and tighten to a torque of 42 Nm;
- 3) replace the side-stand pivot with one made of a new material part no. 82118401AA, and tighten to a torque of 24 Nm.



Affected VIN range requiring application of the technical solution:

You can find the precise list of VIN numbers involved in CR126 in the attached VIN list or on DCS, in sections:

VEHICLE HISTORY		You can consult the single frame number.
CAMPAIGNS		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 repaired.

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.



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Auto-ship replacement part:

Dealers **will** receive an auto-ship order of the below part #'s based on the criteria of providing the parts to 2/3 of the motorcycles invoiced to each individual dealer. Dealers will need to order the parts required to update any further motorcycles brought in for service.

Part no.	Description
75010071A	NUT M25X1.5
85110181B	LOCKWASHER Ø46X0.8
77151568C	TCEI SCREW M10X30 UNI5931 10.9 STSTR008
82118401AA	SIDE STAND PIVOT

Service Solution:



WARNING

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

a) FINAL DRIVE PULLEY RETAINING NUT

- 1) Remove the 2 M6x25 screws and the M6x45 screw from the final drive pulley cover.
- 2) Straighten the lockwasher.
- 3) Remove the retaining nut of the final drive pulley and the lockwasher.



NOTE

In the rare event that the nut is found completely slack, proceed as follows:

- without removing the pulley, perform a visual check of the coupling between the splined profile of the gearbox secondary shaft and of the drive pulley;
- only if there is evident movement/clearance between shaft and pulley, are you authorized to remove the pulley.

We analyzed the claimed parts for full nut loosening and found that only the pulley gets damaged, if any damage occurs at all (the pulley material features lower mechanical ratings compared to the secondary shaft material); should you find a damaged pulley, you are hereby authorized to replace the pulley itself. In this case, it will be mandatory to fill out a YouTech request with pictures of the damage. Should you find excessive wear or deformation of the splined profile of the gearbox secondary shaft, contact your Service Area Manager, fill out a YouTech request and attach detailed pictures. Please contact your Service Area Manager if in doubt, or for further details.



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4) Fit the **lockwasher part no. 85110181B (1)** featuring a new material.



WARNING

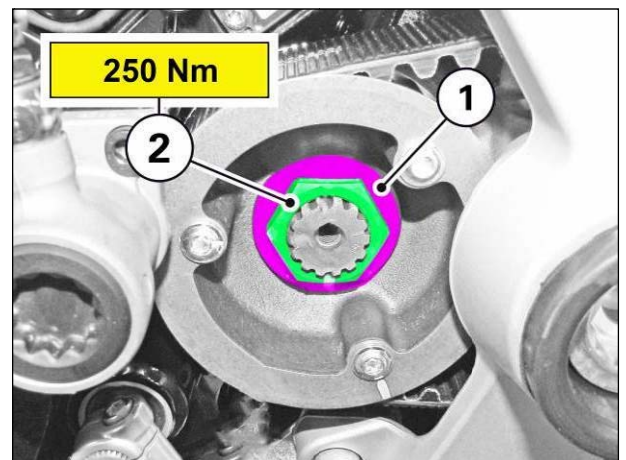
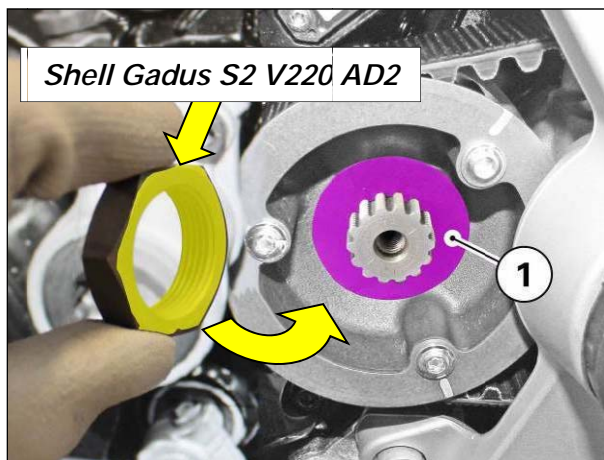
Apply SHELL GADUS S2 V220 AD2 grease on the nut thread and on the nut-washer mating surface.

Tighten the new final drive pulley retaining **nut part no. 75010071A (2)** to a torque of **250 Nm**.

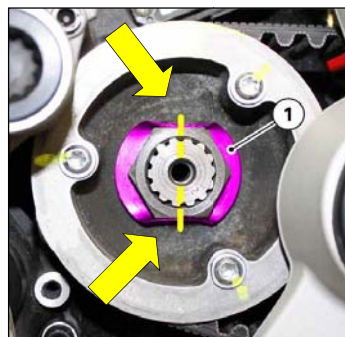


NOTE

Considering the high specified tightening torque, we recommend tightening the nut with the bike on the ground, and to have another technician assist you with the rear wheel braking operation. This operation must be performed using a torque wrench with index or ratchet-type set to 250 Nm; do not use air guns or other tools.



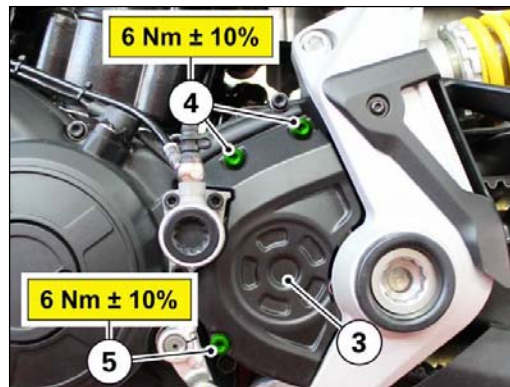
5) Bend the **lockwasher part no. 85110181B (1)** at 2 opposite points, against the relevant nut surfaces. Certify the tightening with a felt pen as shown in the figure (mark gearbox secondary shaft, nut, washer and pulley surface).





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- 6) Fit the final drive pulley **cover (3)** and tighten the **2 M6x25 screws (4)** and **the M6x45 screw (5)** to a torque of **$6\text{ Nm} \pm 10\%$** applying Loctite 243 along the threading.



- 7) Check the correct tensioning of the final drive belt according to the instructions provided in the Service Bulletin SRV-SRB-16-004, introducing the model.

Following are the reference values of the final drive belt concerning the X shifting measured from the rest position to the position reached by applying a force of 5 kg.



<i>Conditions</i>	<i>X shifting with 5 kg applied force</i>
NEW drive belt (first installation)	6 mm
USED drive belt	MAX 9 mm
Minimum tension value (check when the vehicle is cold) Maximum acceptable slack	MAX 20 mm

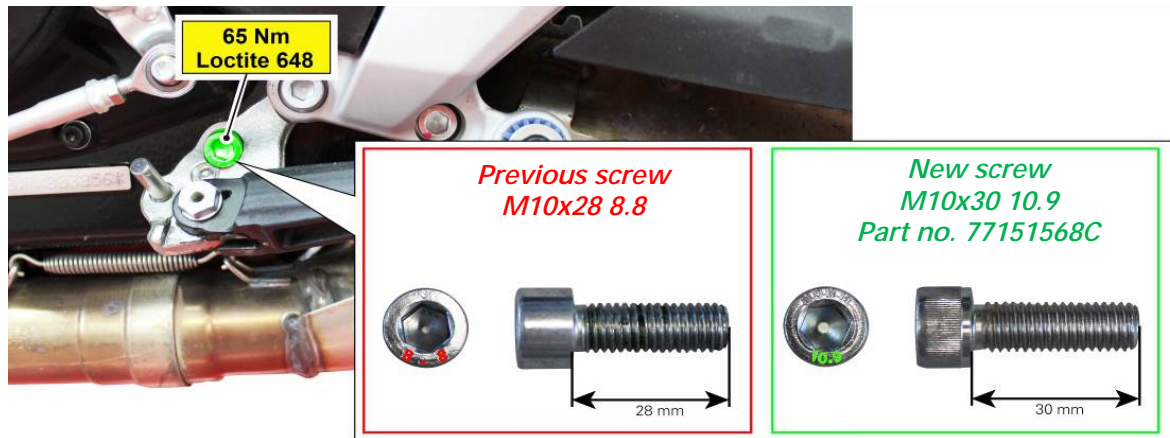


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b) SIDE STAND FASTENER

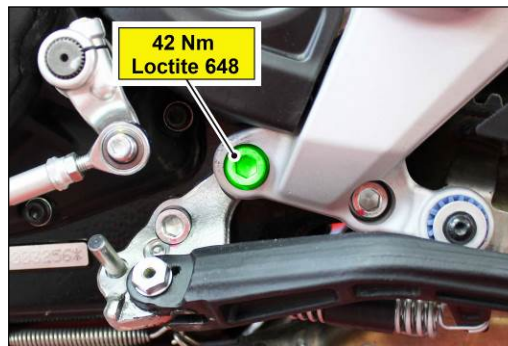
Replace the lower fastening screw with a longer one (from 28 mm to 30 mm) having a higher strength class (from 8.8 to 10.9) to increase the tightening torque to 65 Nm, with application of Loctite 648 (high-strength threadlocker). The new screw part no. is 77151568C.

1



Apply Loctite 648 (high-strength threadlocker) on the upper fastening screw and tightening torque of 42 Nm.

2





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3

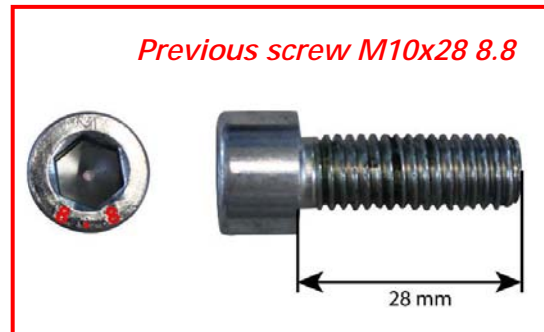
Replace side stand pivot with part no. 82118401AA and use a tightening torque of 24 Nm + LOCTITE 243.

24 Nm
Loctite 243

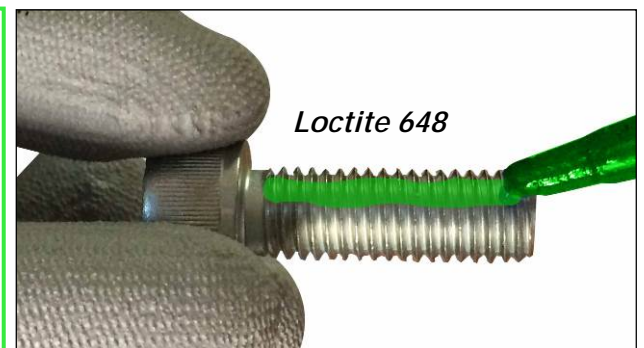
18 Nm
Loctite 243

b) SIDE STAND FASTENER - STEP 1

- Remove screw M6x1 that retains the side stand switch.
- Remove the *previous screw M10x28 8.8 (1)*.



- Take *screw M10x30 10.9 part no. 77151568C* and apply *Loctite 648* all along the threads:





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- Tighten the new screw M10x30 10.9 part no. 77151568C to a torque of **65 Nm**.



b) SIDE STAND FASTENER - STEP 2

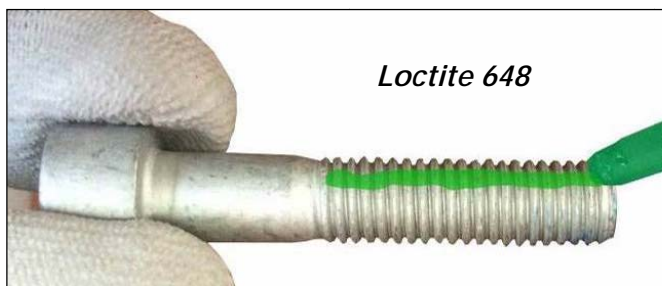
- Remove **screw M10x50 (2)** and properly clean the threads from Loctite previously applied.



NOTE

The screw M10x50 (2) must NOT be changed and must be reused.

Apply Loctite 648 all along the threading of **screw M10x50 (2)** and tighten to a torque of **42 Nm**.

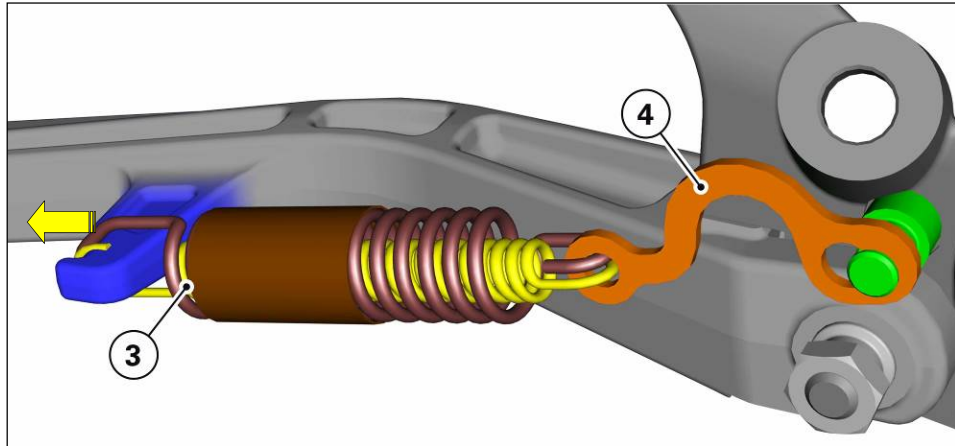




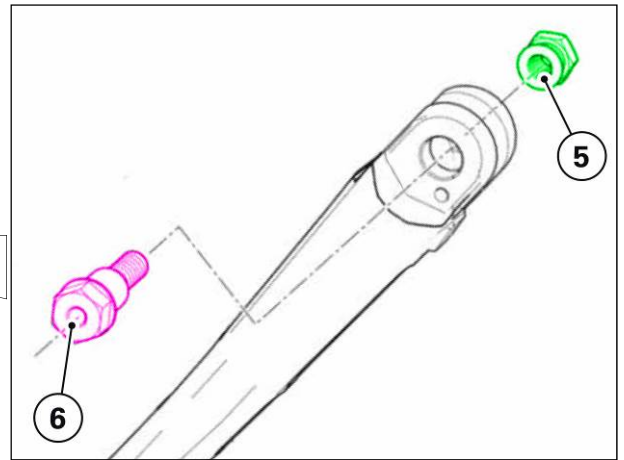
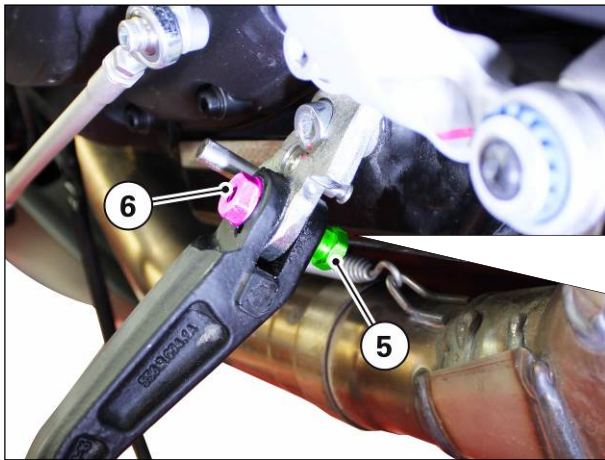
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b) SIDE STAND FASTENER - STEP 3

- Release the **2 return springs (3)** of the side stand and **plate (4)** from the relevant supports.



- Remove **nut M8x1.25 (5)** and **pivot M8x1.25 (6)** that retains the side stand; then slide the side stand out.



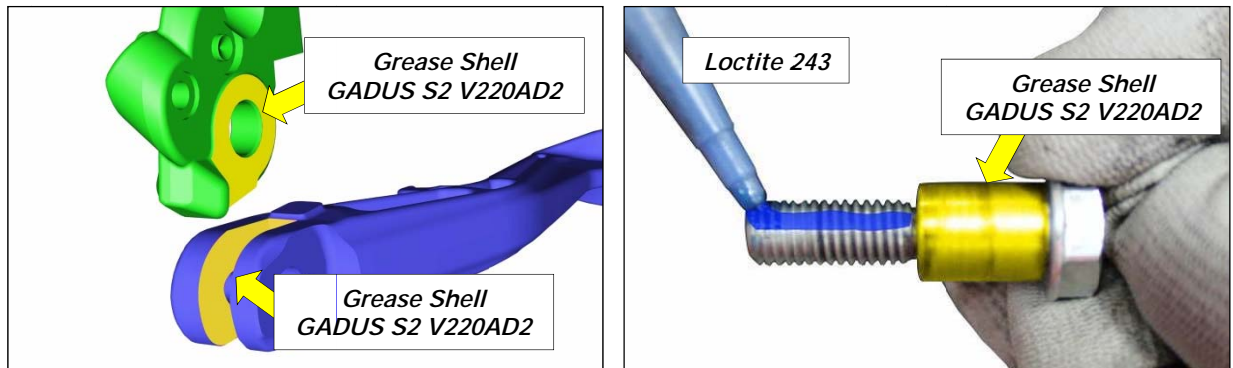
- Use a degreaser to clean the side stand and relevant support plate.

Install the side stand on the support plate after applying Shell GADUS S2 V220AD2 grease on the mating surfaces as shown in the figure.



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- Take the new ***pivot part no. 82118401AA*** and smear the cylindrical part with Shell GADUS S2 V220AD2 grease and the whole threading with Loctite 243.



- Insert ***pivot part no. 82118401AA (7)*** and tighten to **24 Nm**.

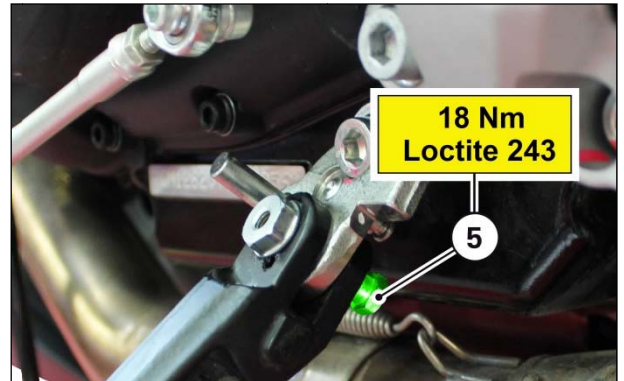
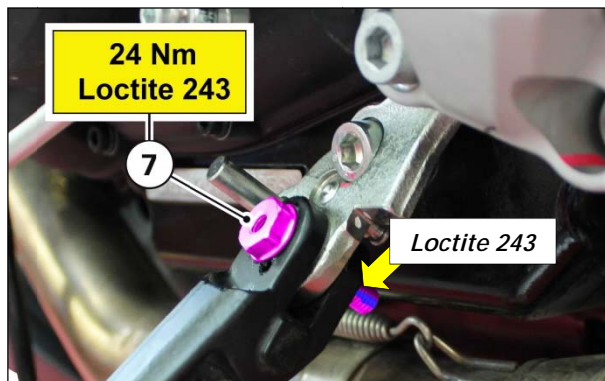
Apply LOCTITE 243 on threaded projection of pivot (7).

Start ***nut M8x1.25 (5)*** and tighten it to a torque of **18 Nm**.



NOTE

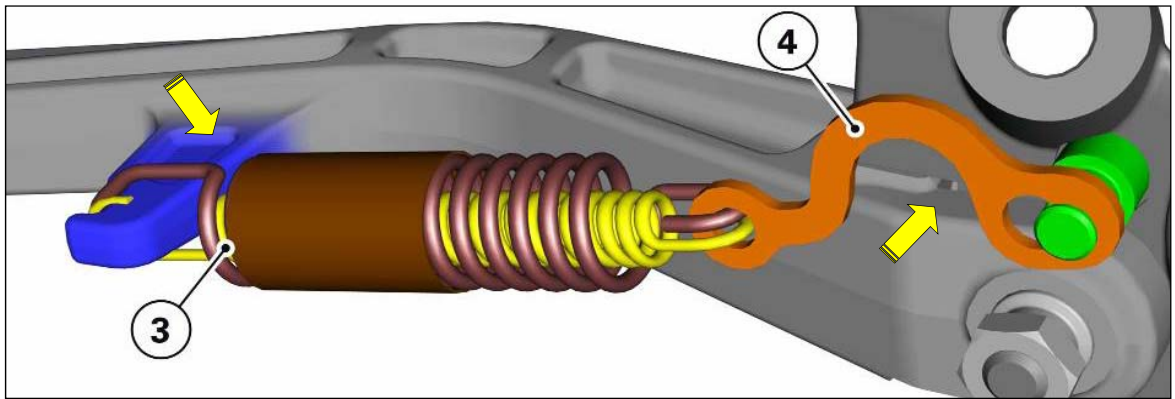
To tighten nut M8x1.25 (5), you must hold pin part no. 82118401AA (7) with a wrench to inhibit rotation.





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- Install the **2 return springs (3)** of the side stand and **plate (4)** to the relevant supports, aimed as shown in the figure.



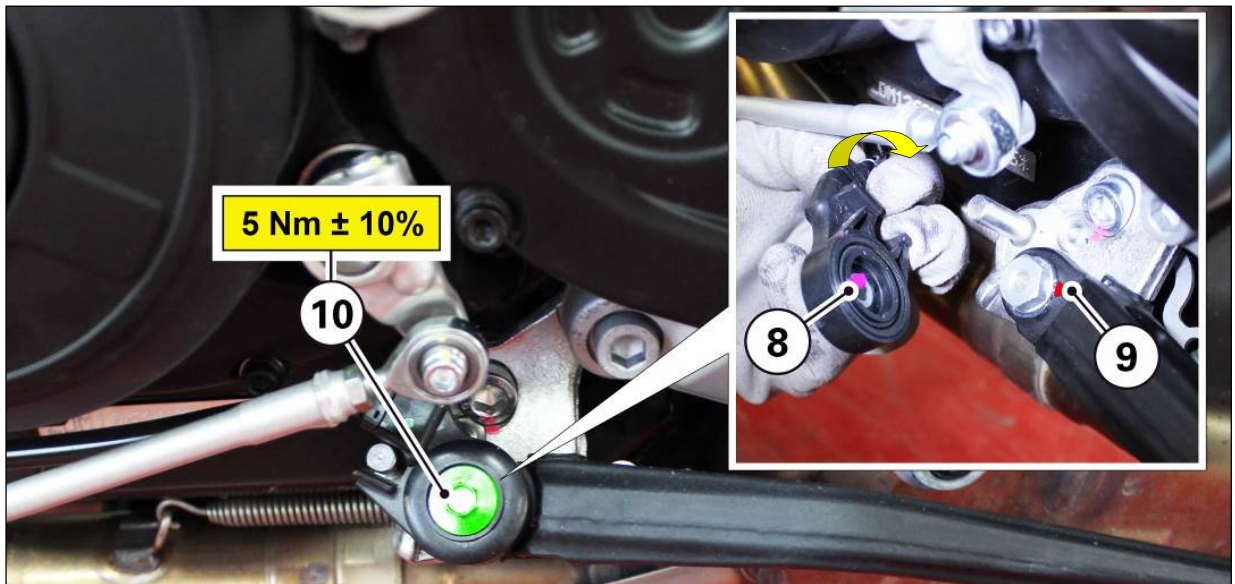
- Install the switch on the side stand as shown in the figure.



WARNING

Insert the **pilot pin (8)** of the switch in **hole (9)** of the stand.

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



- Ensure that the side-stand moves freely and check the correct operation of the safety switch.



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Spare Parts:

The part numbers required for this update is as follows:

<i>Part no.</i>	<i>Description</i>	<i>Quantity</i>
75010071A	NUT M25X1.5	1
85110181B	LOCKWASHER Ø46X0.8	1
77151568C	TCEI SCREW M10X30 UNI5931 10.9 STSTR008	1
82118401AA	SIDE STAND PIVOT	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 pre-filled, and has been identified as **CR126**. Ducati shall reimburse:

- Labor time of **42 minutes** (7 labor units), also including the time for the following operations:
 - bike reception
 - carrying out the update for the first issue (removing the final drive pulley retaining nut, visual inspection, reassembly with new lockwasher, tightening of the pulley retaining nut, checking the belt tension)
 - carrying out the update for the second issue (removing the old screw M10x28 and installing the new screw M10x30 with Loctite 648 and update of the tightening torque, tightening of screw M10x50 with Loctite 648, replacing the side stand pivot and tightening to 24 Nm
 - the cost of Loctite 648
 - filling out the warranty claim
- The relevant spare parts necessary to perform the update for the first issue:
 - no.1 LOCKWASHER D.46X0.8 - **part no. 85110181B**
 - no. 1 NUT M25X1.5 - **part no. 75010071A**
- the relevant spare part necessary to perform the update for the second issue:
 - no. 1 TCEI SCREW M10X30 UNI5931 10.9 STSTR008 - **part no. 77151568C**
 - no. 1 SIDE STAND PIVOT - **part no. 82118401AA**.



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NOTE

You are reminded that if you replace the pulley, or shaft, it will be necessary to fill out a YouTech request with pictures of the component damage, besides the above-mentioned warranty request. You will be reimbursed for the cost of the spare part and for the labor time specified for the relevant operations in the flat rate tables. In the warranty claim notes indicate that the replacement has been carried out as required by the Safety Recall Campaign CR126.

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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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 2016-2017 XDiavel/ XDiavel S*

NHTSA Campaign I.D. Number (A): 16V679

NHTSA Campaign I.D. Number (B): **XXX**

Transport Canada Safety Recall I.D. Number 2016472

Dealer Bulletin: SRV-RCL-16-003

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 Model Year 2016-2017 XDiavel/ 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?

Ongoing quality testing on the motorcycles as manufactured, as well as analysis of field reports, has identified a potential safety issue affecting all Model Year 2016-2017 XDiavel/ XDiavel S motorcycles. Ducati has determined that on certain motorcycles, the final drive pulley retaining nut and the side stand plate fastening screw could loosen over time. If the final drive pulley nut becomes loose, the countershaft could spin in the belt primary drive pulley resulting in loss of power transmission to the rear wheel. If the lower side stand plate screw were to loosen, it could damage the side stand sensor switch, resulting in an engine stall, or if the bike were to be parked on the side stand, the side stand plate could deform/ break due to the excessive overload, causing the bike to fall. Both of these conditions could increase the risk of injury and/or damage to property.



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What will Ducati do?

To correct this condition, your authorized Ducati dealer will replace and tighten the final drive pulley retaining nut to a higher torque, after installing a new lock-washer made with a harder material. Dealers will replace the side stand pivot with one made of a new material, replace the lower side stand plate fastening screw with a more resistant screw in order to increase the tightening torque, and will apply a stronger threadlock to the screw threads on both the upper and lower fastening screws. The Dealer will perform this intervention 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, or www.canada.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 Bandlely 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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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