



CR167 – Oil Cooler Replacement

Panigale V4 - Panigale V4 S - Panigale V4 Speciale
Safety Recall Campaign SRV-RCL-18-006

Date: December 13, 2018
To: All required parties in descending order, Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Matthew Feinstein, Regulatory Compliance Manager

Dear Dealers,

Continuous quality testing on the product pointed out a potential failure of the oil cooler at the delivery hose fitting (vehicle LH side) resulting in oil leakage. This phenomenon may occur under high performance use of the vehicle such as track riding.



The solution developed is to upgrade all affected bikes of this campaign and replace the oil cooler. The new part no. 54811364A is characterized by two reinforcement plates at the fitting points of the oil delivery and return hoses as shown in the figure.





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Application

You can find the list of the VIN numbers involved in CR167 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.

PANIGALE V4 RED 2018 CAL DMH					
VIN #	ZMDAGNW4JB00 XXX	ENGINE #	AGNJ0 XXX	WTY END DATE	03/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	02/14/2018	INVOICE	02/20/2018
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 167		SRV-RCL-18-006 Oil cooler replacement PAN V4		<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.

[The customer will receive a single notification letter incorporating both CR169 Update of Hydraulic Chain Tensioner Torque, and CR167 Oil Cooler Replacement, as the VIN list is identical for both interventions](#)

All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers will require 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.

Part Distribution

The part no. 54811364A required to carry out the update under this campaign will **not** be auto shipped and must be ordered for each affected frame number



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Warranty Reimbursement

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 CR167.

You will be reimbursed for the component part no. 54811364A necessary to complete the operation, and **60 minutes (10 labor units)** labor time that includes the time necessary for:

- Vehicle reception
- Installation of the new oil cooler part no. 54811364A
- Allotment for the oil necessary for topping up to the proper level
- Soft cleaning of the motorcycle

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Spare Parts

The spare part required for this update is:

Part no.	Description	Photo	Quantity (pcs)
54811364A	Oil cooler		1

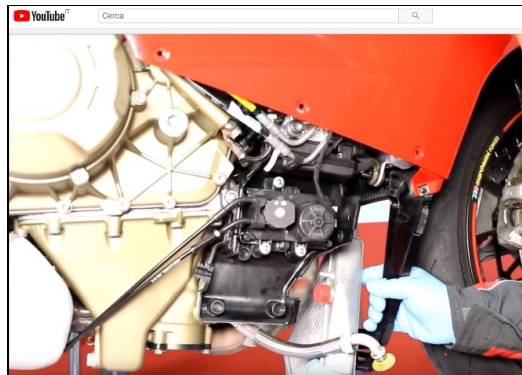
Service Solution



WARNING

To ensure the correct execution of the operation within the provided labor time to carry out the updates, it is necessary to follow the sequence indicated in the following instructions

A video has been made showing you how to correctly perform this operation. It can be viewed at the following link: <https://youtu.be/lfF-DiVbex0>



NOTE

To tighten the nuts retaining oil delivery and return hoses to cooler you must use a torque wrench with 24 mm fork socket as shown.



WARNING

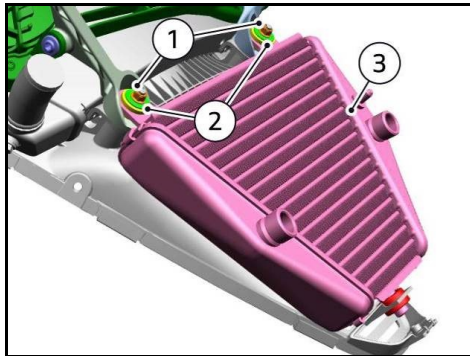
To carry out the operation it is NOT necessary to completely drain the oil from the engine. Top off the oil level with approx. 0.42 liters of SHELL Advance DUCATI 15W-50 oil (quantity of oil present in the cooler)



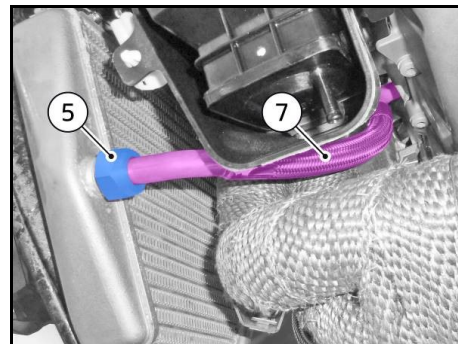
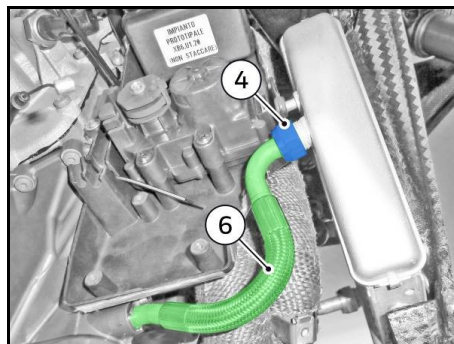
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1. Position the bike on the rear paddock stand
2. Remove the lower half-fairings, on LH and RH sides of the bike (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual)
3. Remove the **2 nuts (1)** and the relevant **spacers with collar (2)** retaining the **oil cooler (3)** to the Radiator Duct

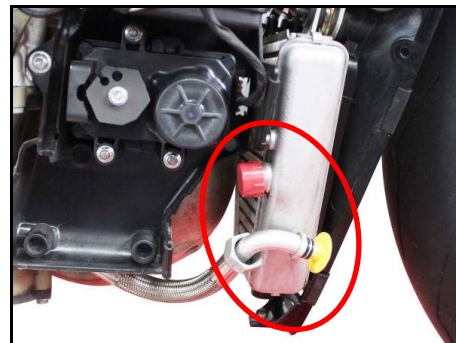
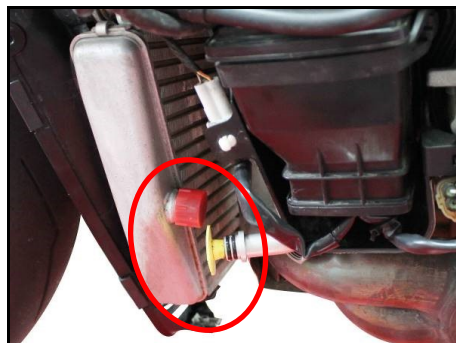


4. Remove the **nut (4)** and **nut (5)** retaining the **return hose (6)** and the **delivery hose (7)** of the oil cooler



NOTE

Prevent oil from leaking out of the cooler and delivery and return hoses using service caps (or equivalent) as shown in the figure



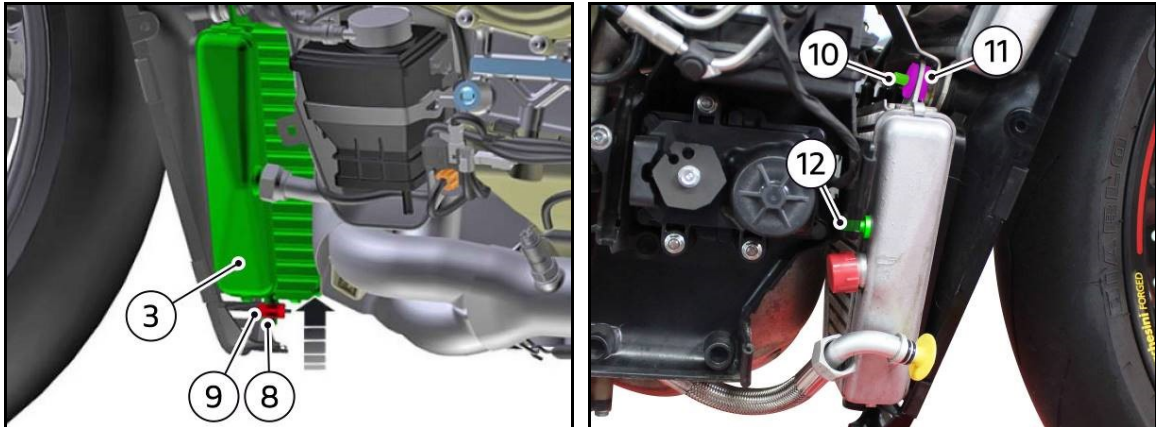


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5. Remove the oil cooler (3):

- 5.1 Slide out pin (8) from the vibration damper (9) present on the Radiator Duct
- 5.2 Slide out the 2 stud bolts (10), on RH and LH side of the Rad-Duct, from the vibration dampers (11) present on the oil cooler
- 5.3 Slide pin (12) out of the exhaust butterfly valve motor support (motorcycle RH side)



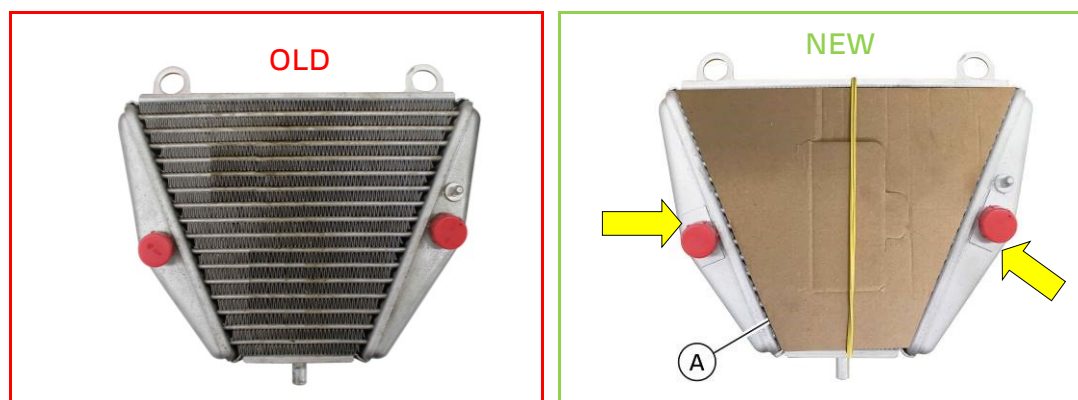
6. Preparing and assemble the new oil cooler

- 6.1 Take the new oil cooler (A) part no. 54811364A, characterized by two reinforcement plates installed at the fitting points of the oil delivery and return pipes as shown



NOTE

Do not remove the two front and rear protections present on the oil cooler. This packaging is to protect the oil cooler fins and avoid damage during assembly



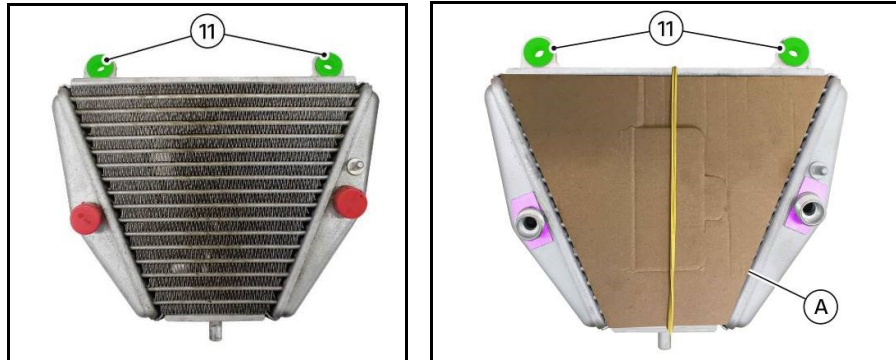


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6.2 Remove the 2 vibration dampers (11) from the old oil cooler and install them to the new oil cooler (A)

6.3 Remove the service caps from the new oil cooler



7. Install the new oil cooler (A) to the bike as follows:

7.1 Slide the oil cooler into place in relation to the radiator duct

7.2 Insert the pin (8) on the vibration damper (9) present on the Radiator Duct

7.3 Install the 2 vibration dampers (11) in the threaded stud bolts of the Radiator Duct

7.4 Insert the pin (12) into its vibration damper present on exhaust butterfly valve motor support (motorcycle RH side)

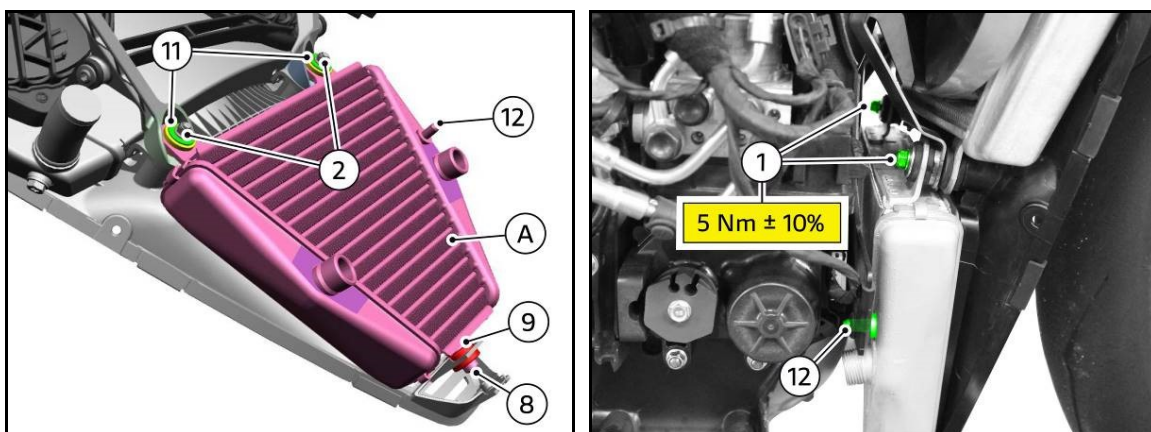
7.5 Install the 2 spacers with collar (2) on the 2 vibration dampers (11)



NOTE

To facilitate the insertion of pins and stud bolts inside vibration dampers, we suggest to lubricate the vibration dampers with rubber lubricant KLÜBERPLUS S 06/100 (or equivalent)

8. Start the 2 nuts (1) and tighten them to **5 Nm ± 10%**





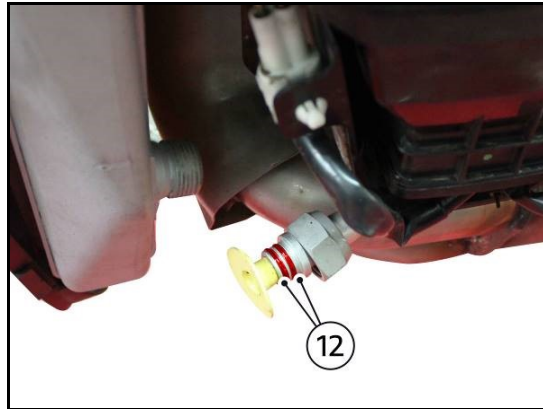
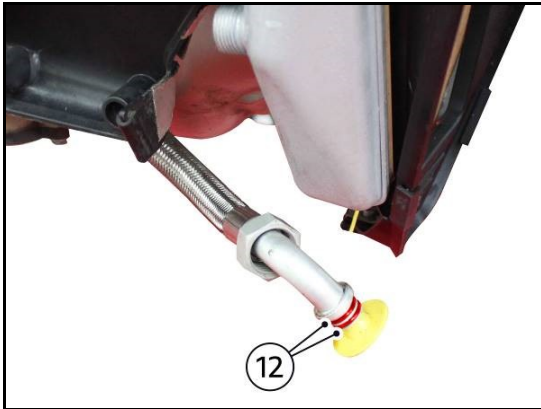
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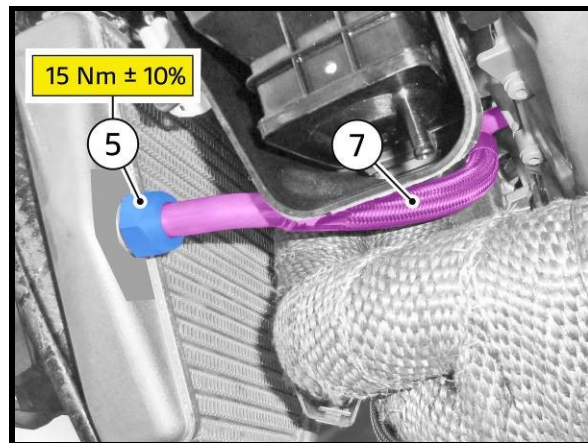
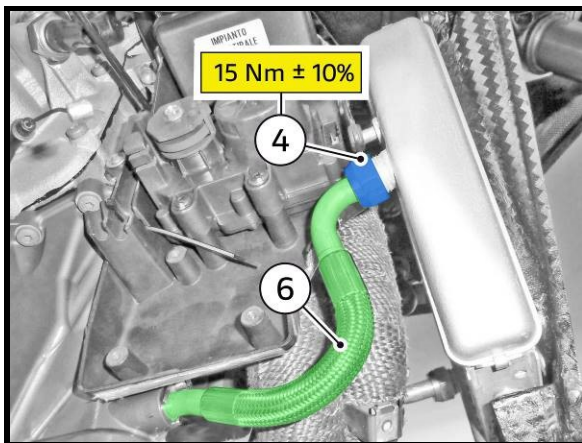
NOTE

Before installing the oil cooler delivery and return hoses, apply engine oil to the 4 O-Rings (12) so as to avoid any damage during assembly.



9. Remove the service caps from the oil cooler hoses

10. Install the oil cooler return hose (6) and delivery hose (7) tightening the nuts (4) and (5) to **15 Nm \pm 10%**



WARNING

When tightening to the specified torque, if you use an adapter for the 24 mm fork insert make sure to adjust the torque value according to the torque wrench in use.

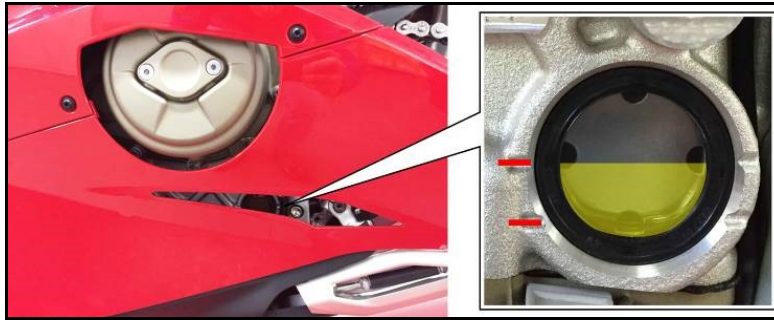




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11. Remove the 2 front and rear protections from the oil cooler and clean any oil residues from the motorcycle
12. Restore the proper oil level in the engine



NOTE

To carry out the engine oil level check it is always necessary to comply with the 2 important conditions set out below:

- Engine off for at least 2 hours to allow time for the oil to reach the sump
- Motorcycle positioned with both tires resting on a level surface and the motorcycle in an upright position

13. Install the lower half-fairings, on LH and RH sides of the bike (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual).



NOTE

Before installing the lower half-fairings, make sure that there is no oil leakage from the cooler

14. Remove the rear paddock stand

For information or clarification of 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.



NOTE

[The customer will receive a single notification letter incorporating both CR169 Update of Hydraulic Chain Tensioner Torque, and CR167 Oil Cooler Replacement, as the VIN list is identical for both interventions.](#)

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

December XX 2018

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: Panigale V4 (all models and country version)

NHTSA Campaign I.D. Number: 18V-834, 18V-854

Transport Canada Safety Recall I.D. Number: 2018658, 2018667

Dealer Bulletin: SRV-RCL-18-006 and SRV-RCL-18-008

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 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?

Our continuous quality tests on the product pointed out a potential failure of the oil cooler at the delivery hose fitting (vehicle LH side) resulting in oil leakage. This phenomenon may occur during cases of sport/track use of the vehicle. Ducati has decided to upgrade all affected bikes of this campaign and replace the oil cooler. Additionally, ongoing quality tests performed on the product have shown a possible oil leak from either of the two hydraulic tensioners of the timing chains of the front and rear cylinder banks. In order to prevent this issue we have decided to increase the tightening torque of the two hydraulic tensioners; therefore, on all the above-mentioned motorbikes it is necessary to update the tightening torque to a value of **50 Nm ± 5%** (the previous tightening torque was of 30 Nm ± 5%). An oil leak may increase the risk of a crash.



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What will Ducati do?

An official Ducati dealer will remove and replace the existing oil cooler with a improved part, during disassembly the timing chain tension will also be adjusted. 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. Service time will vary 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.

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.

Ducati North America
www.ducati.com

448 E. Middlefield Road
Mountain View, CA 94043
Tel. +1 650 933 9899



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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