



2018 Panigale V4 Fuel Tank Updates - CR148 Recall Service Bulletin SRV-RCL-18-002 Panigale V4 (All Models and Country Versions)

Date: Thursday, March 29th, 2018

To: Dealer Principal, General Manager, Service Manager

From: Richard Kenton, Technical Director

• Situation

All bike models indicated above could feature a **fuel leak from the tank plug** when opening it and/or from the **tank filling/compensating valve cap**.

This technical bulletin describes the two operations to be performed to avoid the issue; therefore, it is **ESSENTIAL** that **BOTH** described procedures are performed at the same time.

a) Tank plug ventilation system update:

under rare circumstances and in certain conditions, due to the simultaneous occurrence of several factors; for instance the type of motorcycle use, the fuel level in the tank and the external temperature, fuel might leak from the tank plug when it is opened.

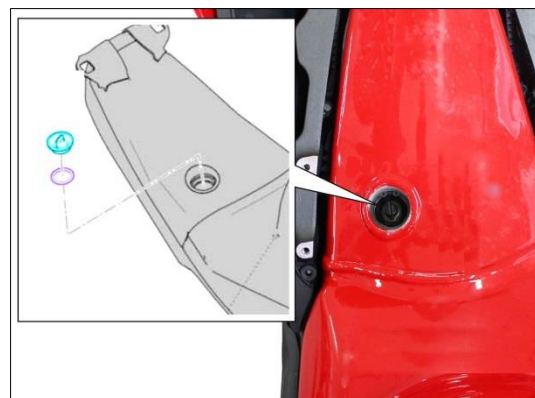
For this reason we have decided to install a revised seal with a new shape, together with an update of the valve unit inside the filler plug, which will improve the tank ventilation capacity.



b) Replacement of the fuel tank filling/compensating valve and of the relevant O-ring:

In some remote cases, a fuel leak may occur from the fuel tank filler valve plug due to an incorrect fitting procedure of the plug itself; this leak could occur both while riding or when the bike is parked.




We have therefore decided to replace the fuel tank filling valve plug with a new reshaped plug and O-ring in order to avoid the problem mentioned above.





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The components required for these updates are listed below:

Part no.	Description	Image
86640151A	Fuel tank plug seal	
87211343A	Fuel tank filling/compensating valve plug	
46320226A	Fuel tank filling valve plug O-ring	



- **Customers**

All Customers will be contacted directly by Ducati North America via registered letter with return receipt. All bikes in dealer stock (to be registered or already registered) and to be delivered to final Customers will have to be updated during pre-delivery operations. ALWAYS ensure the operations has been completed before delivery to the final Customer.

In order to make the operations faster and therefore to reduce the Customer waiting time, we suggest you to ask your Customers to come to the workshop with the minimum level of fuel inside the tank.

- **Involved Bikes**

You can find the precise list of VIN numbers involved in CR148 on the DCS, in sections:

VIN HISTORY		You can consult the single frame number.
CAMPAIGNS		You can consult all the VIN numbers that Ducati Motor Holding sent you.



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- Service Solution



ATTENTION

The procedure described in this document is not difficult; nevertheless, to ensure its correct execution and the respect of the expected labour time, it is strictly necessary to observe the sequence indicated in the following instructions. Therefore, we recommend to take your time to fully understand the procedure before attempting its implementation on the motorcycle.

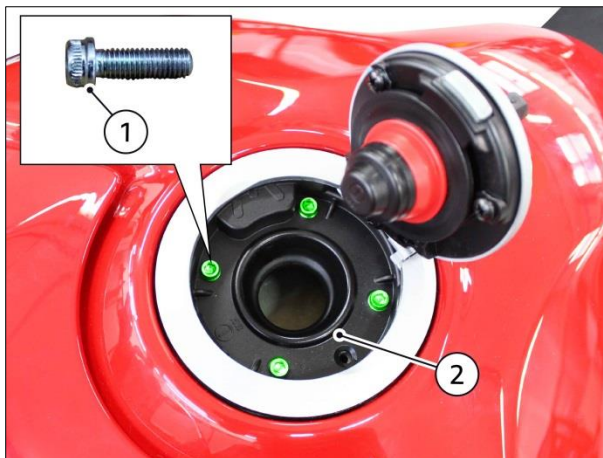
a) Tank plug ventilation system update.

- 1) Remove the **4 M5x16 outer screws (1)** that retain the ring nut and remove the fuel tank **plug (2)**.



NOTE

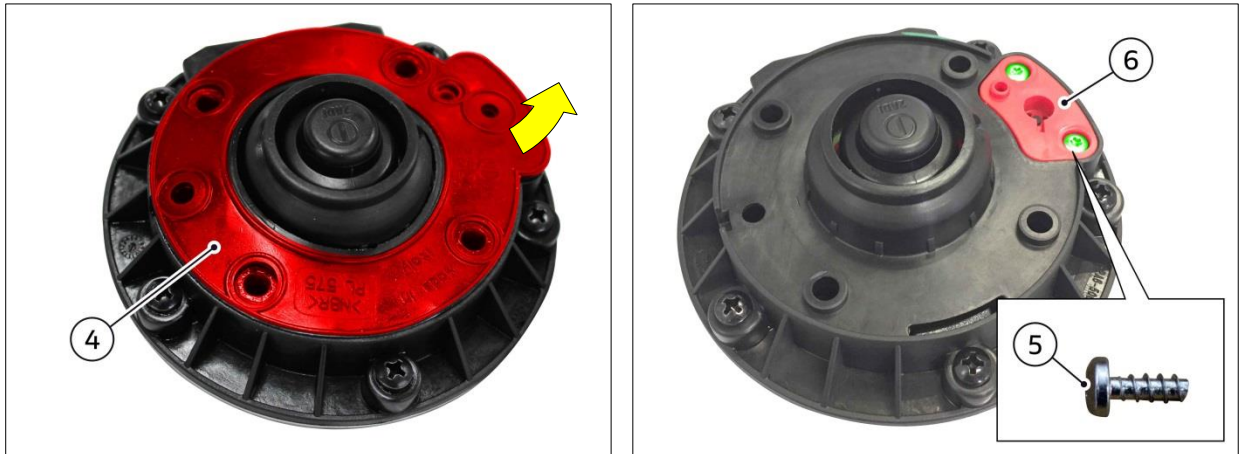
When removing the 4 M5x16 screws, we suggest covering the hole with a **drift (3)** as shown in the figure to prevent the screws from falling inside the fuel tank.





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- 2) Working on a clean and free surface, lift and remove the **seal (4)** between the fuel tank plug and the fuel tank itself.
- 3) Remove the **2 screws (5)** that retain the **valve unit (6)** using a T10 Torx wrench.



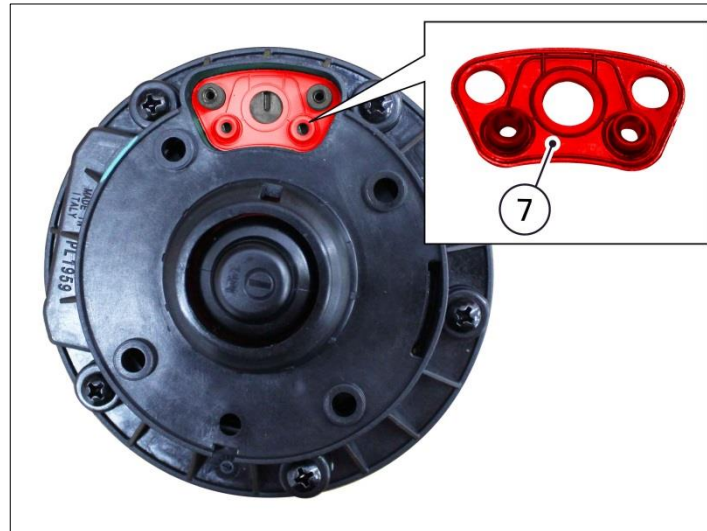
- 4) Slightly lift, without removing, the valve unit (6) using a small flat screwdriver in the grooves.
- 5) Turn the filler plug upside down and carefully remove the **valve unit (6)** without letting the internal components fall out.



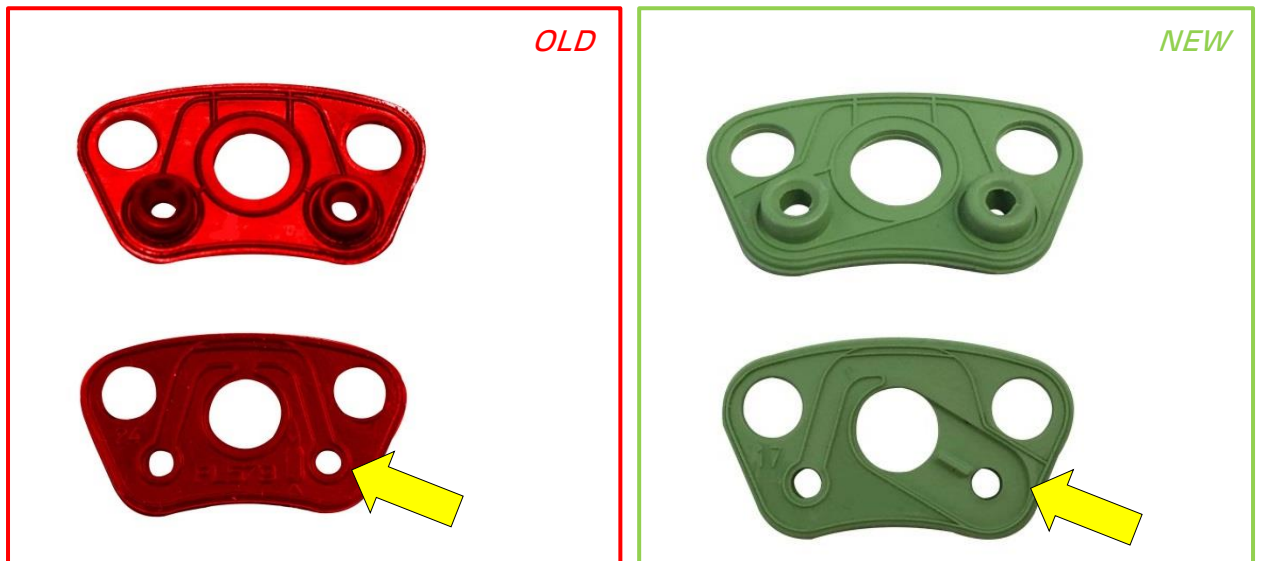


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6) Remove the seal (7) from the filler plug.



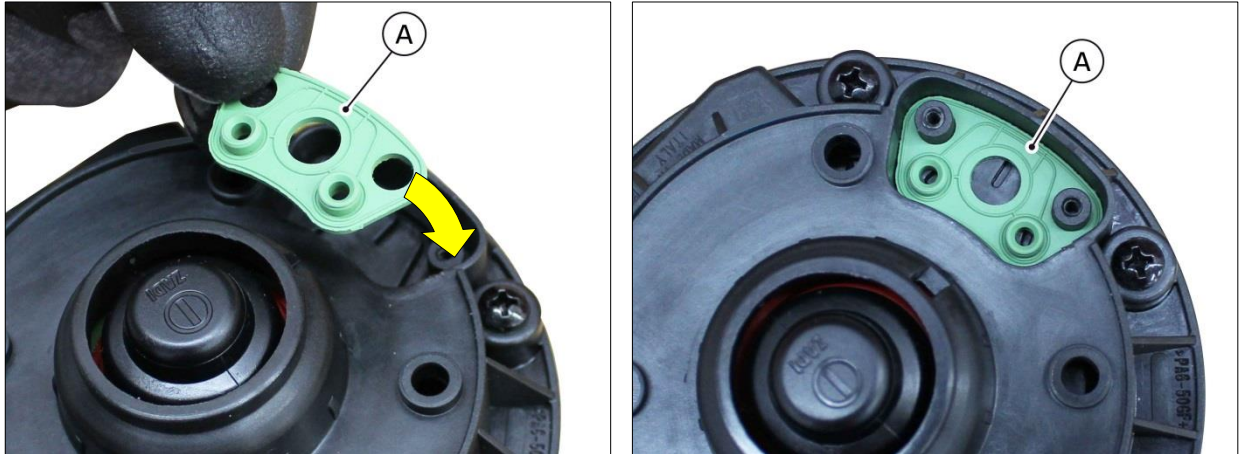
7) Take the new seal **part no.86640151A** in Viton, which can be recognised both because of its material and because of the new breather channel on the rear side.





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8) Install the new **seal (A)** in the relevant seat of the filler plug by orienting it as shown in the figure.



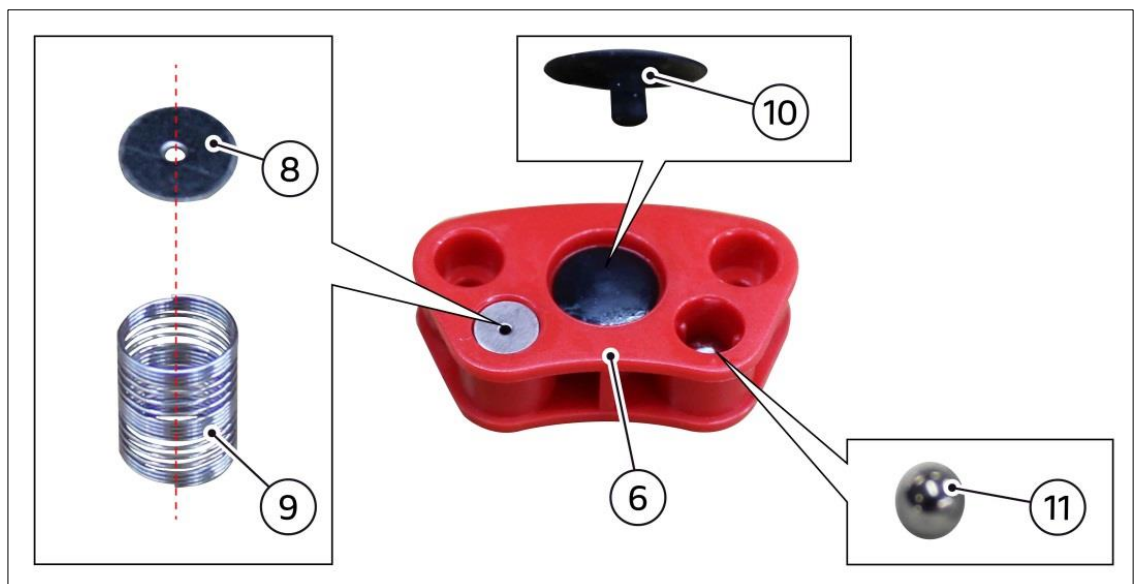
9) Remove all components inside the **valve unit (6)**:

- drilled washer (8);
- spring (9);
- rubber retainer (10);
- ball (11).



NOTE

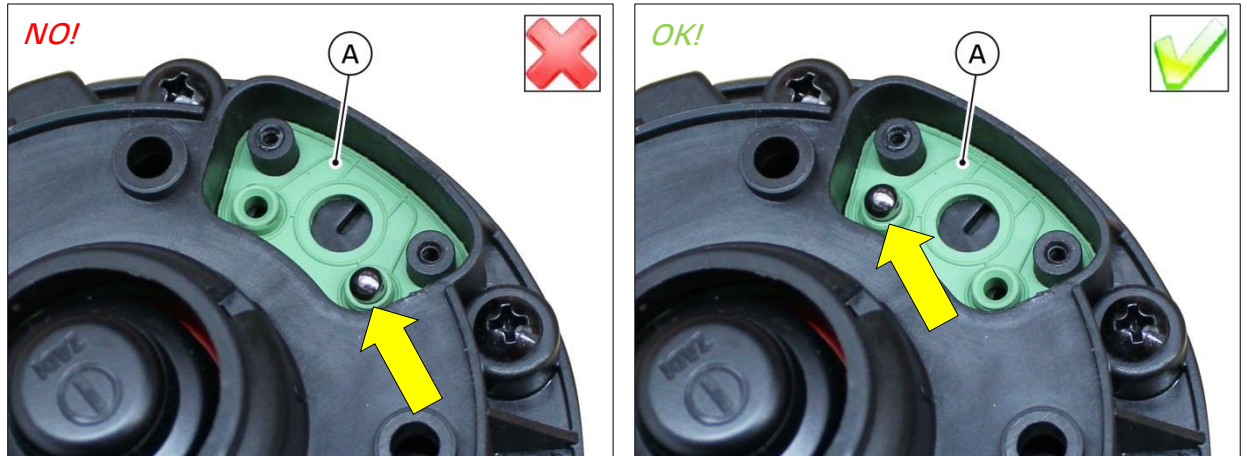
The only component among the removed ones that must be used again when refitting the valve unit is the **ball (11)**.





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10) Place the previously removed ball on **seal (A)** in the point shown in the figure.

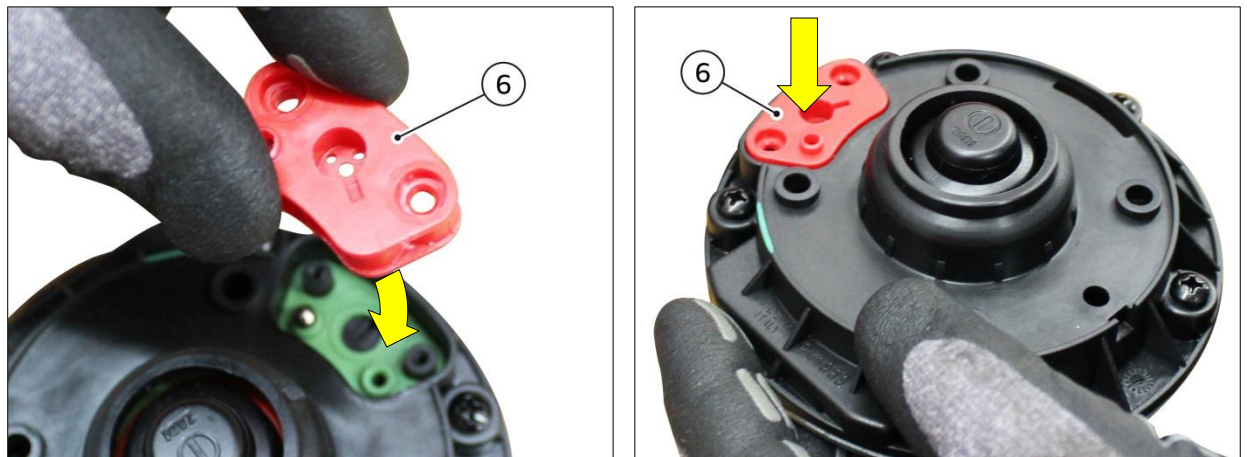


11) Fit the **valve unit (6)** on the fuel tank plug aiming it as shown in the figure.



NOTE

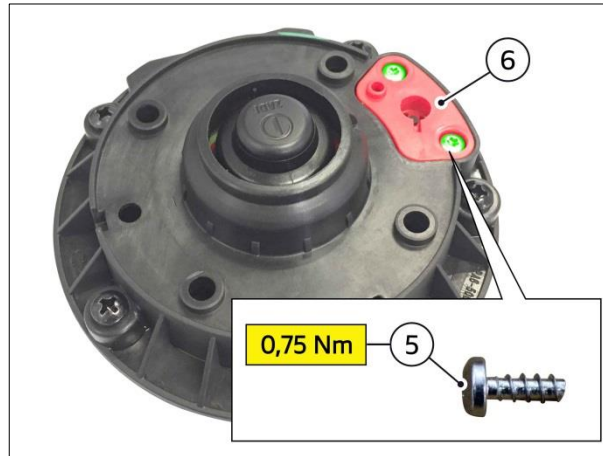
Move the **valve unit (6)** fully home so that it is aligned with the fuel tank plug surface.





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12) Tighten the **2 screws (5)** that retain the **valve unit (6)** to a torque of **0.75 Nm**.

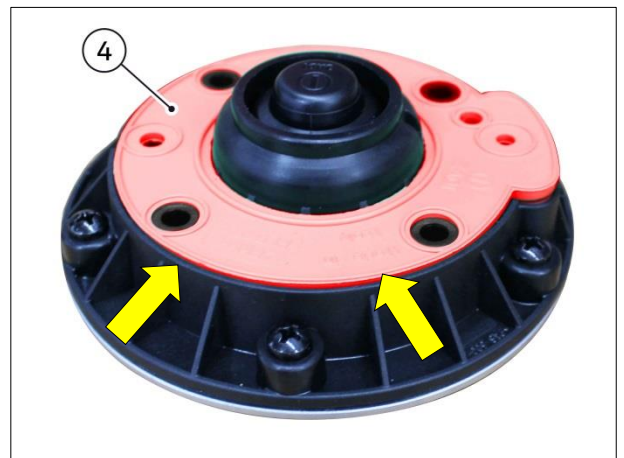
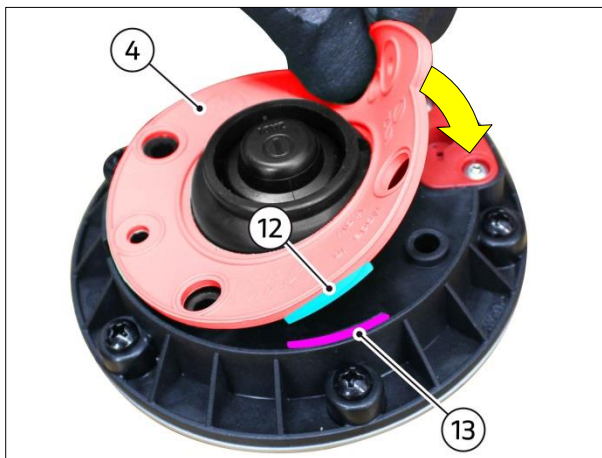


13) Fit the **seal (4)** on the filler plug by inserting **tab (12)** in the relevant **seat (13)** on the filler plug as shown in the figure.



NOTE

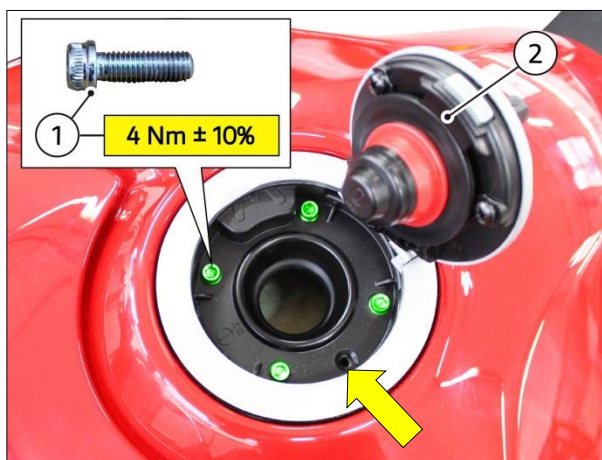
Check that the **seal (4)** perfectly adheres along the circumference of the filler plug.





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- 14) Install the **complete plug (2)** on the fuel tank by aiming it as shown in the figure so that the breather hole of the tank is aligned with the hole on the plug.
- 15) Tighten the **4 M5x16 screws (1)** to a torque of **4 Nm ± 10%**.



This concludes part a. Part b begins on the next page.



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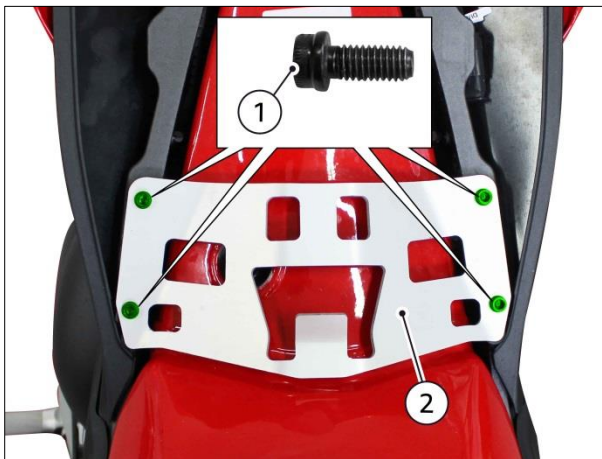
b) Replacement of the fuel tank filling/compensating valve and of the relevant O-ring:



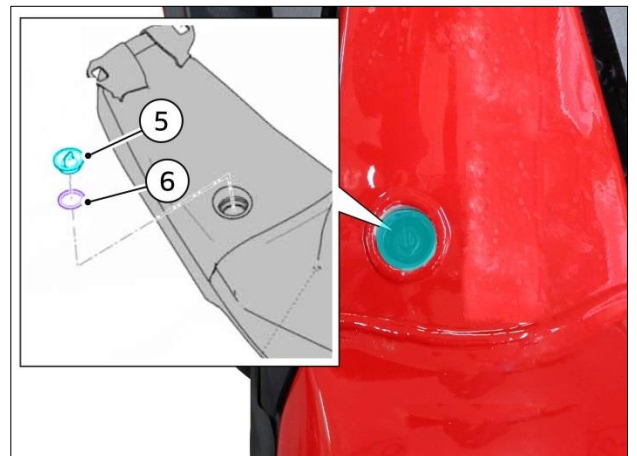
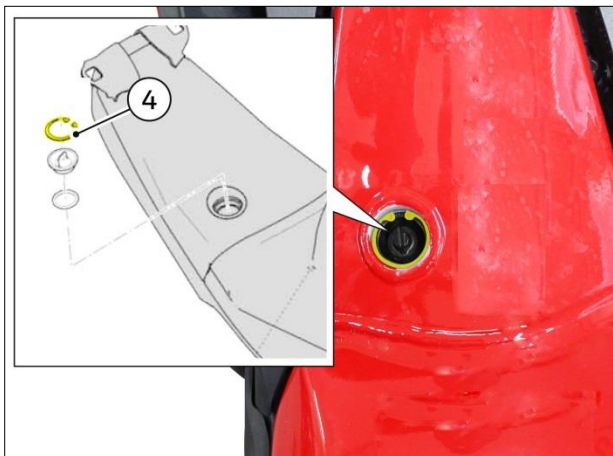
ATTENTION

Before proceeding with the update by following the instructions below, empty the fuel tank.

- 1) Remove rider seat.
- 2) Remove the 4 M6x14 screws (1) that retain the bracket (2) to the seat support.
- 3) Remove the bracket (2) to reach the fuel tank filling valve plug (3).



- 4) Remove the circlip (4) using specific pliers and then remove the fuel tank filling valve plug (5) with and O-ring (6) by pulling it outwards.



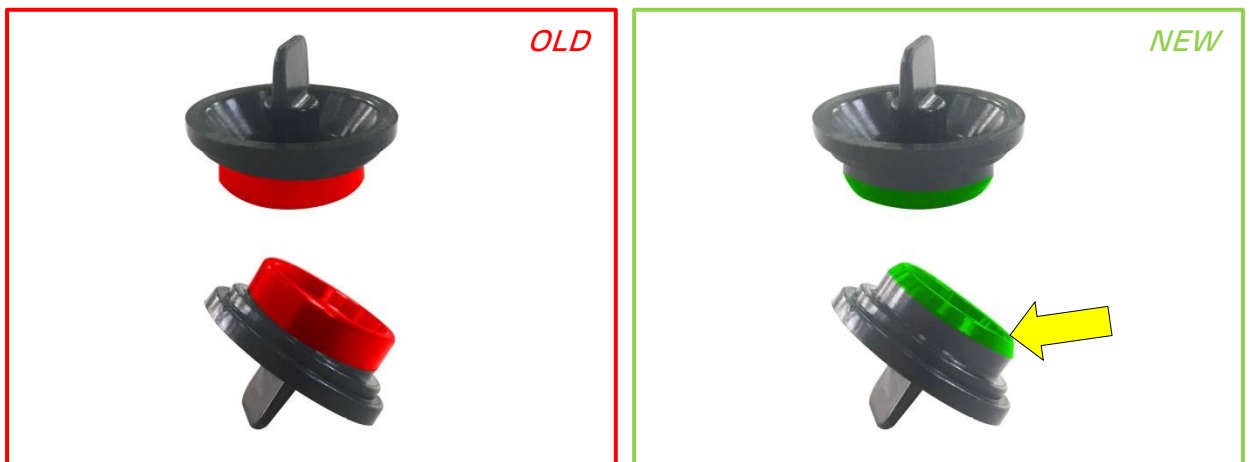


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5) Thoroughly clean the **surface (7)** of the fuel tank removing any previously applied grease.



6) Take the new O-ring and the new fuel tank filling valve plug which can be recognised thanks to the presence of a machining on the inclined surface that facilitates the O-ring installation without damaging it.





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- 7) Apply lubricant for rubber KLÜBERPLUS S 06/100 on the new O-ring (typical lubricant used for example when mounting the tires).



NOTE

Do NOT use grease because it could compromise the actual sealing capacity of the O-ring!

- 8) Fit the new **O-ring (A)** in the relevant seat of the fuel tank bringing it against **surface (8)**.



- 9) Insert the new **plug (B)** in the tank filling valve aiming it as shown in the figure and bring it fully home, take care not to pinch the O-ring.



NOTE

Once assembly is completed, **plug (B)** must be under **groove (9)** of the tank.





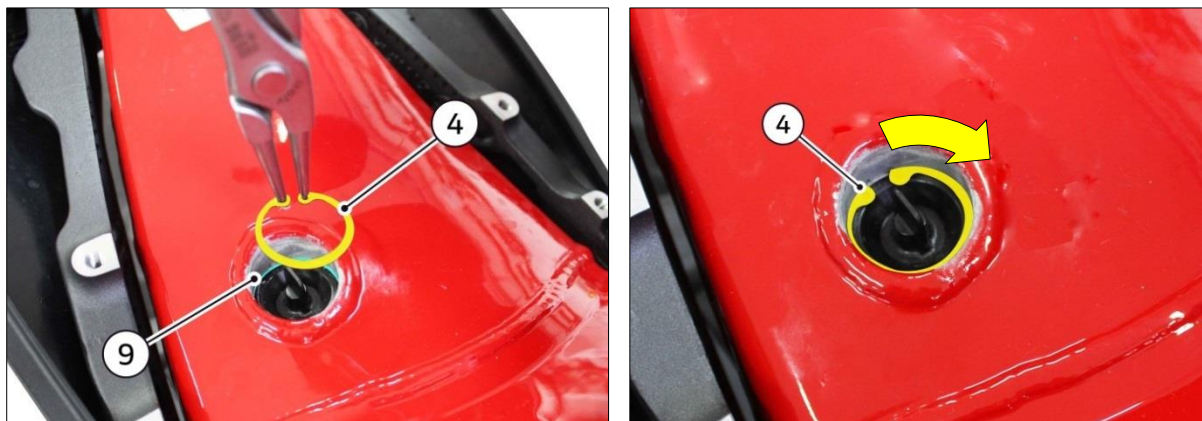
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- 10) Block the plug in position by fitting **circlip (4)** into **groove (9)** using specific pliers for circlips.



NOTE

To make sure that the new **circlip (4)** is properly installed and seated, use the pliers for circlips and turn the circlip by one fourth of a turn.

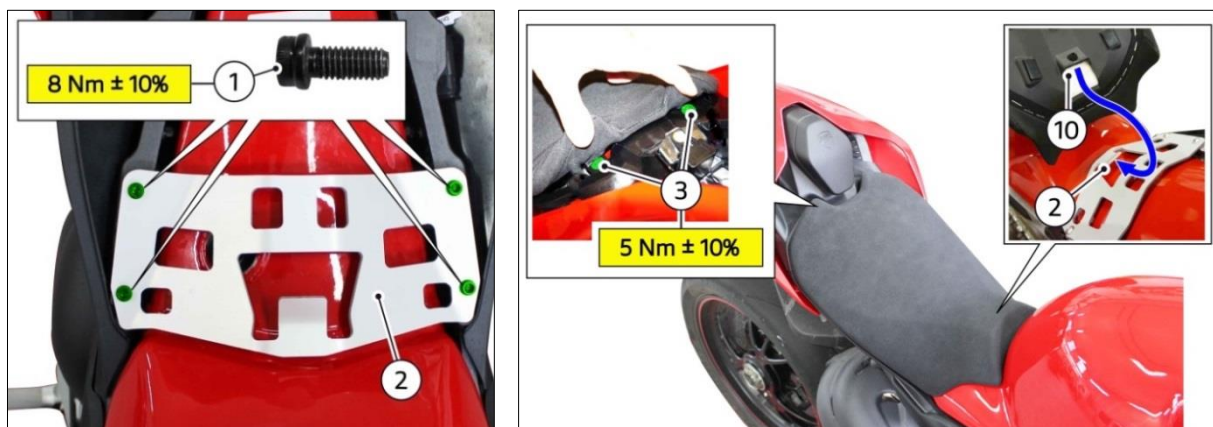


- 11) Fit the seat supporting **bracket (2)** as shown in the figure by starting **4 M6x14 screws (1)**.

Tighten the **4 M6x14 screws (1)** to a torque of **8 Nm ± 10%**.

- 12) Fit the rider seat by engaging **opening (10)** on the seat supporting **bracket (2)**, on the front side.

Lift the seat rear edges and fix it by tightening the **2 M5x9 screws (3)** to a torque of **5 Nm ± 10%**.








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13) Fill the tank with the previously drained fuel and check the sealing of the tank filling/compensating valve plug.

• Spare Parts

The part numbers for this update are listed below:

Part no.	Quantity	Description	Image
86640151A	1	Fuel tank plug seal	
87211343A	1	Fuel tank filling/compensating valve plug	
46320226A	1	Fuel tank filling valve plug O-ring	

Considering the low price of the components required to perform both operations, **DMH will send them to you directly**, based on the volume of sold bikes per Dealer (**100%** of the Panigale V4 sold per dealer). No order is needed for the initial stock. If you need additional quantities you will have to order them as urgent spare part, but please do not order more components more than your need.

Dealers who have opted out of auto-shipment will need to place an urgent order for these parts.

• Warranty

Reimbursement for work associated with this Safety Recall Campaign will be done through the regular warranty claim procedure using the Campaigns section of the DCS; this campaign is identified as **CR148**.

You will be reimbursed:

- for **30 minutes** of labour time (5 labour units) that includes the time necessary for:
 - vehicle acceptance;
 - operation a);
 - operation b);
- the spare parts required for both updates.



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SAMPLE CUSTOMER LETTER:

IMPORTANT NOTICE

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

April XXrd, 2018

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: 2018 Panigale V4, Panigale V4S, and Panigale V4 Speciale

Dealer Bulletin: SRV-RCL-18-002

Dear Ducati Owner,

This notice is sent to you in accordance with the U.S. National Traffic and Motor Vehicle Safety Act & Canada Motor Vehicle Safety Act. Ducati Motor Holding S.P.A. has determined that a defect which relates to motor vehicle safety exists in Model Year 2018 Panigale V4 motorcycles. 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?

All bike models indicated above could feature a **fuel leak from the tank plug** when opening it and/or from the **tank filling/compensating valve cap**. The associated recall bulletin describes the two operations to be performed to avoid the issue; therefore, it is essential that both described procedures are performed at the same time.

What will Ducati do?

To correct this condition, your authorized Ducati dealer will replace the parts required to refit the fuel ventilation system on Panigale V4 motorcycles. This includes an update to the fuel filling cap ventilation breather, and also a new tank filling/compensating valve and associated O-ring. The Dealer will perform this intervention at no cost to you for parts and labor. We request that you contact your authorized Ducati dealer and schedule an appointment, so that the required service can be performed without delay. To locate your nearest authorized Ducati dealer, please go to www.ducati.com, and select the "dealer locator" or



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you may call toll free from the U.S. 1-888-391-5446. Your dealer can complete the required service in less than two hours, if you have an appointment. If your dealer has a number of vehicles awaiting service, additional time may be required.

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 perform the service within a reasonable period of time, please contact Ducati North America Customer Care at 1 (888) 391-5446.

If you still cannot obtain satisfaction, you may file a complaint with:

For USA Customers:

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Or call toll-free hotline at 1-888-327-4236 (TTY 1- 800-424-9153), or go to [HTTP://WWW.SAFERCAR.GOV](http://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.

Sincerely,

Richard Kenton
Technical Director – Ducati North America