

Part 573 Safety Recall Report

23V-377

Manufacturer Name : Ducati North America

Submission Date : JUN 06, 2023

NHTSA Recall No. : 23V-377

Manufacturer Recall No. : SRV-RCL-23-003



Manufacturer Information :

Manufacturer Name : Ducati North America

Address : 1292 Reamwood Avenue
Sunnyvale CA 94089

Company phone : 650-933-9800

Population :

Number of potentially involved : 3,315

Estimated percentage with defect : 5 %

Vehicle Information :

Vehicle 1 : 2020-2023 Ducati Panigale V2

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : 2020-2023 - Ducati Panigale V2

DECEMBER 04, 2019 - MAY 23, 2023

Following some reports from customers of malfunctions in the automatic light mode of the front headlight, at the end of February 2023, Ducati carried out an analysis of the warranty claim data which showed some dashboard replacements due to this defect; after this analysis Ducati requested the return of the dashboards replaced for this defect, to conduct quality analysis on the components.

Ducati started and internal investigation with the supplier's support.

The investigation's found an incorrect calibration of the photodiode in the software revision in the motorcycle dashboard.

The new dashboard software revision includes different calibration parameters of the photodiode.

From May 24, 2023, all the motorcycles produced have installed the new dashboard software revision

Production Dates : DEC 04, 2019 - MAY 23, 2023

VIN Range 1 : Begin : ZDMHAATW0LB000230 End : ZDMHAATWXPB012777 ☒ Not sequential

Description of Defect :

Description of the Defect : The dashboard could activate the headlight daylight position lamp (DRL), in automatic setting mode, during a night motorcycle riding.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk :	If the dashboard activates incorrectly the headlight daylight position lamp (DRL) during night motorcycle riding, in automatic setting mode, the rider could find a situation in which the front headlight passes automatically from headlight low beam to headlight daylight position lamp (DRL). Therefore in a situation where the headlight does not generate enough light to illuminate the road, increasing the risk of crash or injury. Ducati has never received any reports of crash or injuries.
Description of the Cause :	An error in the software calibration of the dashboard photodiode, which controls the activation and deactivation in automatic mode of the daylight position lamp lighting (DLR).
Identification of Any Warning that can Occur :	The dashboard photodiode also controls the dashboard backlight color, in automatic setting mode, the rider may notice the problem that the dashboard backlighting color changes from the night mode (black background) to day mode (white background) when it should be vice versa. The customer could (any time) manually activate the headlight low beam by pressing the dedicated button on the left handlebar switch.

Involved Components :

Component Name 1 : No component is involved, only a software revision

Component Description : No component is involved, only a software revision in the motorcycle dashboard

Component Part Number : No component is involved, only a software revision in the motorcycle dashboard

Supplier Identification :

Component Manufacturer

Name : No component is involved, only a softwar

Address : NR

NR

Country : NR

Chronology :

On 02 27 23, following some reports from clients of malfunctions in the instrument panel automatic light switch of the backlight from day mode to night mode (and vice versa) and/or the headlight automatic switch from low beam to DRL (and vice versa), Ducati carried out an analysis of the warranty claim data.

Here below are described the warranty claim with date, country and Client complaint description:

1. 05 16 22 FRANCE The instrument panel remains in night mode.

2.11 16 22 CHINA The backlight of the instrument is set in AUTO mode, and it will automatically switch from night mode to day mode when there is no light at night.

3.10 04 22 SPAIN The instrument panel does not change color correctly.

4.11 08 22 SPAIN The client comments that the automatic lights do not work.

5.12 14 22 JAPAN The backlight of the instrument panel becomes bright in the dark surroundings. Auto setting.

6. 01 16 23 CHINA The owner reported that the instrument panel backlight is abnormal, and the backlight is white in a dark environment.

7. 01 20 23 USA Instrument panel changes from night to day mode even without ambient light

8. 01 26 23 SPAIN The DRL light when it goes in automatic changes successively (especially at night) to low beam and vice versa. The instrument panel lighting also changes successively.

9. 02 08 23 USA Auto running light not working properly.

10. 02 14 23 UK Instrument panel keeps flipping between day and night mode.

During this analysis Ducati requested the return of the dashboards replaced for this defect, to conduct quality analysis on the components, and started an internal investigation with the supplier's support. The investigation's found an incorrect calibration of the photodiode in the motorcycle dashboard software. Ducati has never received any reports of crash, injuries, or death.

On May 23rd, 2023 Ducati Motor Holding's internal safety commission decided to launch a recall campaign for the potentially affected bike population.

Description of Remedy :

Description of Remedy Program : Ducati North America will notify dealers of this recall in accordance with the notification schedule. Dealers will update the dashboard software revision free of charge to the customer. A Ducati North America Recall Bulletin will be published to the Ducati Dealer Network using the established communication process. Requests for reimbursement for pre-notification repairs will be considered in accordance with Ducati's general reimbursement plan on file with the agency.

How Remedy Component Differs from Recalled Component : The new dashboard software revision includes different calibration parameters of the photodiode.

Identify How/When Recall Condition was Corrected in Production : From May 24, 2023, all the motorcycles produced have installed the new dashboard software revision.

Recall Schedule :

Description of Recall Schedule : Ducati North America Recall Bulletins 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 owners during June 2022, but no later than 60 days from submission of this report.

Planned Dealer Notification Date : MAY 30, 2023 - JUN 06, 2023

Planned Owner Notification Date : JUN 20, 2023 - JUN 27, 2023

* NR - Not Reported