

Part 573 Safety Recall Report

18V-835

Manufacturer Name : Ducati North America**Submission Date :** MAY 20, 2019**NHTSA Recall No. :** 18V-835**Manufacturer Recall No. :** SRV-RCL-18-007**Manufacturer Information :**

Manufacturer Name : Ducati North America

Address : 448 E. Middlefield Rd

Mountain View CA 94043

Company phone : 719 209 4609

Population :

Number of potentially involved : 2,742

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2017-2019 Ducati Monster 1200, Monster 821, SuperSport, SuperSport S

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : On Road Sport Motorcycle

Production Dates : MAR 04, 2016 - AUG 25, 2018

VIN Range 1 : Begin : ZDMMACFW8HB010601 End : ZDMMACFW0KB025326 Not sequentialVIN Range 2 : Begin : ZDMMACLS0JB000006 End : ZDMMACLSXKB003514 Not sequentialVIN Range 3 : Begin : ZDMVABDS8HB000004 End : ZDMVABDS8HB000004 Not sequential**Description of Defect :**

Description of the Defect : The shift knob on the end of the gear lever might detach from the lever.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Failure to shift gears on the motorcycle could increase the potential risk of a crash.

Description of the Cause : The existing shift lever may have been improperly assembled, resulting in the shift knob loosening while riding. This is due to poor attachment of the knob into the shift lever. If the interference fit between the knob and lever is not enough to fix the part in position, or the part is not peened correctly, the pin could move and then be rotated and/or loosen while riding. If this occurs the rider will not be able to change gears.

Identification of Any Warning that can Occur : In bikes in which this condition is present, the rider could feel the rotation of the shift knob at the end of the gear lever.

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

- On 4th July 2018: Ducati Motor Holding has received a field report from a European dealer where the shift knob has detached while riding.
- DMH has started an internal investigation.
- On October 2018: DMH investigated the whole assembly process and determined the root cause as reported above (ref. Describe the Cause).
- On 20th November 2018: DMH decided to assign this event as Safety related and started a worldwide safety campaign.
- On April 4th, 2019, Ducati Motor Holdings Spa determined a VIN range extension for this campaign and began the VIN range extension process.

Description of Remedy :

Description of Remedy Program : An official Ducati dealer will inspect the gear lever shift knob with a specific torque. If the shift knob is moving, the dealer will replace the entire shift lever with a new one. A Ducati North America Recall Bulletin is scheduled to be published to the Ducati Dealer Network using the established communication process. Owner notification letters are expected to mail within 60 days from submission of this report. The units covered by this recall are all under factory warranty.

How Remedy Component Differs from Recalled Component : DMH has reviewed the process and ensured all indication are properly implemented by the supplier, in order to avoid interface problems between the shift knob and lever.

Identify How/When Recall Condition was Corrected in Production : The same actions (inspection and replacement) have been implemented in production.

Recall Schedule :

Description of Recall Schedule : A Ducati North America Recall Bulletin was re published to the network of dealers through an established communication process. We estimate that we will initiate the Recall contact process for affected motorcycle

customers by the last week of May 2019. Owner notification letters will be mailed within 60 days from submission of this report.

Planned Dealer Notification Date : MAY 09, 2019 - MAY 10, 2019

Planned Owner Notification Date : MAY 22, 2019 - MAY 31, 2019

* NR - Not Reported