



CR220 – Side Stand Replacement

Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

Date: September 28, 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,

Ongoing product quality testing and field reports have identified a potential problem in the production process by the side stand supplier on a small batch of the above-mentioned motorcycles. There is a risk that the side stand could break at the weld that joins the side stand tube with the upper forged section, leading to an excessive inclination of the motorcycle when parked and, in rare cases, to a potential tip over.

For all involved vehicles, the side stand must be replaced with a new one with part no. 55610702BA. When replacing the side stand, you will also be required to replace the retaining pin part no. 82114632BB to ensure the proper installation of a new assembly.





CR220 – Side Stand Replacement

Hypermotard 950 SP Model Year 2019

Safety Recall Campaign SRV-RCL-21-011

Application

You can find the precise list of VIN numbers involved in CR220 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 SP SPECIAL 2019 CAL DMH					
VIN #	ZDMBAJDT3KB000 xxx	ENGINE #	AJDK0 xxx	LAST MILEAGE OPERATION	5929 MI
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	01/10/2019	INVOICE	04/18/2019
WARRANTY TYPE	Standard Warranty	STANDARD WTY START DATE	05/16/2019	WTY END DATE	05/15/2021
SERVICE STATUS					

ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	CR220		SRV-RCL-21-011 Side Stand Replacement	Side Stand	<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	

Customer Impact

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. All motorcycles already delivered to final Customers must undergo this inspection as soon as they come to your workshop.

Parts Distribution

The components with part no. 55610702BA and 82114632BB required to carry out the upgrade under this Safety Recall Campaign must be ordered for each affected frame number.

Warranty Reimbursement Rules

Reimbursement for work associated with this Safety Recall Campaign will be made through the regular warranty claim procedure using the “**Vehicle History**” section of the DCS.

The warranty claim is pre-filled and is identified as **CR220**.



CR220 – Side Stand Replacement

Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

The Dealer shall be reimbursed for the parts listed for the operation; Side Stand (part no. 55610702BA), Pin (82114632BB); and labor for **18min** (3 labor units) that includes the time necessary for:

- Vehicle reception
- Replacement of the side stand and the retaining pin
- Soft cleaning of the vehicle

Table of Contents

	Page
Introduction	1
Application	2
Customer Impact	2
Parts Distribution	2
Warranty Reimbursement Rules	2
Spare Parts	4
Tools and Consumables	4
Service Solution – Side Stand Replacement	5
Additional Requirements and Notes	10
Customer Letter Example	11





CR220 – Side Stand Replacement





Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

Spare Parts

The components to be used for this update are:

PART NO.	COMPONENT	IMAGE	QUANTITY
55610702BA	Side stand		1
82114632BB	Pin		1

Tools and Consumables

	Spring hook tool
	Torque wrench with range from 0 Nm to 40 Nm
	Grease Shell GADUS S2 V220 AD 2 (or equivalent)
	LOCTITE 243



CR220 – Side Stand Replacement

Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

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 bike on the rear paddock stand

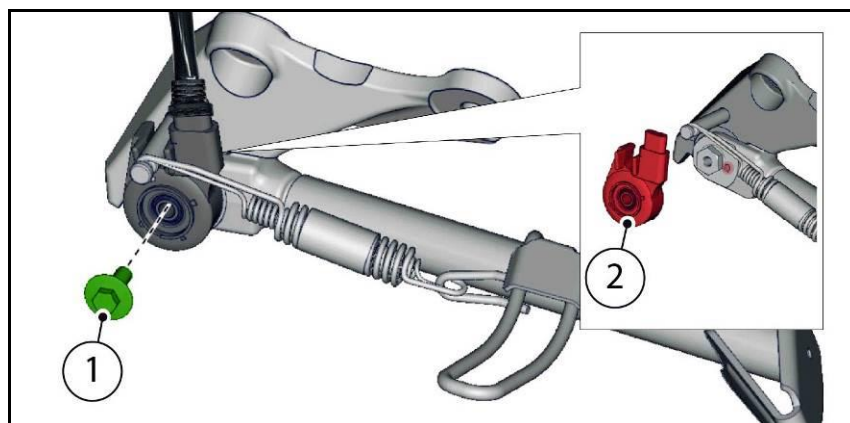


NOTE

Before replacing the side stand of the bike, mark as "NON CONFORMING" with a permanent marker



2. Remove the special retaining screw (1) and slide out the side stand switch (2)





CR220 – Side Stand Replacement

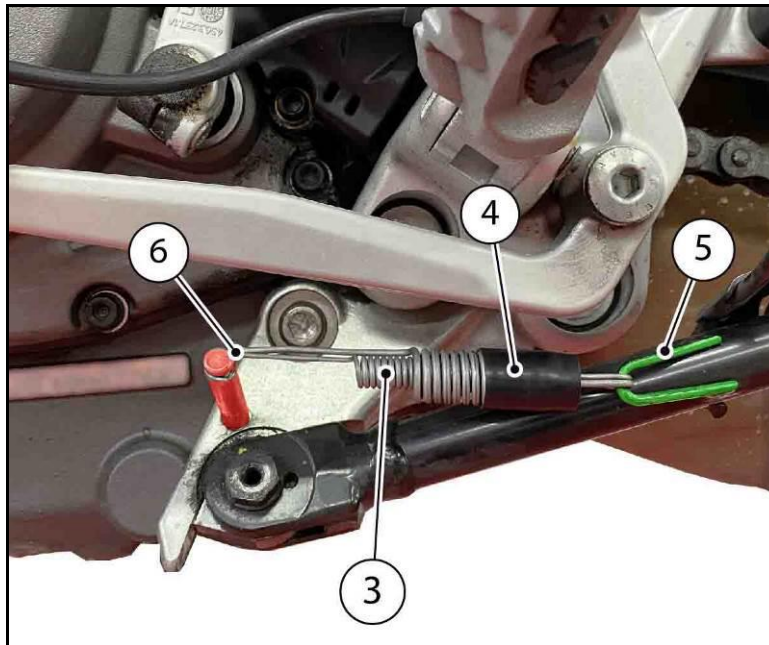
Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

3. Release side stand return **internal spring (3)** and **external spring (4)** from **hook (5)** and **pin (6)** groove

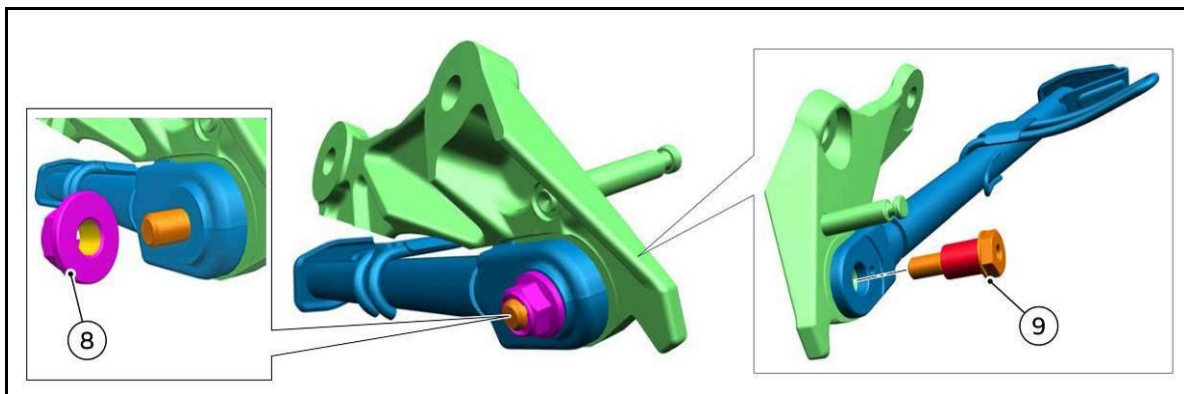


WARNING

Pay attention when releasing the springs to prevent potential damage or injury



4. Remove **nut M8x1.25 (8)** and **pin M8x1.25 (9)** securing the side stand to the relevant support bracket; then slide out the side stand



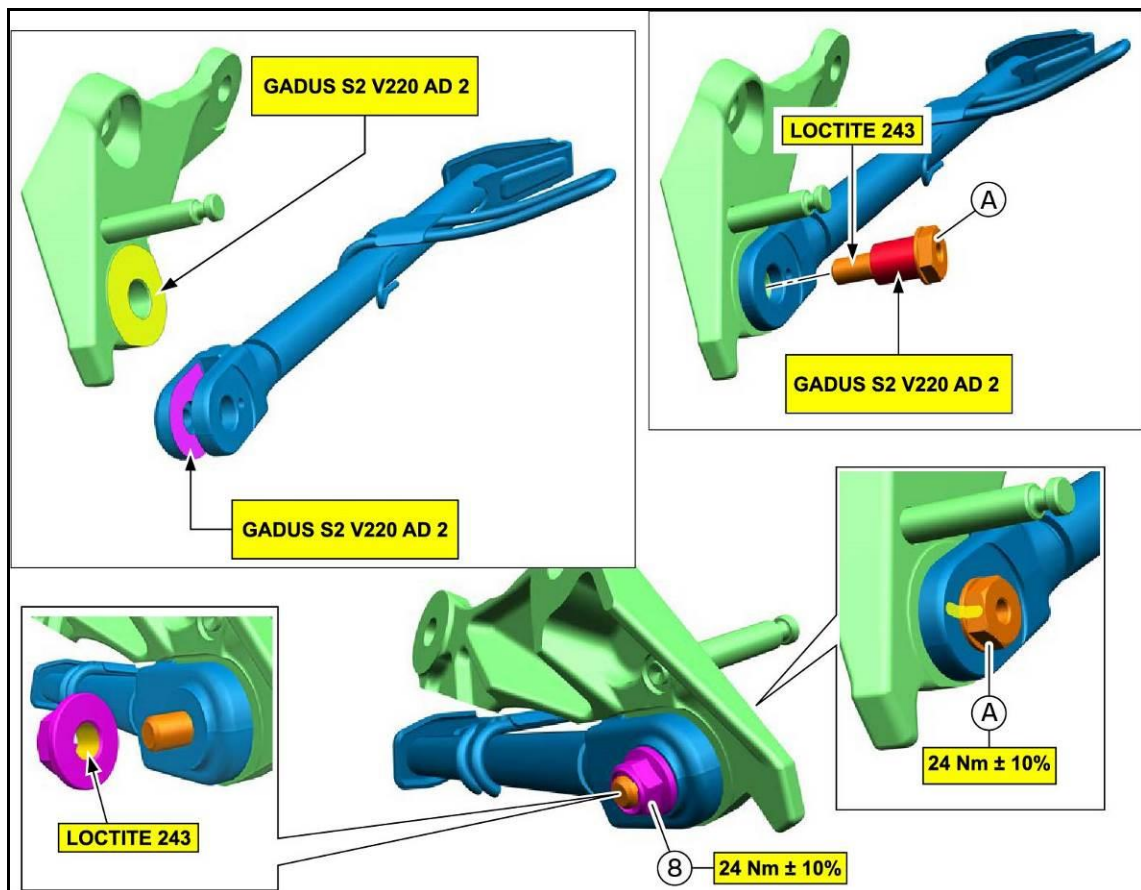
5. Clean the mating surfaces of the side stand support plate from residues of grease and dirt
6. Take the new side stand part no. 55610702BA and the new pin part no. 82114632BB



CR220 – Side Stand Replacement

Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

7. Apply Shell GADUS S2 V220 AD 2 grease (or equivalent) on the mating surfaces between the side stand and the support bracket
8. Apply LOCTITE 243 on the thread and Shell GADUS S2 V220 AD 2 grease on the under-head and collar of the new pin (A), paying attention that the two products do not come into contact
9. Fit the side stand on the support bracket and fix it by starting the **pin (A)** oriented as shown in the figure
10. Tighten **Pin (A)** to 24 Nm ± 10% and certify
11. Thoroughly clean the threaded projection of **Pin (A)**
12. Apply LOCTITE 243 on the thread of **Nut (8)**
13. Start **Nut (8)** on the threaded projection of **Pin (A)**
14. Making sure the side stand is in “closed” position, tighten **Nut (8)** to 24 Nm ± 10% while holding **Pin (A)**





CR220 – Side Stand Replacement

Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

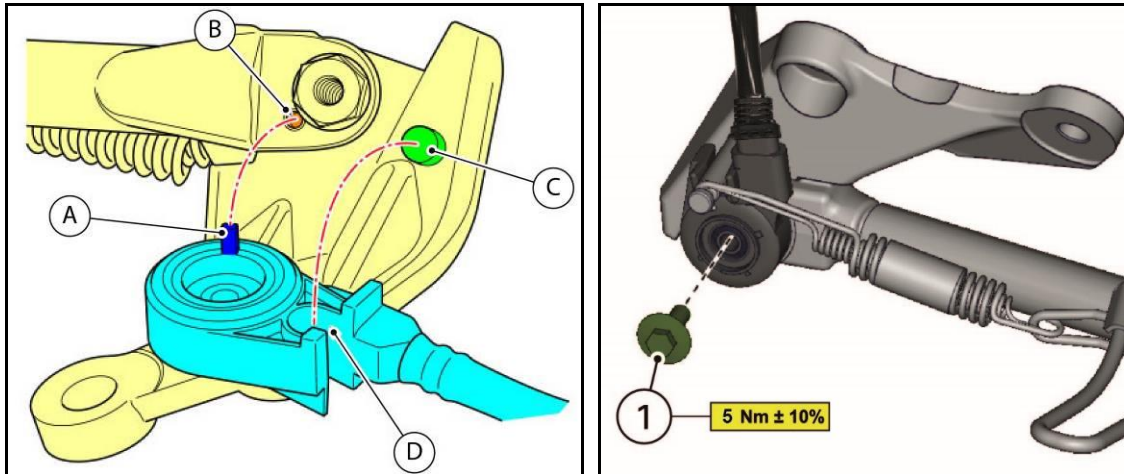
15. Position the side stand sensor by inserting the sensor pin (A) into hole (B) of the side stand and matching it with the side stand pin (C) and sensor opening (D).



WARNING

While tightening it is necessary to keep the sensor in the correct position in order to avoid unintentional revolutions caused by tightening torque application.

16. Tighten special screw (1) to **5 Nm \pm 10%**

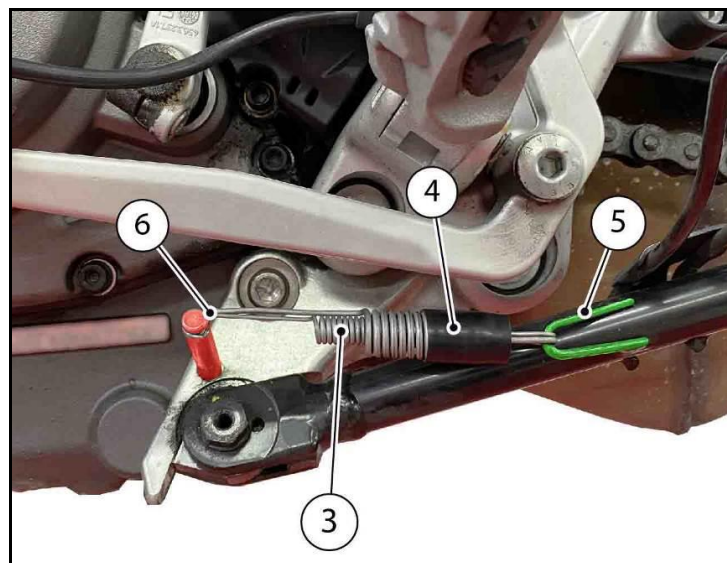


17. Secure the side stand **internal spring (3)** and **external spring (4)** on **hook (5)** and **pin (6)** groove as shown in the figure.



WARNING

Pay attention when fitting the springs to prevent potential damage or injury





CR220 – Side Stand Replacement
Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

18. Check that the side stand moves freely
19. Check the correct operation of the safety switch
20. Remove the rear paddock stand
21. Place vehicle on side stand



CR220 – Side Stand Replacement
Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

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 Workshop Campaign,
please contact your Service Area Manager.



CR220 – Side Stand Replacement
Hypermotard 950 SP Model Year 2019
Safety Recall Campaign SRV-RCL-21-011

IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

[NHTSA Recall No. 21V-738](#)

September 28, 2021

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: Hypermotard 950 SP Model Year 2019

NHTSA Campaign I.D. Number: 21V-738

Dealer Bulletin: SRV-RCL-21-011

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 Hypermotard Vehicles as listed above. 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 testing and field reports have identified a potential problem in the production process by the side stand supplier on a specific production of motorcycles (Hypermotard 950 SP Model Year 2019 only). There is a risk that the side stand could break at the weld that joins the side stand tube with the upper forged section, leading to an excessive inclination of the motorcycle when parked. In rare cases a potential tip over may occur, presenting an injury risk to persons in close proximity to the motorcycle.

What will Ducati do?

An official Ducati dealer will install a new side stand and pivot pin, free of charge. The repair will take approximately 18 minutes to complete. Service time will vary depending on dealer scheduling.



CR220 – Side Stand Replacement Hypermotard 950 SP Model Year 2019 Safety Recall Campaign SRV-RCL-21-011

Please, contact your local Ducati Service center as soon as possible to schedule an appointment for the repair. You may continue to use your motorcycle to reach your Ducati authorized dealer. It is advisable not to load the side stand by supporting a stationary rider and/or passenger.

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.



CR220 – Side Stand Replacement

Hypermotard 950 SP Model Year 2019

Safety Recall Campaign SRV-RCL-21-011

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