



## CR190 – Front brake pads replacement

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

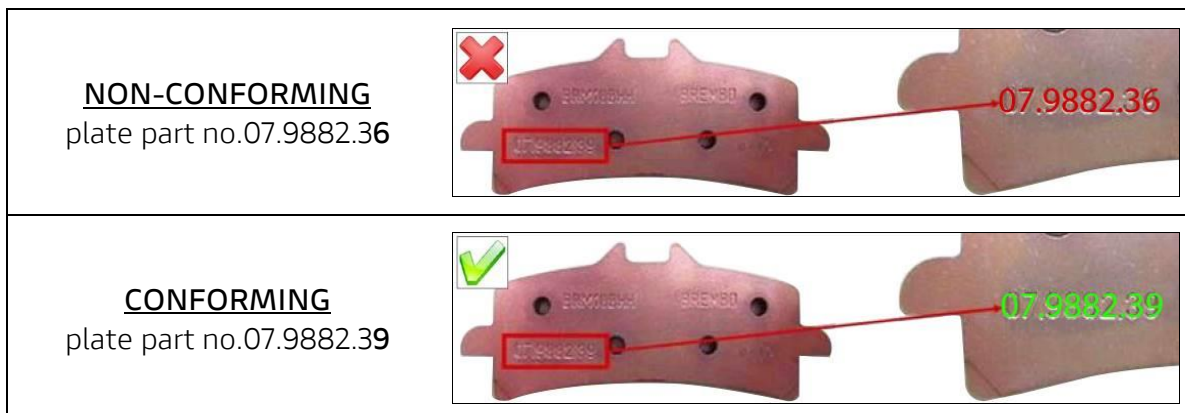
Date: April 23, 2020  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director  
Eric Bradley, Technical Training and Publications Manager

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Dear Dealers,

Due to a defect in the production process carried out by the braking system manufacturer, it is necessary to replace the front brake pads for the above-indicated model. The friction material might separate from the plates of the brake pads due to this non-conformity.

NON-conforming brake pads can be distinguished from the conforming ones by the plate part number identified below:



The part number of the conforming front brake pad set required to order in DCS is 61341461A.



### NOTE

Should you have front brake pads for the 1299 Superleggera model in stock, we kindly ask you to check whether the part number shown on the plate is conforming or not before installation. If the component is non-conforming, proceed with a request to return this component (RMA) and order the new, correct part number.



### WARNING

Replace these components even if non-OEM (Original Equipment Manufacturer) brake pads are installed on the motorcycle. If the Customer refuses the update, make notes on the Repair Order that the Recall has not been performed at the Customer's specific request and then ask the customer to sign the document to acknowledge this.



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#### Application

You can find the precise list of VIN numbers involved in CR190 on the DCS, in sections:

<b>VIN HISTORY</b>		It is possible to search by individual frame number.
<b>CAMPAIGNS</b>		It is possible to search for all the frame numbers that you received from Ducati North America.

**1299 PANIGALE SUPERLEGGERA RACING MATT RED 2017 CAL DMH**

VIN #	ZDMHAAJW8HB00 XXX	ENGINE #	AAJH0 XXX	LAST MILEAGE OPERATION	496 MI
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	06/20/2017	INVOICE	07/26/2017
WARRANTY TYPE	Standard Warranty	STANDARD WTY START DATE	07/31/2017	WTY END DATE	07/30/2019

**SERVICE STATUS**

**ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS**

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	<a href="#">CR 190</a>		SRV-RCL-20-001 Replace Front Brake Pads	Front Brake Pads	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

#### Customer Impact

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Customers must be updated during pre-delivery operations and always before delivery to the final Customer. All motorcycles already delivered to final Customers must undergo this inspection as soon as they come to your workshop.

#### Parts Distribution

The part no. 61341461A (x2) required to carry out the upgrade under this Safety Recall Campaign must be ordered for each affected frame number.

#### Warranty reimbursement rules

The reimbursement to implement the update CR190 will be issued through the standard warranty claim procedure via the DCS. The warranty claim is pre-filled and is identified as CR190.

You shall be reimbursed for the cost of the components required for the repairs (Front brake pads part no. 61341461A), and labor time of **30 minutes (5 Labor Units)** to include:

- Vehicle Reception
- Replacing the front brake pads
- Soft cleaning of the vehicle
- Vehicle Delivery



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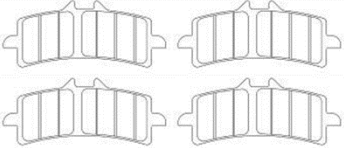
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## Spare Parts

The components to be used for this update are:

Part no.	Description	Photo	Quantity to order (pcs)
61341461A	Set of front brake pads		2



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### Service Solution

To replace the front brake pads, please refer to the instructions given in the Workshop Manual, in Section 4: "Maintenance Operations – Inspection and wear of front brake pads" concerning the affected motorcycle.



#### WARNING

You must protect the rim near the work area closest to the brake caliper from damage due to the use of tooling and the removal of the brake caliper from the rotor.

Apply multiple layers of painter's tape to this work area to prevent contact and/or damage.

Any damages caused to the rim during this repair are the responsibility of the dealer.

In case of damage, submit a YouTech with detailed images to your Service Area Manager for recommendations on corrective actions.



#### NOTE

To tighten the front brake calipers, follow the notes below:

- Apply Rocol DRY MOLY PASTE (or equivalent) lubricant on the fastening screws.
- Start the screws by hand and pre-tighten them to a torque of 2 Nm.
- Repeatedly operate the lever of the front brake to allow the brake pads to settle in place.
- Check that the brake fluid level in the relevant reservoir is not below the minimum (MIN) indicator. If this is not the case, proceed with the top-up.
- Hold front brake lever pulled towards the handgrip while tightening the caliper screws (1) to **45Nm ± 5%**.





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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.

For questions on this Safety Recall Campaign,  
please contact your Service Area Manager.



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**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

NHTSA Recall No. 20V-XXX

April 23, 2020

Customer Name  
Customer Address  
City, St, Zip Code

**Subject:**

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

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

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

**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.



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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.

To locate your nearest authorized Ducati dealer, please go to [www.ducati.com](http://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.



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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.

**What if you no longer own the vehicle?**

If you no longer own the vehicle, please e-mail your change of ownership information to [ContactUs@ducati.com](mailto:ContactUs@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