



CR 206 – Side stand upgrade

XDiavel Model Year 2016-2018 (all versions)

Safety Recall Campaign SRV-RCL-21-001

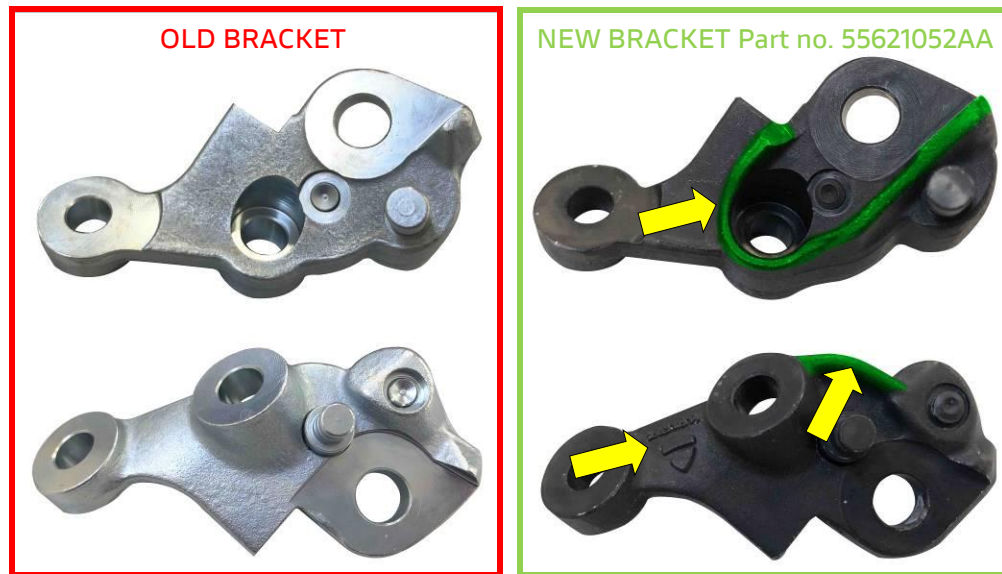
Date: February 19, 2021
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

Due to continuous quality controls and field reports, a potential problem has been identified on the specified motorcycles for this campaign. In rare cases, when the motorcycle is placed on the side stand, the bracket deforms due to repeated stress due to load and may fail when stationary, causing the motorcycle to fall.

To prevent this issue, the involved motorcycles will be updated with the replacement of:

- The side stand bracket with a new totally re-designed version Part no. 55621052AA
- The spring hooking plate with a new version Part no. 82718981AA
- The side stand with a new version Part no. 55610941BA





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Application

You can find the precise list of VIN numbers involved in CR206 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.

XDIAVEL S GLOSSY BLACK WITH MATT STRIPE 2019 CAL DMH			
VIN #	ZDM13BKW6KB0 XXX	ENGINE #	3BKK0 XXX
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	03/18/2019
WARRANTY TYPE		STANDARD WTY START DATE	
		INVOICE	08/30/2019
		LAST MILEAGE	0 MI

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	CR206		SRV-RCL-21-001 Side Stand Update	Side Stand	VIEW 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 parts required to carry out the upgrade under this Safety Recall Campaign (side stand support bracket Part no. 55621052AA, spring hooking plate Part no. 82718981AA, side stand Part no. 55610941BA) must be ordered for each affected frame number.

Warranty reimbursement rules

The reimbursement to implement the update CR206 will be issued through the standard warranty claim procedure via the DCS. The warranty claim is pre-filled and is identified as CR206.



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You shall be reimbursed for the cost of the components required for the repairs (side stand support bracket Part no. 55621052AA, spring hooking plate Part no. 82718981AA, side stand Part no. 55610941BA), and labor time of **30 minutes (5 Labor Units)** to include:

- Vehicle Reception
- Side stand fastening bracket replacement
- Side stand spring hooking plate replacement
- Side stand replacement
- The cost compensation of the used LOCTITE
- Soft cleaning of the vehicle
- Vehicle Delivery

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Spare Parts

The components to be used for this update are:

Part no.	Description	Photo	Quantity to order (pcs)
55621052AA	Side stand bracket		1
82718981AA	Spring hooking plate		1
55610941BA	Side stand		1



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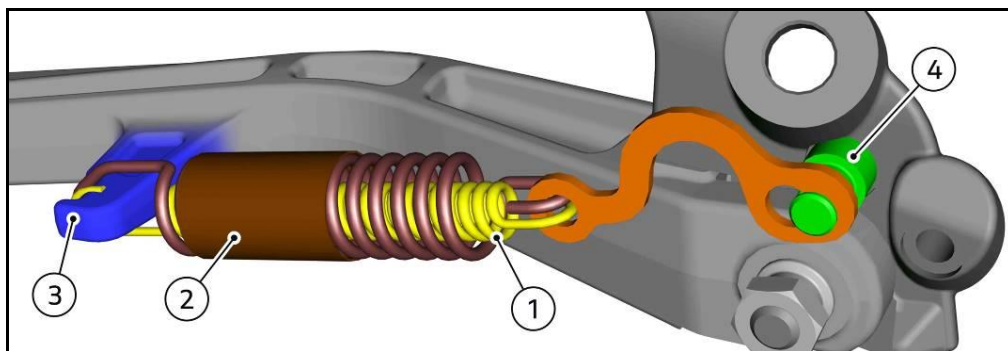
Service Solution



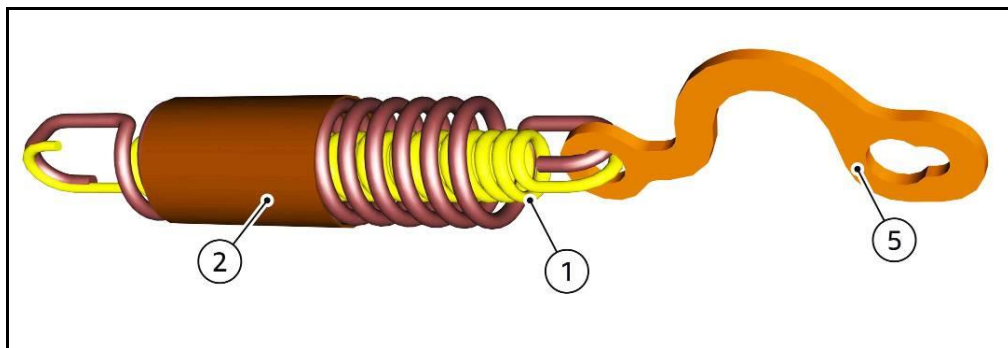
WARNING

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

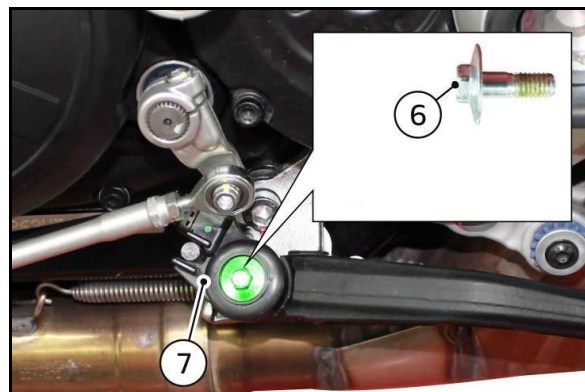
1. Position the bike on the rear paddock stand.
2. Release side stand return **internal spring (1)** and **external spring (2)** from **hook (3)** and **pin (4)** groove.



3. Remove **internal spring (1)** and **external spring (2)** from **plate (5)**.



4. Remove **special screw (6)** securing side stand **switch (7)**.

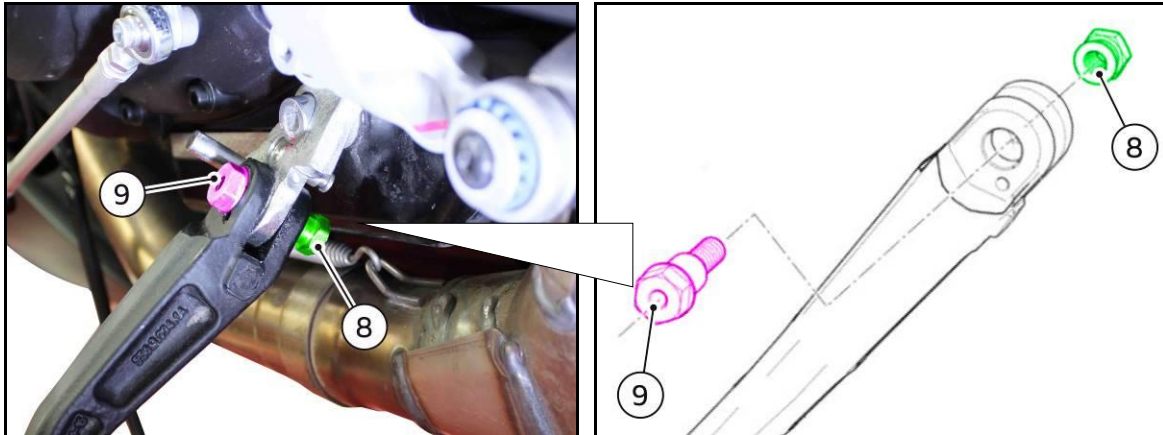




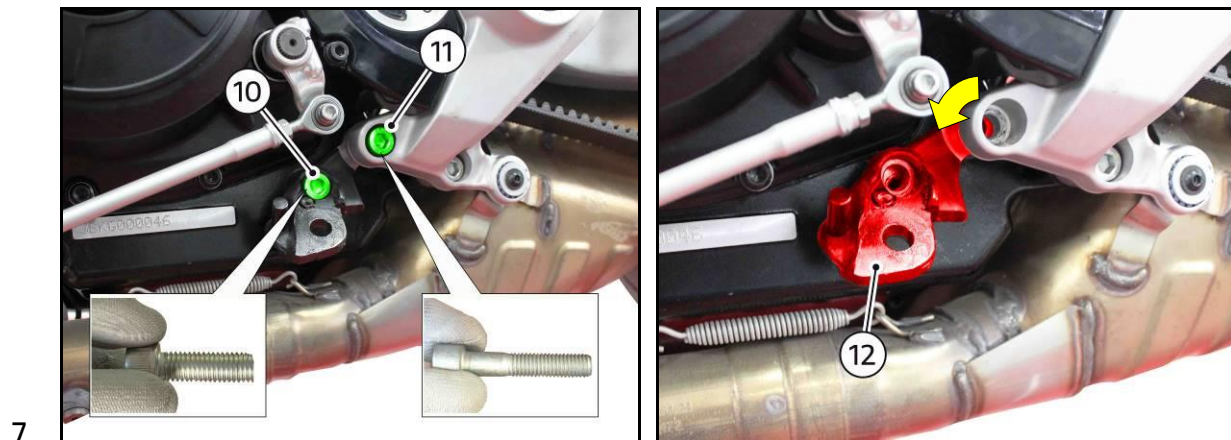
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5. Remove **nut M8x1.25 (8)** and **pin M8x1.25 (9)** securing side stand to the relevant support bracket; then slide out side stand.



6. Remove **screw M10x30 (10)** and **screw M10x50 (11)** retaining side stand support **bracket (12)**; then slide out bracket.





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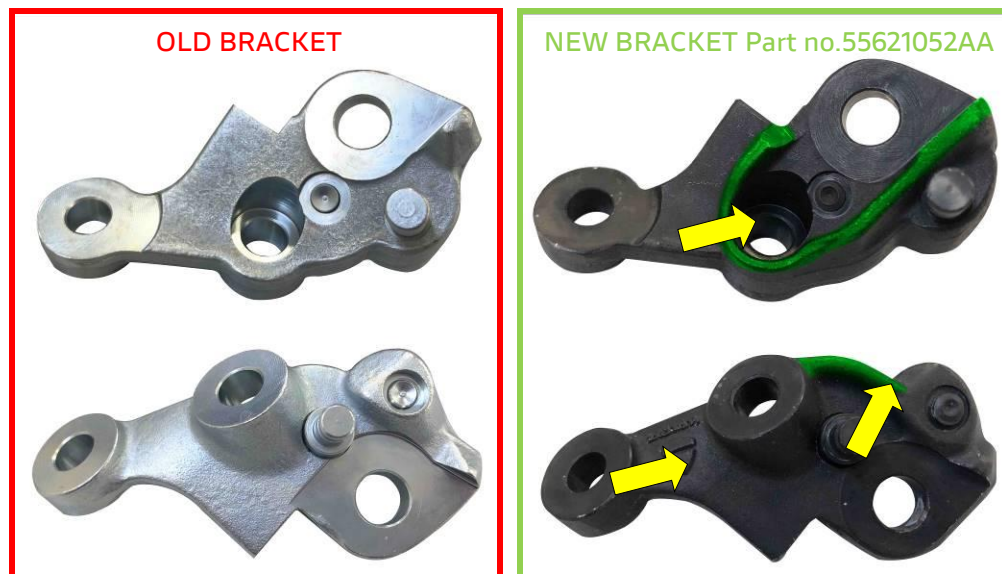
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8. Take the new side stand support bracket Part no. 55621052AA.

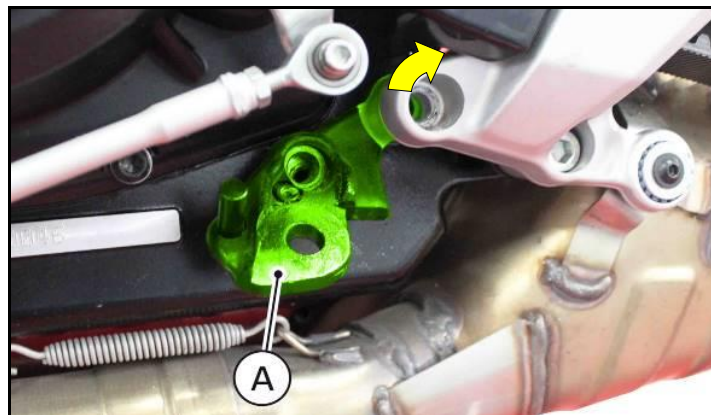


NOTE

The new bracket Part no. 55621052AA can be easily identified by the color and by the ribs highlighted in the figure as well as by the "Ducati shield" at the back.



9. Before installing the new side stand support bracket Part no. 55621052AA, thoroughly clean the concerned area to remove any impurities.
10. Remove the Loctite present on screws M10x30 (10) and M10x50 (11).
11. Fit the new **bracket (A)** Part no. 55621052AA between crankcase and LH side bracket, as shown in the figure.



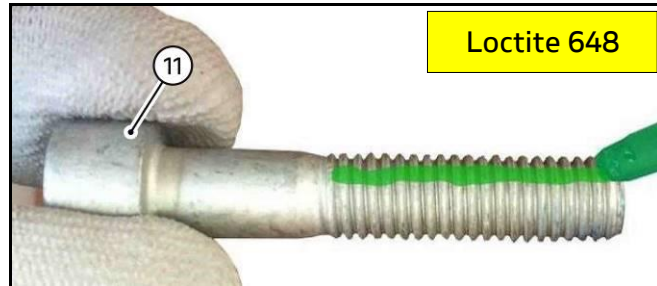
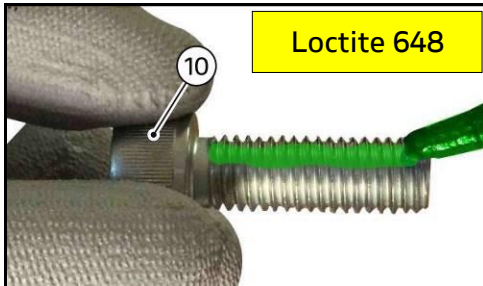


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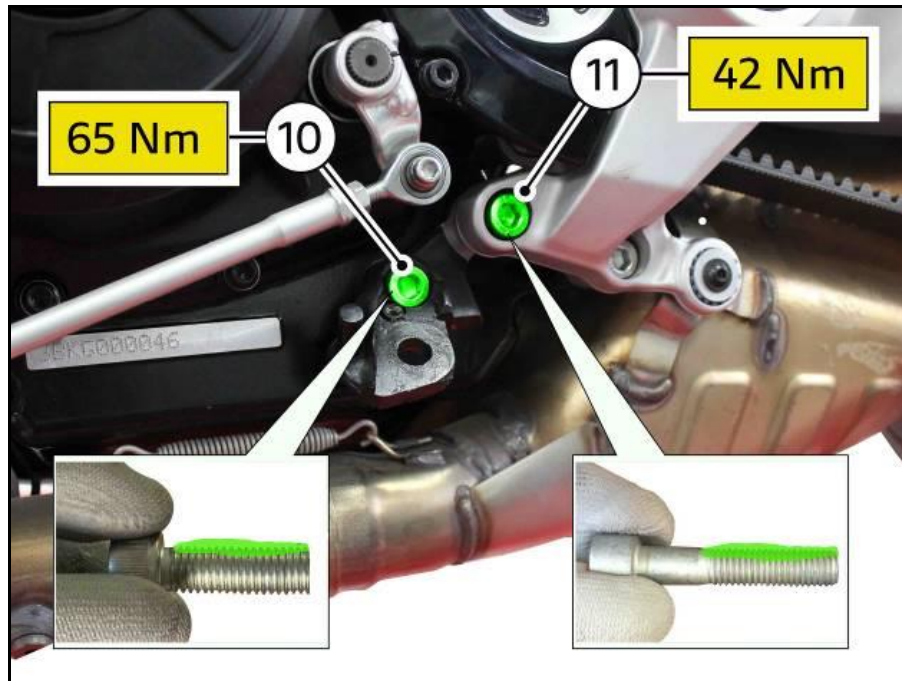
12. Apply LOCTITE 648 along the threading of **screw M10x30 (10)**.

13. Apply LOCTITE 648 along the threading of **screw M10x50 (11)**.



14. Tighten the **M10x30 screw (10)** to **65 Nm** and certify.

15. Tighten the **M10x50 screw (11)** to **42 Nm** and certify.





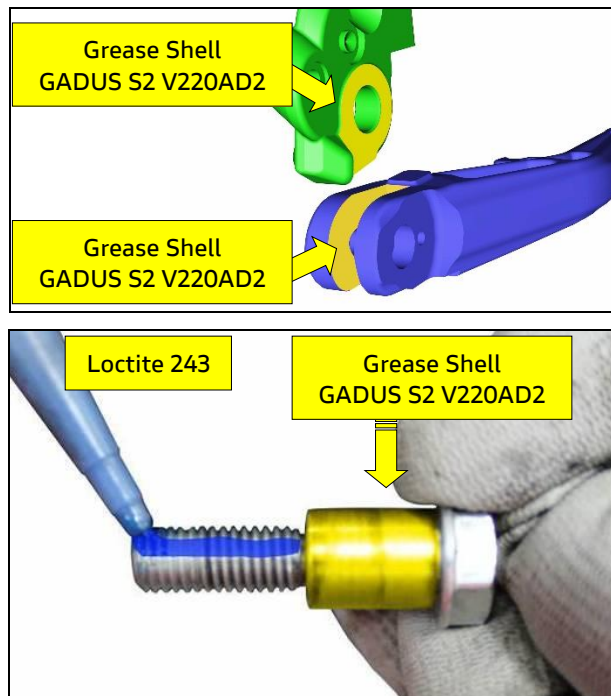
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16. Take the new side stand.



17. Install the new side stand on the support bracket after applying Shell GADUS S2 V220AD2 (or equivalent) grease on the mating surfaces as shown in the figure.
18. Take pin M8x1.25 and smear the cylindrical part with Shell GADUS S2 V220AD2 (or equivalent) grease and the whole threading with Loctite 243, as shown in the figure





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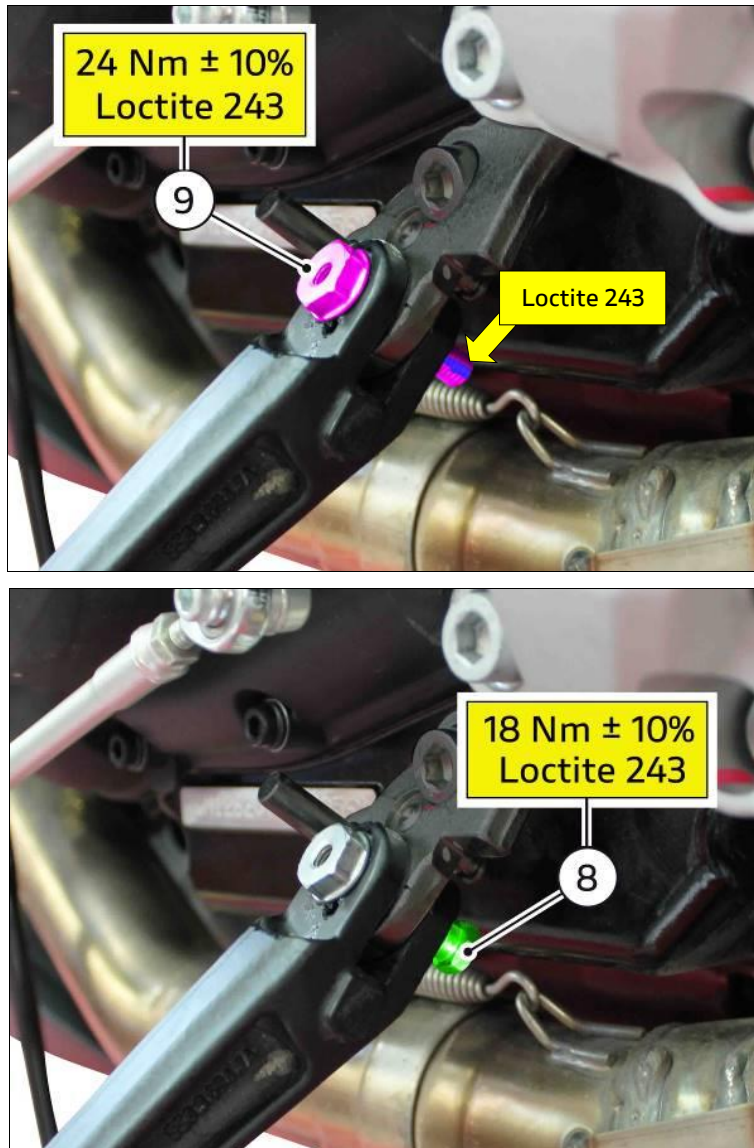
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19. Insert pin M8x1.25 (9) and tighten to 24 Nm \pm 10%.
20. Apply Loctite 243 on the threaded projection of pin M8x1.25 (8).
21. Start nut M8x1.25 (8) and tighten to 18 Nm \pm 10%.



NOTE

To tighten nut M8x1.25 (7), you must hold pin M8x1.25 (8) to lock out rotation.



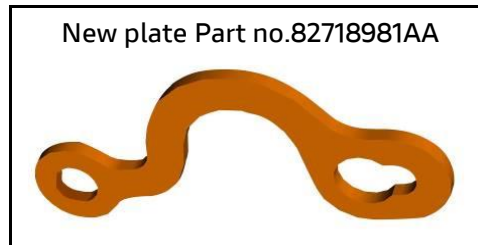


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22. Take the new plate.



23. Insert **internal spring (1)** on **external spring (2)**, aiming it as shown in the figure.

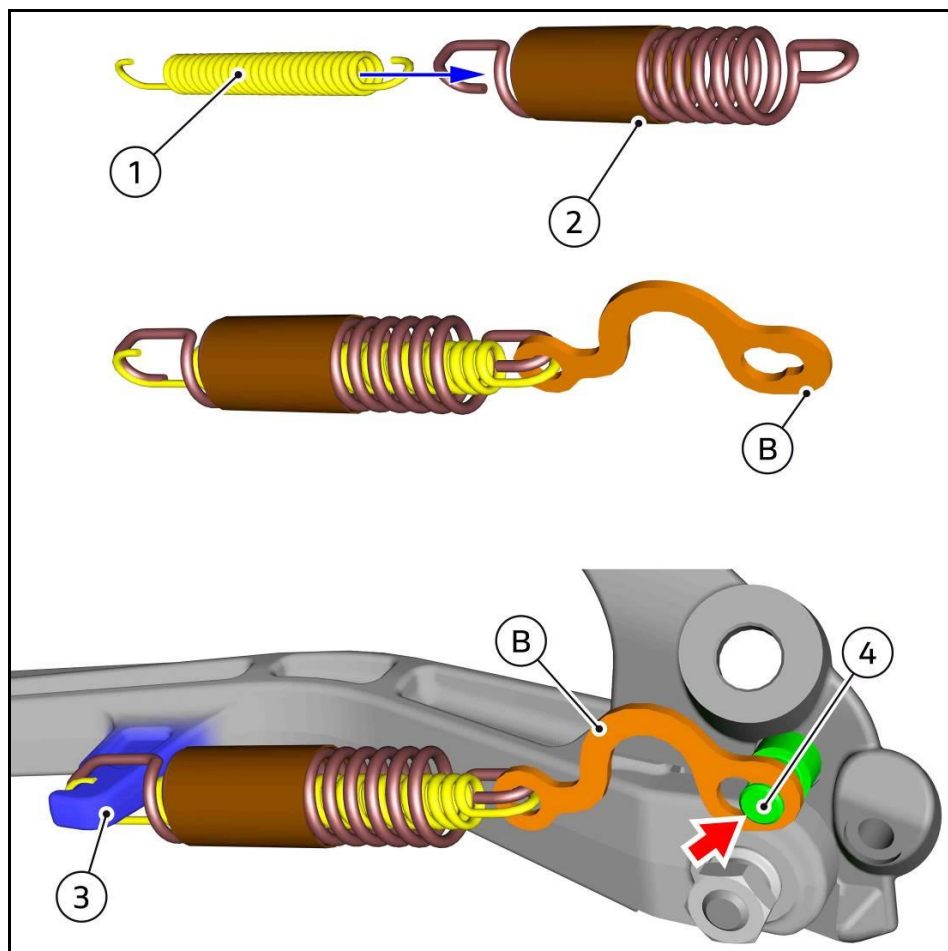
24. Hook spring ends to the new **plate (B)**, aiming the parts as shown in the figure.

25. Fasten **springs (1) and (2)** to side stand **hook (3)** and insert the free hole of **plate (B)** inside the special groove on plate **pin (4)**, as shown in the figure.



WARNING

Plate (B) must be positioned as indicated by the red arrow.





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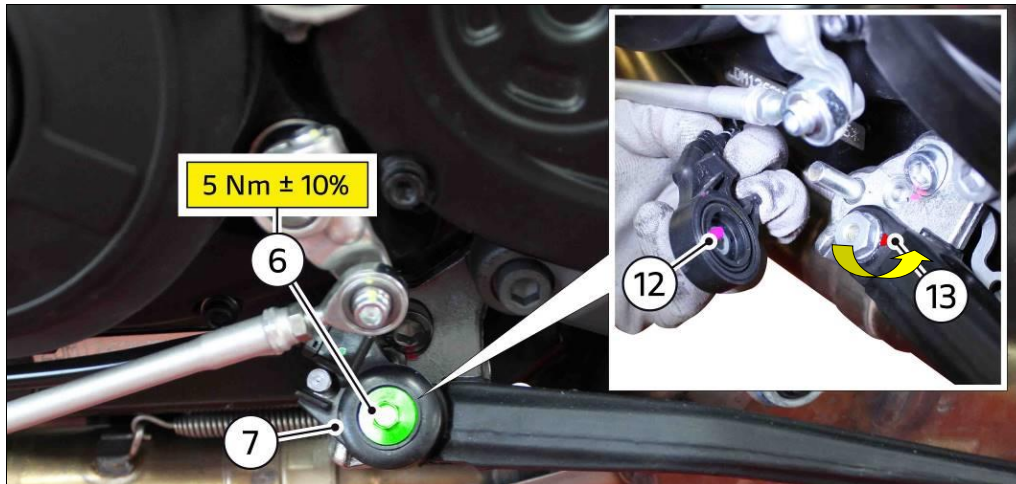
26. Install **switch (7)** on the side stand as shown in the figure.

27. Tighten **special screw (6)** to of 5 Nm \pm 10%.



WARNING

Insert the **timing pin (12)** of the switch in **hole (13)** of the stand.



28. Make sure that the side stand moves freely and check the correct operation of the safety switch.

29. Remove the rear paddock stand.



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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. 21V-085](#)

February 19, 2021

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: XDiavel Model Year 2016-2018 (all versions)

NHTSA Campaign I.D. Number: 21V-085

Transport Canada Safety Recall I.D. Number: 2021-(Pending)

Dealer Bulletin: SRV-RCL-21-001

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 XDiavel Model Year 2016-2018 (all versions). 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 in 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.

What will Ducati do?

An official Ducati dealer will install a new, redesigned side stand bracket, spring hooking plate, and side stand, 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. It is advisable not to load the side stand by supporting a stationary rider and/or passenger.

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 cannot obtain satisfaction, please use the following options:

For USA Customers:

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., 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 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 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