



## CR207 – Multistrada V4 engine replacement Multistrada V4 S Year 2021 (all model versions) Safety Recall Campaign SRV-RCL-21-002

Date: March 29, 2021  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director  
Eric Bradley, Technical Training and Publications Manager

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Dear Dealers,

Due to continuous quality controls, a remote but potential problem on the valve guides of a specific engine batch has been identified. In particular, some valve guides of one of the two suppliers could be subject to early wear. For this reason, all involved vehicles will be updated with a complete replacement of the engine.

The engine you will receive will already be matched with the frame number of the vehicle on which it is to be installed (check if they match on the invoice. The replaced engine must be returned using the same packaging in which you received the new one.

You will receive a dedicated instruction on how to return the engine, in Service bulletin SRV-SRB-21-024



### WARNING

Customers who have already received the vehicles are first priority for this update. Please contact your customers with involved units noted in the VIN History to bring their vehicle to the Dealership. A separate customer letter will be sent to each vehicle owner as required by law.

It is critical that these customer units must be prioritized above all other scheduled service work

Once all customer vehicles have been updated, then DEMO and Stock vehicles will be available for the required update.



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## Multistrada V4 S Year 2021 (all model versions)

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#### Application

You can find the precise list of VIN numbers involved in CR207 on the DCS, in sections:

<b>VIN HISTORY</b>		It is possible to search by individual frame number.
<b>CAMPAIGNS</b>		It is possible to search for all the frame numbers that you received from Ducati North America.

MULTISTRADA V4 S TRAVEL&RADAR RED SPOKED WHEELS 2021 CAL DMH					
VIN #	ZDMAALVW8MB00 XXX	ENGINE #	ALVM0 XXX	LAST MILEAGE OPERATION	0 MI
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	12/01/2020	INVOICE	12/09/2020
WARRANTY TYPE	STANDARD WTY START DATE		WTY END DATE		
SERVICE STATUS					

**ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS**

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	<a href="#">CR 207</a>		SRV-RCL-21-002 Engine Replacement	Engine	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

#### Customer Impact

The first vehicles that must be updated are the ones already delivered to the final Customers and, only after, you may update the DEMO versions and all the Stock vehicles available.

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

#### Parts Distribution

The parts required to carry out the upgrade under this Safety Recall Campaign will be auto-shipped for each affected frame number.

#### Warranty reimbursement rules

The reimbursement to implement the update CR207 will be issued through the standard warranty claim procedure via the DCS. The warranty claim is pre-filled and is identified as CR207.



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You shall be reimbursed for the cost of the components required for the repairs (engine and parts) and total labor time of **18 hours (180 Labor Units)** to include:

- **12 hours (120 LU)** for the time to process and update the motorcycle, including:
  - Vehicle Reception
  - Engine Replacement
  - All operations required with the DDS 3.0 Diagnostic instrument
  - 20 mile minimum final road test
  - Soft cleaning of the vehicle
  - Vehicle Delivery
- **3 hours (30 labor units)** to avoid unnecessary cost to the dealers, Ducati are shipping the new engines at no cost. Therefore, Ducati are using labor to compensate the dealer for the new engine and for the preparation of the packaging of the engine to be returned to DMH
- **2 hours (20 labor units)** compensating the cost relating to the Certificate of Title update
- **1 hours (10 labor units)** compensating the cost of the LOCTITE used, greases, coolant topping-up (using the one drained from the system), self-locking ties



### **WARNING**

The warranty claim can be submitted only after the engine has been collected by the courier and the relevant documentation (courier collection certificate) has been attached to the warranty claim.

You will receive a dedicated instruction on how to return the engine, in Service bulletin SRV-SRB-21-024

Finally, for vehicles on which the First Service interval had already been carried out prior to the engine replacement required for this update, a new First Service interval must be carried out after 600mi/1000km or within 6 months of the engine installation. This service is being offered at no cost to the customer as noted in the customer communications delivered to each owner.

You will receive further information on service interval reimbursement through a dedicated communication.



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## Spare Parts

The components to be used for this update are:

Part no.	Description	Photo	Quantity to order (pcs)
N/A (drop shipped)	Complete Engine		1
79010371A (Included with drop-ship)	Exhaust Manifold Gasket		4

All other self-locking ties, locking compounds, and lubricants are available in the local market should be sourced locally.



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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

Please find attached to this bulletin:

- 1) the engine removal procedure
- 2) the new engine installation procedure
- 3) the engine removal procedure Check List
- 4) the engine installation procedure Check List

It is required to attach the engine removal and installation Check Lists to the Work Order of the vehicle being repaired.

**VIDEOS** are available, showing the complete execution of the operation, which can be viewed at the following YouTube links or within the Web Academy:

	Engine removal	Engine installation
English	<a href="https://youtu.be/eB_z_PCBEBl">https://youtu.be/eB_z_PCBEBl</a>	<a href="https://youtu.be/SVNGezG_z1Q">https://youtu.be/SVNGezG_z1Q</a>
French	<a href="https://youtu.be/6SzXvtNtERY">https://youtu.be/6SzXvtNtERY</a>	<a href="https://youtu.be/LciO2krhgaQ">https://youtu.be/LciO2krhgaQ</a>
Spanish	<a href="https://youtu.be/SUqXnZs-Vlo">https://youtu.be/SUqXnZs-Vlo</a>	<a href="https://youtu.be/2-J1qAwna9c">https://youtu.be/2-J1qAwna9c</a>



#### NOTE

All bulletins and repair instructions provided on DCS, Web Academy, and through YouTube are confidential and not to be republished or shared or transferred outside of the service operations of the dealership



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### Precautions when collecting the engine shipped by DMH

As indicated in bulletin SRV-SRB-19-035 "TiltWatch indicator for engine packaging", we remind you that the packages containing complete engines are characterized by the presence of "TiltWatch" indicators in order to monitor the correct handling during transport and thus identify any damage.



Should the "TiltWach" indicator be activated (red color):

- accept the shipment under reserve
- check the integrity of the content of the package
- in case of damage send an e-mail to [luca.bencivenni@ducati.com](mailto:luca.bencivenni@ducati.com) and your local Service Aera Manager

### Precautions for shipping the replaced engine to DMH

After replacing the engine, the replaced engine must be sent to DMH using the same packaging in which the new one was shipped, so it is very important to keep it undamaged.

The following operations are required:

- Completely drain the engine of oil and coolant
- Clean the exterior of the engine to ensure no fluids will leak during shipping
- Place the engine inside the packaging, protecting it similarly to the one received and using the protections and the engine cover enclosed





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- Seal the external packaging similarly to the one received (use a strapping machine if available or alternatively, use anchor straps).

Packaging with straps	Packaging with anchor straps
	

- Remove all the labels on the box from the previous shipment
- Attach the new labels required for the return shipment



### NOTE

You will receive a dedicated instruction on how to return the engine, in Service bulletin SRV-SRB-21-024

- Print out and directly fill in the "id form" .pdf document enclosed, containing the following information:
  - Service Campaign CR207
  - Name of the Dealer
  - SAP code of the Dealer
  - Engine serial number
  - Frame number of repaired vehicle
  - Mi/Km covered
  - Engine replacement date



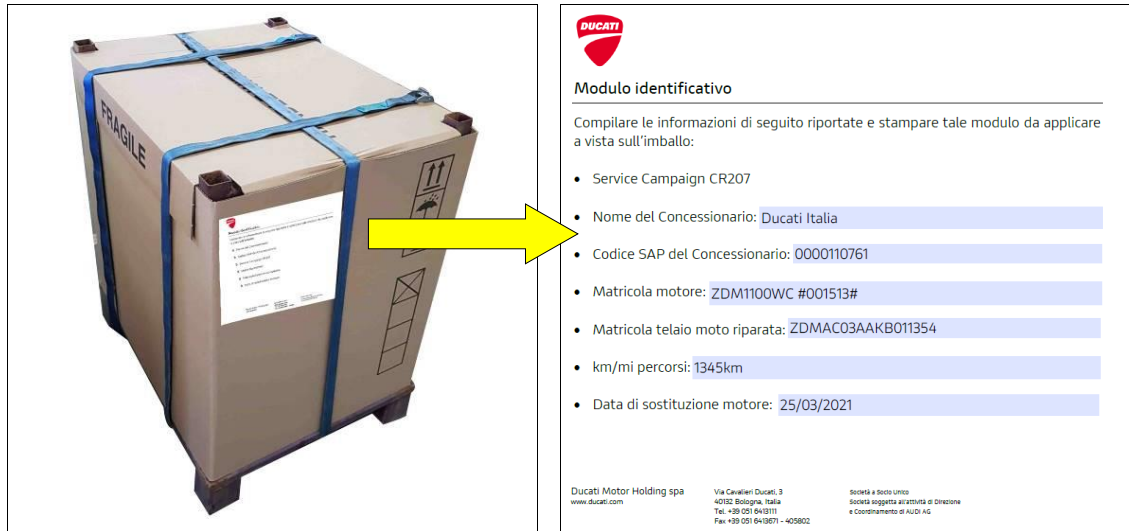
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- Apply a copy of the “id form”, duly filled in both inside and outside the package, as shown in the example in the figure.



### NOTE

A scan copy of the form must also be attached to the warranty claim.



For each vehicle update, it is required to complete a Youtech with the information below:

- Defect area: 2-engine
- Symptom / Problem: 2.11-Engine does not start
- Other details: 2.11.W-other
- Detailed description of the defect or of the diagnosis made: CR207 Engine replacement
- Attach the photographs of the motorcycle in the dealership to the YT and the photographs of the engine highlighting the serial number of the new engine that has arrived at the dealership must be attached, highlighting the serial number and those of the engine mounted on the motorcycle, and a final photograph of the new engine in the motorcycle, highlighting the serial number.

### Precautions for vehicle predelivery to the Customer

Once the engine has been completely installed and the entire vehicle assembled, complete the following:

1. Check engine oil level (the new engine already contains the required oil quantity)
2. Check the coolant level





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3. Use the DDS 3.0 diagnosis instrument to:
  - Reset TPS adaptive parameters
  - Reset A/F (air/fuel) self-adaptive parameters
  - Reset idle check adaptive parameters
  - Reset knock sensor adaptive parameters
  - Reset transmission adaptive parameters
  - Reset DQS adaptive parameters
  - Reset gears
  - Balance throttle bodies
4. Perform the gear learning procedure
5. Warm up the engine for 2 fan cycles then turn off



### NOTE

Before starting the engine, check that the fans are not in contact with the air conveyor supports.










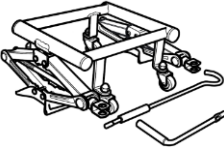


6. Check engine oil level and top up, if necessary
7. Check the operation of all electric safety devices (side stand and clutch sensor, front and rear brake switch, engine stop switch, gear/neutral sensor)
8. Check the operation of lighting devices, turn indicators, warning horn and controls
9. Carry out a road test (Minimum 7 miles/12 kilometers) to make sure that safety devices (such as ABS and DTC), electric fans and idling are operating correctly
10. Check coolant level, check correct sealing and for the presence of any leaks.



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**Material and special tools**

The special tools and material required to carry out the operation are listed below:

Lifting bench <u>with vice</u>	Hydraulic engine crane	Rear stand for box
		
Torque wrench 10-20 Nm	Torque wrench 20-100 Nm	Torque wrench 100-200 Nm
		
Torx insert T25 x 100 mm	Hex insert 4x100 mm	Engine base Part no.889450111
		
Engine lifting stand	Loctite 243	Loctite 270
		



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Eni permanent Spezial (top-up quantity)	Grease B SHELL Retinax HDX2 (or equivalent)	Grease I Cuprum 320 (or equivalent)
		

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.

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



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**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

[NHTSA Recall No. 21V-212](#)

March 29, 2021

Customer Name  
Customer Address  
City, St, Zip Code

**Subject:**

**Ducati Motorcycle: Multistrada V4 S Model Year 2021 (all model versions)**

NHTSA Campaign I.D. Number: 21V-212

Transport Canada Safety Recall I.D. Number: 2021-(Pending)

**Dealer Bulletin: SRV-RCL-21-002**

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 Multistrada V4 S Model Year 2021 (all model 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?**

During ongoing product quality monitoring, the potential for excessive wear of the valve guides in the engines has been identified. In some extreme cases, this excessive wear can lead to the mechanical breakage of the valve head in the concerned cylinder. This can result in the malfunction of the cylinder.

If this event occurs, the engine will no longer be able to deliver the intended power output. As a result, acceleration and responsiveness from the engine may be reduced. This can increase the risk for a potential engine stall, which could increase the risk of a crash.



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### What will Ducati do?

An official Ducati dealer will replace the complete engine, free of charge. The repair will take approximately 12 hours 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 repair. You may continue to operate your motorcycle with light acceleration at moderate speeds to reach your Ducati authorized dealer. If you experience increased engine noise, lack of engine performance, or if you feel uncomfortable riding the motorcycle, please discontinue operating the vehicle, then contact our roadside assistance provider at 800-234-1353 to facilitate a tow service to your nearest Ducati dealer

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. 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 cannot obtain satisfaction, please use the following options:

### 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.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, and accommodations.

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.

**What if you no longer own the vehicle?**

If you no longer own the vehicle, please e-mail your change of ownership information to [ContactUs@ducati.com](mailto:ContactUs@ducati.com) or contact Ducati North America Customer Care at 1 (888) 391-5446.

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