



CR248 – Ducati Performance soft panniers upgrade part no. 96781971AA

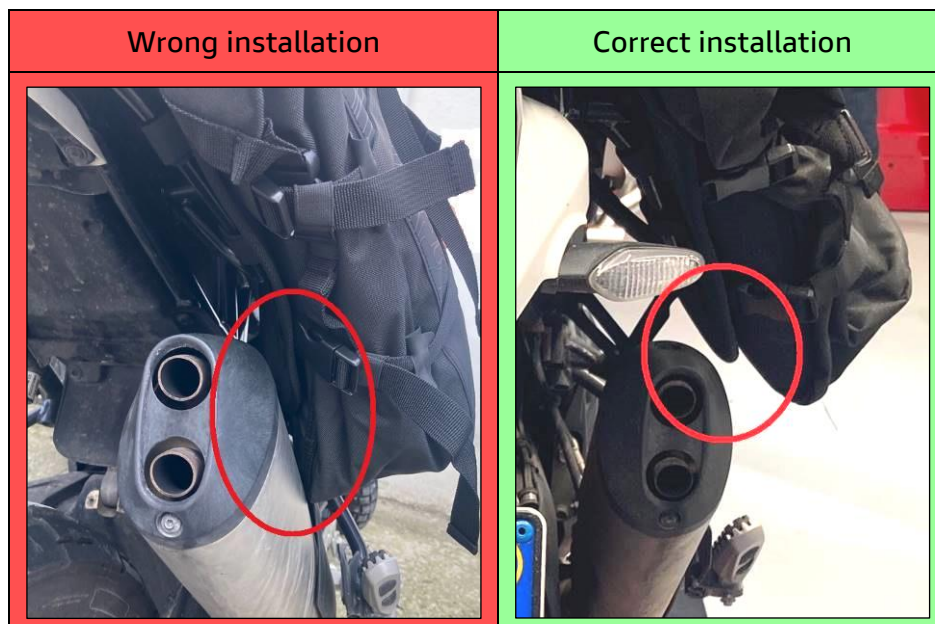
Safety Recall Campaign SRV-RCL-23-001

Ducati Performance Accessory part no. 96781971AA for DesertX MY23 (all country versions)

Date: TBD
Addressed to: Authorised dealers, Importers, General Managers, Service Managers
Released by: Francesco Penazzo, Head of Service
Francesco Castellana, Service Technical Specialist

Dear Dealers,

As a result of ongoing quality inspections performed on the product being used, together with your reports on the model in question, a potential safety issue has emerged on the soft side panniers sold as Ducati Performance accessories with part no. 96781971AA. It could happen that, if the panniers are not installed correctly on the motorcycle, the right pannier could come into contact with the silencer with the risk of melting and in extreme cases with the risk of the pannier to catch fire.



The defect analysis revealed that the assembly of this accessory as per instructions is not robust enough to avoid this risk if the customer does not take precautions when installing and using the KIT.



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It has therefore been decided to rewrite the assembly instructions, and in addition, to make the assembly stronger, the right side pannier support subframe has been redesigned. A correct installation of the KIT avoids the contact of the right pannier with the silencer. The new right subframe is an additional element which provides a stronger installation provided that the KIT is assembled and used correctly.

Caution: Possible contact between the silencer and the right side pannier, or damage to the pannier, may not be avoided if motorcycle is equipped with an exhaust system other than the original equipment one.

For the above reasons, we will proceed as follows:

- the sales blocking rule is applied to all Ducati Performance soft side pannier KITS part no. 96781971AA still owned by you. Therefore, the sale, assembly and delivery of the kits must be interrupted. The sale blocking shall also apply to KITS that have already been sold but have yet to be delivered to the customer, as well as KITS installed on demo, show room or replacement/courtesy motorcycles (demo and replacement/courtesy bike KITS must be removed from the bikes).
- For all Ducati Performance soft side pannier KITS part no. 96781971AA delivered to the end Customer, you must contact the Customers directly (file the communication sent to the Customer and keep track of it) to inform them of the potential safety problem and provide them with the updated installation instructions ([ISTR-1181/01.pdf](#) attached to this bulletin). The new instructions will also be made available in the accessories catalogue on DCS and for Customers in the dedicated area of the [ducati.com](#) website in the DesertX model accessories section.
- The updated right side pannier support subframe, which makes the installation of the soft side panniers more robust, will be available within about 3 months (90 days).

As soon as it is available, we will send the updated right side pannier support subframe, free of charge, to all dealers who have purchased Ducati Performance soft side pannier KITS part no. 96781971AA (as of 27/02/2023, the date on which sales of the KIT were stopped in advance). Each dealer will then receive a number of updated right side pannier support subframes equal to the total number of KITS purchased.



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- Only after receiving the updated right side pannier support subframe together with the new fitting instructions (ISTR-1181/01.pdf attached to this bulletin), you can proceed as follows:
 - you can unlock the sales of all Ducati Performance soft side pannier KITS part no. 96781971AA still owned by you. For these KITS, CR248 will not be activated and no warranty refund will be made.
 - We have been able to trace many frame numbers on which Ducati Performance soft side pannier KITS part no. 96781971AA were installed. These frame numbers will be uploaded to DCS and CR248 will be activated on them (see paragraph “Warranty reimbursement rules” for details of the refund).
 - On all Ducati Performance soft side pannier KITS part no. 96781971AA delivered to the end Customer, it is necessary to contact the Customers directly to inform them of the availability of the updated right side pannier support subframe, and to schedule a visit to your workshop for installation of the same on their motorcycle. At this stage, Customers will receive notification from DMH as is the case for all safety recall campaigns.
 - **If a motorcycle with Ducati Performance soft side pannier KIT part no. 96781971AA delivered to a Customer needs the upgrade but the frame number is not visible on DCS, please communicate the frame number to your Service Area Manager to have it uploaded.**
 - If you sold the Ducati Performance soft side pannier KIT part no. 96781971AA through e-commerce or another sales channel, but you were still able to contact the Customer, we ask you to schedule the shipment of the updated right side pannier support subframe to the Customer.



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- **Involved motorcycles**

We have been able to trace many frame numbers on which Ducati Performance soft side pannier KITS part no. 96781971AA were installed. These frame numbers will be uploaded to DCS and C248 will be activated on them.

The list of the frame numbers subject to the CR248 is available on the DCS, in the 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.

- **Customers**

For all Ducati Performance soft side pannier KITS part no. 96781971AA delivered to the end Customer, you must contact the Customers directly to inform them of the potential safety problem and provide them with the updated installation instructions.

Afterwards, when the updated right side pannier support subframe is received, Customers will be contacted with the standard procedure of the safety recall campaigns.

- **Spare parts**

The updated right side pannier support subframe, which makes the installation of the soft side panniers more robust, will be available within about 2 months.

As soon as it is available, we will send the updated right side pannier support subframe, free of charge, to all dealers who have purchased Ducati Performance soft side pannier KITS part no. 96781971AA (as of 27/02/2023, the date on which sales of the KIT were stopped in advance). Each dealer will then receive a number of updated right side pannier support subframes equal to the total number of KITS sold.

It is therefore not necessary to place any spare parts order.



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- **Warranty reimbursement rules**

For all Ducati Performance soft side pannier KITS part no. 96781971AA delivered to the end Customer, you will be reimbursed a warranty labour time of **12 minutes** to certify that the Ducati Performance soft side pannier KIT part no. 96781971AA has been updated with the new right side pannier support subframe and that you have informed the Customer of the updated assembly instructions. The reimbursement of the spare part cost is not required as the updated right side pannier support subframe will be sent to you free of charge. Reimbursement for work associated with this Safety Recall Campaign will be done through the regular warranty claim procedure using the “VIN History” section of the DCS.

In the event that during the upgrade of Ducati Performance Soft Side Bag KIT part no. 96781971AA installed and used on motorcycles, you should find partial damage or burning of the right side bag due to contact with the silencer (only in the case of original equipment silencer) you can proceed with the replacement of the right bag under warranty by submitting a warranty claim STD.

On all Ducati Performance soft side pannier KITS part no. 96781971AA still owned by you, the CR248 will not be loaded and no refund will be made under warranty (please note that the updated right side pannier support subframe required to update the KITS still in your possession will be sent to you free of charge).

Non-updated right side pannier support subframes removed from Customer motorcycles or recovered from KITS still in your possession must be scrapped by you and may not be sold.

Should you have any questions on this Safety Recall Campaign,
please contact your Service Area Manager.

Best regards.

The information contained in this document and any annexes thereto is strictly confidential and exclusively meant for the use of the recipient.