



CR166 – Replacing the Rear-View Mirrors Safety Recall Campaign SRV-RCL-18-005 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: 18V-793
Transport Canada Safety Recall I.D. Number: 2018623

Situation

Ducati's ongoing quality testing combined with customer feedback have identified 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 poor 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 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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Application

You can find the precise list of the VIN numbers involved in CR166 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 S RED 2018 CAL DMH					
VIN #	ZDMVABDS5JB00 XXX	ENGINE #	ABDJ0 XXX	WTY END DATE	03/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	01/16/2018	INVOICE	01/18/2018
WARRANTY TYPE	Standard Warranty	WTY START DATE	03/31/2018	LAST MILEAGE	0 MI

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	CR 1XX		SRV-RCL-18-XXX Rear View Mirrors		<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

Customer Notification and Impact

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. A sample copy of the owner notification letter is enclosed for your information.

All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers will require this inspection 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 once parts are available.



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 of parts availability. Customers will then contact you to make an appointment for the update.

Parts Distribution

The Kit part no. 69928761A will **not** be auto-shipped and must be ordered individually for each vehicle involved. This kit part number will not be available through the catalog; it can only be ordered for the upgrade of the motorcycles under this recall. Any orders made for individual parts will not be considered for fulfillment of this recall 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 CR166.

You will be reimbursed for **12 minutes (2 labor units)** labor time that includes the time necessary for:

- Vehicle reception
- Installation of kit part no. 69928761A
- Light cleaning of the vehicle
- Cost of 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.

If your customer has paid for an alternative repair to address the situation described in the attached letter, and your dealership would like to be considered for reimbursement, please contact Ducati North America Customer Care. Expenses from repair facilities outside of the authorized Ducati dealer network will be considered; however, the procedure must meet Ducati North America’s standards.

Ducati North America will request a copy of the owner’s notification letter as well as a copy of the dealer’s previously paid invoice, prior to processing claim on your behalf for reimbursement.

Only a repair involving this safety recall campaign is reimbursable. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs.



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Safety Recall Campaign SRV-RCL-18-005



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Table of Contents

	Page
Introduction	1
Application	2
Customer Notification and Impact	2
Parts Distribution	2
Warranty Reimbursement	3
Spare Parts	4
Service Solution	5
Additional Requirements and Notes	6
Customer Letter Example	8

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



CR166 – Replacing the Rear-View Mirrors Safety Recall Campaign SRV-RCL-18-005 SuperSport Model Year 2017-2018 (All Model Versions)

Service Solution

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



1. Mark the new mirrors at the base of the pivot bolt and on the connector with a **green** paint line to denote the mirrors are the revised part number. This will be visible after assembly.



2. Replace both right and left mirrors

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".



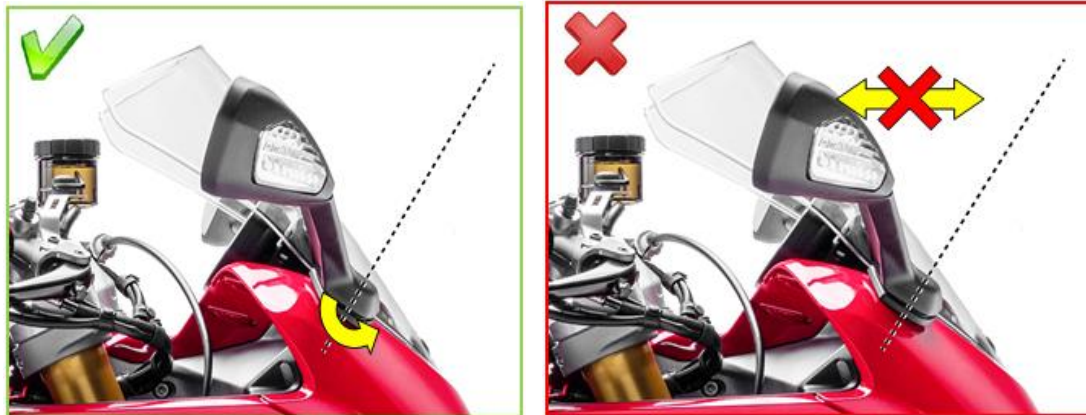
CR166 – Replacing the Rear-View Mirrors Safety Recall Campaign SRV-RCL-18-005 SuperSport Model Year 2017-2018 (All Model Versions)

NOTE

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



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 important to pay 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: 18V-793

Transport Canada Safety Recall I.D. Number: 2018623

Dealer Bulletin: SRV-RCL-18-005

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 poor visibility of the reflected image in the mirrors. Reduced rearward visibility can increase the risk of a crash.

What will Ducati do?



CR166 – Replacing the Rear-View Mirrors Safety Recall Campaign SRV-RCL-18-005 SuperSport Model Year 2017-2018 (All Model Versions)

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.

Your authorized Ducati retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice. They'll inspect the vehicle, if still in your possession, prior to submitting a claim on your behalf to Ducati North America, Inc. for reimbursement.

Only a repair involving this safety recall campaign is reimbursable. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs.

We recommend that your authorized Ducati dealer be your primary contact on this issue. We anticipate that your authorized Ducati dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair; additionally, our Customer Relations Dept. may be contacted at 888-391-5446 for any special assistance required.

We regret any inconvenience to you from this action; however, your safety and satisfaction are important to us.

Sincerely,

Richard Kenton
Technical Director – Ducati North America