



CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

Date: May 23, 2019
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Eric Bradley, Technical Training and Publications Manager

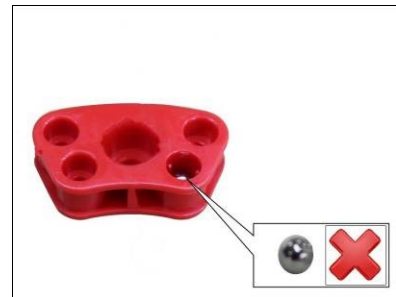
Dear Dealers,

Following continued quality testing on the product we have identified the remote possibility of fuel spraying out of the filler cap when opening it. To prevent this potential issue the following will be performed:

- update the filler plug breather system
- Inform customers of how the filler plug should be opened, with the new adhesive page that must be installed in the owner's manual and a "warning" label onto the fuel tank
- Check and update engine control unit software to the latest version is necessary

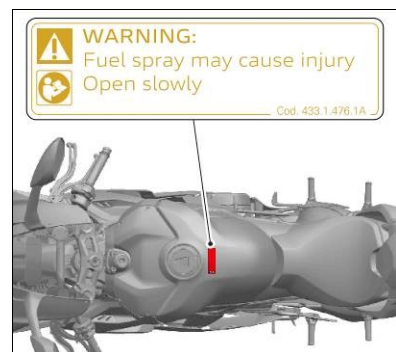
1. Filler plug breather system:

Remove the ball inside the filler plug breather system, in order to improve the tank's breathing capacity without impairing its operation.



2. Fuel tank adhesive label:

Fix the adhesive label that reads: "Warning: Fuel spray may cause injury, Open slowly" onto the fuel tank.

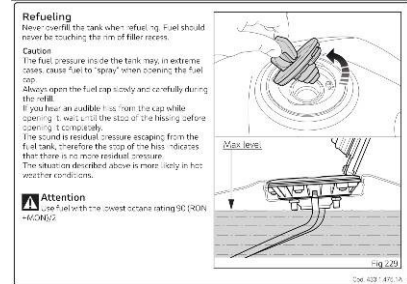




CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

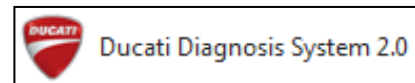
3. Adhesive page onto Owner's manual:

Apply the warning: "The fuel pressure inside the tank may, in extreme cases, cause fuel to "spray" when opening the fuel cap. Always open the fuel cap slowly and carefully during the refill. If you hear an audible hiss from the cap while opening it, wait until the stop of the hissing before opening it completely. The sound is residual pressure escaping from the fuel tank, therefore the stop of the hiss indicates that there is no more residual pressure. The situation described above is more likely in hot weather conditions."



4. Global Scan by means of DDS 2.0:

Connect the DDS 2.0 diagnosis instrument to the bike, perform a Global Scan and make sure that the engine control unit (ECU) software is updated to the latest available version.



Application

The exact list of the frame numbers subject to the CR177 is available on the DCS, in sections:

VEHICLE 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.

PANIGALE V4 RED 2018 CAL DMH					
VIN #	ZDMDAGNW4JB00 xxx	ENGINE #	AGNJ0 xxx	WTY END DATE	03/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	02/14/2018	INVOICE	02/20/2018
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	CR 177		SRV-RCL-19-001 Fuel Vent Update PAN V4		VIEW APPLY	

Customer Impact

All motorcycles 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 motorcycles already delivered to final customers must undergo this procedure at the next service appointment.



CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

Parts distribution

Both part numbers (Owner's manual a new sticker part no.43314751A, decal part no.43314761A) necessary for performing the updates of this Safety Recall Campaign must NOT be ordered by the dealer. They will be distributed by the Ducati North America directly to each dealer. Additional parts may be requested from your service area manager as needed for customer vehicles.

Warranty claim reimbursement rules

The reimbursement for performing this Safety Recall Campaign will take place following the normal warranty claim procedure, using the DCS "**Vehicle History**" section. The warranty claim is pre-filled and is identified as **CR177**.

The type of operation to choose for North America is defined below:

Operation **TYPE 1**:

	Description	Labor
TYPE 1	Tank update (ONLY CAL/CDN versions)	24 minutes (4 LU)



NOTE

By accessing the VIN History and then entering the frame serial number you can view the country version shown in the model description, for example:

PANIGALE V4 RED 2018 CAL DMH			
VIN #	ZDMDAGNW4JB00 XXX	ENGINE #	AGNJ0 XXX
		WTY END DATE	03/30/2020

You shall be reimbursed for the cost of the components required and supplied for the repairs (Owner's manual a new sticker part no.43314751A, decal part no.43314761A), and **24 minutes (4 labor units)** labor time that includes the time necessary for:

- Vehicle reception
- Global scan with ECU updates as needed
- Update of the filler plug breather system
- Fixing of fuel tank label
- Fixing of warning on Owner's manual
- Soft cleaning of the vehicle



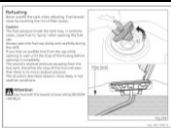

CR177 - Fuel tank and Owner's Manual updates
 Panigale V4 (all model versions, CAL and CND
 country versions)
 Safety Recall Campaign SRV-RCL-19-001

Table of Contents

	Page
Introduction	1
Application	2
Customer Impact	2
Parts Distribution	3
Warranty Reimbursement	3
Spare Parts	4
Service Solution	5
Additional Requirements and Notes	12
Customer Letter Example	13

Spare parts

The components to be used for this update are:

Part no.	Description	Photo	Quantity (pcs)
43314751A	Owner's manual sticker		1
43314761A	Fuel Tank Decal		1



CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

Service Solution



WARNING

To ensure the correct execution of the operation within the provided labor time to carry out the updates, it is necessary to follow the sequence indicated in the following instructions

Part 1: Filler plug breather system

1. Remove the 4 outer screws **M5x16 (1)** that fasten the ring nut and take out the **complete fuel tank filler plug (2)**



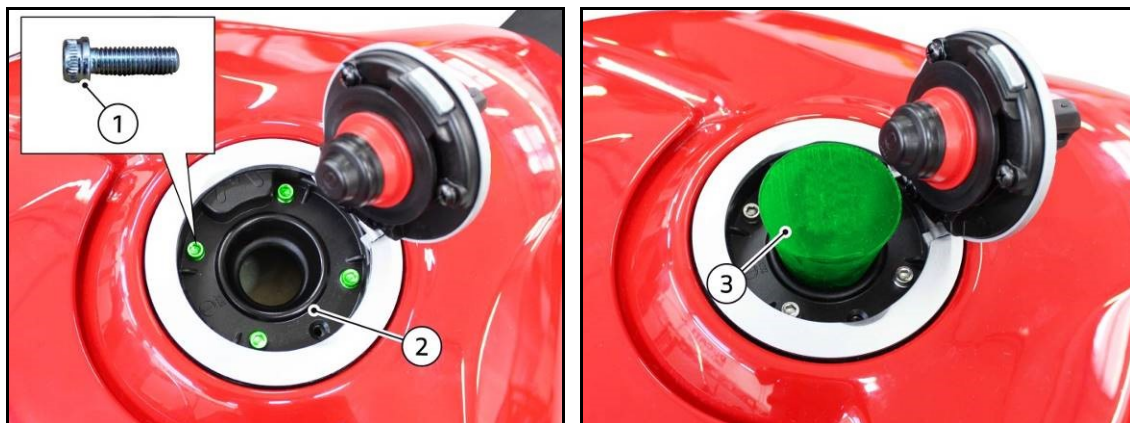
NOTE

If the Motorcycle is equipped the Ducati Performance billet aluminum fuel cap by Rizoma (part no. 97780051AA or 97780051AB), apply the procedure described below



NOTE

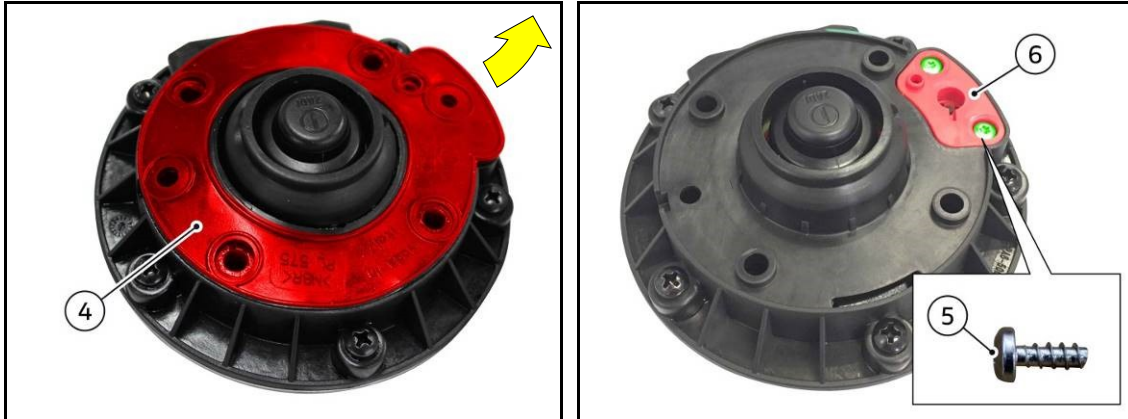
During the removal of the 4 screws M5x16, to avoid the accidental fall of screws inside the fuel tank, we suggest covering the hole with a **plug (3)** as shown in the figure



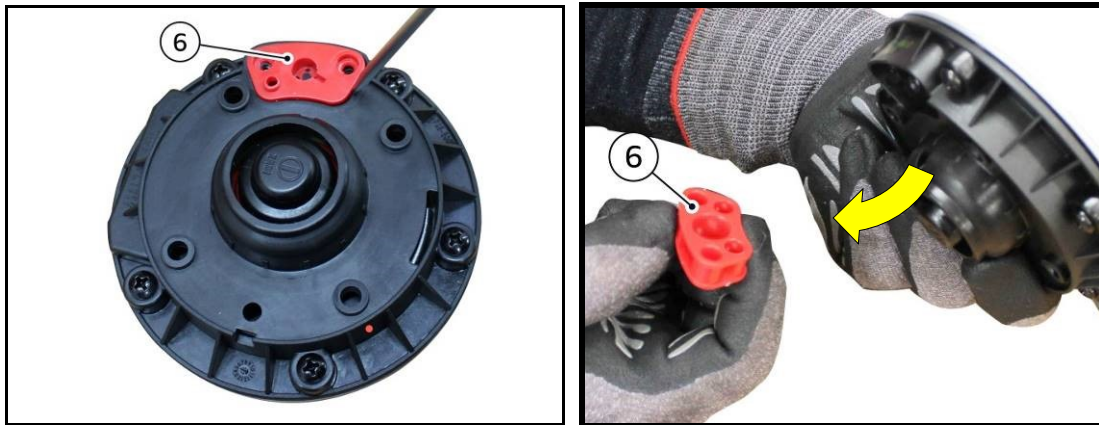


CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

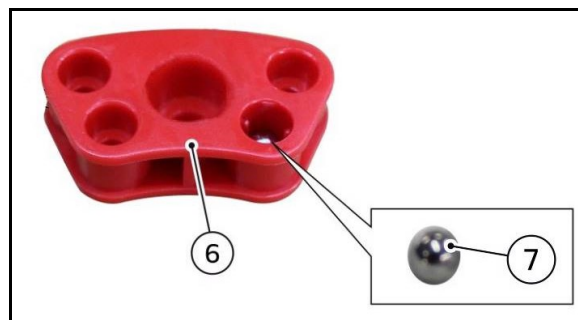
2. Working on a clean surface free from other objects, lift and remove the **gasket (4)** between the filler plug and the fuel tank
3. Remove the **2 screws (5)** for fixing the **valveblock (6)** using a Torx T10 wrench



4. Lift slightly without removing the valve block (6) using a small flat screwdriver and the slots for lifting it
5. Turn over the filler plug and gently remove the complete **valve block (6)**, to avoid the small ball inside from falling



6. Remove the **ball (7)** from inside the **valve block (6)**





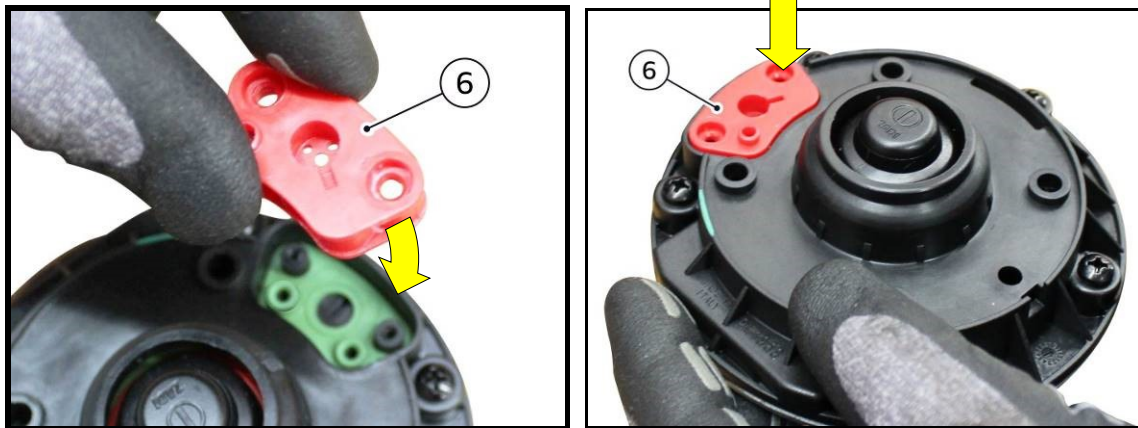
CR177 - Fuel tank and Owner's Manual updates
Panigale V4 (all model versions, CAL and CND
country versions)
Safety Recall Campaign SRV-RCL-19-001

7. Install the **valve block (6)** on the filler plug placing it as shown in the figure.



NOTE

Place the **valve block (6)** fully home, making sure that the valve system surface is aligned with the filler plug surface.

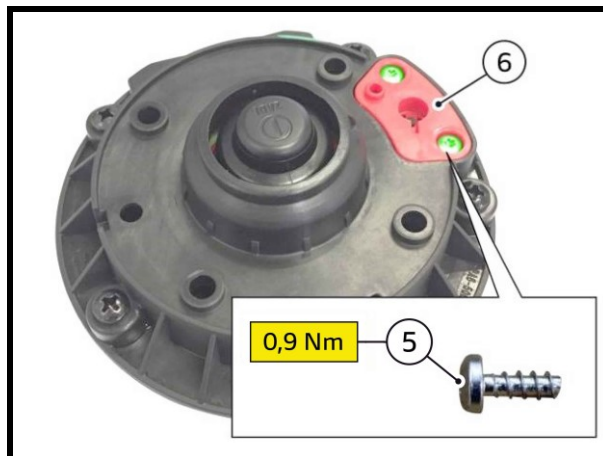


8. Tighten the **valve block (6)** fastening screws (5) to 0.9 Nm



NOTE

Before tightening, ensure to start the **2 screws (5)** in the original threads already present.





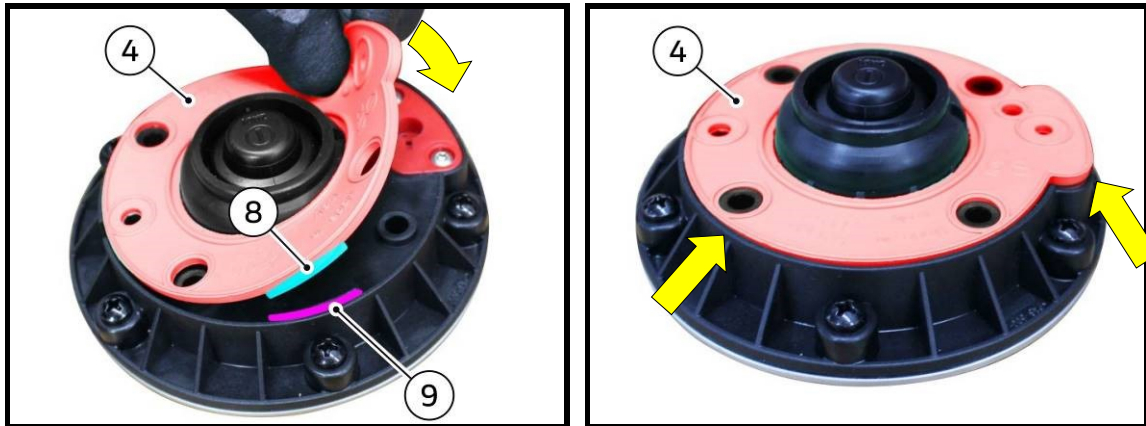
CR177 - Fuel tank and Owner's Manual updates
Panigale V4 (all model versions, CAL and CND
country versions)
Safety Recall Campaign SRV-RCL-19-001

- Fit the **gasket (4)** on the filler plug by introducing the **tab (8)** in the corresponding **housing (9)** on the filler plug as shown in the figure

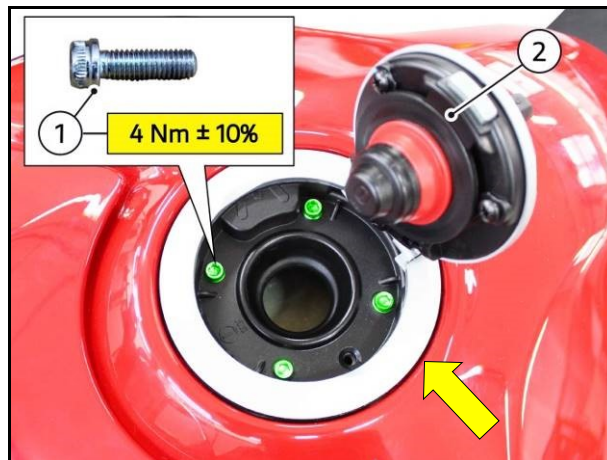


NOTE

Make sure that the **gasket (4)** perfectly adheres to all the entire filler plug circumference.



- Fit the **complete cap (2)** on the fuel tank placing it as shown in the figure, making sure that the breather hole on the tank is aligned with the hole on the cap
- Tighten the 4 fastening screws **M5x16 (1)** to **4 Nm \pm 10%**.

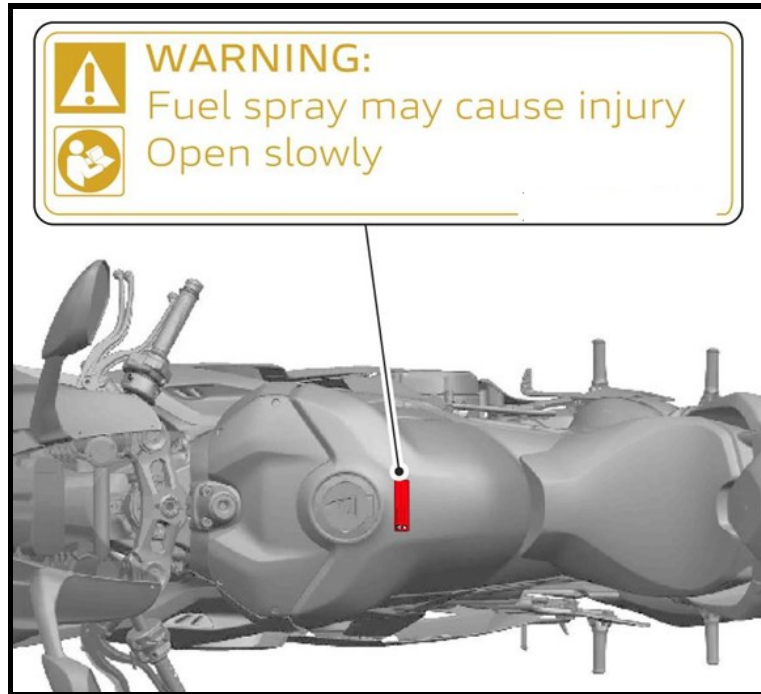




CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

Part 2: Fuel tank label

Apply the adhesive label that reads "Warning: Fuel spray may cause injury, Open slowly" on the fuel tank as shown in the figure.



NOTE

If the "Warning" adhesive label is already present on the fuel tank, it is NOT necessary to carry out any operation.

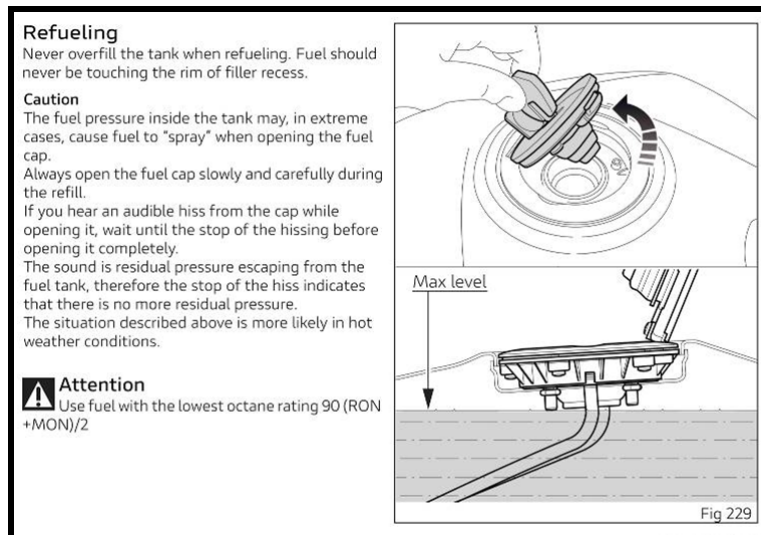


CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

Part 3: Owner's manual

Apply the new warning adhesive page on the Owner's manual:

"The fuel pressure inside the tank may, in extreme cases, cause fuel to "spray" when opening the fuel cap. Always open the fuel cap slowly and carefully during the refill. If you hear an audible hiss from the cap while opening it, wait until the stop of the hissing before opening it completely. The sound is residual pressure escaping from the fuel tank, therefore the stop of the hiss indicates that there is no more residual pressure. The situation described above is more likely in hot weather conditions."



This adhesive page shall be applied on the Owner's manual pages listed below according to the model:

- page 285 for Panigale V4 Standard
- page 299 for Panigale V4 S
- page 301 for Panigale V4 Speciale
- page 305 for Panigale V4 R



NOTE

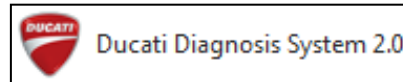
If the Owner's manual already contains the above mentioned update, it is NOT necessary to carry out any operation.



CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

Part 4: Global Scan by means of DDS 2.0:

At the end of the operation, complete a Global Scan using the DDS 2.0 diagnostic tool in order to verify that the engine control unit (ECU) software is updated to the latest version available. Update the ECU software if required.



FAQ (Frequently Asked Questions)

- How can the issue occur?
In some circumstances, the fuel pressure inside the tank may, in extreme cases, cause fuel to "spray" when opening the fuel cap.
The situation described above is more likely in hot weather conditions.
- Is it possible to ride the bike before the CR is completed?
Yes.
- How could the issue be avoided or detected?
In order to avoid the risk of a spray from the fuel cap: open the fuel cap slowly. If you hear an audible "hissing", wait until the stop of the hiss, before opening the fuel cap completely.
- How long does the activity take to be carried out by the dealer?
Approximately 24 minutes depending on existing appointments and workload at the Dealer.

If you have any question regarding the Safety Recall Campaign,
please contact your Service Area Manager.



CR177 - Fuel tank and Owner's Manual updates
Panigale V4 (all model versions, CAL and CND
country versions)
Safety Recall Campaign SRV-RCL-19-001

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.



CR177 - Fuel tank and Owner's Manual updates
Panigale V4 (all model versions, CAL and CND
country versions)
Safety Recall Campaign SRV-RCL-19-001

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

May 28, 2019

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: Panigale V4 (all models and country versions)

NHTSA Campaign I.D. Number: 19V-382

Transport Canada Safety Recall I.D. Number: XXXXXX

Dealer Bulletin: SRV-RCL-19-001

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 certain Panigale V4 model 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?

Based upon continued testing and on reports through the service network, we have identified a potential issue with fuel tank venting during fuel fill up. During normal operation of the motorcycle, elevated pressures may occur in the fuel tank, especially during hot weather conditions. In some extreme cases, this may result in fuel spray when releasing the fuel cap. Unintended fuel spray from releasing the fuel cap in an uncontrolled manner may result in damage to equipment or personal injury.

Always open the fuel cap slowly and carefully during the refill. If you hear an audible hiss from the cap while opening it, wait until the stop of the hissing before opening it completely.



CR177 - Fuel tank and Owner's Manual updates Panigale V4 (all model versions, CAL and CND country versions) Safety Recall Campaign SRV-RCL-19-001

The sound is residual pressure escaping from the fuel tank, therefore the stop of the hiss indicates that there is no more residual pressure. Please be aware this issue is more common after overfilling of the fuel tank. Do not overfill the tank during the top-up; the fuel must remain below the level indicated in the graphical illustration in your owner's manual.

What will Ducati do?

An official Ducati dealer will update the fuel tank venting system, with an update of the fuel cap. The Dealer will also affix an updated page to your owner's manual and a warning label to the fuel tank defining the precautions to be respected when using the motorcycle, especially when opening the filler cap. The dealer will check the engine control unit software version and update it to the latest version if necessary. 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. Service time will vary depending on dealer scheduling.

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).



CR177 - Fuel tank and Owner's Manual updates
Panigale V4 (all model versions, CAL and CND
country versions)
Safety Recall Campaign SRV-RCL-19-001

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.

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. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs.

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 888-391-5446 for any special assistance required.

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