



**CR248 – Ducati Performance Soft Panniers  
Upgrade part no. 96781971AA**

Ducati Performance Accessory part no. 96781971AA  
for DesertX MY23 (all versions)

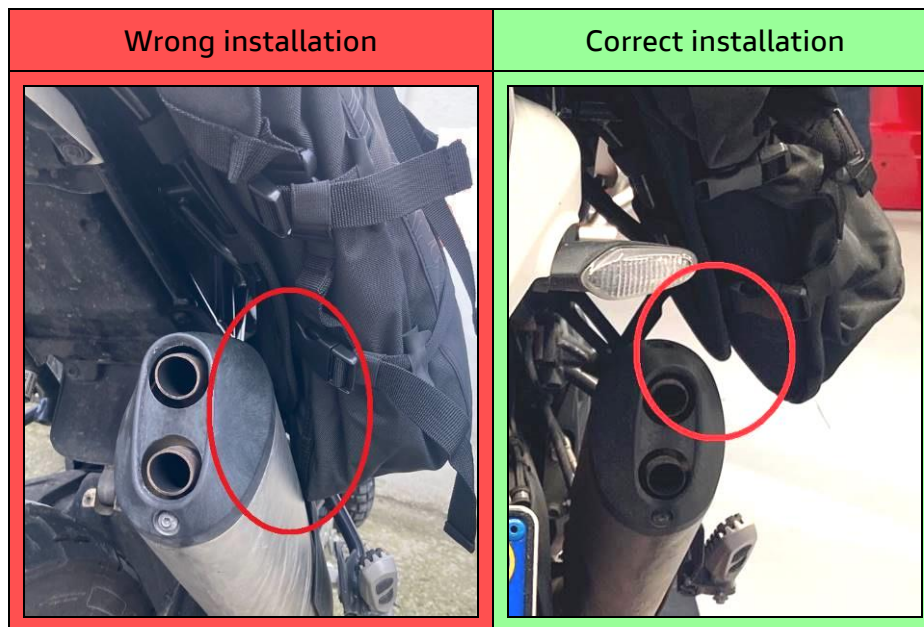
**Safety Recall Campaign SRV-RCL-23-001**

Date: March 24, 2022  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director  
Dan Schwartz, Service Area Manager

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Dear Dealers,

As a result of ongoing quality inspections performed on the product being used, together with your reports on the model in question, a potential safety issue has emerged on the Soft Side Panniers sold as Ducati Performance accessories part no. 96781971AA. If the panniers are not installed correctly on the motorcycle, the right pannier could come into contact with the exhaust and may melt or burn, increasing the risk of a fire which can result in a crash or injury.



The defect analysis revealed that the assembly of this accessory as per instructions is not robust enough to avoid this risk if the Client does not take proper precautions when installing and using the kit.



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It has therefore been decided to rewrite the assembly instructions, and in addition, to make the assembly stronger, the Right-side Pannier Support Subframe has been redesigned. A correct installation of the KIT avoids the contact of the right pannier with the silencer. The new Right-side Pannier Support Subframe is an additional element which provides a stronger installation provided that the KIT is assembled and used correctly.



#### **WARNING**

Possible contact between the exhaust silencer and the right-side pannier, or damage to the pannier, may not be avoided if the motorcycle exhaust is modified or equipped with non-OEM exhaust components.

For the above reasons, we will proceed as follows:

- The sale has blocked all Ducati Performance Soft Side Pannier kits part no. 96781971AA still owned by your dealership. Therefore, the sale, assembly and delivery of the kits must be interrupted. The sale blocking shall also apply to kits that have already been sold but have yet to be delivered to the client, as well as kits installed on demo and showroom units (demo bike kits must be removed from the motorcycles).
- For all Ducati Performance Soft Side Pannier kit part no. 96781971AA delivered to the end Client, you must contact the Clients directly to inform them of the potential safety problem and provide them with the updated installation instructions ([ISTR-1181/01.pdf](#) attached to this bulletin). Log the communication sent to the Client to keep track of it. The new instructions will also be made available in the accessories catalogue on DCS and for Clients in the dedicated area of the [ducati.com](#) website in the DesertX model accessories section.
- The updated Right-side Pannier Support Subframe, which makes the installation of the soft side panniers more robust, will be available within 3 months (90 days).

As soon as it is available, we will send the updated Right-side Pannier Support Subframe, free of charge, to all dealers who have purchased Ducati Performance Soft Side Pannier kit part no. 96781971AA (as of 2/27/2023, the date on which sales of the KIT were stopped). Each dealer will receive the number of updated right side pannier support subframes equal to the total number of KITS purchased.



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Updated English language instructions are not available until March 27th 9:00am EST.

For more information you can download the Italian version of the instructions.  
ref. ISTR-1181/01.

- Only after receiving the updated Right-side Pannier Support Subframe, together with the new Fitting Instructions (ISTR-1181/01.pdf), you can proceed as follows:
  - Resume the sales of all Ducati Performance Soft Side Pannier kits part no. 96781971AA still in dealer inventory. For these KITS, CR248 will not be activated and no warranty refund will be made.
  - We have been able to trace many VIN's on which Ducati Performance Soft Side Pannier kit's part no. 96781971AA were installed. These VIN's (frame numbers) will be uploaded to DCS and CR248 will be activated on them (see "Warranty Reimbursement Rules" for details on reimbursement).
  - On all Ducati Performance Soft Side Pannier kit's part no. 96781971AA delivered to the end Client, it is necessary to contact the Clients directly to inform them of the availability of the updated Right-side Pannier Support Subframe, and to schedule a visit to your workshop for installation on their motorcycle. At this stage, Clients will receive notification from DMH as is the case for all safety recall campaigns.
  - **If a motorcycle with Ducati Performance Soft Side Pannier kit part no. 96781971AA delivered to a client needs the upgrade but the frame number is not flagged for CR248 on DCS, please communicate the VIN to your Service Area Manager to have it uploaded.**
  - If you sold the Ducati Performance Soft Side Pannier kit part no. 96781971AA through e-commerce or another sales channel, but you were still able to contact the Client, we ask you to schedule the shipment of the updated Right-side Pannier Support Subframe to the client.



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#### Application

You can find the precise list of VIN numbers involved in CR248 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 Motor Holding.

#### Client Impact

For all Ducati Performance Soft Side Pannier kit part no. 96781971AA delivered to the end client, you must contact the clients directly to inform them of the potential safety problem and provide them with the updated installation instructions.

Afterwards, when the updated Right-side Pannier Support Subframe is received, clients will be contacted with the standard procedure of the safety recall campaigns.



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#### Parts Distribution

The updated Right Side Pannier Support Subframe, which makes the installation of the Soft Side Panniers more robust, will be available within 3 months (90 days)..

When available, we will send the updated Right Side Pannier Support Subframe, free of charge, to all dealers who have purchased Ducati Performance Soft Side Panniers kits part no. 96781971AA (as of 2/27/2023, the date on which sales of the kits were stopped). Each dealer will then receive the number of updated Right Side Pannier Support Subframes equal to the total number of KITS purchased.

**It is therefore not necessary to place any spare parts order.**

#### Warranty Reimbursement Rules

For all Ducati Performance Soft Side Pannier kit's part no. 96781971AA delivered to the end client, you will be reimbursed a warranty labor time of **12 minutes (2 UL)** to certify that the Ducati Performance Soft Side Pannier KIT part no. 96781971AA has been updated with the new Right Side Pannier Support Subframe and that you have informed the client of the updated assembly instructions. The reimbursement of the spare part cost is not required as the updated Right Side Pannier Support Subframe will be sent to you free of charge.

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 **CR248**.

In the event that during the upgrade of Ducati Performance Soft Side Bag KIT part no. 96781971AA already installed and used on a motorcycle, you find partial damage or burning of the right side bag due to contact with the exhaust (only in the case of original equipment exhaust) please create a Youtech request with photos of the bag, damage, and vehicle in order to consider replacement of the right side bag under warranty.

On all Ducati Performance Soft Side Pannier kit's part no. 96781971AA still in your dealer inventory, the CR248 will not be loaded and no refund will be made under warranty. Please note, the updated Right Side Pannier Support Subframe required to update the kits still in your possession will be sent to your dealership free of charge.

Non-updated Right Side Pannier Support Subframes removed from client motorcycles or recovered from kits still in your possession must be scrapped and may not be sold.



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### Spare Parts

- Updated Right Side Pannier Support Subframe
- New Fitting Instructions (ISTR-1181/01.pdf)

### Service Solution

Reference the attached Annex (ISTR-1181/01.pdf) for the new fitting instructions.

### Campaign Authorization

Ducati North America, Inc. will mail a notification letter to all known owners. If a client 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 Workshop 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. 23E-021](#)

Date

Client Name

Client Address

City, St, Zip Code

**Subject:**

**Ducati Motorcycle:** Ducati Performance Accessory part no. 96781971AA for DesertX MY23

**Dealer Bulletin:** SRV-RCL-23-001

Dear Ducati Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Ducati has decided that a defect, which relates to motor vehicle safety, exists in the Soft Side Bag Kit manufactured by Ducati Performance accessories (part no. 96781971AA). It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

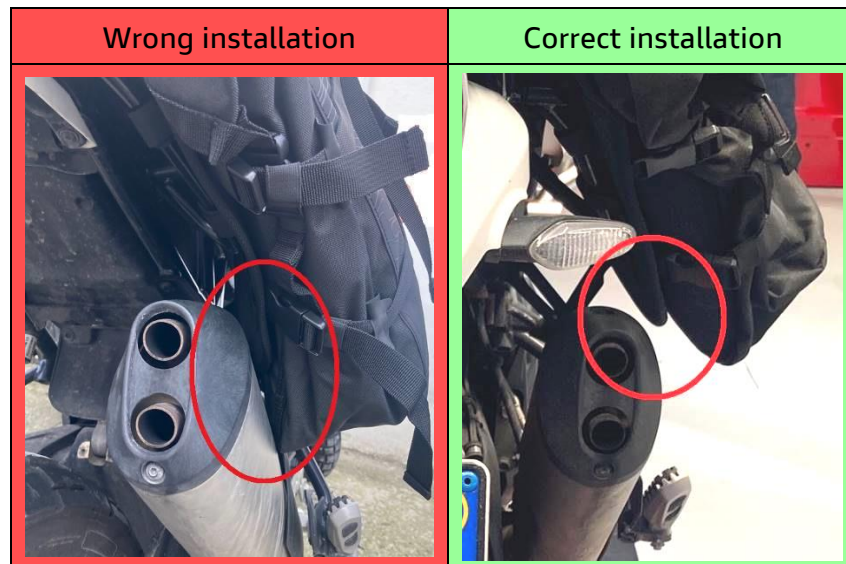
Ducati records indicate that you may have purchased a Soft Side Bag Kit. When installed on a motorcycle, the right pannier could come into contact with the exhaust and may melt or burn, increasing the risk of a fire which can result in a crash or injury. Dealers will provide and install a new right side bag frame, free of charge. Owners who have purchased a Soft Side Bag Kit, will receive a new right side bag frame and instructions on how to affix the bag to the motorcycle.



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The assembly instructions have therefore been improved in order to avoid this potential problem (instructions are attached and can also be found in the dedicated area of the [ducati.com](http://ducati.com) website in the DesertX model accessories section).

In order to make assembly even stronger, a new right-side pannier support subframe will be made available and will be supplied to you free of charge in approximately 90 days (you will receive another letter notifying you of the availability so that you can schedule a visit to our workshop).

Please note that it is important to mount the panniers correctly in order to avoid contact with the exhaust. The new right-side pannier support subframe is an additional element that further increases the reliability of the assembly.

We therefore invite you to check the assembly of the kit on your motorbike and to check it periodically during use, as well as every time you use the side panniers. Depending on the load, the retainers must be tightened regardless of the presence of the new right side pannier support subframe.





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Caution: Possible contact between the exhaust and the right-side pannier, or damage to the pannier, may not be avoided if your motorcycle is equipped with an exhaust system other than the original equipment one.

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 [NHTSA.gov](http://NHTSA.gov). Reference NHTSA Safety Recall 23E021.

**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 will 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 Client 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 [Contact\\_Us@ducati.com](mailto:Contact_Us@ducati.com) or contact Ducati North America Client Services at 1 (888) 391-5446.

We apologize for any inconvenience, but we trust you will appreciate our commitment in supporting all our clients. Thank you for trusting Ducati,

Sincerely,  
Richard Kenton  
Technical Director – Ducati North America