



CR168 – Inspection and possible replacement of gear shift lever

Monster 821 (all model versions)

Monster 1200 (all model versions)

SuperSport (all model versions)

Safety Recall Campaign SRV-RCL-18-007

Date: December 17, 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,

Based on continuous quality testing and on your reports, we identified a potential issue with the gear shift lever knob of the above-indicated models.

Due to a supplier error, the interference fit between the lever tip pin and the gear shift lever may be non-conforming and, in rare cases may cause the pin to come out.

The gear shift lever on the involved motorbikes will be checked, and replaced if necessary.

Application

You can find the list of VIN numbers involved in CR168 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 168		SRV-RCL-18-007 Inspection of gear shift lever		VIEW APPLY	



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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 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.

Parts Distribution

In order to have a minimum available stock to perform the first operations on the bikes the following will be auto-shipped to all participating dealers:

2: Shift levers

2: Rubber elements (to be used only for the check phase)

Further parts must be order per VIN as necessary for completion of the applicable portion of this campaign.

Warranty Reimbursement

Reimbursement for work associated with this Safety Recall Campaign will be done through the regular warranty claim procedure using the **Campaigns** section of the DCS. [The Warranty Claim is pre-filled as CR168, and 2 types of operations are available, described in the table on the following page:](#)



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1) Operation **TYPE 1**:

The gear shift lever is conforming, it does NOT have to be replaced:

	Description	Spare Parts	Image	Labor
Operation TYPE 1	Check of gear shift lever	Part no.76414221A Gear shift lever rubber element		6 minutes (1 WL)

2) Operation **TYPE 2**:

The gear shift lever is NOT conforming and must be replaced.

	Description	Spare Parts	Image	Labor
Operation TYPE 2	Check and replacement of gear shift lever	Part no.45622352AA Gear shift lever		18 minutes (3 WL)

You will be reimbursed for the specified applicable parts (Part no.76414221A gear shift lever rubber element; Part no.45622352AA gear shift lever) and labor time that varies based on the type of intervention, that includes the time necessary for:

- Vehicle reception
- Inspection and possible replacement of gear shift lever
- Soft cleaning of the motorcycle;

Part no.45622352AA (gear shift lever) must be ordered ONLY if the gear shift lever is NON-CONFORMING after the check.



NOTE

The gear shift lever part no.45622352AA that you will receive includes both the inner bushing and the rubber element.



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Spare Parts

The components to be used for this update are:

Part no.	Description	Photo	Quantity (pcs)
76414221A	Gear shift lever rubber element		1
45622352AA	Gear shift lever (if required) Note: Includes bushing and rubber element		1



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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

Operation Type 1: Check of gear shift lever

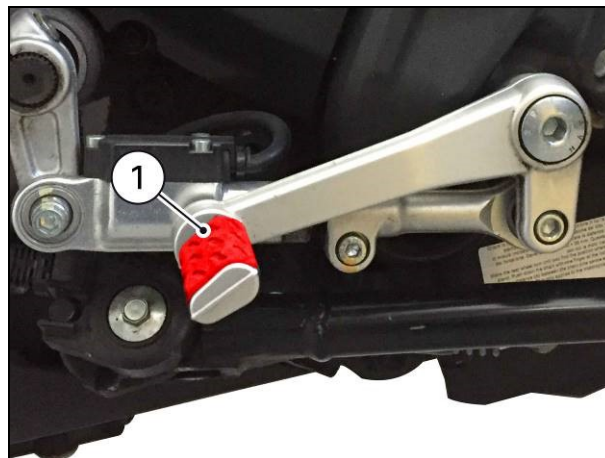


NOTE

To inspect the gear shift lever, use a torque wrench with 12mm fork socket, as shown in the figure



1. Remove **rubber element (1)** of gear shift lever.





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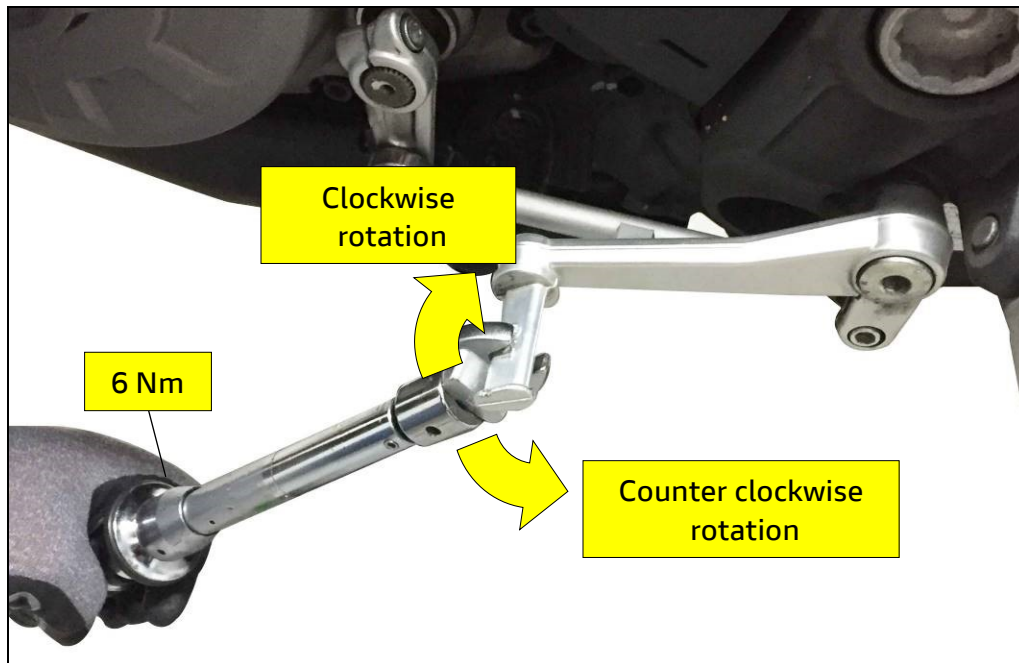
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2. Using a torque wrench with 12mm fork socket, apply a torque of **6 Nm** clockwise and counter clockwise on the lever tip in order to check for any lever rotation, as shown



1. If the gear shift lever has not rotated, it is **CONFORMING** and must not be replaced. Place a new rubber element on the gear shift lever.



NOTE

To make rubber element insertion on the gear shift lever easier, we recommend using rubber lubricant KLÜBERPLUS S 06/100.

2. If the gear shift lever has rotated it must be considered as **NON-CONFORMING** and must be replaced



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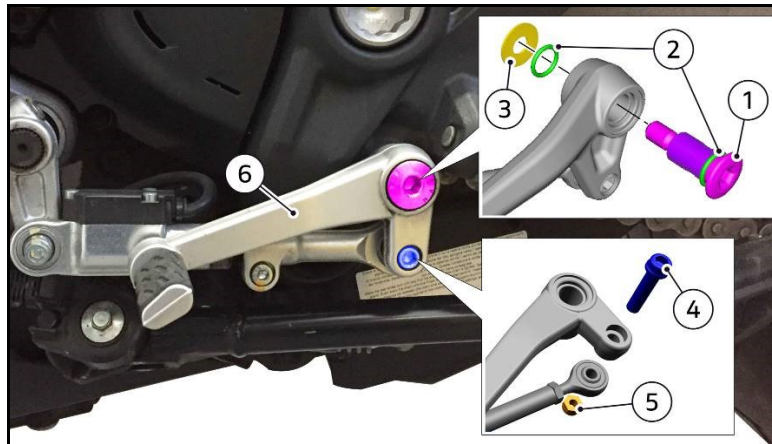
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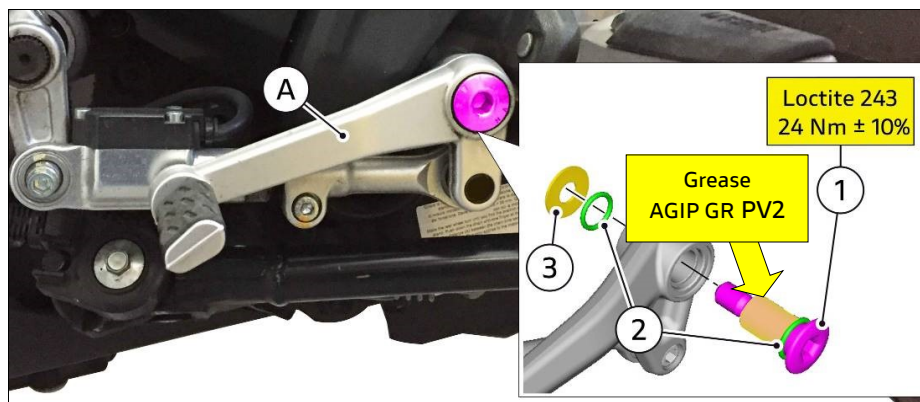
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Operation Type 2: Replacement of gear shift lever

1. Remove special pin (1) with 2 O-Rings (2) and washer (3)
2. Remove M6x25 screw (4) while holding self-locking nut (5) and remove gear shift lever (6).



3. Thoroughly clean the thread of special pin and lead screw to remove the threadlocker using a metal brush and a solvent-based cleaner LOCTITE SF 7063 following the relevant use instructions
4. Insert one O-Ring (2) on special pin (1), as shown in the figure
5. Apply AGIP GR PV2 Grease on the collar of special pin (1) and then Loctite 243 along the threading of the pin
6. Take the new gear shift lever (A) Part no.45622352AA
7. Insert special pin (1) fully home from one side of the new gear shift lever (A) and O-Ring (2) and washer (3) from the other
8. Install gear shift lever (A) on the vehicle by tightening the special pin (1) to 24 Nm ± 10%





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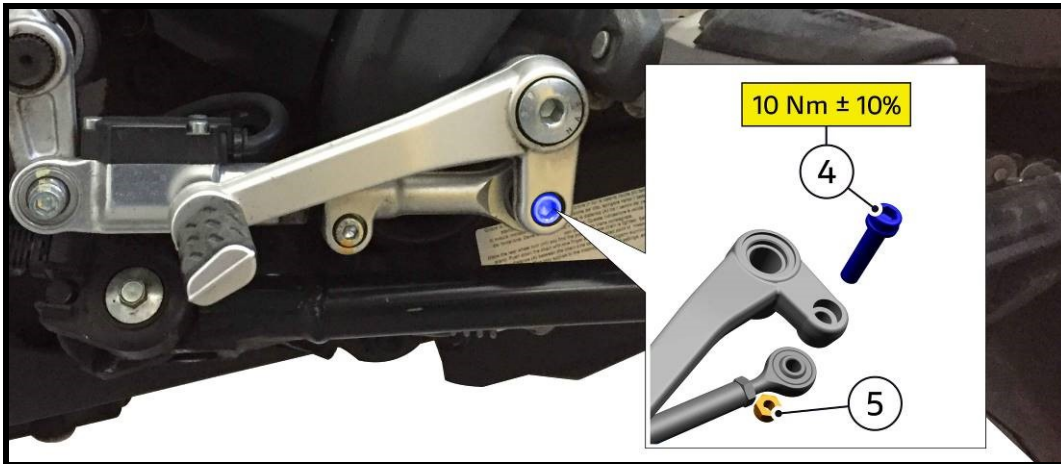
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9. Fasten the gear shift lever to the gearbox control rod starting **M6x25 screw (4)** on **self-locking nut (5)**, as shown in the figure
10. Tighten **M6x25 screw (4)** to **10 Nm \pm 10%** while holding **nut (5)**



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.

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: 2017-2019 Ducati Monster 1200, 821, and SuperSport (All Models and Country Versions)

NHTSA Campaign I.D. Number: 18V-835

Transport Canada Safety Recall I.D. Number: 2018659

Dealer Bulletin: SRV-RCL-18-007

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 certain 2017-2019 Monster and SuperSport model 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?

Based on the quality tests that we constantly perform on our products we found a potential problem on the gear shift lever of the above-indicated models. The interference-fit present between the knob and the gear shift lever may be non-conforming and, in some cases, may cause the knob to come out. This could cause a failure of the shift lever, possibly resulting in the inability to shift gears, or a crash. Therefore, the gear shift lever on the involved motorbikes will have to be checked and replaced, if necessary.



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What will Ducati do?

An official Ducati dealer will inspect and replace if necessary, the shift lever on the motorcycle. 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 will take approximately 30 minutes.

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

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Mountain View, CA 94043
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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 No