

# Part 573 Safety Recall Report

# 17V-274

**Manufacturer Name :** Ducati North America

**Submission Date :** MAY 08, 2017

**NHTSA Recall No. :** 17V-274

**Manufacturer Recall No. :** SRV-RCL-17-002



## Manufacturer Information :

**Manufacturer Name :** Ducati North America

**Address :** 10443 Bandle Drive

Cupertino CA 95014

**Company phone :** 408-253-0499

## Population :

**Number of potentially involved :** 568

**Estimated percentage with defect :** 90 %

## Vehicle Information :

**Vehicle 1 :** 2016-2017 Ducati Multistrada 1200 Enduro

**Vehicle Type :** MOTORCYCLES

**Body Style :** OTHER

**Power Train :** GAS

**Descriptive Information :** On-off road motorcycle

**Production Dates :** MAR 15, 2016 - JAN 30, 2017

**VIN Range 1 :** Begin : ZDM12BWW2GB011624 End : ZDM12BWW8HB019728  Not sequential

## Description of Defect :

**Description of the Defect :** On all motorcycles involved, the rear shock absorber lower shock-end eyelet can crack and in rare cases could break.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the rear shock absorber lower shock-end eyelet should break, the swingarm could detach from the shock absorber which may cause the rider to lose control of the motorcycle, increasing the risk of a crash.

**Description of the Cause :** The rear shock absorber lower shock-end eyelet is not strong enough to support intense off-road use of the bike.

**Identification of Any Warning that can Occur :** The rider may experience noise from the rear part of the bike but it depends on the bike usage.

## Supplier Identification :

### Component Manufacturer

Name : ZF SACHS ITALIA SPA  
Address : VIA SESTRIERE n 28/2  
CANDIOLO FOREIGN STATES 10060  
Country : Italy

## Chronology :

In October 2016 during an internal off-road test we encountered one case where the rear shock absorber lower shock-end eyelet broke. Ducati initiated an internal deep analysis on all off-road test bikes used and found evidence of 2 additional cases where the rear shock absorber lower shock-end eyelet was found cracked. In all cases the break was caused by fatigue phenomenon. No complaints or warranty cases related to this issue have been received, and we are not aware of any crashes or injuries related to this issue. On April 20, 2017 Ducati determined that a worldwide safety Recall was justified.

## Description of Remedy :

Description of Remedy Program : An official Ducati dealer will replace the rear shock absorber assembly with a new revised version that has a lower shock-end eyelet with a new design This will be performed free of charge. A Ducati North America Recall Bulletin is scheduled to be published to the Ducati North American Dealer Network using the established communication process. Owner notification letters are expected to be mailed within 60 days of submission of this report.

How Remedy Component Differs from Recalled Component : The modified rear shock absorber lower shock-end eyelet is a more robust design intended to prevent a fatigue phenomenon break.

Identify How/When Recall Condition was Corrected in Production : The same remedy has been introduced in the production line.

## Recall Schedule :

Description of Recall Schedule : NR

Planned Dealer Notification Date : APR 28, 2017 - APR 28, 2017

Planned Owner Notification Date : MAY 22, 2017 - MAY 22, 2017

\* NR - Not Reported