



## CR199 – Generator Rotor/Flywheel Inspect and Replace if Necessary

Streetfighter V4 STD/S MY 2021 (all Versions)  
Recall Bulletin SRV-RCL-20-002

Date: August 11, 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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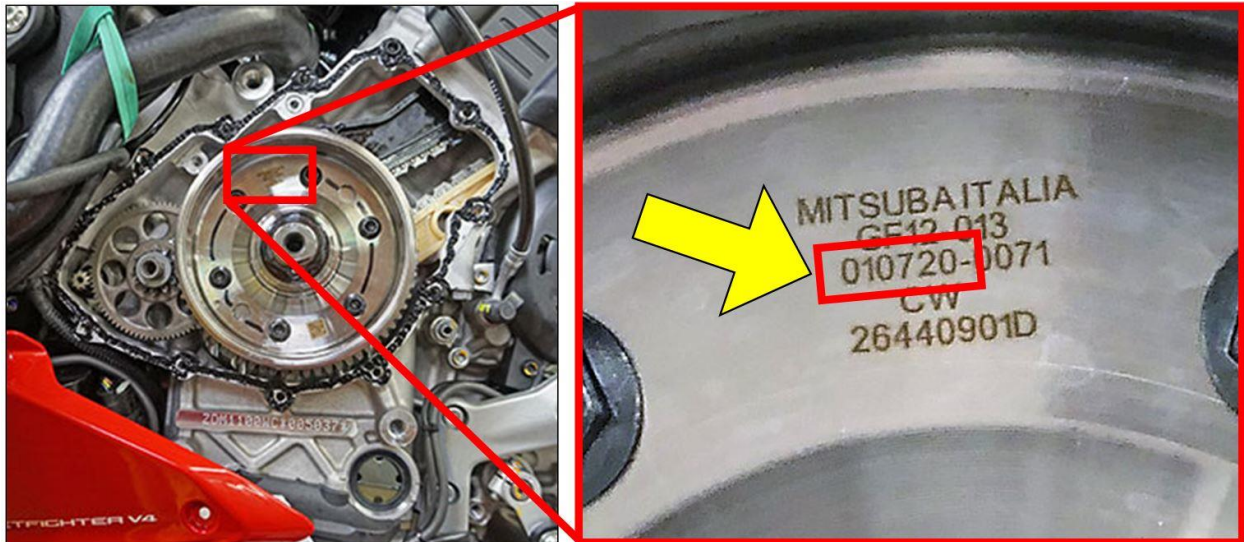
Dear Dealers,

Due to a potential defect in the supplier's production process of the generator rotor (flywheel), it is necessary to inspect and, if necessary, replace the rotor on a limited production run of both Streetfighter V4 Standard and S models manufactured during the month of July 2020.

While no failures have been reported to Ducati at the time of this publication, there is a remote possibility of the rotor failing, which could damage the generator cover and introduce the risk of oil leakage from the engine.

The motorcycles involved can be used at low engine speeds to allow transport to your workshop for the completion of this service bulletin.

To identify affected units, please reference the batch number which is clearly written on the part. It is necessary to remove the generator cover to see this number (it is not necessary to drain the oil from the engine).



On the affected motorcycles, check the production date on the generator rotor (flywheel) and if one of the 6 production dates relating to potentially defective batches is found on the component, replacement will be necessary. **The batches of generator rotors (flywheels) identified as potentially defective are: 280620, 290620, 300620, 010720, 020720, and 030720**



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#### Application

You can find the precise list of VIN numbers involved in CR199 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 North America.

STREETFIGHTER V4S RED 2020 CAL DMH					
VIN #	ZDMFAKNWXLB0 XXX	ENGINE #	AKNL0 XXX	LAST MILEAGE OPERATION	0 MI
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	02/27/2020	INVOICE	04/22/2020
WARRANTY TYPE	Standard Warranty	STANDARD WTY START DATE	03/30/2020	WTY END DATE	03/29/2022
SERVICE STATUS					

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

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	<a href="#">CR199</a>		<a href="#">2SRV-RCL-20-002</a> Generator Rotor-Flywheel Inspect and Replace if Necessary	Generator	<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. No units have been warranty registered or retailed to end customers at the time of this publication, therefore no owner notification letters are to be issued.

#### Distribution

The generator rotor/flywheel part no. 26440901D will be sent to your dealer automatically, based upon the volume of potentially affected vehicles your dealer is scheduled to receive. If additional units are required, they must be ordered for each affected frame number.

The required sealant (part no. 942470036) and thread locking compound are common shop supplies in stock for Ducati dealers and do not require any special order, and are produced in packaging sizes sufficient to complete this operation on multiple vehicles.



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### Warranty Reimbursement Rules

Reimbursement for work associated with this Safety Recall Campaign will be done through the regular warranty claim procedure using the “VIN History” section of the DCS. The warranty claim is pre-filled and is identified as CR199. Two types of operations are provided and described below:

#### Operation Type 1:

	Description	Spare Parts	Labor
TYPE 1	Checking production date of generator rotor	No Parts Required	1h:36min (16 LU)

Operation Type 1 is a check and inspect of the affected components when no replacement is necessary, and includes reimbursement for the parts listed for the consumables required and labor for 1h:36min (16 labor units) that includes the time necessary for:

- Vehicle reception
- Remove generator cover and inspection rotor/flywheel
- Reinstall generator cover
- Soft cleaning of the vehicle

#### Operation Type 2:

	Description	Spare Parts	Labor
TYPE 2	Checking production date and replacement of generator rotor	Generator Rotor 26440901D	2h:0min (20 LU)

Operation Type 2 includes reimbursement for the parts listed for the operation; 26440901D generator rotor (flywheel), and consumables required; and labor for 2h:0min (20 labor units) that includes the time necessary for:

- Vehicle reception
- Remove generator cover and inspection rotor/flywheel
- If required, Install new rotor/flywheel **26440901D**
- Reinstall generator cover
- Soft cleaning of the vehicle



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## Spare Parts

The component required for this update is indicated below:

Part no.	Description	Photo	Quantity to order (pcs)
26440901D	ROTOR ACG 1308 MITSUBA MAGN. N48UH-GR		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 1: Inspect Generator Rotor Production Date



#### NOTE

To inspect and possibly replace the generator rotor it is not necessary to drain oil from the engine, as its level is lower than generator cover lower profile.

1. Position the motorcycle on the central paddock stand
2. Loosen the 2 screws (1) and remove the timing inspection cover (2)





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3. Loosen and remove the fastening screws (3) and (4) on the generator cover

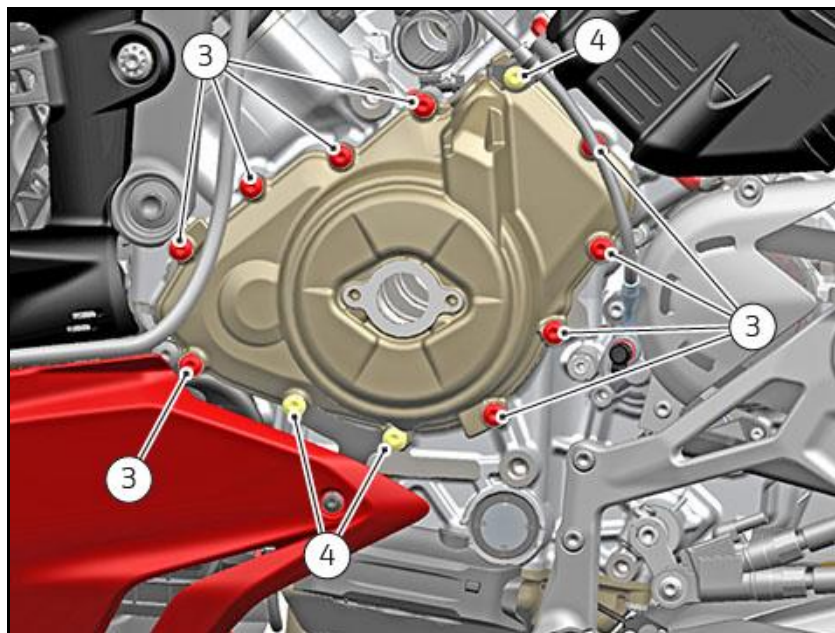


### NOTE

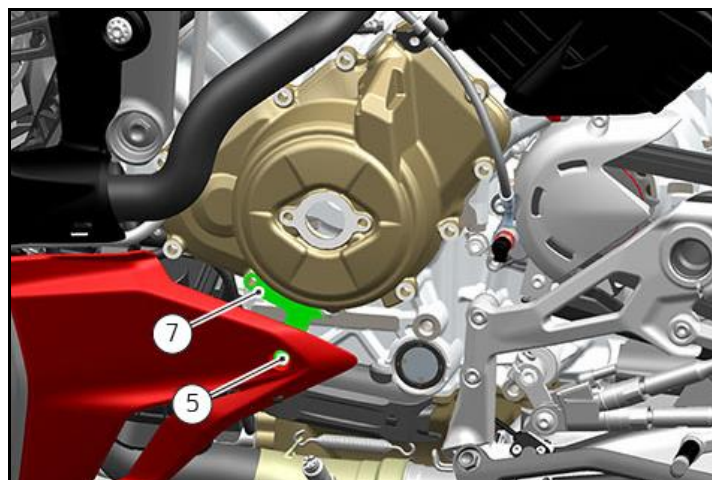
Please note the screws are different between Panigale V4 and Streetfighter V4 models; The Streetfighter V4 model also has a mounting bracket for the left lug.

The quantity and type of screws are as follows:

- Panigale V4: 11 screws (part no. 77941992A)ISO 14579 M6X19 + 1 screw (part no. 77942002A) ISO 14579 M6X27
- Streetfighter V4: 9 screws (part no. 77941992A)ISO 14579 M6X19 + 3 screws (part no. 77942002A) ISO 14579 M6X27



4. Loosen and remove the screw (5) securing lug to generator cover. Remove the bracket (7) securing the LH lug to generator cover





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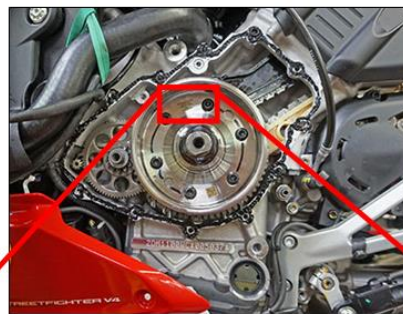
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5. Place tool (A) part no. 88713.8857 using inspection cover fastening holes. Using tool (A), remove the generator cover (6)



6. Check the production date indicated on the generator rotor

NON-COMPLIANT Generator rotor production dates – TO BE REPLACED		
280620	290620	300620
010720	020720	030720





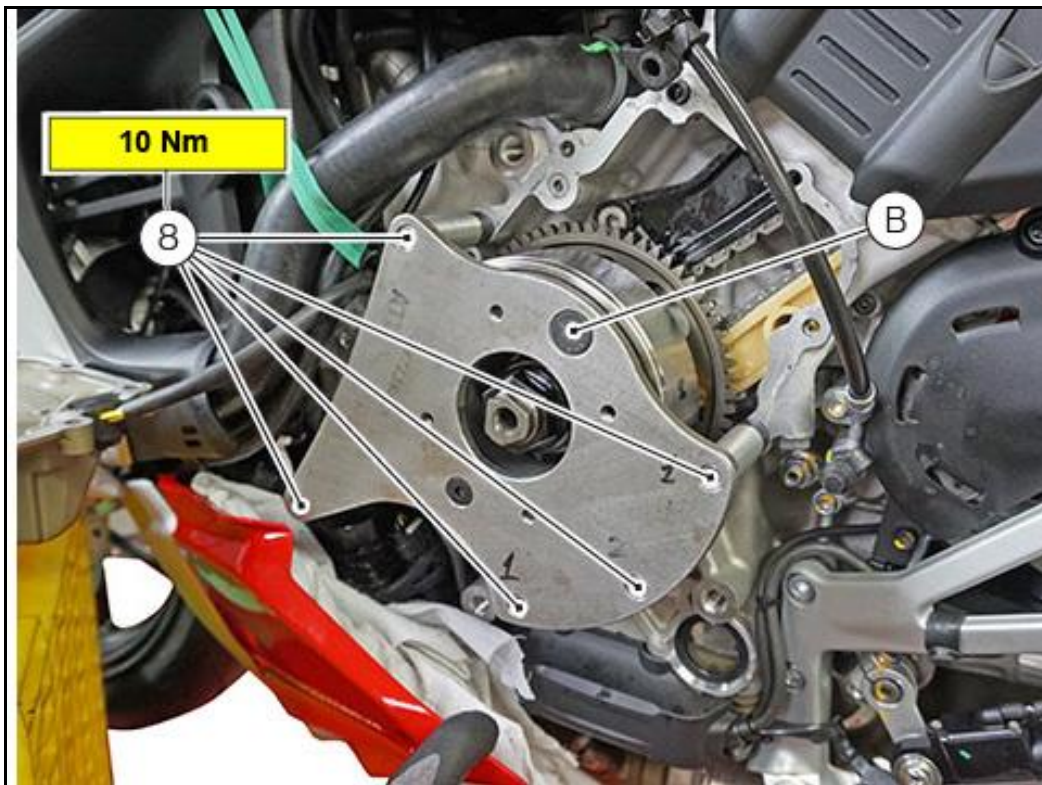
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- If the production date is **compliant** and not included on the provided list, it is NOT necessary to replace the generator rotor (flywheel). Refit the generator cover as described in **Operation 2 Part 2: Reinstallation of Generator Cover**
- If the production date is **NON-compliant** as defined on the provided list, it is necessary to replace the generator rotor, please proceed with **Operation 2: Generator Rotor Replacement** and **Operation 2 Part 2: Reinstallation of Generator Cover**

### Operation 2 Part 1: Generator Rotor Replacement

1. Place tool (B) for flywheel nut removal part no. 88713.8853 and tighten the 5 screws (8) to **10 Nm**







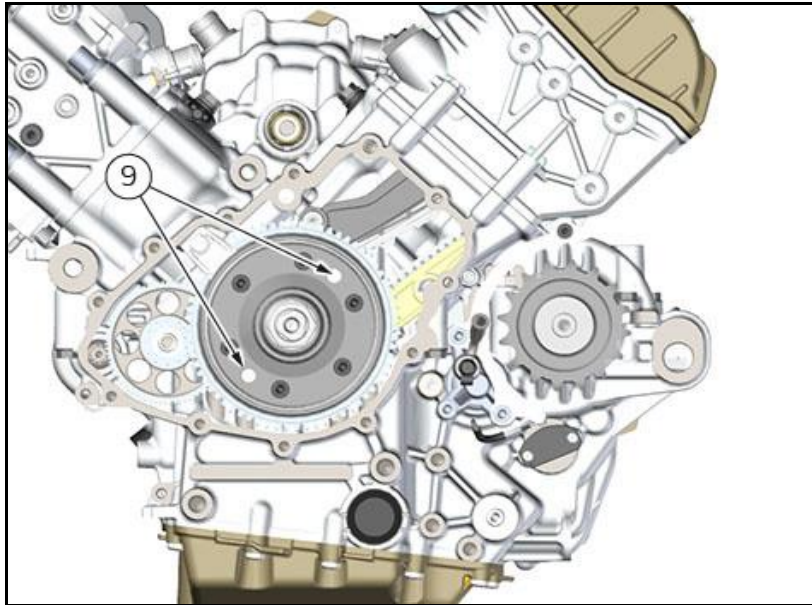
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## NOTE

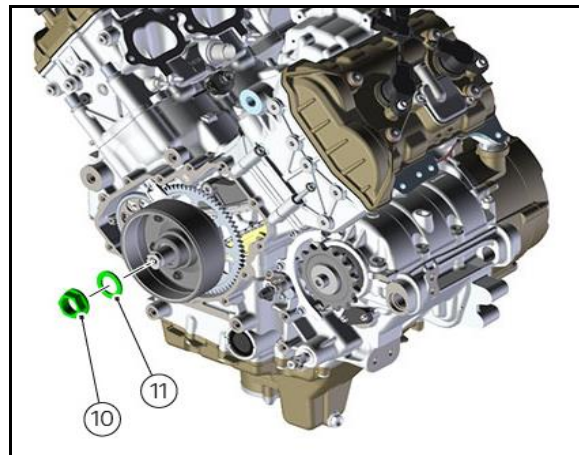
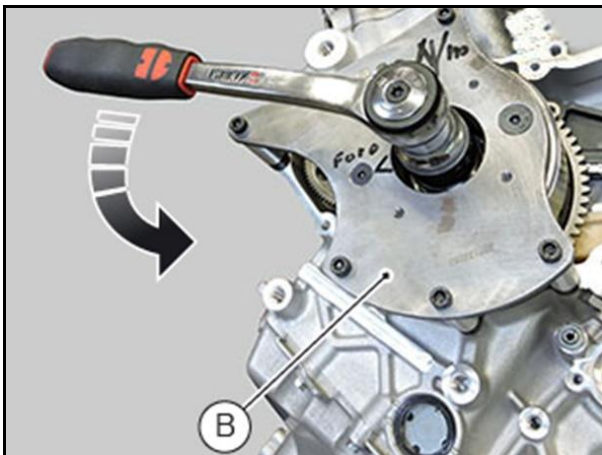
Pay attention during alignment of tool (B) in the flywheel. The two holes (9) are not the same, one is bigger than the other. Check the correct insertion



## NOTE

From this point on, some of the pictures below show an engine on the bench to offer an improved and clearer view. The removal of the engine from the frame is not necessary to carry out the procedure

## 2. Loosen the generator rotor nut (10) and collect washer (11)

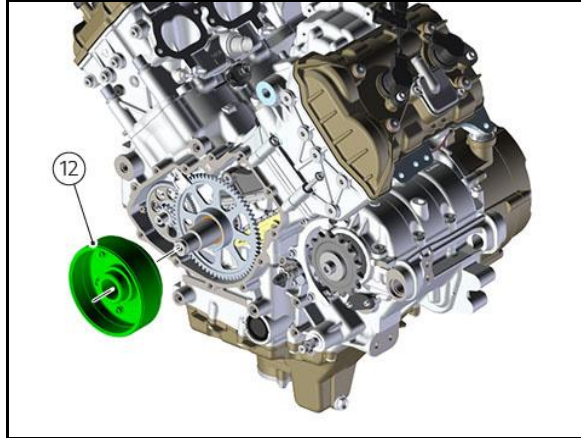




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3. Install tool (C) magnet flywheel puller part no. 88713.8854.
4. Loosen and remove the generator rotor assembly (12)



5. Place the rotor assembly in a vice with rubber or Teflon protections on the jaws so as not to damage the generator rotor. The vice must not be tightened with excessive force. Loosen and remove the **6 screws (13)** securing rotor to flange/starter clutch



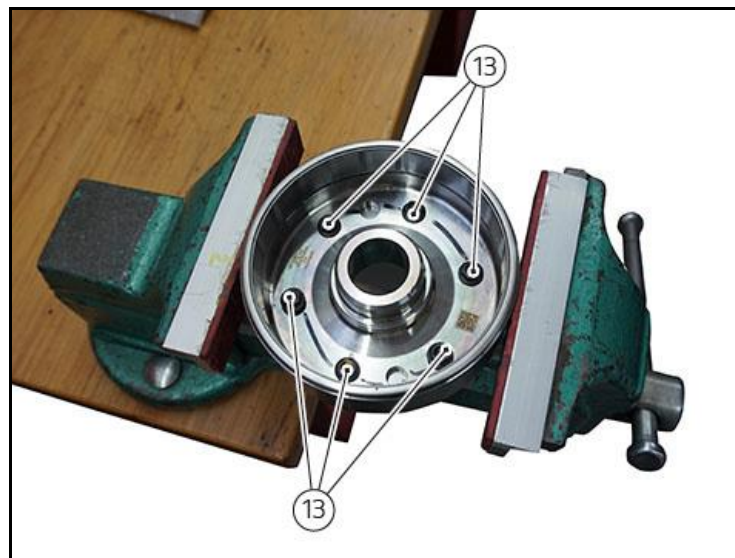
### WARNING

Assemblies damaged due to excessive torque are not warrantable and are the responsibility of the dealer to correct



### NOTE

The **6 screws (13)** are installed using Loctite 648. If you find it difficult to unscrew them, heat them first with a hot air gun.

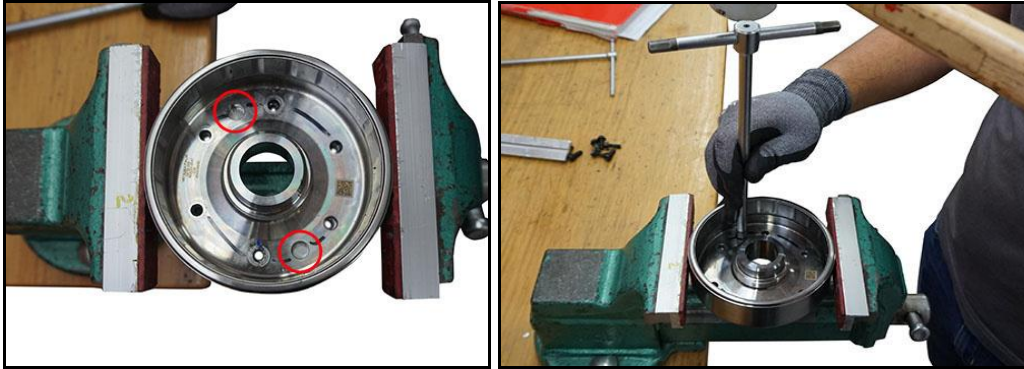




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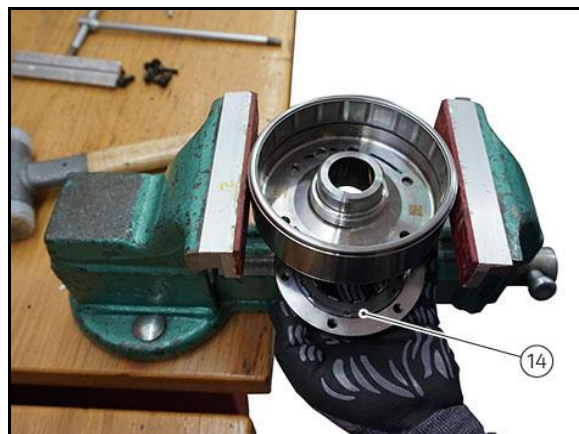
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- Using suitable equipment, tap alternately in the two holes shown in the figure, to separate the rotor from the **flange/starter clutch (14)**



### NOTE

During the operation, support the **flange/starter clutch (14)** so that it does not fall out below. Ask for a colleague's help if necessary.



- Prepare the new generator rotor for install
- Thoroughly clean the threads of the **flange/starter clutch (14)** and remove the previously applied threadlocker





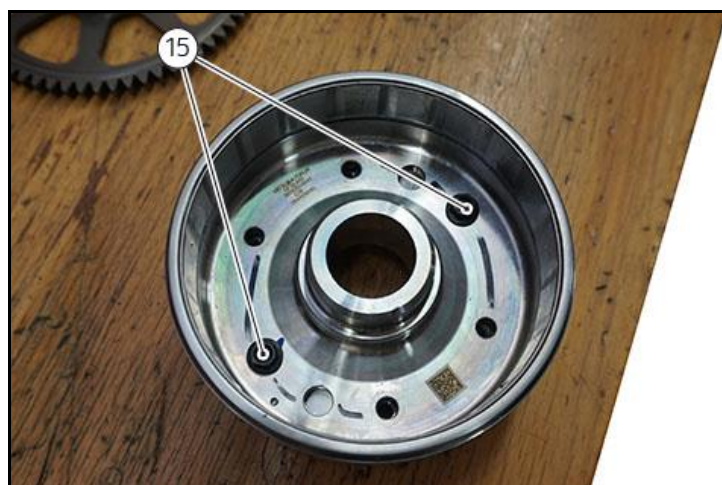
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9. Thoroughly clean the thread of the **6 screws (13)** retaining the flange/starter clutch and remove the previously applied thread locking compound
10. Install the flange/starter clutch assembly in the new rotor. Neither the flange nor the starter clutch have a timing position relative to the flywheel, so only pay attention to the side of installation



11. Start **2 service screws (15)** in order to center the six mounting holes





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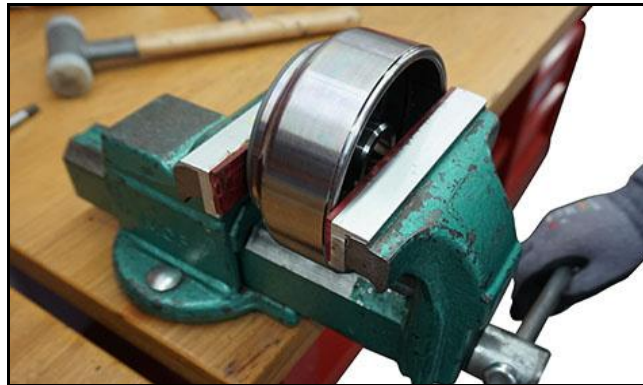
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12. Fully insert the flange/starter clutch assembly into the new rotor using a vice or hydraulic press



### WARNING

During insertion, apply a slight and evenly distributed force on three points, rotating the rotor assembly by 120 degrees, and progressively increasing the vice closing force. This is to prevent the flange from getting stuck on the rotor in an improper position.



13. Remove the 2 service screws (15) previously mounted for centering



14. Apply Loctite 648 SEALANT to the 6 screws (13) retaining the flange/starter clutch assembly to the rotor

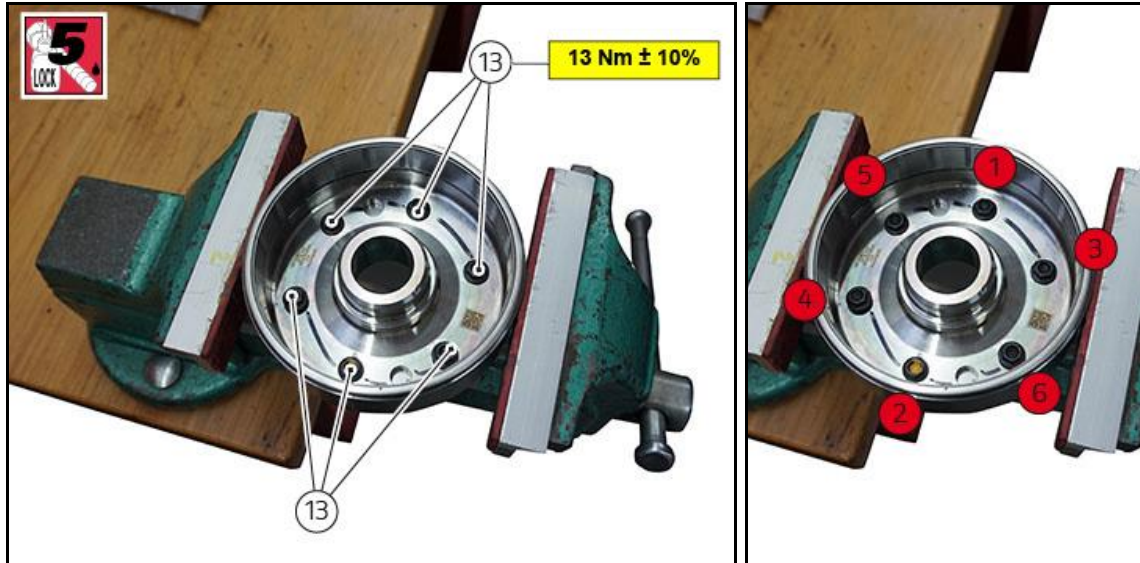




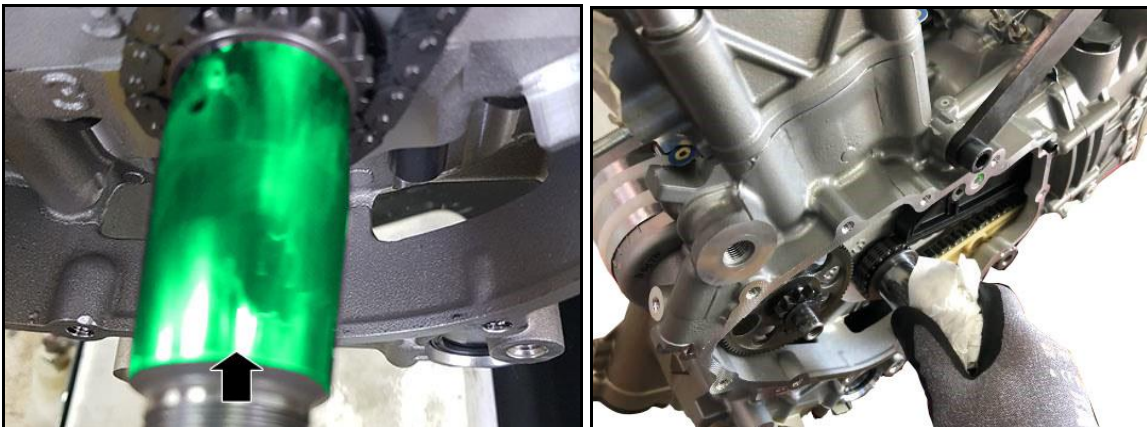
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15. Start the 6 screws (13) and tighten them to **13 Nm ± 10%** respecting the indicated sequence

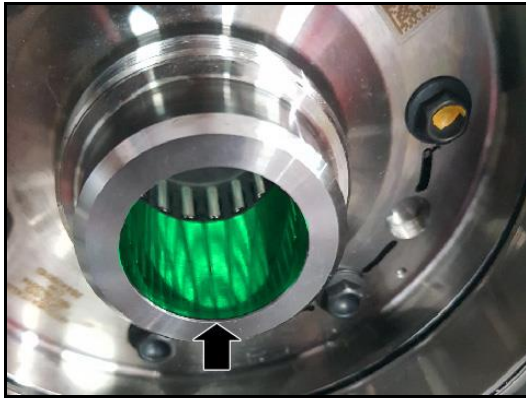


16. Use a permanent marker to certify tightening of the 6 screws (13)
17. Remove the starter motor driven gear from the crankshaft and remove the needle roller bearing cage
18. Thoroughly clean the crankshaft taper coupling on the flywheel side and the inside of the flywheel itself using a commercial degreaser for mechanical parts (contact cleaner or acetone) (see pictures)

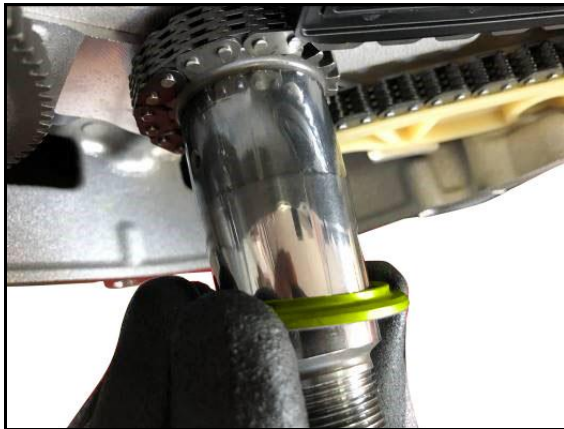




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19. Check that the stop washer remains on the crankshaft, in the correct assembly direction



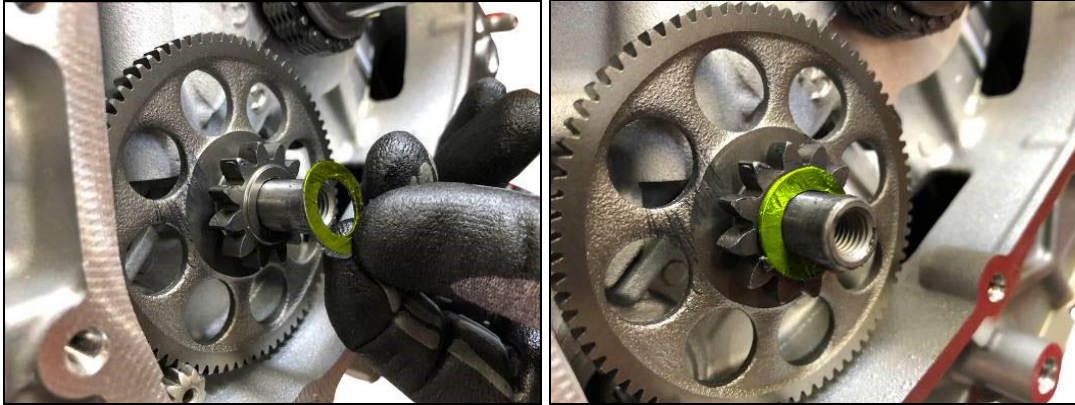
20. Fit the starter motor driven gear with the needle roller bearing cage on the rotor assembly (12) by rotating it slightly and applying a moderate force at the same time



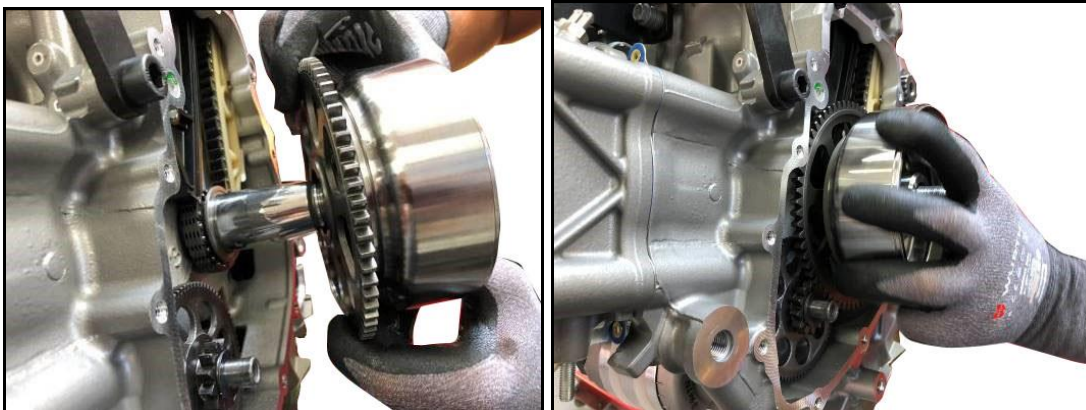


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21. Check that the washer is on the idle gear



22. Install the rotor assembly on the crankshaft, ensuring that the starter motor driven gear engages with the idle gear



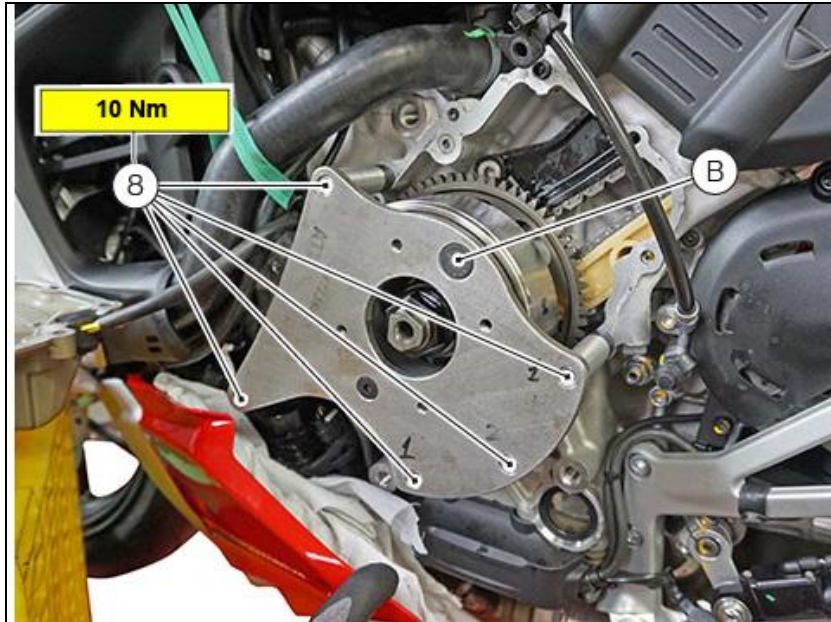




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23. Place tool (B) for flywheel nut removal part no. 88713.8853 and tighten the 5 screws (8) to 10 Nm

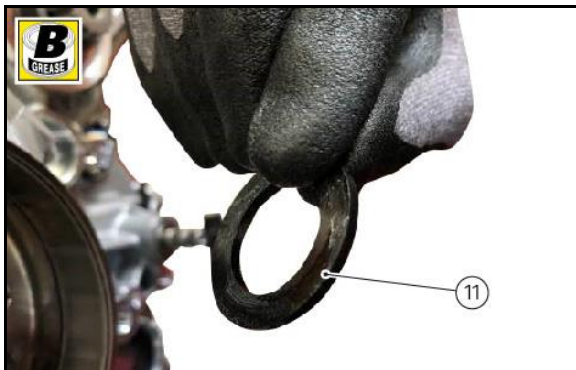


### NOTE

Pay attention during alignment of tool (B) in the generator rotor that the two service holes on the generator rotor are not the same, one is bigger than the other. Check the correct insertion.

24. Apply **Shell Retinax HDX2 grease** (or equivalent) on:

- the threading of **nut (10)** retaining rotor assembly
- in-between **nut (10)** and **washer (11)**

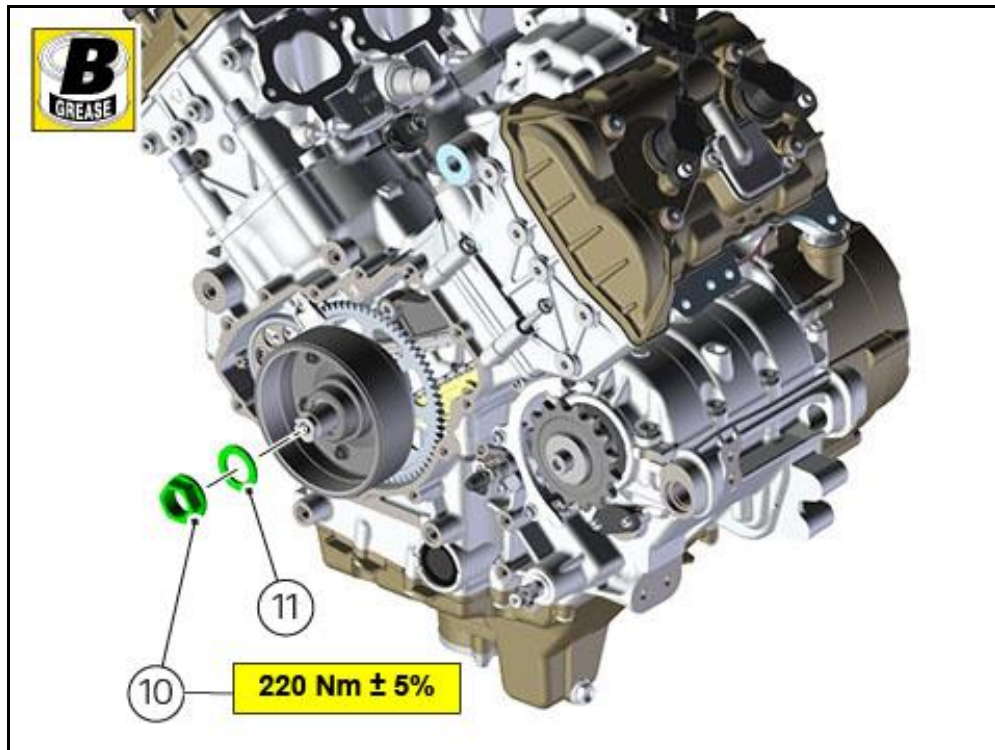




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25. Start nut (10) with washer (11) in-between
26. Tighten nut (10) to **220 Nm ± 5%**



27. Remove tool (B) for flywheel nut removal part no. 88713.8853

### Part 2: Reinstallation of the Generator Cover

1. Thoroughly clean the crankcase mating surfaces and generator cover to remove the previous Threebond sealant.



#### NOTE

A small soft stainless cleaning brush is recommended. DO NOT use sandpaper or other abrasive agents to clean the crankcase and generator cover mating surfaces.



#### NOTE

Ensure all lubricant residues are cleaned from both mating surfaces prior to applying sealant. Isopropyl alcohol wipes are recommended for surface preparation.



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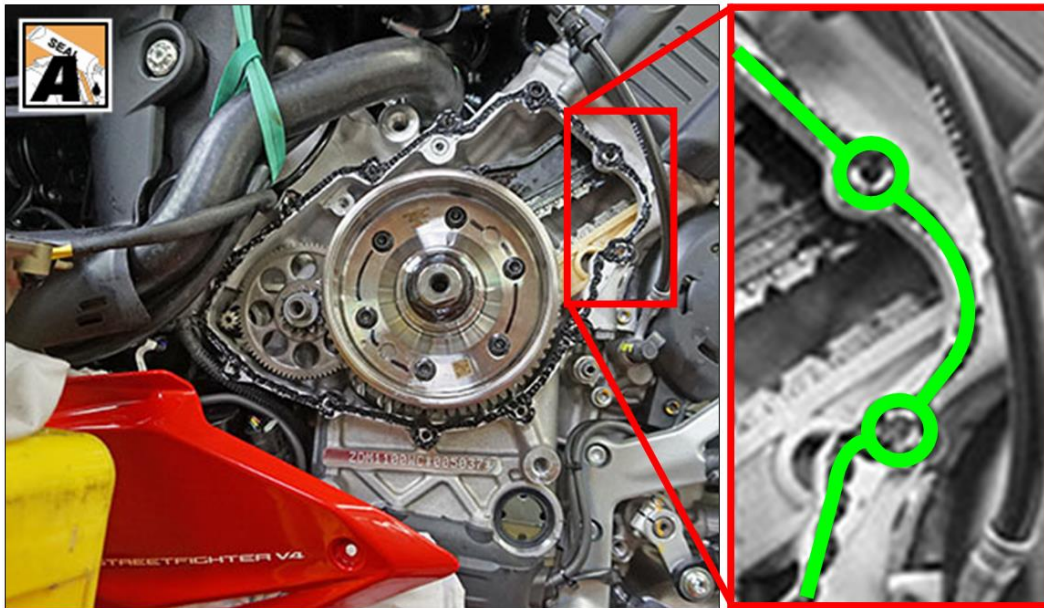
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2. Apply **Threebond 1207B** (Fluid Sealant Black, Part no. 942470036) on the crankcase, as shown in the figure.

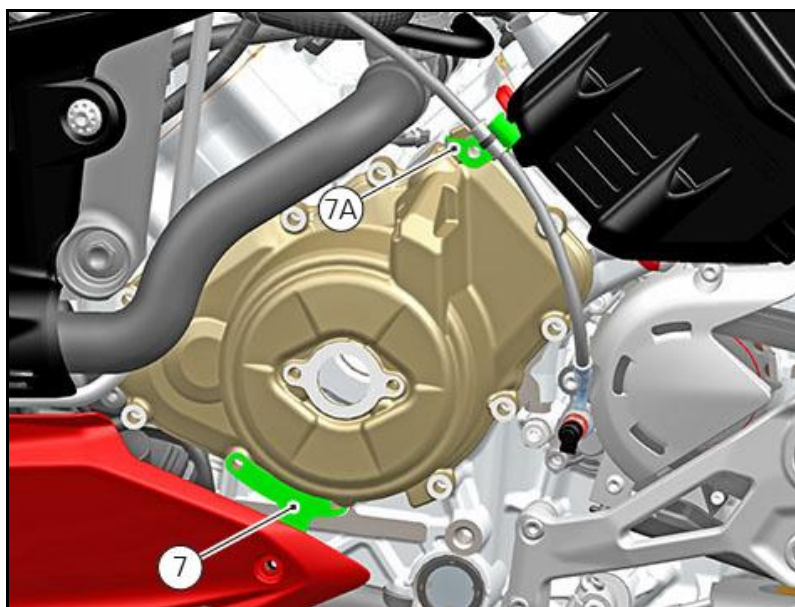


### NOTE

Threebond 1207B (part no. 942470036) has a very short curing time: it is important to close the assembly within 6 minutes after application.



3. Position the generator cover on crankcase. Position the **bracket (7)** retaining the LH lug and the **bracket (7A)** supporting the clutch hose





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4. Start the **9 screws (3)** and **3 screws (4)** on generator cover and tighten them to  **$3 \div 3.5 \text{ Nm} + 90^\circ$** , following the indicated sequence on the following page



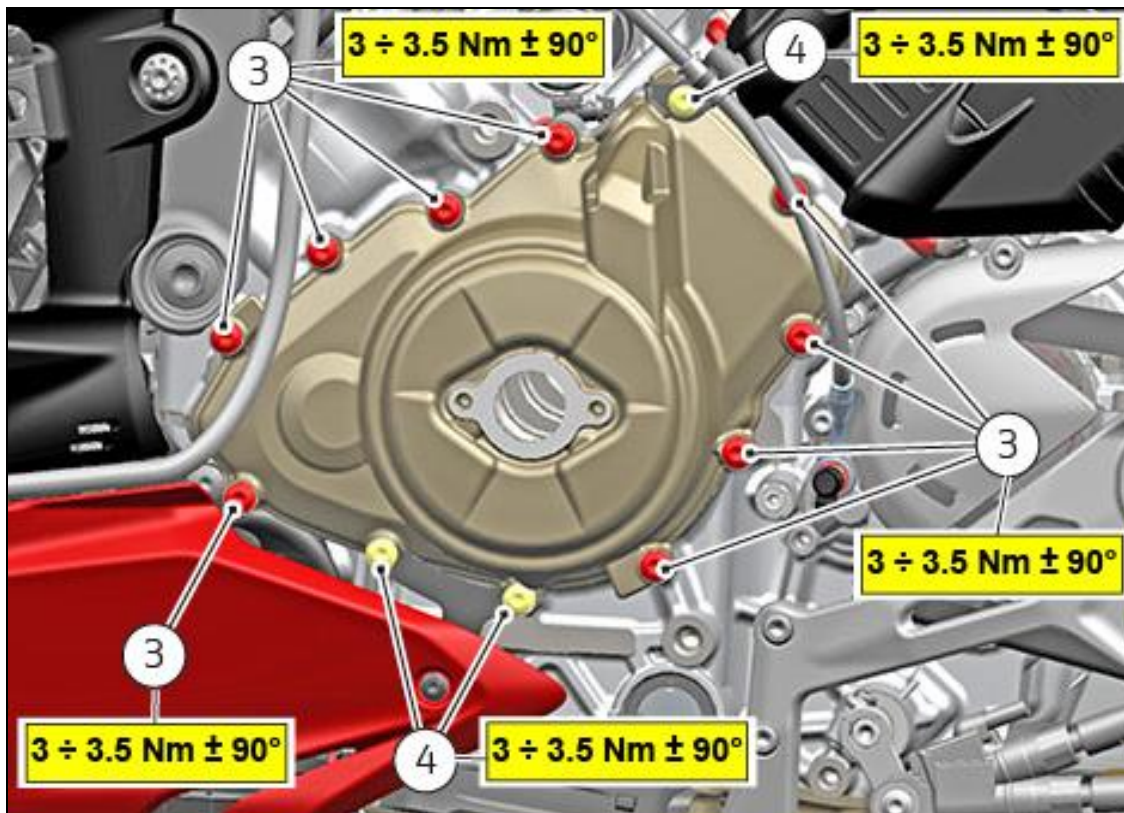
### NOTE

Apply the Threebond sealant to the threads to bolts in locations with a clear passthrough hole into the engine timing area (locations 6 and 12 in reference to the diagram on the following page)



### NOTE

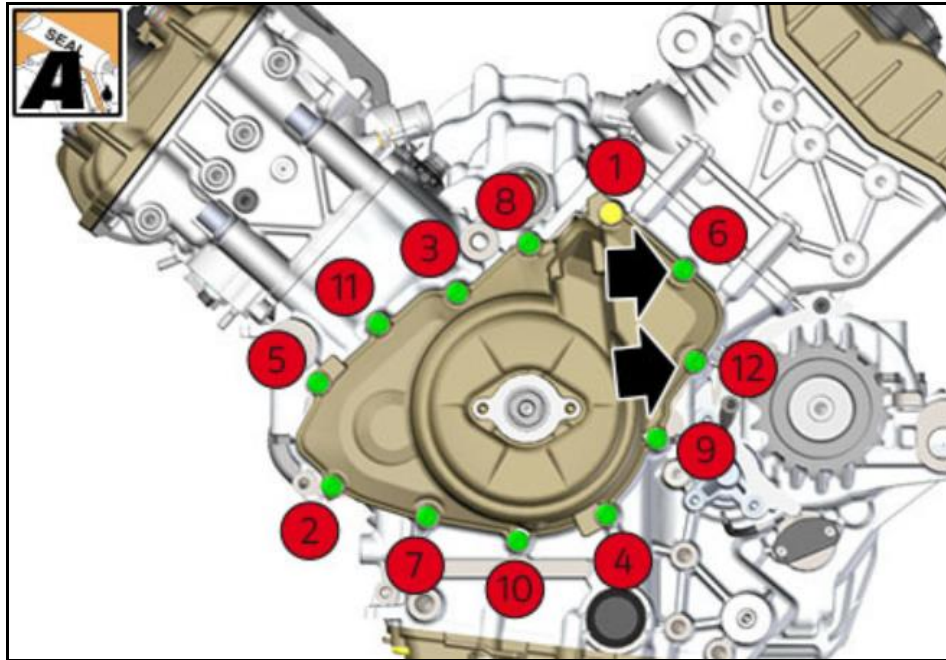
Due to the recent production of the engines, an exception in this unique circumstance will be allowed to reuse and retighten the aluminum bolts one time. If the generator cover is removed again during the course of the repairs, the aluminum bolts must be replaced



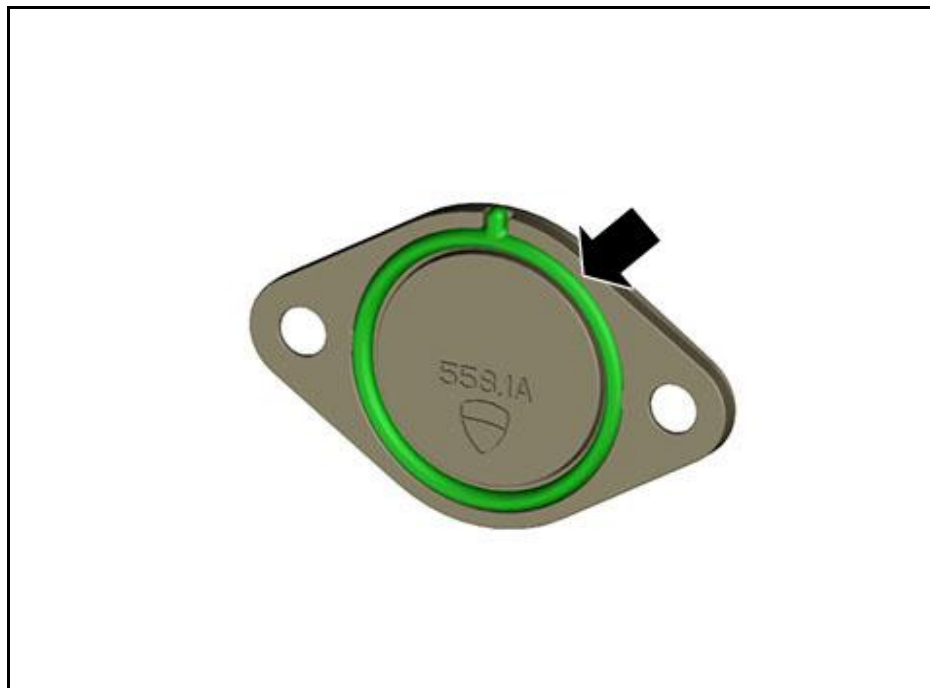


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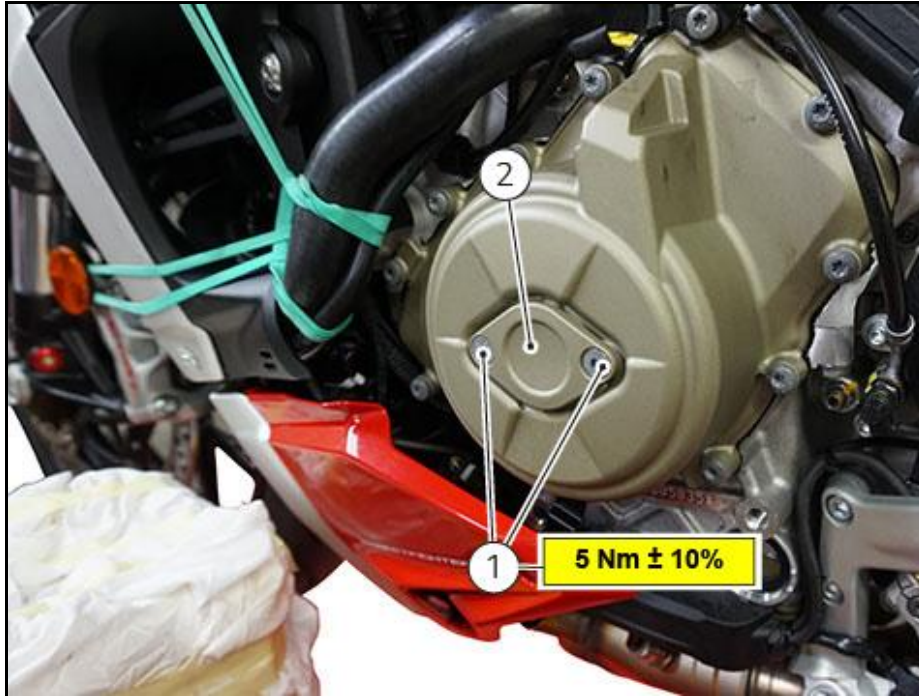
5. Check that the gasket is correctly fitted on timing inspection cover, as shown in the figure





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6. Refit timing inspection cover (2) and tighten the 2 screws (1) to 5 Nm ± 10%.



7. Fasten LH lug by starting screw (5), with its washer in-between  
8. Tighten the screw (5) to 2.5 Nm (only for Streetfighter V4)





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9. Start the engine until the fans switch on, then turn off the engine
10. Inspect and ensure there are no oil leaks
11. Before delivering the motorcycle to the Customer, check engine oil level in accordance with the waiting period detailed in the repair manual
12. Perform a soft cleaning of the bike before delivering it to the Customer



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### Campaign Authorization

Ducati North America, Inc. will not mail a notification letter as all vehicles in production have not been delivered to the final customer. 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.