



CR160 – Inspection and possible replacement of rear brake pads.

Safety Recall Campaign SRV-RCL-18-004

Hypermotard 939 Model Year 2018 (all model and country versions)
959 Panigale Model Year 2018 (all model and country versions)
1299 Panigale Final Edition Model Year 2018 (all country versions)
Panigale V4 Model Year 2018 (all model and country versions)

Date: TBD, 2018
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Matthew Feinstein, Regulatory Compliance 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: 18V480
Transport Canada Safety Recall I.D. Number: 2018384

Situation

Because of a defect in the production process carried out by the braking system manufacturer, it is necessary to inspect and, if necessary, replace the rear brake pads for the above-indicated models. The friction material might separate from the rear brake caliper pads due to a non-conformity.

The batch of non-conforming pads that could be affected by this problem is batch number 672.





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Safety Recall Campaign SRV-RCL-18-004



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

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Application

You can find the precise list of VIN numbers involved in CR160 (SRV-RCL-18-004) on the DCS, in sections:

VIN HISTORY		You can consult the single frame number.
CAMPAIGN		You can consult all the VIN numbers that Ducati Motor Holding sent you.

Customer Impact

All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers must undergo this procedure during pre-delivery operations, before delivery to the final customer. All bikes already delivered to final customers must undergo this procedure at the next service appointment.




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Parts Distribution

The possible component to be ordered for this update is:

Part no.	Description	Photo	Quantity (pcs)
61340381A	Set of rear brake pads		1



NOTE

Please be informed that part number was not changed. We checked and rectified all spare parts in stock to ensure that available rear brake pads are conforming.

The part required to carry out the update under this Recall Campaign, if necessary, must be ordered for each affected frame number. Parts will be reimbursed if required. **They will NOT auto ship.**



NOTE

Please remember only Ducati Genuine Spare Parts by Brembo are authorized for use in this repair.

Warranty Reimbursement

Warranty Reimbursement for work associated with this Safety Recall Campaign will be done through the regular warranty claim procedure using the **“Vehicle History”** section of DCS. The warranty claim is pre-filled and is identified as **CR160**.

You will be reimbursed for **18 minutes** of labor time (**3 labor units**) that includes the time necessary for:

- A. bike reception;
- B. removing the rear brake caliper;
- C. removing the rear brake pads;
- D. inspecting the batch number on the rear brake pads;
- E. installing the conforming rear brake pads;
- F. installing the rear brake caliper;
- G. soft cleaning of the motorcycle.



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Service Solution

The procedure below must be complied with for all the motorcycles affected by this Recall Campaign:

- 1) Check the batch number on the rear brake pad:

It will be necessary to change the pads ONLY if the batch number on the rear brake pads is **BATCH 672**.



Rear brake pad
NON-CONFORMING

– BATCH 672 –

- 2) To replace the rear brake pads, please refer to the instructions given in the Workshop Manual, in Section 4: “Maintenance operations – inspection and wear of rear brake pads” concerning the affected motorcycle.

Should you have any questions on this Safety Recall Campaign, please contact your Service Area Manager.



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Customer Notification

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. Customers will then contact you to make an appointment for the update. A sample copy of the owner notification letter is enclosed for your information.

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 that 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. Please direct any questions or concerns to your Service Area Manager.

Thank you for your cooperation.

Service Department
Ducati North America, Inc.



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IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

August XX, 2018

Customer Name
Customer Address
City, St, Zip Code

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 notice is sent to you in accordance with the U.S. 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 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 carried out by the braking system manufacturer, it is necessary to inspect and, if necessary, replace the rear brake pads for the above-indicated models. The friction material might separate from the rear brake caliper pads due to a non-conformity.

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.



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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, 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

TREAD ACT 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