



CR190 – Front brake pads replacement

1299 Superleggera Model Year 2017 (all versions)
Safety Recall Campaign SRV-RCL-20-001

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle: [REDACTED]

Date: 5/27/2020

[NHTSA Recall No. 20V-232](#)

1**1**1*****SINGLE-PIECE 48233

[REDACTED] VIN [REDACTED]



Subject:

Ducati Motorcycle: 1299 Superleggera Model Year 2017 (all country versions)

NHTSA Campaign I.D. Number: 20V-232

Transport Canada Safety Recall I.D. Number: 2020-177

Dealer Bulletin: SRV-RCL-20-001

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 2017 1299 Superleggera 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 with the manufacturing process of the front brake pads supplier. The brake pad friction material may be improperly protected against corrosion, potentially causing the friction material to separate from the backing plate, compromising braking performance and increasing the risk of damage and/or injury.

What will Ducati do?

An official Ducati dealer will replace the front brake pads of affected motorcycles, free of charge. The repair will take approximately 30 minutes to complete. Service time will vary depending on dealer scheduling.

Please, contact your local Ducati Service center as soon as possible to schedule an appointment for the repair. You may continue to use your motorcycle to reach your Ducati authorized dealer.



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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 submit a written complaint to:

For USA Customers:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call the toll-free Vehicle Safety 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.

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.



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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.

What if you no longer own the vehicle?

If you no longer own the vehicle, please e-mail your change of ownership information to Contact_us@ducati.com or contact Ducati North America Customer Care at 1 (888) 391-5446.

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