



CR183 – Battery fastening updates

Hypermotard 950 Model Year 2019-2020

Hypermotard 950 SP Model Year 2019-2020

Safety Recall Campaign SRV-RCL-19-003

Date: November 7, 2019

To: Dealer Principal, General Manager, Service Manager, North American Dealer Network

From: Richard Kenton, Technical Director

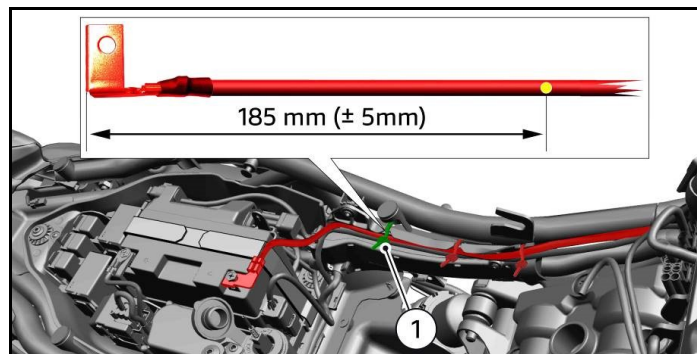
Eric Bradley, Technical Training and Publications Manager

Dear Dealers,

Ongoing product quality tests have identified a remote potential that the battery negative cable may fracture at the terminal retaining it to the corresponding battery pole, due to excessive tension on the cable.

This will be addressed in 2 areas for all motorcycles involved in this bulletin:

Check, and adjust if required, the length of battery negative terminal cable free section between the end of terminal and **tie (1)** is **185 ± 5 mm**



Fit a black neoprene pad (75x25x8mm) Part no.86611871A on battery housing and a white neoprene pad (100x35x16mm) Part no.86613001A under the seat

Pad Part no.86611871A



Pad Part no.86613001A





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Application

The exact list of the frame numbers subject to the CR183 is available 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.

HYPERMOTARD 950 RED 2019 CAL DMH				
VIN #	ZDMBAJDT0KB00 XXX	ENGINE #	AJDK0 XXX	WTY END DATE 10/30/2021
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	04/05/2019	INVOICE
WARRANTY TYPE	Standard Warranty	STANDARD WTY START DATE	10/31/2019	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 183		SRV-RCL-19-003 HYM 950 Updating of the battery fastening	PAD	<input type="button" value="VIEW"/> <input type="button" value="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.

Parts Distribution

The Part no.86611871A and Part no.86613001A required to carry out the upgrade under this Service Campaign **must be ordered** individually for each affected frame number. Self-locking cable ties required during this repair should be sourced from local vendors.

Warranty Reimbursement Rules

Reimbursement for work associated with this Safety Recall Campaign will be made through the regular warranty claim procedure using the "VIN History" section of the DCS. The Warranty claim is prefilled and is defined as CR183.

You shall be reimbursed for the cost of the components required for the repairs (2 pads: part no.86611871A and no.86613001A, and locking ties as needed), and **18 minutes (3 labor units)** labor time that includes the time necessary for:

- Vehicle reception
- The check of battery negative terminal cable and the installation of the 2 pads (Part no.86611871A and Part no.86613001A)
- Soft cleaning of the vehicle



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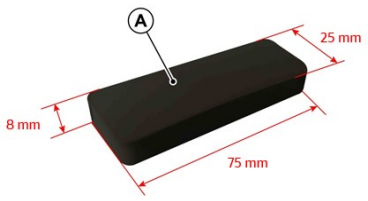
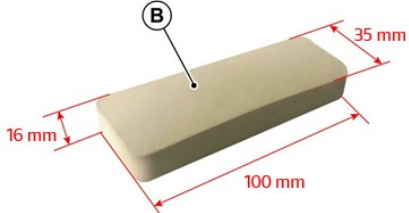
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Spare Parts

The components to be used for this update are:

Part No.	Description	Picture
86611871A	Black neoprene pad (75x25x8mm)	
86613001A	White neoprene pad (100x35x16mm)	

Self-locking ties (where required)



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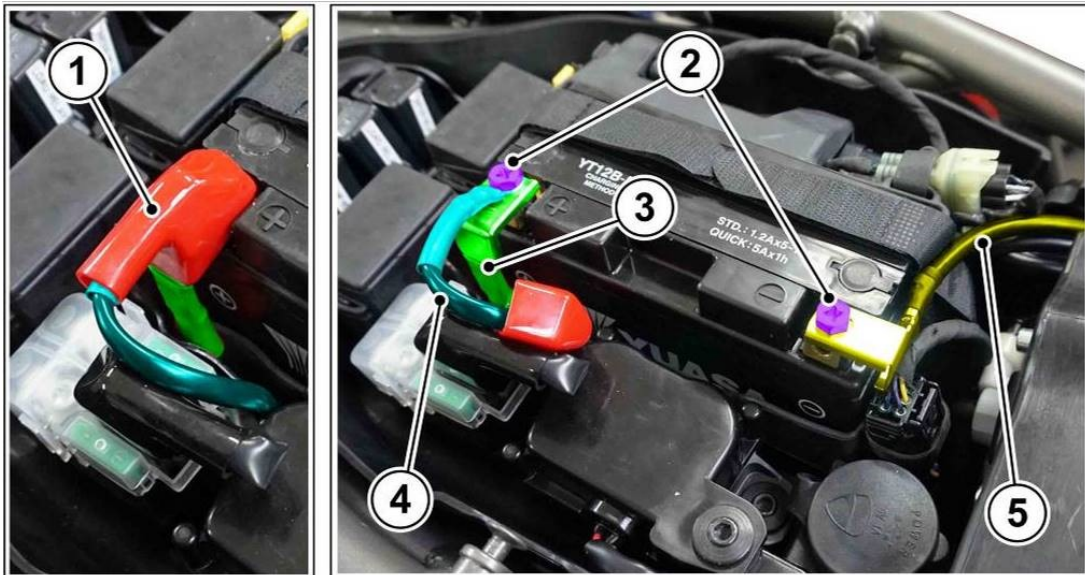
Service Solution



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

1. Position the motorcycle on the central paddock stand
2. Remove the seat (See Sec.5: "Fairing installation – Seat" of the Workshop Manual)
3. Remove protective **cap (1)** from battery positive terminal pole and loosen the **2 screws (2)** retaining **motorcycle negative cable (5)** to battery negative terminal pole and **motorcycle positive cable (3)** and **ABS positive cable (4)** to battery positive terminal pole



4. Loosen **strap (6)** and remove battery from the relevant rubber **mat (7)**





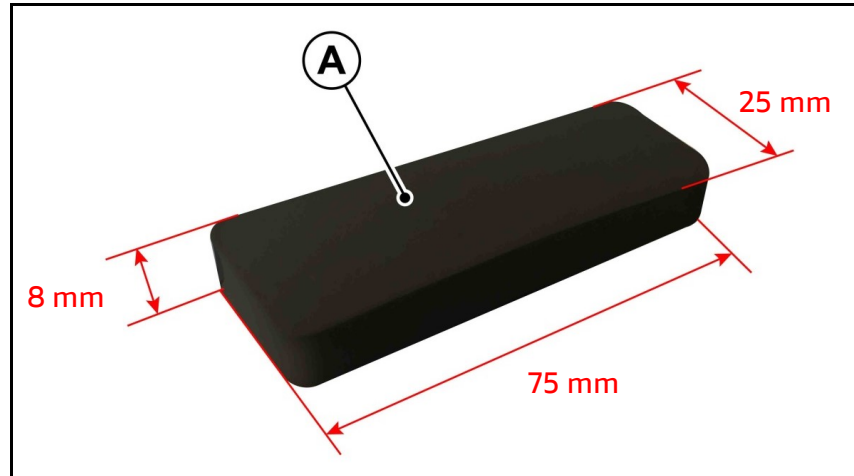
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5. Identify the black neoprene **pad (A)** Part no.86611871A (75x25x8mm)

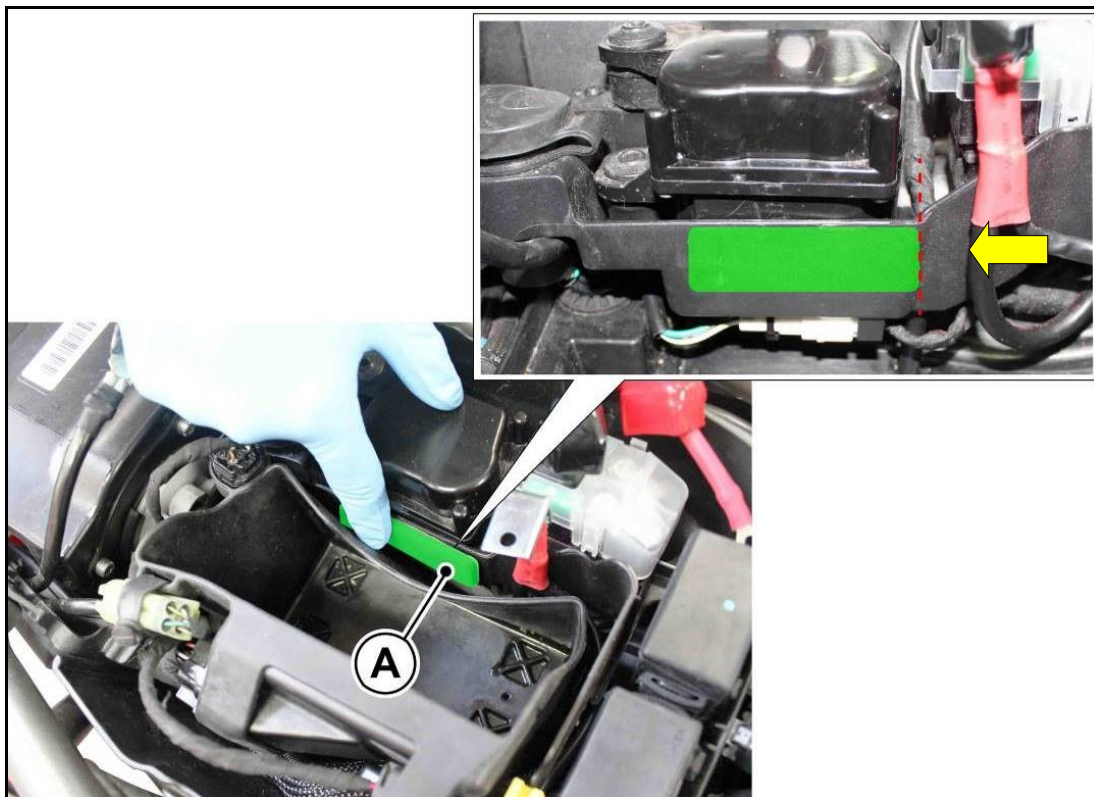


6. Remove the protective film from **pad (A)** and apply pad inside the electrical components support compartment.



NOTE

Apply **pad (A)** starting from the curved profile of electrical components support compartment, as shown in the figure.





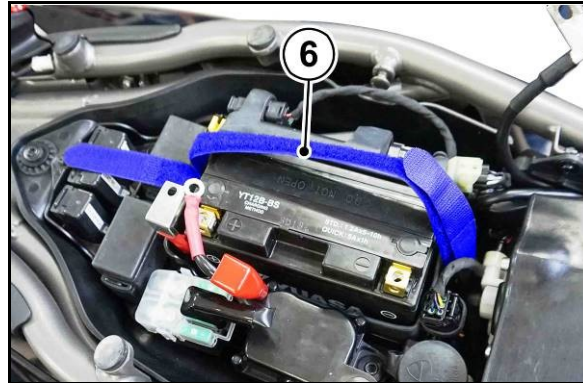
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7. Position battery inside the relevant mat aiming it as shown in the figure and without pulling strap (6)

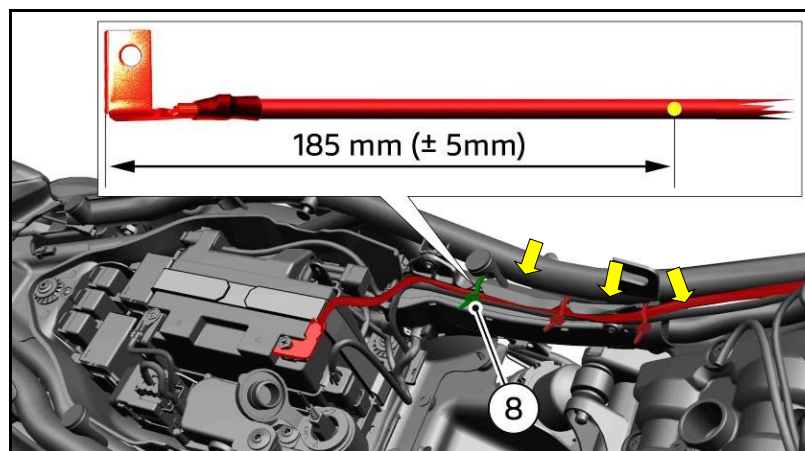


WARNING

Prior to fastening the positive battery cable to the battery terminal, check that the length of battery negative terminal cable free section between the end of terminal and small self-locking tie (8) is 185 ± 5 mm.

If the measured length is incorrect, slide out the cable and lubricate the area close to the 3 ties with silicone spray in order to restore the correct position.

To check and adjust battery negative terminal cable, it is NOT necessary to remove the fuel tank.





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8. Fasten **motorcycle positive cable (3)** and **ABS positive cable (4)** to the battery positive terminal as shown in the figure
9. Fasten **motorcycle negative cable (5)** to battery negative terminal in the direction shown in the figure
10. Tighten the **2 screws (2)** to **3 Nm**



NOTE

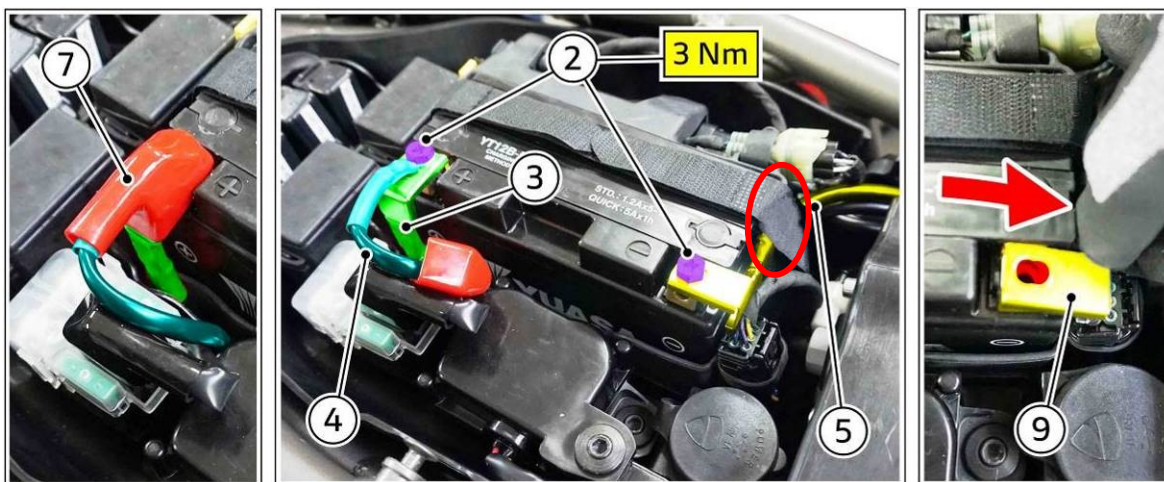
The **eyelet (9)** of **motorcycle negative cable (5)** has a slot, so it should be fastened by setting it as far away from the battery as possible, as shown in the figure.

11. Then position **cap (7)** on positive terminal, as shown in the figure, and secure battery in place by pulling strap ends as shown in the figure.

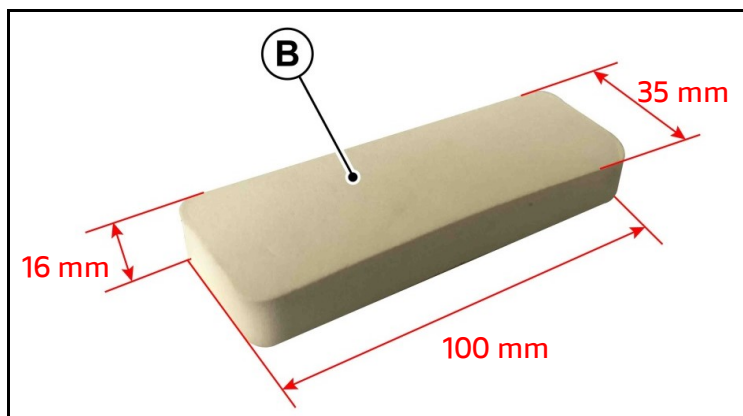


WARNING

Make sure the **motorcycle negative cable (5)** is positioned below the strap, as shown in the figure.



12. Identify the white neoprene **pad (B)** Part no.86613001A (100x35x16mm)





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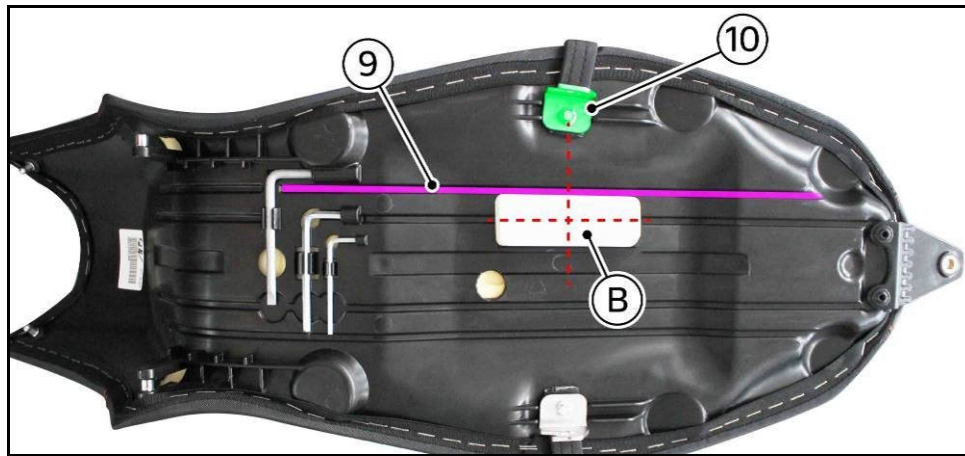
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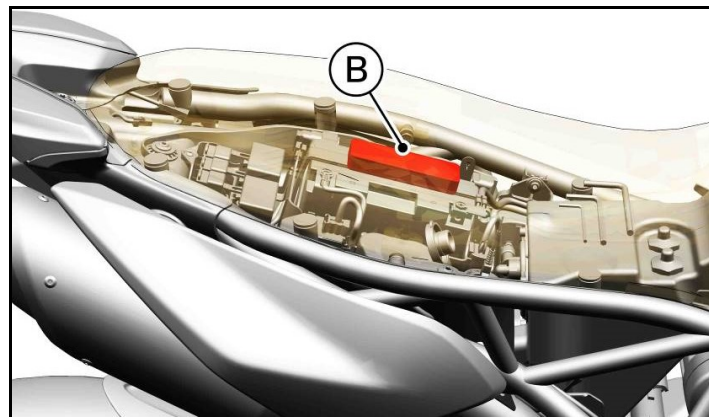
13. Remove the protective film from **pad (B)** Part no.86613001A and apply pad under the seat in order to further improve battery stability. Apply **pad (B)** with the following steps:

- Turn the seat from the inside
- Locate the **first groove (9)** starting from seat fastening **LH hook (10)**
- Position **pad (B)** longer side (100 mm) close to **groove (9)** and center it with **LH hook (10)**, as shown in the figure



NOTE

When positioning seat on vehicle, make sure that **pad (B)** is close to battery fastening strap, as shown in the figure.





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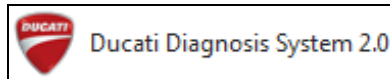
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NOTE

Before installing the seat, always run a Global Scan with the DDS 2.0 diagnosis instrument to ensure that the control units present on the bike are updated to the latest available version

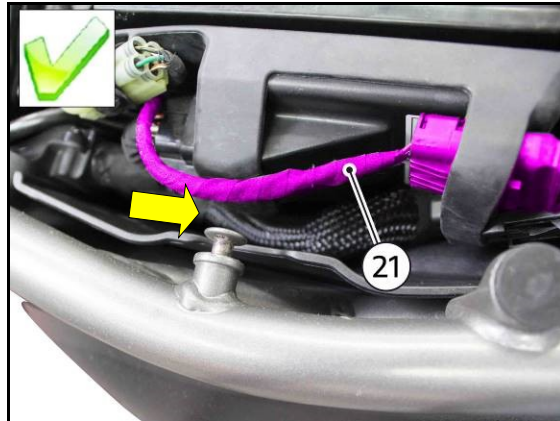
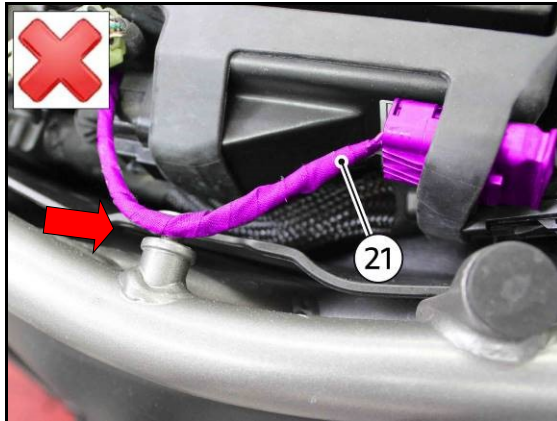


14. Fit the seat (See Sec.5: "Fairing installation – Seat" of the Workshop Manual)



NOTE

When fitting the seat, make sure that diagnostic socket connector **cable (21)** is NOT positioned in contact with the seat LH anchoring pin, as shown in the figure.



15. Remove the central paddock stand.

For questions on this Safety Recall Campaign,
please contact your Service Area Manager



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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

November 7, 2019

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: Hypermotard 950 (MY 2019-2020)

Hypermotard 950 SP (MY 2019-2020)

NHTSA Campaign I.D. Number: 19V-780

Transport Canada Safety Recall I.D. Number: 2019-XXX

Dealer Bulletin: SRV-RCL-19-003

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. (For USA Owners). This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. (For Canadian Owners). Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in certain 2019-2020 Hypermotard 950 and Hypermotard 950 SP 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?

Ongoing product quality tests have identified a remote potential that the battery negative cable may fracture at the terminal retaining it to the corresponding battery post due to excessive tension on the cable. The battery cable may detach from the battery causing the motorcycle to fail to start.

What will Ducati do?

An official Ducati dealer will perform 3 improvements to the vehicle. Check and adjust the positive battery cable routing, add neoprene pads to the battery location to improve fitment, and ensure the control units have been updated to the latest versions. The repair will take approximately 18 minutes to complete. Service time will vary depending on dealer scheduling.



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Please, contact your Ducati Service as soon as possible to make an appointment for the update. If there are no warnings displayed on the instrument cluster, you may continue to use your motorcycle to reach your Ducati authorized dealer. We recommend riding carefully, avoiding sudden speed changes/accelerations and respecting the speed limits.

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.



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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 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