



CR238 – Oil Cooler Hose Spacer Installation

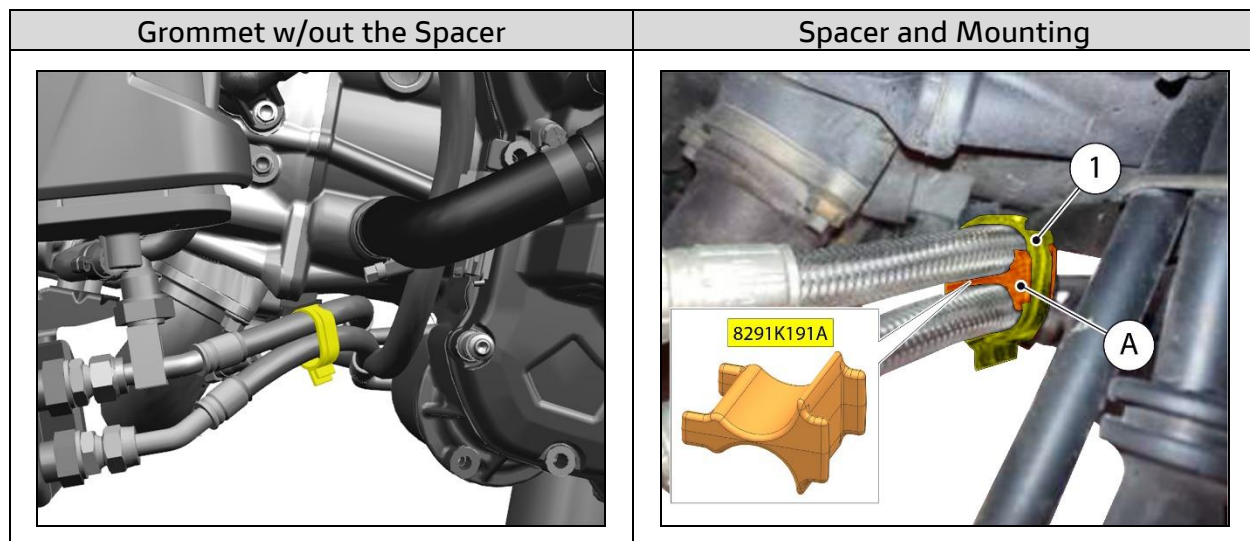
Hypermotard 939 STD/SP MY16-18 (all versions)
Hyperstrada 939 MY16-17 (all versions)
Safety Recall Campaign SRV-RCL-22-002

Date: September 27, 2022
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

This bulletin has been produced due to a potential problem associated with the rubbing of the oil cooler delivery and return hoses, which could lead to damage and oil leakage from the hoses. A new component, **spacer (A) (Part no. 8291K191A)**, has been made to be placed between the hoses and inside the **hose grommet (1)**, to prevent the contact described above.

The **spacer (A) (Part no. 8291K191A)** must be installed only on motorcycles equipped with **hose grommet (1)**.





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Application

You can find the precise list of VIN numbers involved in CR238 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 939 RED 2018 CAL DMH							📄
VIN #	ZDMBAJDT0KBO XXX	ENGINE #	AJDK XXX	WTY END DATE	10/30/2020		
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	04/05/2018	INVOICE			
WARRANTY TYPE	Standard Warranty	STANDARD WTY START DATE	10/31/2018	LAST MILEAGE	0 MI		
ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS							
N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	CR238		SRV-RCL-22-002 Spacer Installation on Oil Cooler Hoses		<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	



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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. 8291K191A 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.

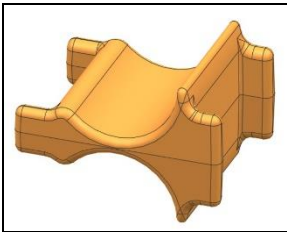
The warranty claim is pre-filled and is identified as **CR238**.

The Dealer shall be reimbursed for the part listed for the operation; Oil Cooler Hoses Spacer (part no. 8291K191A), and labor for **18min** (3 labor units) that includes the time necessary for:

- Vehicle reception
- Installation of the oil cooler hoses spacer **Part no. 8291K191A**
- Soft cleaning of the vehicle

Spare Parts

The component to be used for this update is:

PART NO.	COMPONENT	IMAGE	QUANTITY
8291K191A	Oil cooler hoses spacer		1



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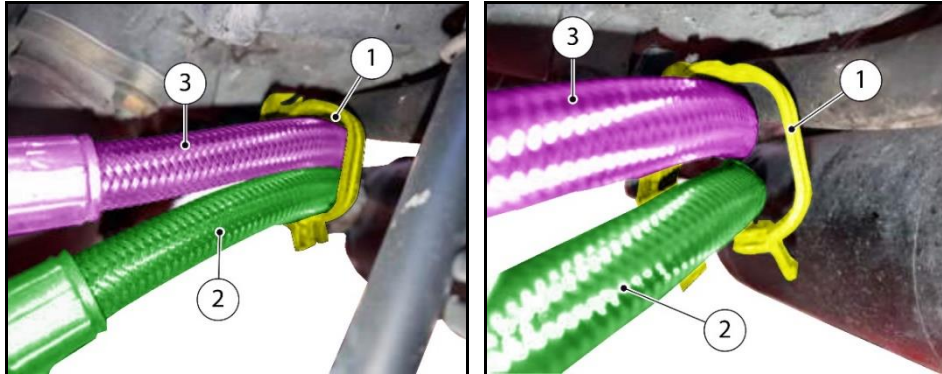
Service Solution



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 a rear paddock stand
2. FOR HYPERSTRADA ONLY: Remove the sump guard
3. Release **hose grommet (1)** and move **oil return lower hose (2)** away from **oil delivery upper hose (3)**

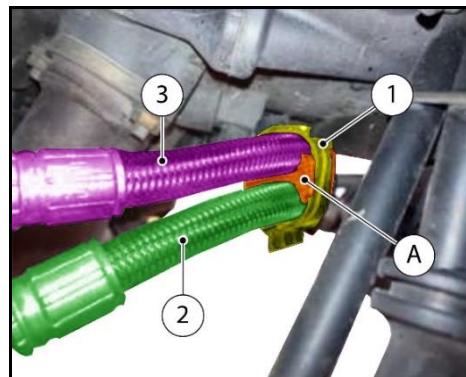
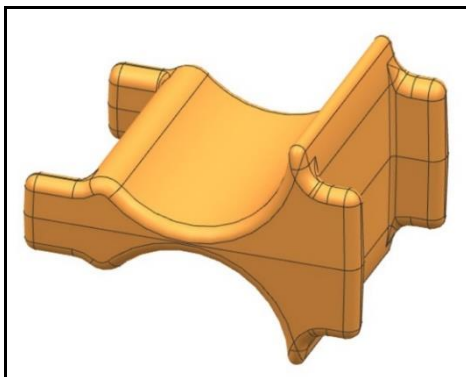


4. Take spacer (A) Part no. 8291K191A and insert it inside **hose grommet (1)**; then re-hook **hose grommet (1)** to the closed position



NOTE

To correctly hook **hose grommet (1)**, exert a slight pressure on its closure.





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5. FOR HYPERSTRADA ONLY: Refit the sump guard.
6. Remove the motorcycle from the rear paddock stand.

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.



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IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

[NHTSA Recall No. 22V-704](#)

September 27, 2022

Customer Name
Customer Address
City, St, Zip Code

Subject:

Ducati Motorcycle: Hypermotard 939 STD/SP Model Year 2016-2018 and Hyperstrada 939 Model Year 2016-2017

NHTSA Campaign I.D. Number: 22V-704

Dealer Bulletin: SRV-RCL-22-002

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. 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?

Due to a potential problem associated with the rubbing of the oil cooler delivery and return hoses, which could lead to damage and oil leakage from the hoses, we inform you that a **spacer** has been made to be placed between the hoses to prevent the contact described above.

What will Ducati do?

A special spacer must be installed only on motorcycles equipped with the hose grommet. The repair will take approximately 18 minutes to complete. Service time will vary depending on dealer scheduling.



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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 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.



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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 Contact_Us@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