



## CR216 – Turn Indicator Replacement

Scrambler Nightshift MY2021 (USA,CDN,MEX)  
Safety Recall Campaign SRV-RCL-21-009

Date: May 19, 2021  
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,



On a limited and well-defined batch of motorcycles, the front and rear turn indicators must be replaced as the installed parts are not approved for the specific country version.



### Application

You can find the precise list of VIN numbers involved in CR216 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 North America.

SCRAMBLER 800 NIGHTSHIFT NEW SILVER 2021 CAL DMT						
VIN #	ML0KAFFM9MT00 XXX		ENGINE #	AFPM9 XXX	LAST MILEAGE OPERATION	0 MI
END CUSTOMER	Corsa Moto Transport, Inc.		MANUFACT DATE	02/25/2021	INVOICE	04/22/2021
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="#">CR216</a>		SRV-RCL-21-009 Turn Indicator Replacement	Turn Indicators	<a href="#">VIEW</a> <a href="#">APPLY</a>	



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### Customer Impact

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 Compliance Recall Campaign must be individually ordered for each affected frame number.

### Warranty Reimbursement Rules

The reimbursement to implement the update CR216 will be issued through the standard warranty claim procedure via the DCS. The warranty claim is pre-filled and is identified as CR216.

The Dealer shall be reimbursed for the cost of the components required for the repairs (Turn Indicators (4) Part no. 53010412B, TCEIF screw M6X18 (4) Part no. 77110401B) and total labor time of **1h:06min (11 Labor Units)** to include:

- Vehicle reception and delivery
- Replacement of front and rear turn indicators
- Cost of the self-locking ties
- Soft cleaning of the vehicle
- Preparation for return of original (non-compliant) Turn Indicators



### WARNING

If the Customer refuses to complete this operation, this must be reported in the “Notes” field of the Work Order, and the note specifically signed by the Customer. The customer must accept that operating the unit without having this operation performed will negate their compliance with FMVSS standard # 108. A copy of the signed repair order must be submitted by Youtech.

If this Recall operation is declined by the customer, the warranty claim confirming the recall completion must not be completed for this vehicle in DCS.

### Parts Return Process

Each Dealer has been emailed prepaid UPS shipping labels addressed to the Service Manager for their allocated motorcycles under this campaign. The Original Turn Indicators must be returned in the packaging that the Replacement Indicators were shipped in. If the turn signals are not returned from this campaign, any warranty claim for both the parts and labor will be debited from the dealer.



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### Spare Parts

The components to be used for this update are:

Part no.	Description	Photo	Quantity to order (pcs)
53010412B	Turn indicators		4
77110401B	TCEIF screw M6X18		4

All other self-locking ties, locking compounds, and lubricants are available in the local market and 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

### Part 1: Front Turn Indicator Replacement

For front turn indicator replacement, a video has been made to show the correct procedure to be followed; the video is available at the following link [https://youtu.be/bLa4Crnh\\_38](https://youtu.be/bLa4Crnh_38).



#### NOTE

To replace front turn indicators, the **fuel tank does not have to be removed** and **fuel quick connectors must not be disconnected**: simply lift fuel tank using specific tool part no. 887138835 so as to access "R: right turn indicator" and "L: left turn indicator" connectors.



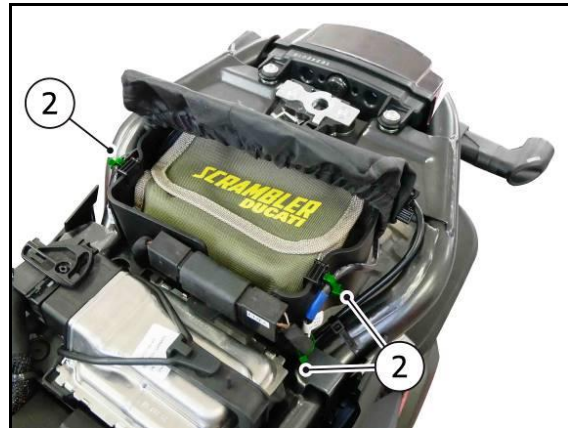


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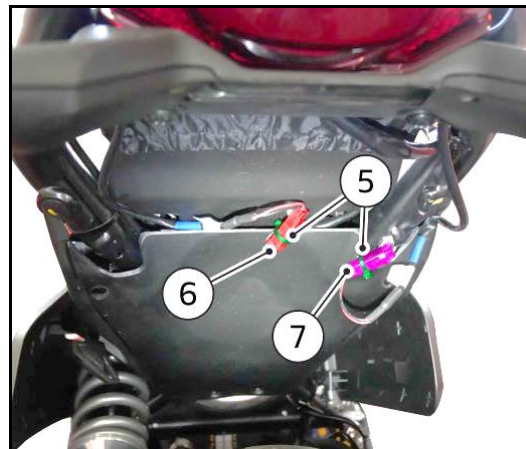
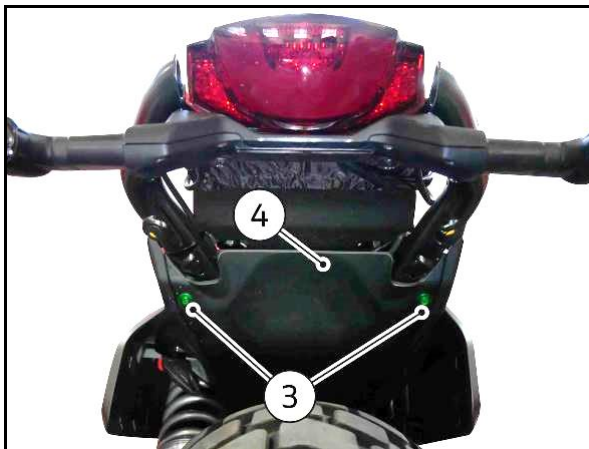
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### Part 2: Rear Turn Indicator Replacement

1. Position the motorcycle on the rear paddock stand
2. Remove the seat
3. Lift glove compartment **protection (1)** and remove the **3 self-locking ties (2)**



4. Only remove the **2 upper retaining screws M6x12 (3)** of **splash guard (4)** so as to gain access to the RH and LH rear turn indicator connectors
5. Remove the **2 self-locking ties (5)** and disconnect **left (6)** and **right (7)** rear turn indicator connectors



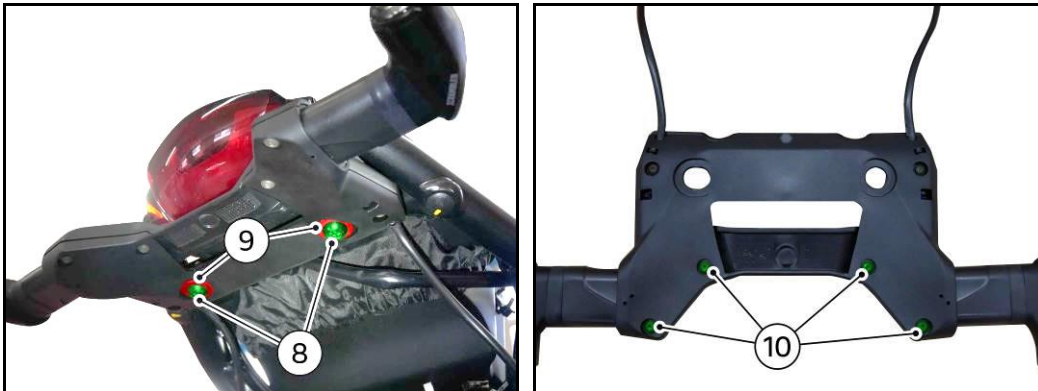




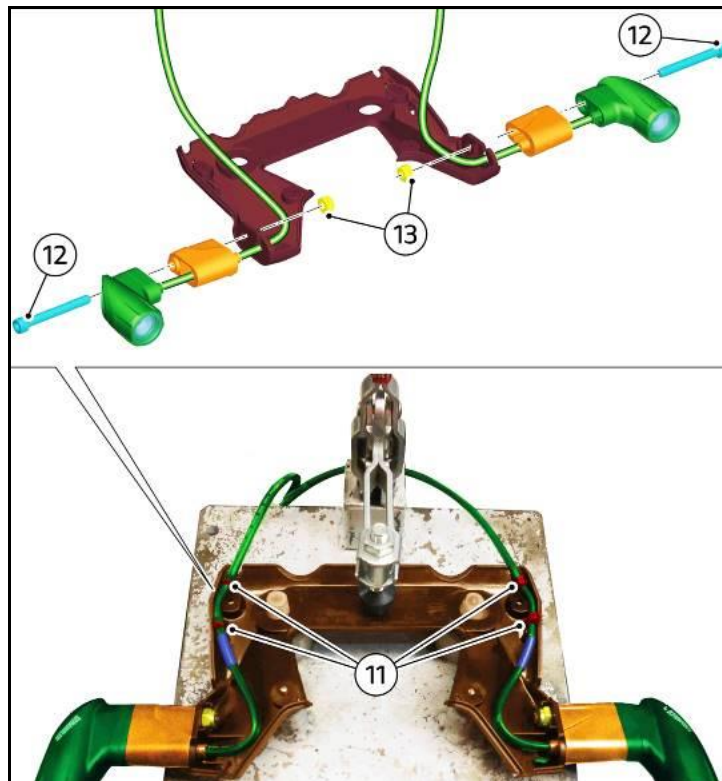
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6. Remove the **2 screws M8x20 (8)** with **spacer (9)** securing the rear turn indicator support to subframe, and slide out the support
7. Remove the **4 self-tapping screws (10)** joining the upper and the lower turn indicator supports



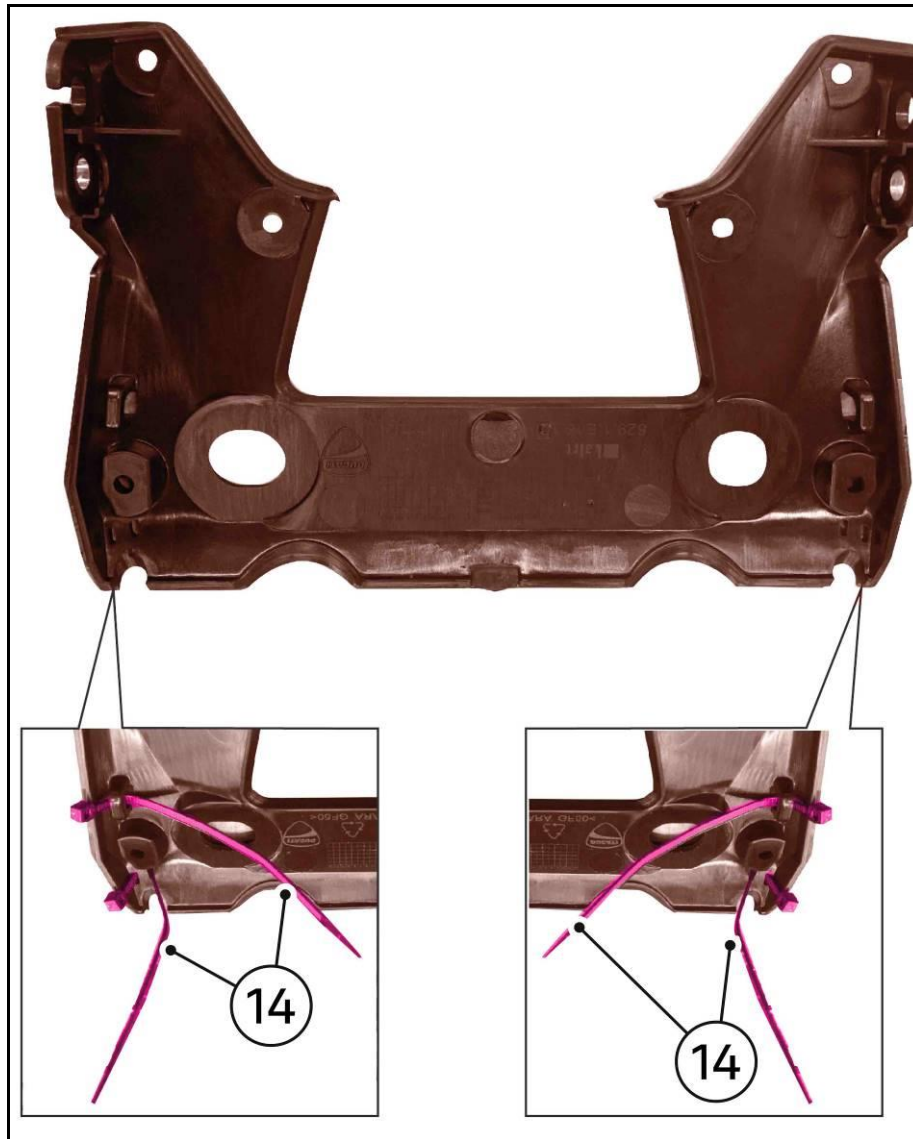
8. Remove the **4 self-locking ties (11)** joining the right and left turn indicator wiring to support
9. Remove the **2 screws M6x45 (12)** while holding the **2 nuts (13)** and slide out turn indicators





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10. Fit **4 new small self-locking ties (14)** in the relevant seats on lower support, aiming them as shown in the figure





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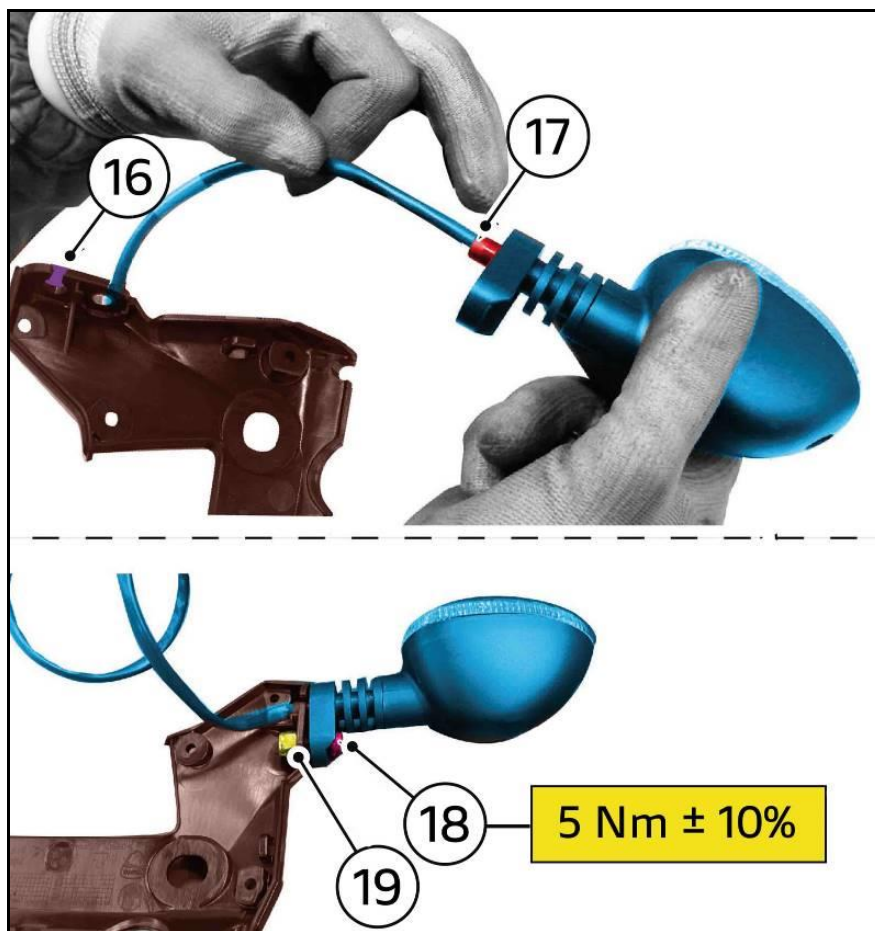
Scrambler Nightshift MY2021 (USA,CDN,MEX)  
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11. Position the new LH and RH turn indicators on the lower support by routing wiring inside **slot (16)** together with **centering bushing (17)**, as shown in the figure
12. By keeping the turn indicators against the lower support, insert **screw (18)** and, on the other side, screw **nut (19)**
13. Tighten **screw M6X18 (18)** while holding **nut (19)** to **5Nm ± 10%**.



### NOTE

The turn indicators shown in the figure are not those to be installed, but the assembly procedure is the same.

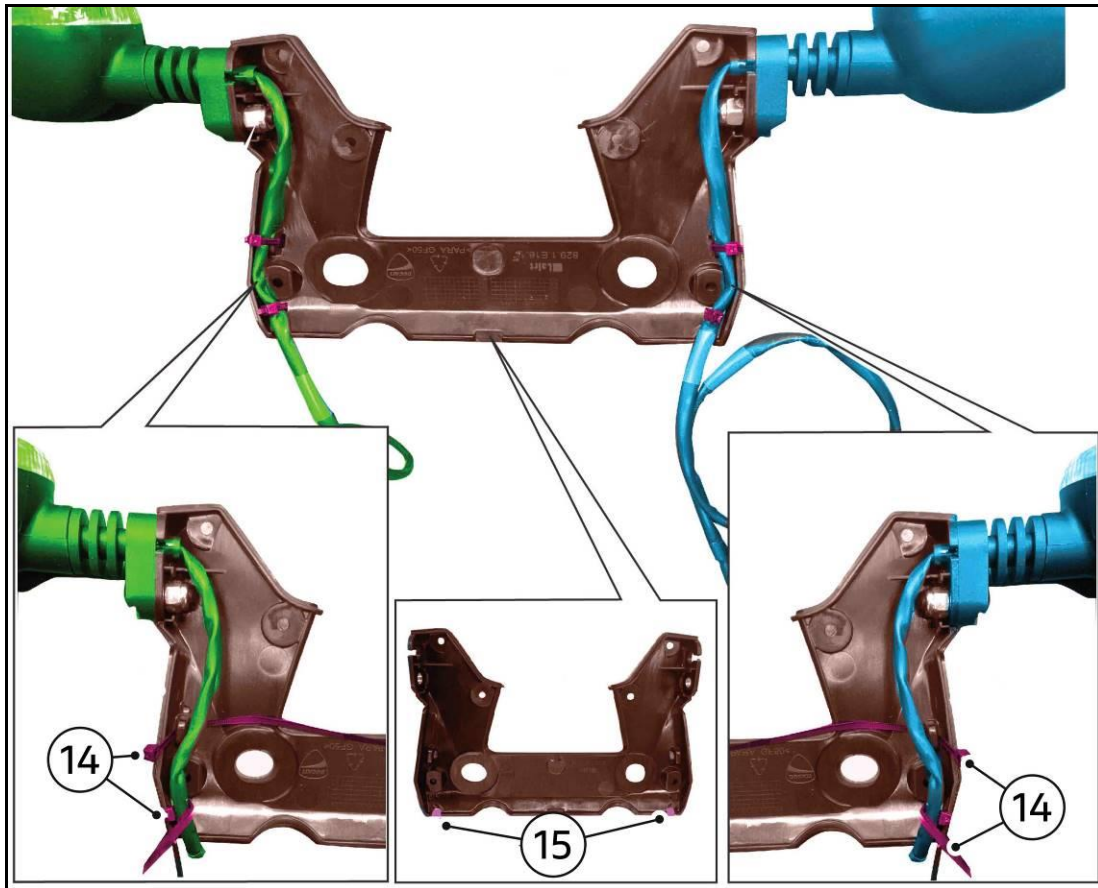






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14. Install the new turn indicators on the lower support by positioning the relevant cables inside new **ties (14)** and making sure that cables slide inside the relevant **grooves (15)** of support.
15. Tighten **ties (14)** ensuring that their clamps are facing up, as shown in the figure





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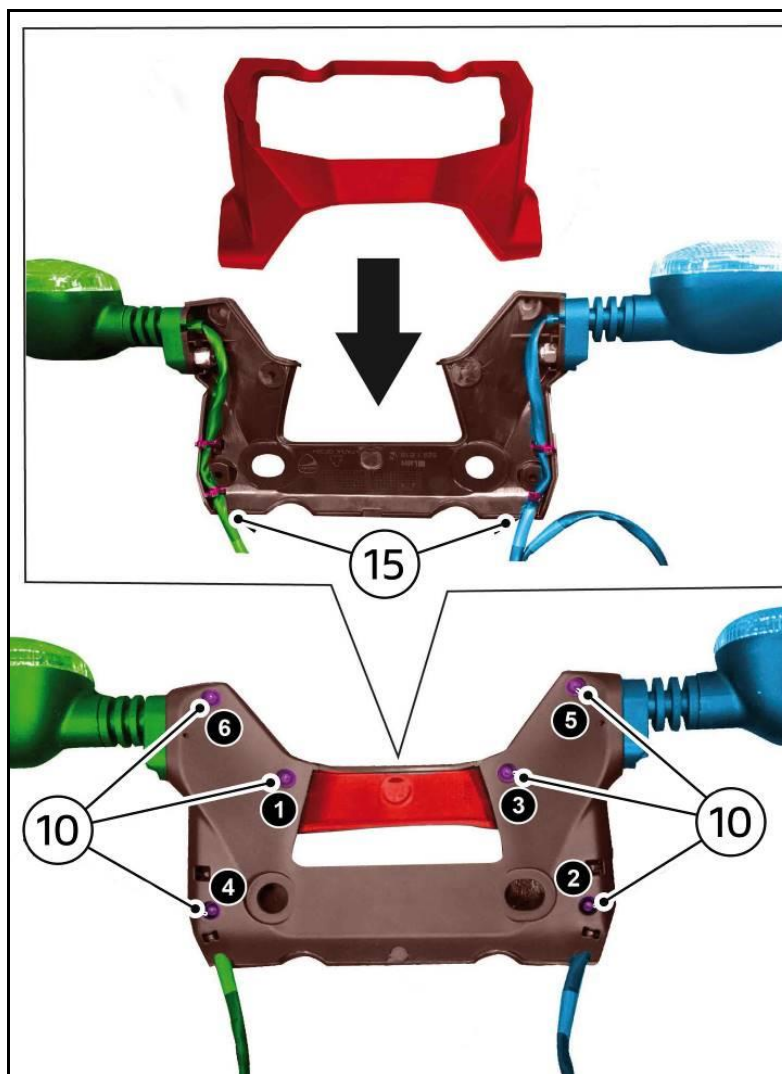
16. Position upper support on lower support ensuring turn indicator cables are correctly fitted inside **grooves (15)** on lower support.



### NOTE

Make sure supports are perfectly closed; should this not be the case, check the correct positioning of the clamps of ties.

17. Rotate turn indicator support unit and start the **6 self-tapping screws (10)** on the lower support.
18. Tighten the **6 screws (10)** according to the sequence shown in the figure

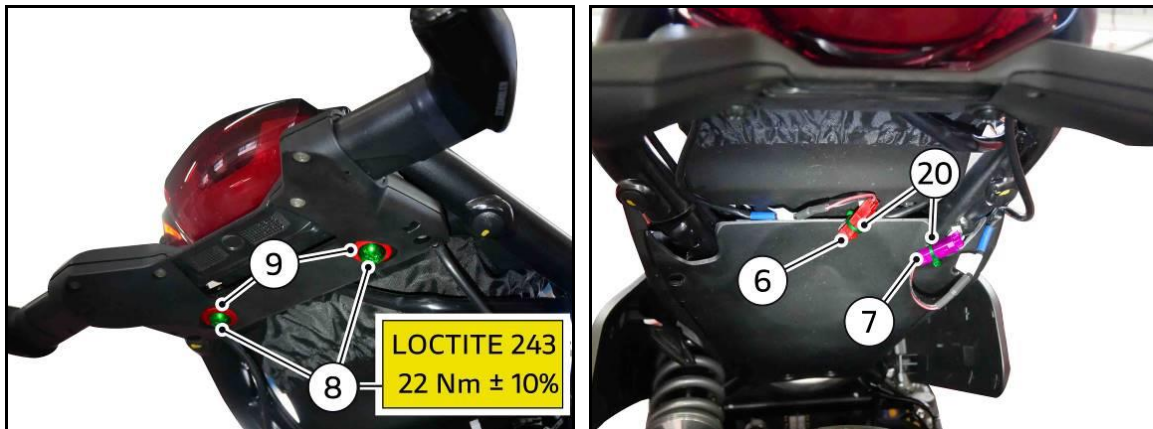




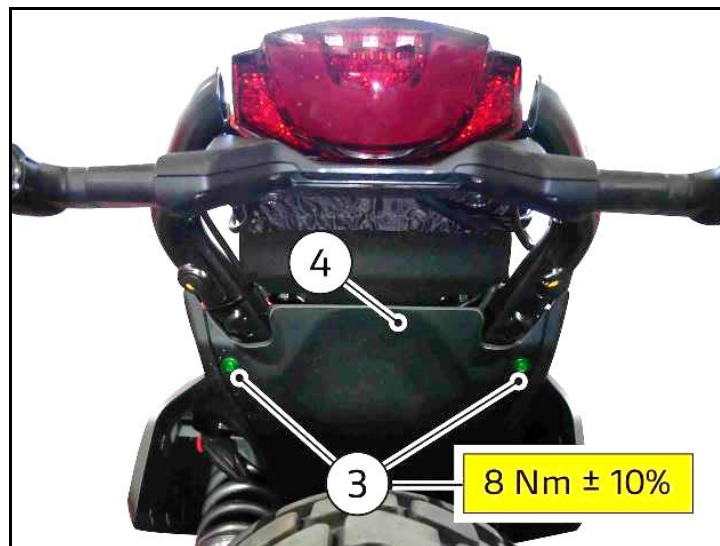
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19. Clean the **2 screws M8x20 (8)** from any residues of the pre-applied Loctite
20. Fit the rear turn indicator support assembly on subframe by starting the **2 screws M8x20 (8)** with **spacer (9)**
21. Tighten the **2 screws M8x20 (8)** to **22 Nm  $\pm$  10%** with **LOCTITE 243**
22. Connect rear turn indicator **left (6)** and **right (7) connector** to vehicle wiring with **self-locking ties (20)**, as shown in the figure



23. Secure splash guard (4) in place by tightening the **2 upper screws M6x12 (3)** to **8 Nm  $\pm$  10%**

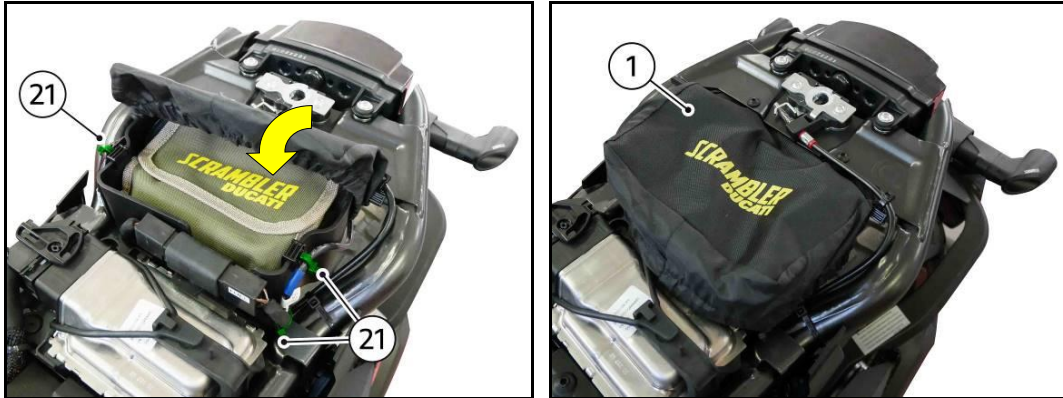




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24. Restore turn indicator wiring leads close to glove compartment by fastening them with **3 new self-locking ties (21)**, as shown in the figure
25. Restore glove compartment **protection (1)**, as shown in the figure



26. Remove specific tool Part no. 887138835 and secure fuel tank (See "Section 08 – Fuel/exhaust system – Fuel tank" of the Workshop Manual)
27. Refit the canister filter cover (See "Section 08 – Fuel/exhaust system – canister filter" of the Workshop Manual)
28. Check for the correct operation of the front and rear turn indicators
29. Fit the seat.



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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 XXXXXXXXXXXXXXXXX

[NHTSA Recall No. 21V-361](#)

May 17, 2021

Customer Name  
Customer Address  
City, St, Zip Code

**Subject:**

**Ducati Motorcycle: Scrambler Nightshift MY2021 (USA, CDN, MEX only)**

NHTSA Campaign I.D. Number: 21V-361

**Dealer Bulletin: SRV-RCL-21-009**

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 Scrambler Nightshift MY2021 (USA, CDN, MEX). 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?**

On a limited and well-defined batch of motorcycles, the front and rear turn indicators must be replaced as the installed parts are not approved for the specific country version. The front and rear turn signals do not guarantee the "effective projected luminous lens area requirements" required by the FMVSS (Federal Motor Vehicle Safety Standards) No. 108.

As a result of reduced projected luminous lens area, if surrounding traffic is unable to notice the front and rear turn signals lights, it may result in an increased risk of a crash.

**What will Ducati do?**

An official Ducati dealer will replace the front and rear turn signals, free of charge. The repair will take approximately 1 hour to complete. Service time will vary depending on dealer scheduling.



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### **Scrambler Nightshift MY2021 (USA,CDN,MEX)**

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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 feel uncomfortable riding the motorcycle, please 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.

#### **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.



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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