



## CR285 – Repositioning of Heat Reflective Sheath on Rear Brake Hose

Panigale V4 S/STD MY 2025 (all country versions)

**Safety Recall Campaign SRV-RCL-25-001**

Date: January 21, 2025  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: [REDACTED]  
[REDACTED]

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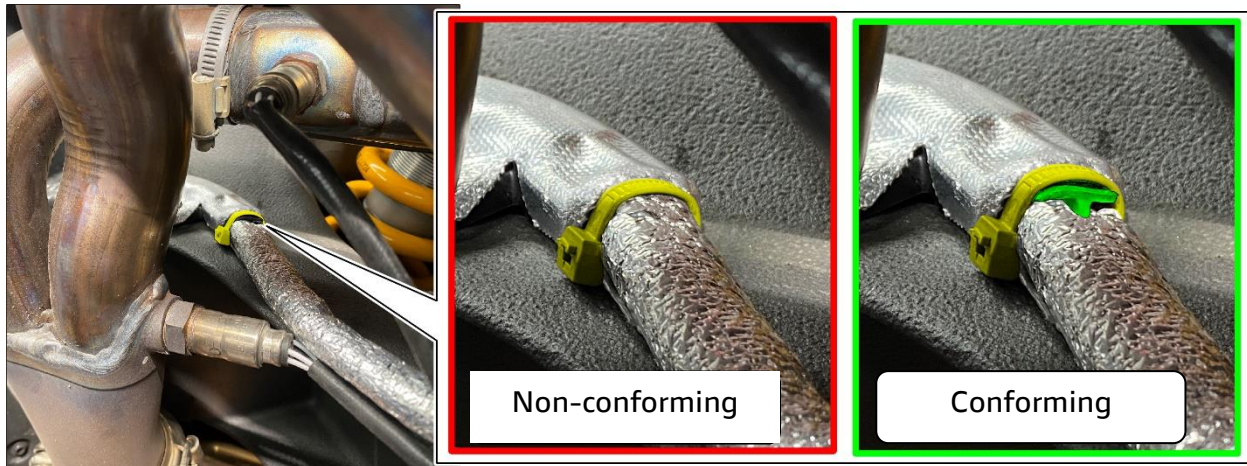
Dear Dealers,

As a result of the continuous quality checks on the product, we have found a potential malfunction of the rear brake, and we require your cooperation to carry out an inspection and repositioning of the heat reflective sheath on the rear brake hose.

**Solution:** Changing the position of the heat reflective sheath on the rear brake hose for the ABS control unit/brake caliper and secure it with a new grey self-locking tie Part no.74142941A, which is resistant to high temperatures.

**Background:** If the heat reflective sheath is not correctly positioned or moves from the proper retainer on the rigid brake hose duct, the brake hose from the ABS control unit to the rear brake caliper could be damaged due to heat coming from the rear bank exhaust manifold.

To solve the problem, it has been decided to reposition the heat reflective sheath by moving it under the rigid brake hose duct, so that it is kept in place by the rigid duct retaining tooth.



### NOTE

If Panigale V4 MY25 is used on any type of roller bench/dynamometer, the warnings specified by Ducati must always be respected in order to prevent overheating or thermal damage to the vehicle. See SRV-TTB-25-001 for more information.



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### Application

You can find the precise list of VIN numbers involved in CR285 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

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Clients must be updated during pre-delivery operations and always before delivery to the final Clients. All motorcycles already delivered to final Clients must undergo this inspection as soon as they come to your workshop.

All final Clients will be contacted concerning the service provided under this Safety Recall Campaign.



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### Parts Distribution

The component(s) required to carry out the upgrade under this Safety Recall Campaign must be ordered for each affected frame number.

### Warranty Reimbursement Rules

Reimbursement for work associated with this Safety Recall Campaign will be made through the regular warranty claim procedure using the “**Vehicle History**” section of the DCS.


The warranty claim is pre-filled and is identified as **CR285**.

The Dealer shall be reimbursed for the parts listed for the operation; Big Grey Self-locking Tie (Part no. 74142941A) - *the spare part cost is offset in the labor reimbursement*, and labor for **30 minutes** (5 labor units) that includes the time necessary for:

- Vehicle reception and delivery
- Big Grey Self-locking Tie replacement
- Compensation for consumables
- The time for filling in the warranty claim
- Soft cleaning of the vehicle

### Spare Parts

The components to be used for this update are:

PART NO.	COMPONENT	IMAGE	QUANTITY
74142941A	Big grey self-locking tie (resistant to high temperatures)		1

### Tools and equipment to be used

- Personal protective equipment (PPE / DPE)

In order to prevent possible issues, please read the behavior rules to be observed, available at the following Workshop Manual links:

- *General safety rules* → [LINK](#)
- *General maintenance instructions* → [LINK](#)



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### Service Solution



#### WARNING

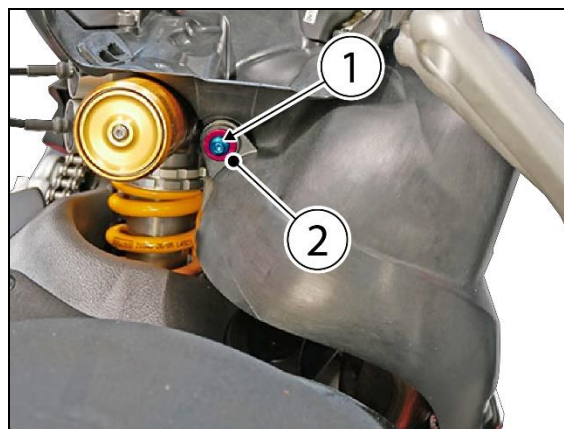
The procedure described in the document is not particularly difficult, however, for the operation to be completed successfully and to comply with the set time, it is necessary to thoroughly follow the sequence of the indicated operations.

Therefore, we recommend taking your time to fully understand the procedure before attempting its implementation on the motorcycle (always print the document in color for a better understanding).

**This operation must be performed by a certified Ducati Technician, to ensure the quality of the operations.**

**Do NOT attempt to reposition the heat reflective sheath without strictly following the instructions given below!**

1. Position the motorcycle on the rear paddock stand.
2. Loosen and remove **screw (1)** together with **washer (2)**.



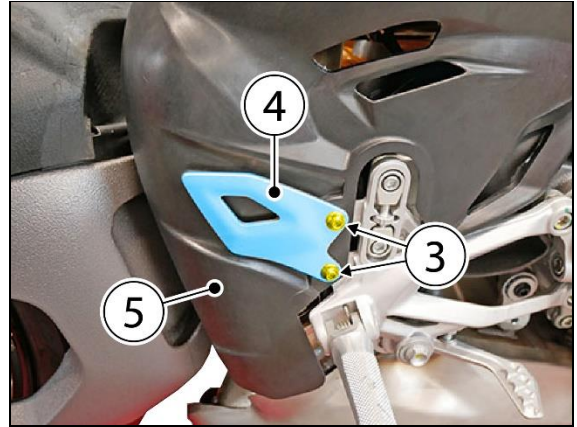


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3. Loosen 2 screws (3) securing heel guard (4) and rear bank heat guard (5).



4. Remove rear bank heat guard (5) by sliding it out towards the rear side of the motorcycle.







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5. Visually check the position of **heat reflective sheath (15)** with respect to **rigid duct (9)**.

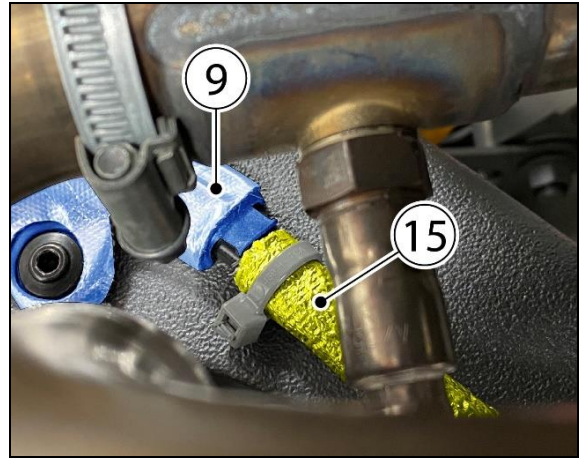
If positioned as shown in the figure, i.e. leaving the rear brake hose unprotected, it is necessary to visually check the integrity of the rear brake hose.

**NOTE:** If the heat reflective sheath is missing or damaged, fit a new one, Part no.4601P401A; the cost of the spare part used is offset in the labor reimbursement.

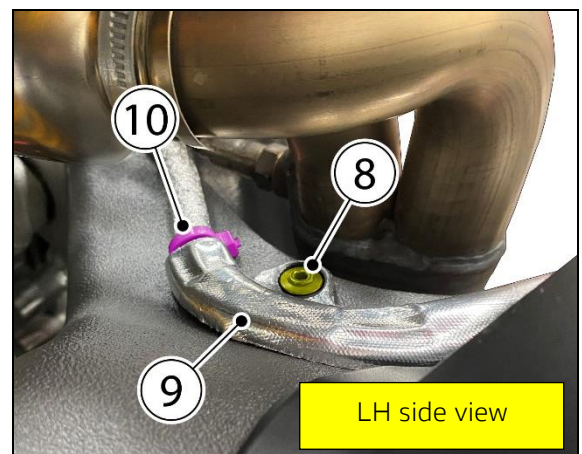
**NOTE:** A thermally damaged brake hose could appear as shown in the figure.

**NOTE:** A superficial mark due to the inner retainers of the rigid duct, on the other hand, is to be considered normal.

If the rear brake hose is thermally damaged, it is necessary to open a Youtech support request and replace it, otherwise go to the next point.



6. Loosen **screw (8)** securing the **rigid duct (9)**.
7. Remove the self-locking **tie (10)**.



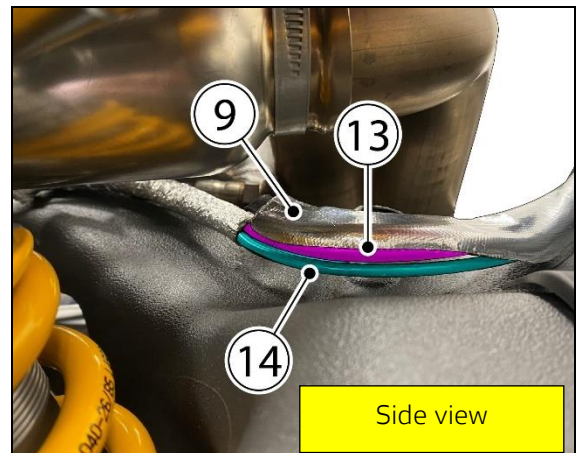
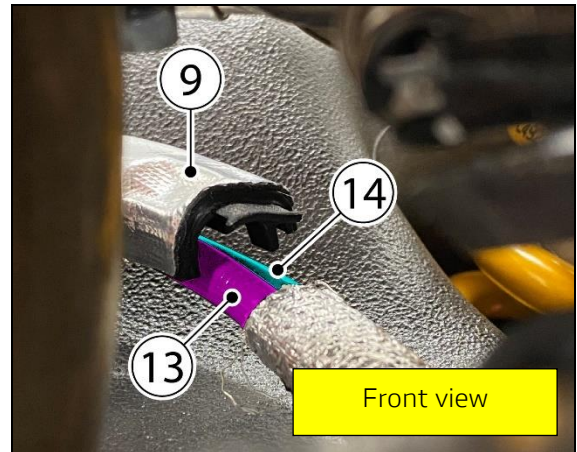


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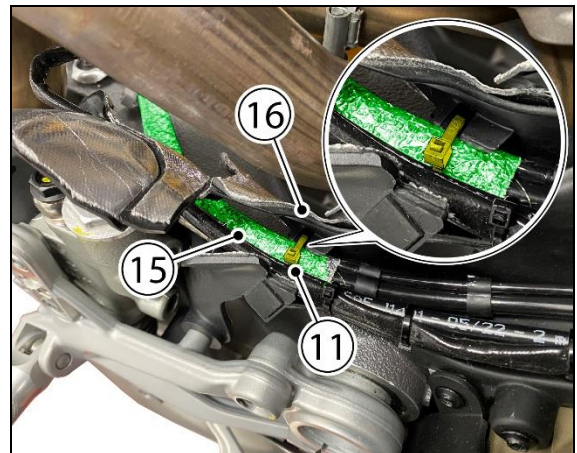
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8. Release rear brake hose (13) and speed sensor cable (14) from the inner retainers of rigid duct (9).



9. Remove small self-locking tie (11) that ties the rear brake hose and rear speed sensor cable assembly, located inside the heat reflective sheath (15), to heat guard (16).



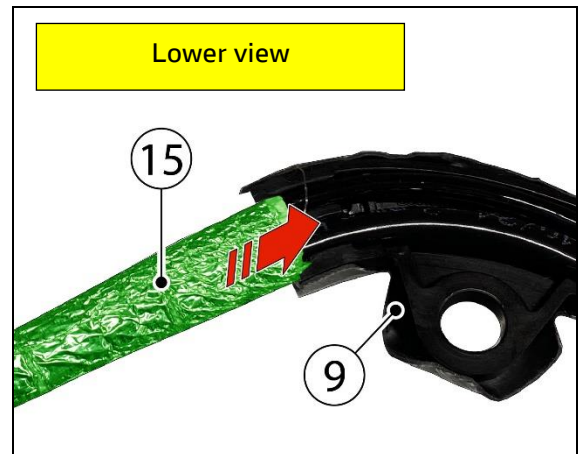
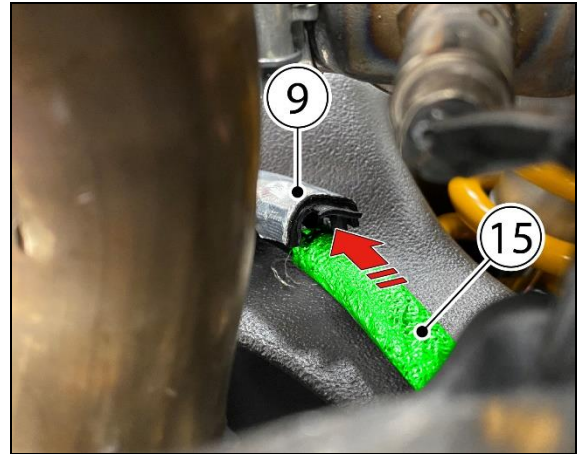


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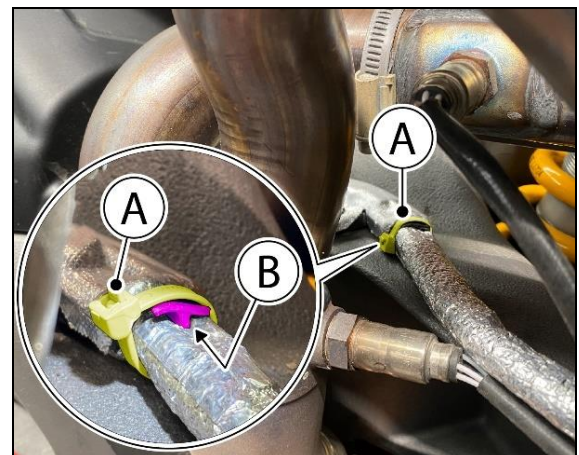
10. Position heat reflective sheath (15) under rigid duct (9), inserting it by at least 3mm.



11. Tie heat reflective sheath to rigid duct using a grey self-locking tie (A) Part no. 74142941A.

**WARNING:** For this application, only use the grey self-locking tie Part no. 74142941A, which is resistant to high temperatures.

**WARNING:** Make sure that tooth (B) of rigid duct is positioned as shown in the figure.





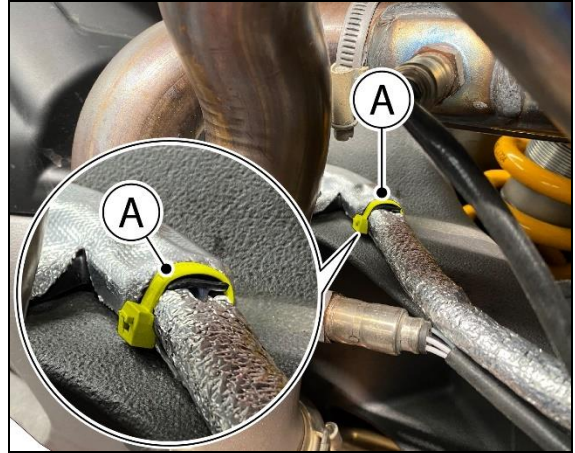


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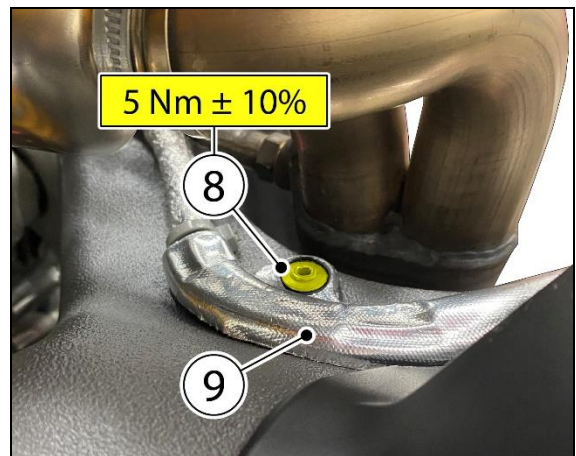
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12. Aim the tie (A) as shown in the figure.



13. Reinstall rigid duct (9) with screw (8).

14. Tighten the screw (8) to a torque of 5 Nm ± 10%.



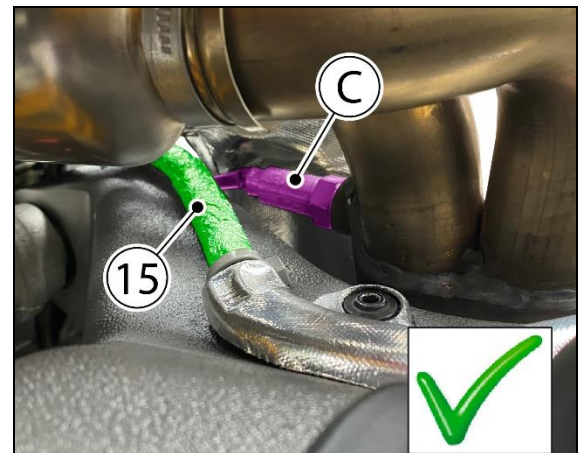
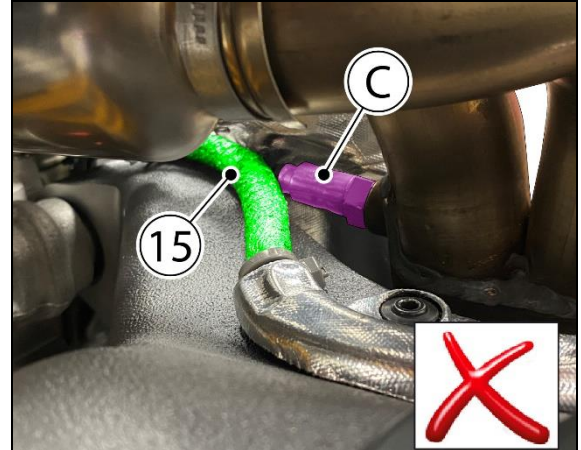


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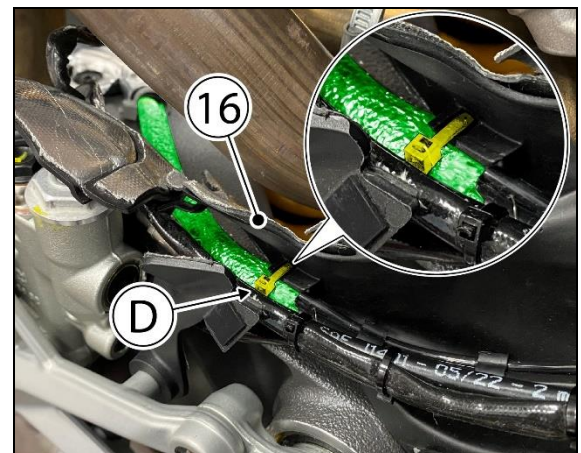
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15. Make sure that the rear brake hose and rear speed sensor cable assembly, positioned inside the **heat reflective sheath (15)**, are **not in contact with lambda sensor (C)**.



16. Secure the rear brake hose and rear speed sensor cable assembly, located inside the **heat reflective sheath (15)**, to heat guard (16) using a **self-locking tie (D)**.



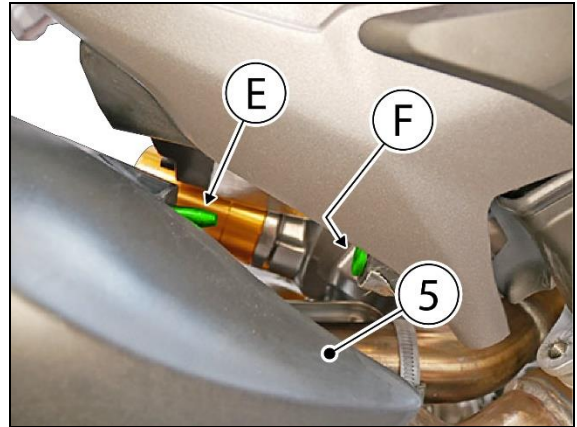


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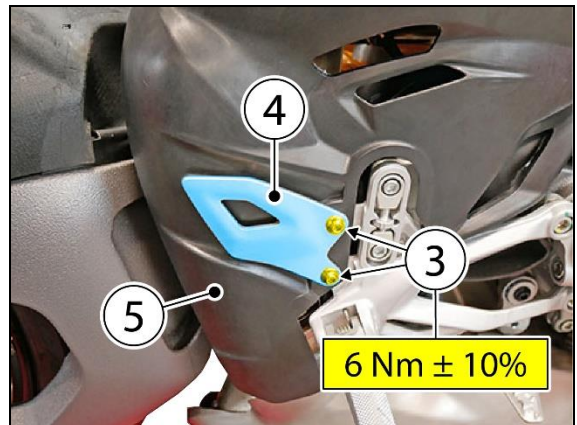
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17. Position rear bank heat guard (5) by inserting pin (E) inside vibration damper (F).

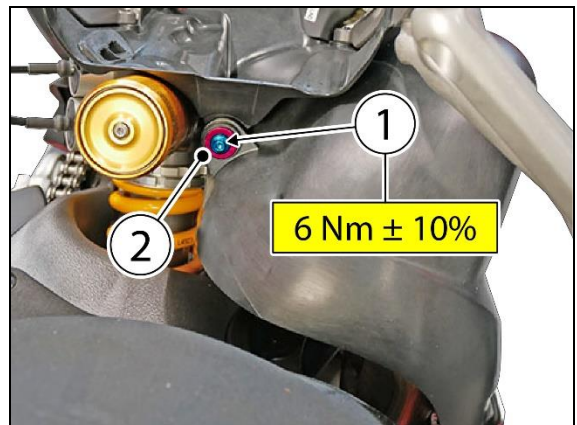


18. Position heel guard (4) on rear bank heat guard (5).

19. Tighten the 2 screws (3) to a torque of 6 Nm  $\pm$  10%.



20. Start the screw (1) along with the relevant washer (2) in-between and tighten it to a torque of 6 Nm  $\pm$  10%.



21. Perform a leak test of the rear brake hose by applying a brake actuation force on the rear brake pedal.
22. 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 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 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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### **SAFETY RECALL**

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXX

NHTSA Recall No. 25V013

January 21, 2025

Customer Name  
Customer Address  
City, St, Zip Code

#### **Subject:**

**Ducati Motorcycle: Panigale V4 S/STD Model Year 2025 (all country versions)**

NHTSA Campaign I.D. Number: 25V013

**Dealer Bulletin: SRV-RCL-25-001**

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. Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in certain Ducati Panigale V4 S/STD Model Year 2025 (all country 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 a potential malfunction of the rear brake. If the heat reflective sheath is not correctly positioned or moves from the proper retainer on the rigid brake hose duct, the brake hose from the ABS control unit to the rear brake caliper could be damaged due to heat coming from the rear bank exhaust manifold. Damage of the rear brake line could cause a sudden loss of rear brake function, increasing the risk of crash and injury. This condition affects only the rear brake system. Because the front and rear systems are hydraulically independent, in the event of sudden loss in the rear brake performance, the front brake continues to function as expected.



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### **What will Ducati do?**

An official Ducati dealer will perform an inspection and if necessary, reposition the heat reflective sheath on the rear brake hose from the ABS unit to the rear brake caliper and then secure the sheath so it is kept in place. Repositioning the heat reflective sheath on the affected motorcycle will be performed at no cost to the client. The remedy will take approximately 30 minutes to complete. Service time will vary depending on dealer scheduling.

Please, contact your local Ducati Service center as soon as possible to schedule an appointment for the remedy. You may continue to use your motorcycle to reach your Ducati authorized dealer, but if a loss of rear brake function is detected, only use the front brake for slowing and stopping the vehicle.

To locate your nearest authorized Ducati dealer, please go to [www.ducati.com](http://www.ducati.com), and select the “dealer locator” or you may call toll free from the U.S. 855-801-2716.

During this recall visit, your Ducati Service Dealer shall also check for other necessary maintenance intended to keep your motorcycle operating optimally, both at the mechanical and electronic levels. In this case, it may be necessary for the workshop to keep your motorcycle for a longer period.

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 855-801-2716.

If you still cannot obtain satisfaction:

### **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.nhtsa.gov](http://www.nhtsa.gov).

### **For Canadian Customers:**

Please contact Ducati customer service at 855-801-2716 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 remedy for this defect, or you may still need to have the recall repair performed.

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.

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 855-801-2716 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 Customer Care at 855-801-2716.

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