



# CR160 – Inspection and possible replacement of rear brake pads Safety Recall Campaign SRV-RCL-18-004

Hypermotard 939 - 959 Panigale - 1299 Panigale FE - Panigale V4

## IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle: [REDACTED]

Date 10/26/2018

1\*\*1\*\*1\*\*\*\*\*SINGLE-PIECE 48233

[REDACTED] VIN [REDACTED]



**Subject:** Ducati Motorcycle: Hypermotard 939 Model Year 2018, 959 Panigale Model Year 2018, 1299 Panigale Final Edition Model Year 2018, Panigale V4 Model Year 2018

**NHTSA Campaign I.D. Number:** 18V480  
**Transport Canada Safety Recall I.D. Number:** 2018384

**Dealer Bulletin:** SRV-RCL-18-004

Dear Ducati Owner,

This **second** recall notice is sent to you in accordance with the U.S. National Traffic and Motor Vehicle Safety Act & Canada Motor Vehicle Safety Act. A previous mailing was sent in August, but our records indicate this unit has not been repaired.

Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in Model Year 2018 Hypermotard 939, 959 Panigale, 1299 Panigale Final Edition, and Panigale V4 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?

Because of a defect in the production process, the rear brake pads must be inspected and, if necessary, replaced for the above-indicated models. The friction material might separate from the rear brake caliper pads due to a non-conformity. **If the rear brake pad friction material detaches, it may lengthen the distance needed to stop the motorcycle, increasing the risk of a crash.**

### What will Ducati do?

To correct this condition, certified Ducati repair technicians will inspect and replace if necessary the rear caliper brake pads. 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.



The repair should take approximately 30 minutes. Additional time may be required depending on dealer scheduling.

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. 1-888-391-5446.

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 remedy the defect without charge, or within a reasonable period of time, please contact Ducati North America Customer Care at 1 (888) 391-5446.

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.

**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.

Sincerely,

Richard Kenton  
Technical Director – Ducati North America