



CR184 – Side Stand Replacement

Multistrada 1260 MY 2018 (All versions, Enduro Model Excluded)

Safety Recall Campaign SRV-RCL-19-004

Date: November 18, 2019
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

Due to a defect in the manufacturing process of the supplier of the side stand, it is necessary to replace the side stand on a small production run of these specific motorcycles. The side stand could potentially fail at the weld that joins the tube of the stand itself with the forged upper joint, causing a possible fall of the motorcycle, and may result in damage or injury.





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Application

The exact list of the frame numbers subject to the CR184 is available on the DCS, in sections:

VIN HISTORY		It is possible to search by individual frame number.
CAMPAIGNS		It is possible to search for all the frame numbers that you received from Ducati Motor Holding.

MULTISTRADA 1260 SPORT RED 2018 CAL DMH					
VIN #	ZDMAAEKW1JB00 XXX	ENGINE #	AEKJ0 XXX	WTY END DATE	03/31/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	12/05/2017	INVOICE	03/19/2018
WARRANTY TYPE	Standard Warranty	WTY START DATE	04/01/2018	LAST MILEAGE	6332 MI

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	CR184		SRV-RCL-19-004 Side Stand Replacement	Side Stand	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

Customer Impact

All motorcycles 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 motorcycles already delivered to final customers must undergo this procedure at the next service appointment.

Parts Distribution

Part no.55610901AA required to carry out the upgrade under this Service Campaign **must be ordered** individually for each affected frame number.

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 prefilled and is defined as CR184.

You shall be reimbursed for the cost of the component required for the repairs (Side Stand part no.55610901AA), and **18 minutes (3 labor units)** labor time that includes the time necessary for:

- Vehicle reception
- Replacement of the side stand
- Soft cleaning of the vehicle



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Spare Parts

The components to be used for this update are:

Part No.	Description	Picture
55610901AA	Side Stand	



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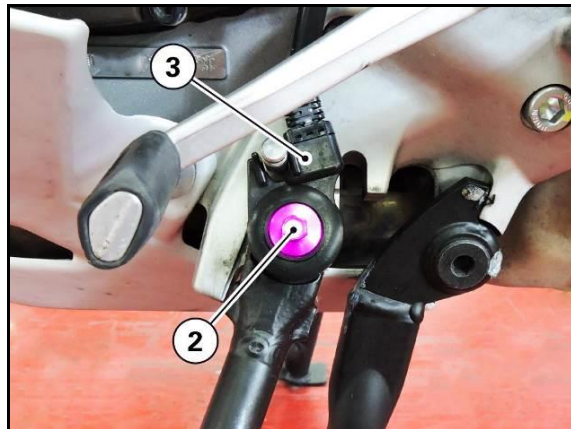
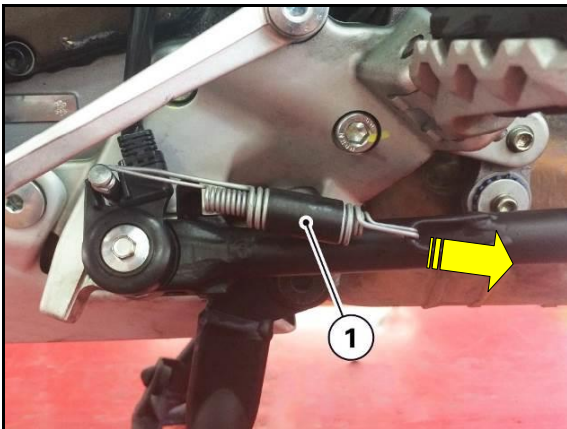
Service Solution



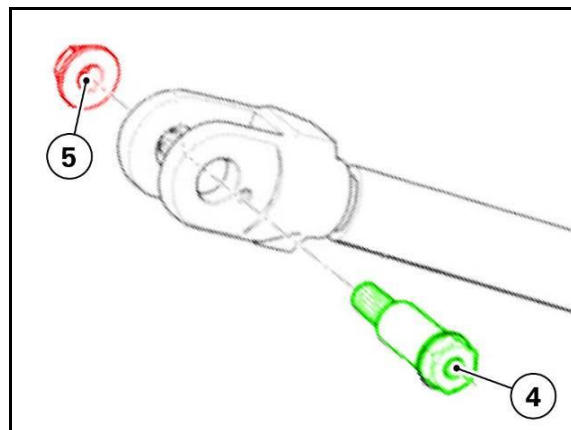
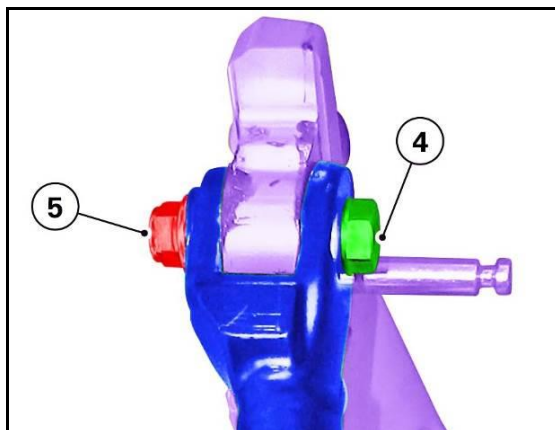
WARNING

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

1. Position the bike on the central stand (if installed) or on the rear stand
2. Release the **2 return springs (1)** of the side stand from the relevant supports
3. Remove **screw (2)** that retains the side stand **switch (3)**



4. Remove **nut (5)** and **pin (4)** M8x1.25 that retains the side stand; then slide the side stand out



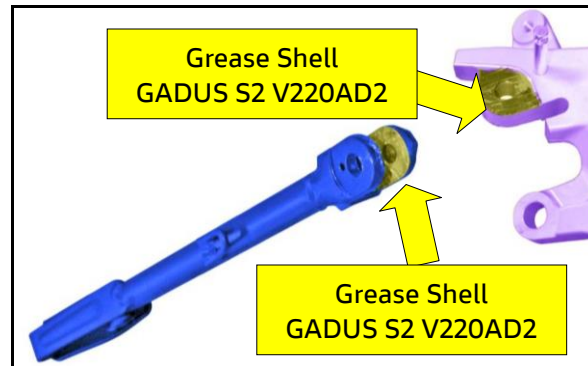


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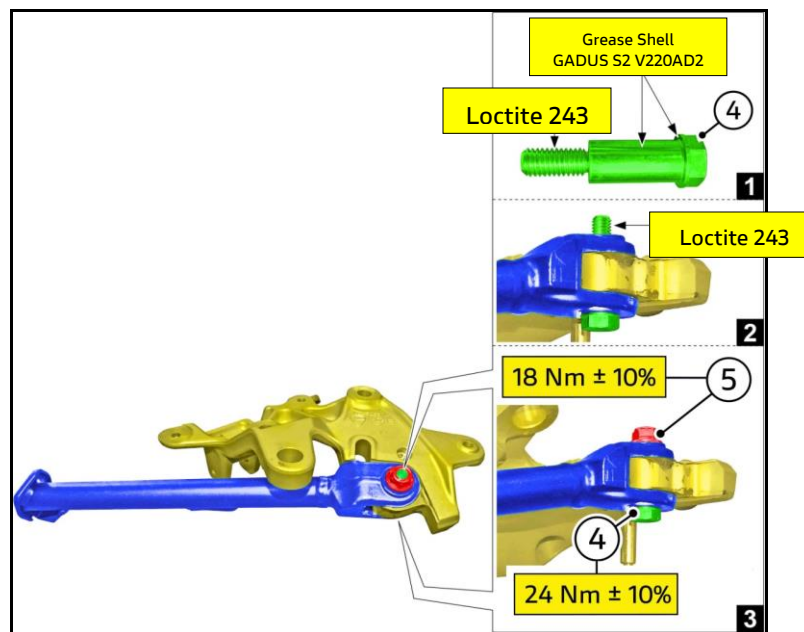
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5. Take the new side stand and apply Shell GADUS S2 V220AD2 grease to the mating surfaces as shown in the figure



6. Apply Loctite 243 (or equivalent medium strength thread locking compound) to the threading and Shell GADUS S2 V220AD2 grease (or equivalent) to the underhead and cylindrical section of **pin (4)**, as shown in the figure
7. Fit the new side stand to the plate, aiming it as shown in the figure and secure it in place by starting **pin (4)**
8. Tighten **pin (4)** to **24 Nm ± 10%**
9. Apply Loctite 243 (or equivalent medium strength thread locking compound) along the **pin (4)** threading
10. Start **nut (5)** and, making sure that side stand is in "folded" position, tighten it to **18 Nm ± 10%**





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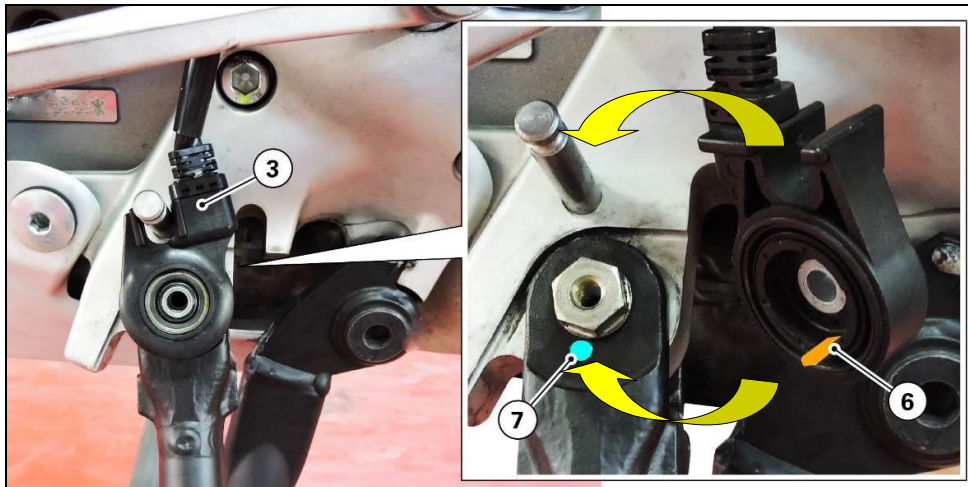
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11. Install **switch (3)** on the side stand as shown in the figure



Warning

Ensure to properly insert the **timing pin (6)** of switch (3) in hole (7) of the stand



12. Tighten the retaining screw (2) to **5 Nm ± 10%**

13. Fit the **2 return springs (1)** of the side stand in the relevant supports



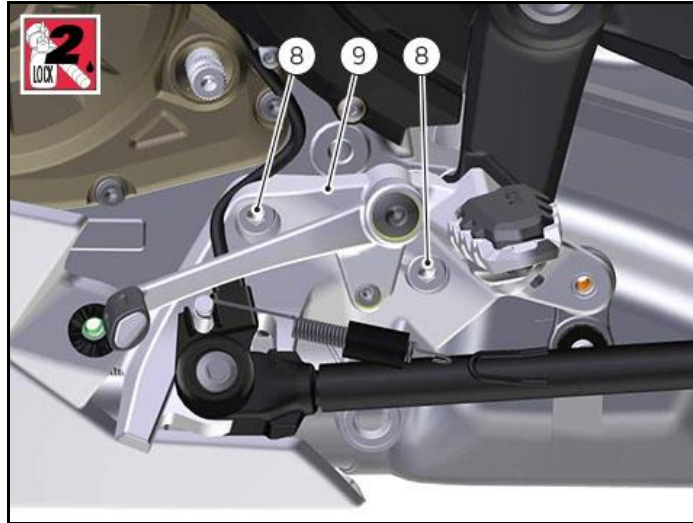


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14. Check the torque at the 2 mounting bolts (**8**) for the side stand support bracket to **43 Nm** **± 10%**



15. If bolts turn during torque check, remove both bolts 1 at a time, apply Loctite 243 (or equivalent medium strength thread locking compound), reinstall, and torque to **43 Nm** **± 10%**
16. Check that the side stand moves freely
17. Check the correct operation of the safety switch

For questions or information 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

November 18, 2019

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: Multistrada 1260, 1260S, Pikes Peak (MY 2018)

NHTSA Campaign I.D. Number: 19V-825

Transport Canada Safety Recall I.D. Number: 2019-XXX

Dealer Bulletin: SRV-RCL-19-004

Dear Ducati Owner,

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act. (For USA Owners). This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. (For Canadian Owners). Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in certain 2018 Multistrada 1260, 1260S, and Pikes Peak 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?

Ongoing product quality tests have identified a defect due to the manufacturing process of the supplier of the side stand for a specific production run of these specific vehicles. The side stand could potentially fail at the weld that joins the tube of the stand itself with the forged upper joint, causing a possible fall of the motorcycle, and potentially resulting in damage and/or injury.

What will Ducati do?

An official Ducati dealer will replace the side stand of the affected motorcycle, free of charge. The repair will take approximately 18 minutes to complete. Service time will vary depending on dealer scheduling.



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Please, contact your local Ducati Service center as soon as possible to make an appointment for the update. You may continue to use your motorcycle to reach your Ducati authorized dealer. Be careful to not apply excess load to the motorcycle while at rest on the side stand, such as applying unsupported rider weight and/or equipment.

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.



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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.

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, and accommodations.

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