



CRTBD – Replacing the Rear-View Mirrors
Safety Recall Campaign SRV-RCL-18-XXX
SuperSport Model Year 2017-2018 (All Model Versions)

Date: TBD
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: TBD

Transport Canada Safety Recall I.D. Number: 2018623

Situation

Ducati's ongoing quality testing combined with customer feedback have pointed out a potential problem of visibility with the rear-view mirrors installed on the above-indicated model. Under certain conditions, due to a combination of vehicle speed and engine RPM, vibration can result in unclear visibility of the reflected image in the mirrors.



Ducati has elected to change both rear-view mirrors installed to the motorcycles affected by this Campaign. The new rear-view mirrors have been redesigned so as to improve visibility in the above conditions.

To implement this change, your authorized Ducati dealer will install Kit part no. 69928761A which includes new RH and LH rear-view mirrors.



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Involved Bikes

You can find the precise list of the VIN numbers involved in **CRXXX** 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.

SUPERSPORT RED 2017 CAL DMH

VIN N°	ZDMVABDS5HB	ENGINE N°	ABDH001955	WTY END DATE	
END CUSTOMER		MANUFACT DATE	03/31/2017	INVOICE	04/27/2017
WARRANTY TYPE		WTY START DATE		LAST MILEAGE	0 MI

ATTENTION: YOU HAVE PENDING RECALL CAMPAIGNS

3	RECALL		CRXXX	SRV-RCL-18-xxx Rear-View Mirrors	<div style="display: flex; justify-content: space-around;"> <div style="background-color: #ccc; padding: 2px 5px;">VIEW</div> <div style="background-color: #ccc; padding: 2px 5px;">APPLY</div> </div>
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Customer Notification

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail.





NOTE

Remedy parts to conduct the mirror replacement will become available in February of 2019. A second dealer and customer mailing will be sent at that time, notifying you of parts availability. 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.

Spare Parts

The spare part kit required for this update is:

Part no.	Description	Photo	Quantity (pcs)
69928761A	RH rear-view mirror		1
	LH rear-view mirror		1

- Distribution of spare parts**

Kit part no. 69928761A must be ordered for every single frame number. This part number will not be on the catalog, but can be ordered only for the upgrade of the motorcycles under this recall. Any orders made for individual parts will not be considered under warranty.

Kit part no. 69928761A will be available for ordering from week XX.



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Warranty reimbursement rules

Reimbursement for work associated with this Safety Recall Campaign will be made through the regular warranty claim procedure using the “VIN History” section of the DCS.

The warranty claim is pre-filled and is identified as CR1XX.

You will be reimbursed:

- for **12 minutes (2 labor units)** labor time that includes the time necessary for:
 - service intake;
 - installation of kit part no. 69928761A;
- the relevant kit required to carry out the service part no. 69928761A.



NOTE

If the bike is equipped with aftermarket rear-view mirrors, the Customer must hand in the OE rear-view mirrors for you to implement the Campaign.

Service Solution

The new rear-view mirrors can be identified because they feature a reinforcement plate behind the mirror, as shown in the figure.



To replace the rear-view mirrors, follow the instructions provided in the Workshop Manual under Section 05: “Fairing” – “Rear-view mirrors” or refer to the model introduction bulletin SRV-SRB-17-009: “Introducing SuperSport Model Year 2017”.



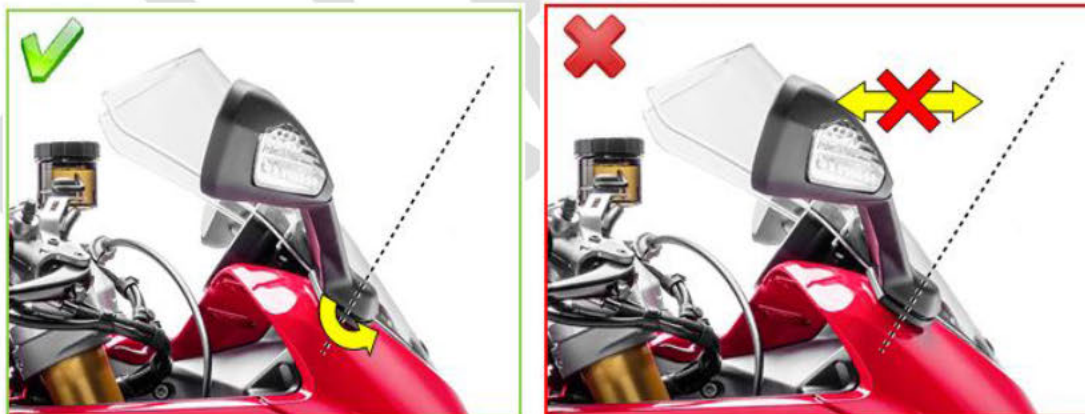
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Notes on the installation of the rear-view mirrors

Tighten the 4 screws M6x35 (1) with the relevant washers (2) for RH and LH mirrors to a torque of 10 Nm ± 10%.



Please be reminded that the rear-view mirror opening/closing operation must be performed by applying a force perpendicular to the rotation axis of the mirror on its support. It is therefore important to pay special attention while rotating the mirror on its axis not to apply a longitudinal or transversal force.



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



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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

January XX 2018

Customer Name
Customer Address
City, St, Zip Code

Subject:
Ducati Motorcycle: 2017 - 2018 SuperSport and SuperSport S

NHTSA Campaign I.D. Number: TBD
Transport Canada Safety Recall I.D. Number: 2018623

Dealer Bulletin: SRV-RCL-18-XXX

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 2017 and 2018 SuperSport and SuperSport 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?

Ducati’s ongoing quality testing combined with customer feedback have pointed out a potential problem of visibility with the rear-view mirrors installed on the above-indicated model. Under certain conditions, due to a combination of vehicle speed and engine RPM, vibration can result in unclear visibility of the reflected image in the mirrors.



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What will Ducati do?

An official Ducati dealer will remove and replace the existing mirrors with the new mirrors. 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.



NOTE

Remedy parts to conduct the mirror replacement will become available in February of 2019. A second mailing will be sent at that time, notifying you of parts availability. Upon receipt of the second notice you should contact your dealer to make an appointment for the update. Ducati is making every effort to minimize this delay.

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).



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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

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