

Part 573 Safety Recall Report

23V-620

Manufacturer Name : Ducati North America**Submission Date :** SEP 06, 2023**NHTSA Recall No. :** 23V-620**Manufacturer Recall No. :** SRV-RCL-23-004**Manufacturer Information :**

Manufacturer Name : Ducati North America

Address : 1292 Reamwood Avenue
Sunnyvale CA 94089

Company phone : 650-933-9800

Population :

Number of potentially involved : 842

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2018-2020 Ducati XDiavel S and standard

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : On September 14, 2022, Ducati Motor Holding received the first report from the network about a motorcycle with the side stand springs retaining pin on the side stand bracket broken with consequential engine stalling. The case has been escalated to the Ducati Motor Holding's pre-internal safety commission. Warranty and customer contact records were reviewed and analysed. Ducati Motor Holding become aware of a total of 18 reports about motorcycle with the side stand springs retaining pin on the side stand bracket broken.

Dealers will install a new side stand bracket free of charge to the customer. The new side stand bracket has a springs retaining pin material is more robust. This impacts Model Year 2018-2020 and 842 units.

Production Dates : JUN 08, 2017 -JUN 24, 2020

VIN Range 1 : Begin : ZDM13BKW3JB008130 End : ZDM13BKW9LB011620 Not sequential**Description of Defect :**

Description of the Defect : The side stand springs retaining pin on the side stand bracket could wear out and in extreme cases could break, causing the side stand to open when it is in the raised position.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the side stand open during the motorcycle riding, the side stand sensor will switch off the motorbike engine increasing the risk of crash and injury.

Description of the Cause : NR

Identification of Any Warning that can Occur : If the side stand springs retaining pin on the side stand bracket break, the side stand would not remain in the raised position and remains in the open, so the rider may notice that the springs do not keep the side stand in the raised position or when the rider starts his motorbike, when he engages the gear, the side stand switch will switch off the engine.

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 14, 2022, Ducati Motor Holding received the first report from the network about a motorcycle with the side stand springs retaining pin on the side stand bracket broken with consequential engine stalling.

On October 2022 the case has been escalated to the Ducati Motor Holding's pre-internal safety commission. Warranty and customer contact records were reviewed and analyzed.

On December 2022 the case has been escalated to the Ducati Motor Holding's internal safety commission while the side stand bracket with the springs retaining pin broken was analyzed by the internal laboratory.

On January 2023, has been started a constant and detailed monitoring of the field report.

During the monitoring above, Ducati Motor Holding become aware of a total of 18 reports about motorcycle with the side stand springs retaining pin on the side stand bracket broken; none of these reports came from USA. Neither injuries, nor property damaged were reported in these cases.

On September 05, 2023, Ducati Motor Holding's internal safety commission decided to launch a recall

campaign to affected bike park.
No injuries or property damaged have been reported.

Description of Remedy :

Description of Remedy Program : Ducati North America will notify dealers of this recall in accordance with the notification schedule. Dealers will install a new side stand bracket 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 side stand bracket has a springs retaining pin material is more robust.

Identify How/When Recall Condition was Corrected in Production : The same side stand bracket was introduced on DMH Ducati production line in October 2020.

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 October 2023, but no later than 60 days from submission of this report.

Planned Dealer Notification Date : SEP 12, 2023 - SEP 19, 2023

Planned Owner Notification Date : OCT 03, 2023 - OCT 10, 2023

* NR - Not Reported