



New position of the fuel tank and airbox drain hoses CR156

SuperSport Model Year 2017-2018

SuperSport S Model Year 2017-2018

Recall Service Bulletin SRV-RCL-18-003

Date: June 14, 2018
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

Important: All Dealer Principals, Service Managers, and Parts Managers should read and initial this notice.

Dear Service Manager, this notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

NHTSA Campaign I.D. Number: 18V371
Transport Canada Safety Recall I.D. Number: 2018295

Situation

Following quality tests performed on the above-mentioned motorcycles, we noticed potential contact between the fuel tank and/or the airbox drain hoses with the horizontal cylinder exhaust manifold. In rare circumstances this contact could create a fire hazard in the motorcycle lower LH area (under the battery). To avoid this issue, we have defined a new routing for the fuel tank and airbox drain hoses to prevent contact of the drain hoses with the horizontal cylinder exhaust manifold.

Application

You can find the precise list of VIN numbers involved in CR156 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.

SUPERSPORT S RED 2018 CAL DMH					
VIN #	ZDMVABDS5JB00 XXX	ENGINE #	ABDJ0 XXX	WTY END DATE	03/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	01/16/2018	INVOICE	01/18/2018
WARRANTY TYPE	Standard Warranty	WTY START DATE	03/31/2018	LAST MILEAGE	0 MI

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	<u>CR 156</u>		SRV-RCL-18-003 New position of the fuel tank and Airbox drain hoses		<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	



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Customer Impact

All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers must undergo this procedure during pre-delivery operations, before delivery to the final customer. All bikes already delivered to final customers must undergo this procedure at the next service appointment.

Parts Distribution

No additional parts are required for the performance of this procedure

Warranty Reimbursement

Warranty

Reimbursement for work associated with this Safety Recall Campaign will be done through the regular warranty claim procedure using the "Vehicle History" section of the DCS. The warranty claim is pre-filled and is identified as **CR156**.

You will be reimbursed for 24 minutes of labor time (4 labor units) that includes the time necessary for:

- A. Vehicle acceptance
- B. Removing and installing the LH fairing
- C. Cutting the drain hose of the coolant expansion reservoir
- D. Repositioning the fuel tank and Airbox drain hoses
- E. Light Cleaning of the vehicle

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New position of the fuel tank and airbox drain hoses

CR156

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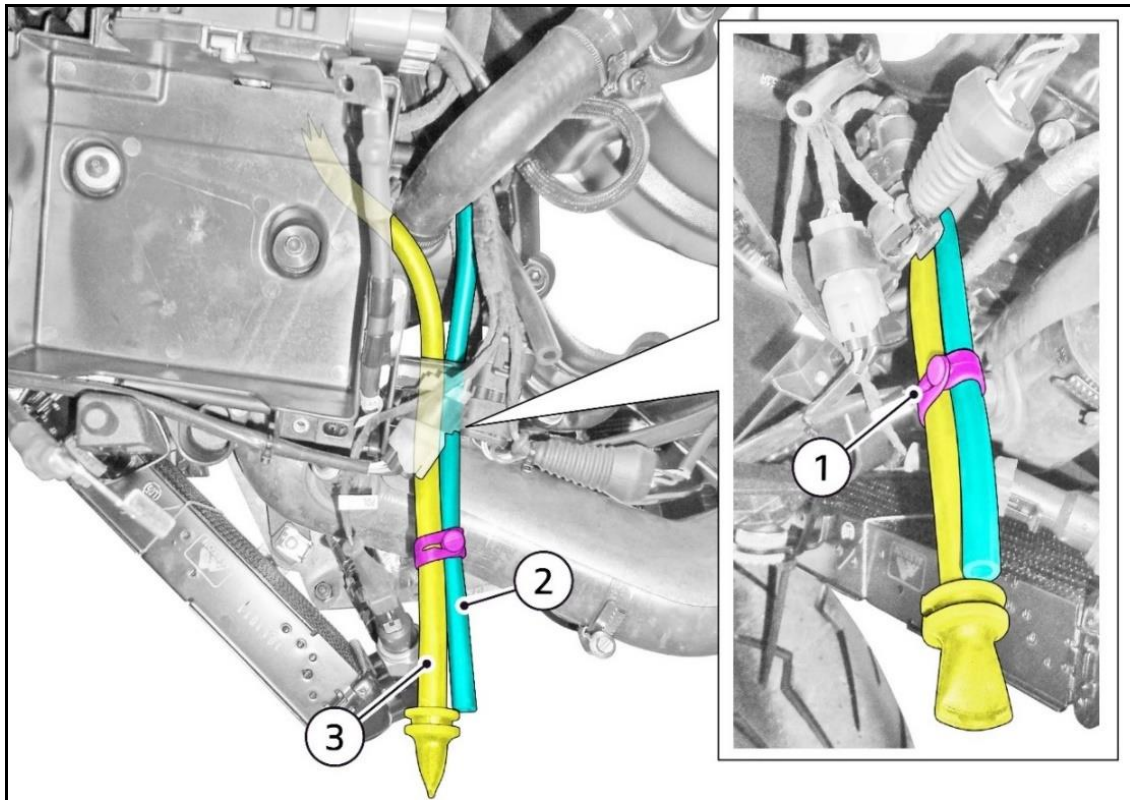
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Service Solution

To perform the update process in the time provided, it is necessary to follow all instructions in the sequence of operations provided in this bulletin

- 1.0 Remove LH side fairing (See "Section 05 - Faring" of the Workshop Manual)
- 2.0 Remove and retain the **L.39 mm button tie (1)** part no. 74110551A that secures the **fuel tank drain hose (2)** and the **airbox drain hose (3)**





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- 3.0 Use a felt-tip pen to mark the coolant expansion reservoir drain hose (A) at 20 mm measured from the free end, as shown in the figure



- 4.0 Cut hose (A) on the mark previously made with the felt-tip pen



WARNING

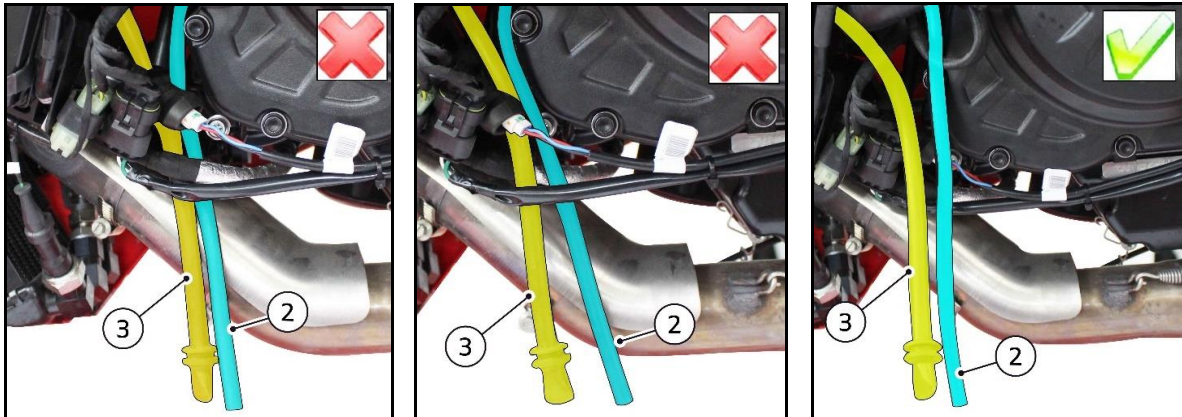
Before performing the cut, make sure that the marked **hose (A)** is the coolant expansion reservoir drain hose



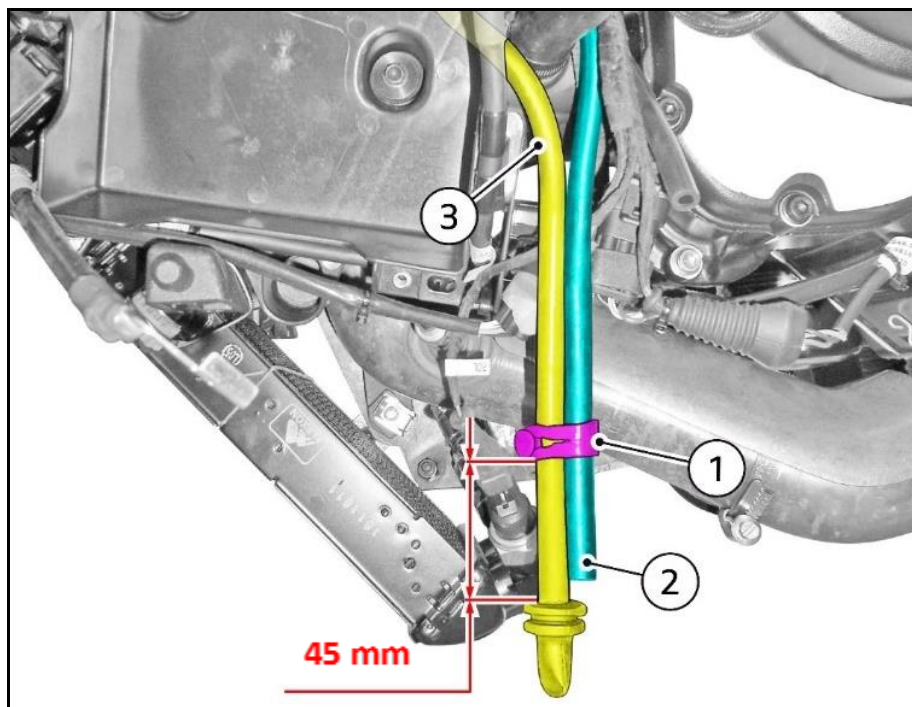
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5.0 Reposition the **fuel tank drain hose (2)** and **airbox drain hose (3)** outside the starter motor, the side stand and the Ducati Quick Shift (DQS) cables, as shown



6.0 Fit the **L.39 mm button tie (1)** and position it at **45 mm** measured from the upper edge of the groove on the **airbox drain hose (3)** terminal, as shown





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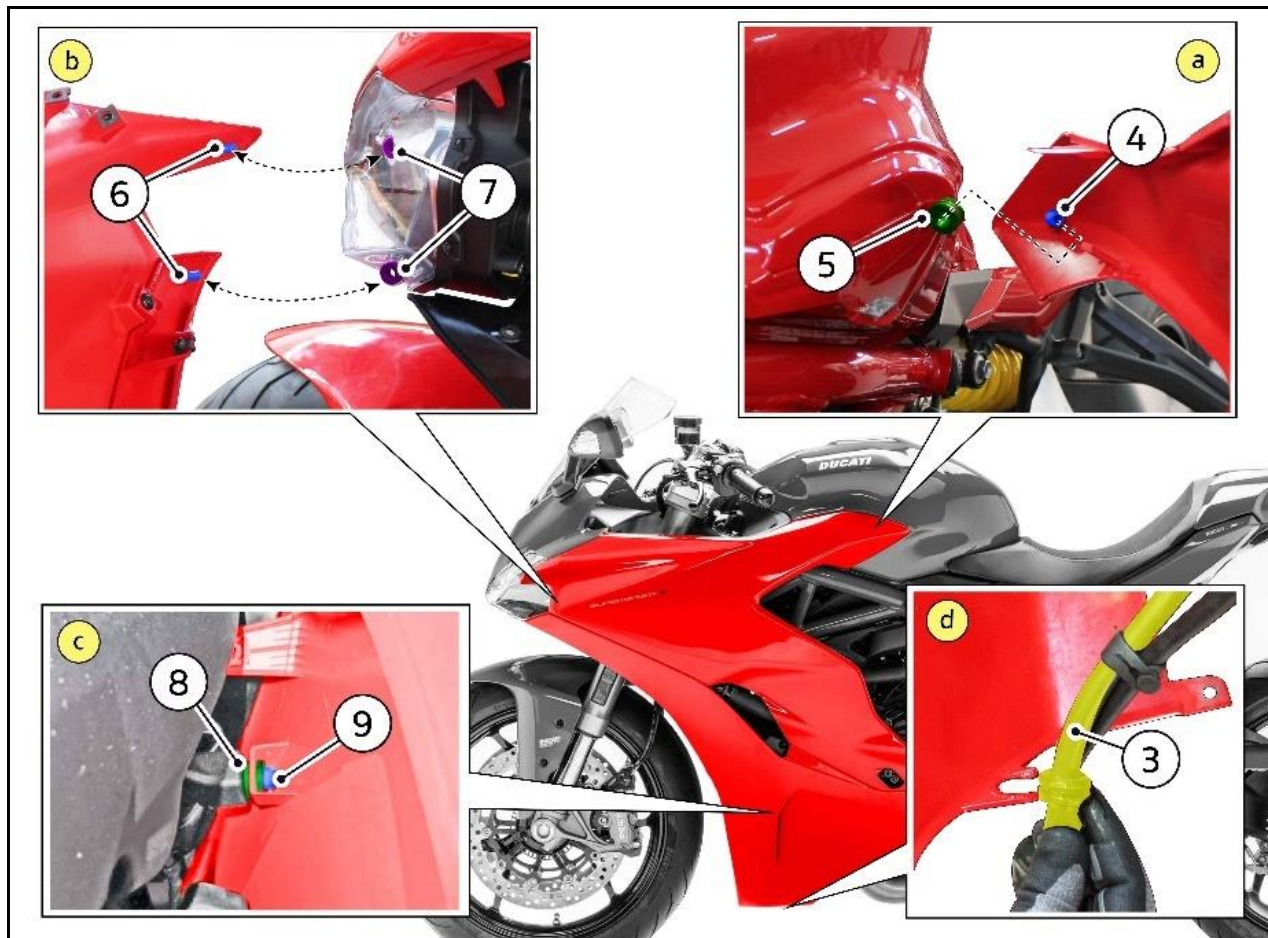
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7.0 Fit the LH side fairing by inserting the following components in this order:

- A.** Insert *pin (4)* in the *vibration damper (5)* present on the fuel tank bracket
- B.** Insert **2 pins (6)** in the relevant *vibration dampers (7)* on the headlight
- C.** Insert *pin (8)* in the *vibration damper (9)*
- D.** Attach *airbox drain hose (3)* in the retaining fork on the LH side fairing

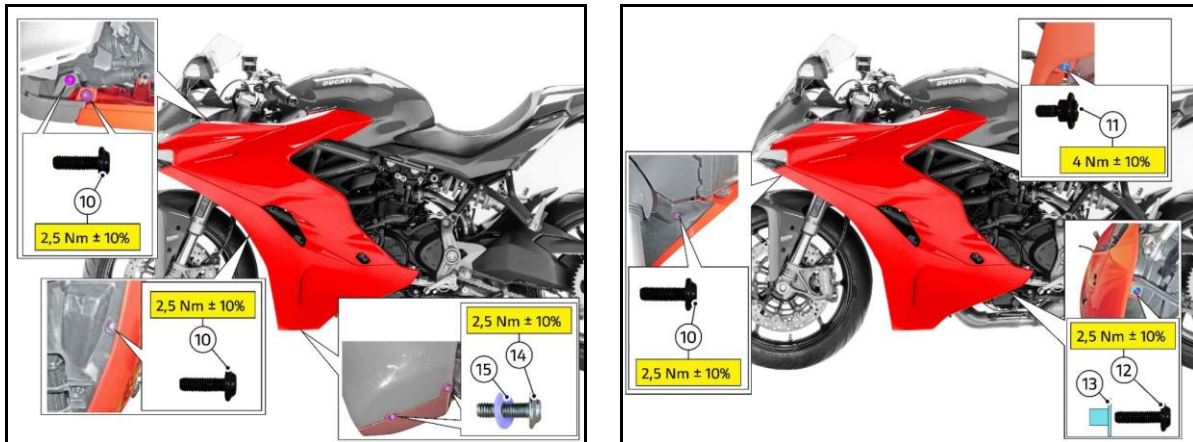




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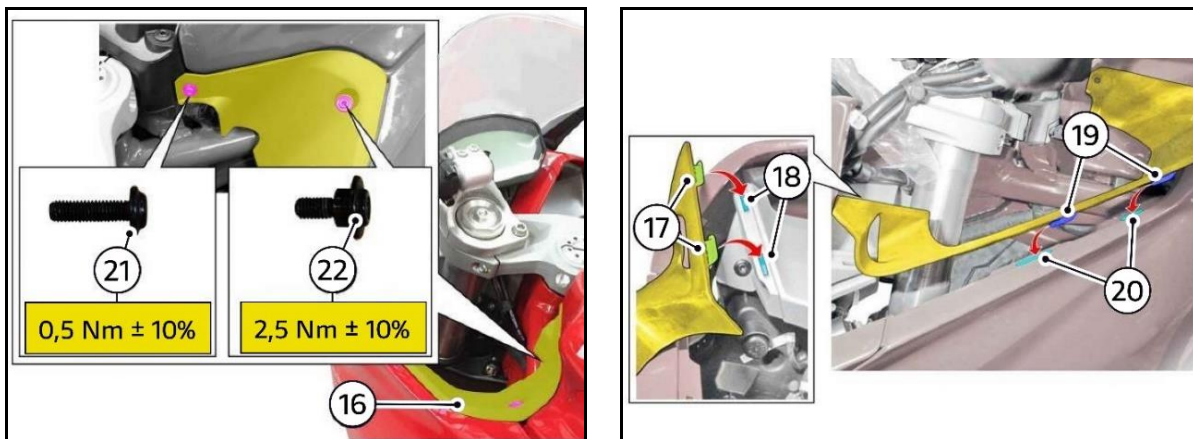
8.0 To fasten the LH side fairing, tighten the screws indicated below to the specified torque:

- A. 4 M5x12 screws (10) to $2.5 \text{ Nm} \pm 10\%$**
- B. 1 M5x9 screw (11) to $4 \text{ Nm} \pm 10\%$**
- C. 1 M5x18 screw (12) with spacer (13) to $2.5 \text{ Nm} \pm 10\%$**
- D. 2 M5x16 screws (14) with washer (15) to $2.5 \text{ Nm} \pm 10\%$**



9.0 Position the **LH cover (16)** by engaging the **2 front teeth (17)** in the **slots (18)** of front subframe and the **2 teeth (19)** in the **slots (20)** of the LH fairing

10.0 Tighten the **M5x18 screw (21)** to $0.5 \text{ Nm} \pm 10\%$ and the **M5x9 screw (22)** to $2.5 \text{ Nm} \pm 10\%$



For questions related to this Service Bulletin please contact your Service Area Manager



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Customer Notification

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. Customers will then contact you to make an appointment for the update. A sample copy of the owner notification letter is enclosed for your information.

Campaign Authorization

Ducati North America, Inc. will mail a notification letter to all known owners. If a customer 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.



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IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

June XX, 2018

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: 2017 - 2018 SuperSport and SuperSport S

NHTSA Campaign I.D. Number: 18V371

Transport Canada Safety Recall I.D. Number: 2018295

Dealer Bulletin: SRV-RCL-18-003

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 decided that a defect which relates to motor vehicle safety exists in Model Year 2017 and 2018 SuperSport and SuperSport S 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?

Some of Ducati's SuperSport motorcycles may have been assembled with both, the airbox blow-by and fuel tank overflow hoses, routed too closely to the horizontal exhaust manifold. Under certain conditions, these hoses could melt leading to a potential risk of fire.

What will Ducati do?

To correct this condition, certified Ducati repair technicians will inspect existing hose routing and correct hose locations as needed to ensure any contact between these hoses and the exhaust manifold is avoided. This will be done in accordance with new routing procedures prescribed by Ducati Motor Holding.

The Dealer will perform this repair 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. The repair should take approximately 30 minutes. Additional time may be required depending on dealer scheduling.



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To locate your nearest authorized Ducati dealer, please go to www.ducati.com, and select the “dealer locator” or you may call toll free from the U.S. 1-888-391-5446.

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 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

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.

Sincerely,

Richard Kenton

Technical Director – Ducati North America