



CR214 - Rear Brake Hoses Replacement
Monster 821 Model Year 2018-2020 (USA-CAN only)
Safety Recall Campaign SRV-RCL-21-007

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: [REDACTED]

[NHTSA Recall No. 21V-315](#)

Date: 7/1/2021

1**1**1*****ALL FOR AADC 481

[REDACTED] VIN [REDACTED]



Subject:

Ducati Motorcycle: Monster 821 Model Year 2018-2020 (USA-CAN only)

NHTSA Campaign I.D. Number: 21V-315

Dealer Bulletin: SRV-RCL-21-007

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. Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in certain Monster 821 MY 2018-2020 all versions (USA and CAN only). 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?

It has been determined that due to brake system architecture, there is a potential for greater susceptibility for air permeation through the rear brake hoses into the rear brake system, reducing rear brake effectiveness. If this issue develops during normal use, it develops gradually, providing sufficient warning to the operator that rear braking performance may be degrading. If this issue develops after long periods of time without using the motorcycle, the rider during the pre-ride check (as recommended in the Owner’s manual) would be warned by an increase of the rear brake pedal stroke. If this condition remains undetected, a rider who relies on rear braking may experience extended stopping distances, increasing the risk of a crash.

The front and rear brake system for this motorcycle are hydraulically independent; therefore, performance of the front brake, which provides full stopping ability, is NOT affected by the rear brake system.

What will Ducati do?

We are informing you of this Non-Compliance Recall on your Ducati motorcycle although we are not able to perform the remedy currently. **We will notify you with a follow-up letter as soon as the part is available.**

Ducati North America
www.ducati.com

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When the part is available (estimate date is early August 2021), an official Ducati dealer will replace the rear brake hoses, free of charge. The repair will take approximately 4 hours to complete. Service time will vary depending on dealer scheduling.

Please contact your local Ducati Service center upon receipt of the next letter confirming parts availability to schedule an appointment for the repair. You may continue to operate your motorcycle to reach your Ducati authorized dealer. If your rear brake system is inoperable, 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, 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.nhtsa.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.



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Your authorized Ducati retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice. They will 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 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