

Part 573 Safety Recall Report

21V-085

Manufacturer Name : Ducati North America**Submission Date :** MAR 01, 2021**NHTSA Recall No. :** 21V-085**Manufacturer Recall No. :** SRV-RCL-21-001**Manufacturer Information :**

Manufacturer Name : Ducati North America

Address : 1292 Reamwood Avenue

Sunnyvale CA 94089

Company phone : 650-933-9800

Population :

Number of potentially involved : 1,601

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2016-2018 Ducati XDiavel S, STD

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Ongoing product quality tests have identified in all Model year 2016-2108 XDiavel models, side stand bracket may fatigue under load, resulting in failure of the side stand assembly and a potential for the motorcycle to fall when stationary on the stand. A falling motorcycle presents an injury risk to persons in close proximity to the motorcycle.

Production Dates : OCT 15, 2015 - JUN 08, 2017**VIN Range 1 :** Begin : ZDM13BKW4GB000031 End : ZDM13BKW5JB008114 Not sequential**Description of Defect :**

Description of the Defect : The side stand bracket could deform and bend when the motorcycle is parked on the side stand, as a result of repeated stress due to motorcycle load itself, causing the motorcycle to lean excessively. In rare situations, the side stand bracket can break, causing the motorcycle to fall. Ducati has never received reports of crashes or injuries.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the stand is deformed or breaks, the motorcycle may unexpectedly fall over, increasing the risk of injury.

Description of the Cause : The side stand bracket could deform as a result of repeated stress due to motorcycle load.

Identification of Any Warning that can Occur : If the side stand bracket deforms the motorcycle will lean excessively when parked.

Involved Components :

Component Name 1 : side stand bracket

Component Description : side stand bracket

Component Part Number : 556.2.105.2AA

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

On September 26, 2019, Ducati Motor Holding internal commission received the first report from the network about a motorcycle excessively leaning when parked.

Since September 2019, Ducati Motor Holding started a constant and detailed monitoring of the field report and analysis of the warranty claims, some cases were claimed by warranty system but only few were related to the side stand bracket broken. No injuries or property damaged were reported.

During this monitoring period, Ducati Motor Holding become aware of 5 more reports of side stand bracket complete breakage; none of these cases comes from USA. Here below the date of report and the country where we got it from:

- 1) November 26, 2019 – Side stand bracket complete breakage – report from United Kingdom;
- 2) May 27, 2020 – Side stand bracket complete breakage – report from Spain;
- 3) May 28, 2020 – Side stand bracket complete breakage – report from France;
- 4) September 12, 2020 – Side stand bracket complete breakage – report from France;
- 5) December 4, 2020 – Side stand bracket complete breakage – report from Brazil.

Neither in these cases were reported any injuries or property damaged.

During the same monitoring period above, Ducati Motor Holding become aware of 8 reports about motorcycle excessive leaned due to the side stand bracket bent (not broken). One of these report comes from USA.

On September, 2020, Ducati Motor Holding started an internal laboratory analysis of the side stand bracket resistance.

On February 16, 2021, Ducati Motor Holding's internal safety commission decided to launch a recall campaign to affected bike park.

Description of Remedy :

Description of Remedy Program : Ducati will notify dealers. The dealer will install a new side stand bracket, free of charge. Regardless of warranty status, units affected by this recall will be covered at no charge to the customer. This includes reimbursement for pre-notice recall repairs that meet Ducati North America's standards, and support for roadside assistance needed for units to reach a Ducati-authorized repair facility. Requests for reimbursement for the cost of remedies paid for by vehicle owners prior to notification of the safety recall will be considered by Ducati based on the general reimbursement plan on file with the agency. Ducati North America Recall Bulletin SRV-RCL-21-001 is scheduled to be published to the Ducati Dealer Network using the established communication process. Owner notification letters are expected to mail within 60 days from submission of this report.

How Remedy Component Differs from Recalled Component : The new side stand bracket is more robust and prevents it from bending. In addition to installing the new side stand bracket, the side stand and the spring hooking plate will also be replaced for compatibility with the new side stand bracket.

Identify How/When Recall Condition was Corrected in Production : The same side stand bracket was introduced on DMH Ducati production line on June 2017.

Recall Schedule :

Description of Recall Schedule : A Ducati North America Recall Bulletin will be published to the network of dealers through an established communication process. We estimate that we will initiate the Recall contact process for affected motorcycle Customers by March 2021. Owner notification letters will be mailed within 60 days from submission of this report.

Planned Dealer Notification Date : FEB 22, 2021 - MAR 01, 2021

Planned Owner Notification Date : MAR 15, 2021 - MAR 29, 2021

* NR - Not Reported