



## CR249 - Check and Possibly Replace Passenger Foot Pegs

Diavel V4 Model Year 2023 (all versions)

### Safety Recall Campaign SRV-RCL-23-002

Date: April 11, 2023  
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
From: Richard Kenton, Technical Director  
Dan Schwartz, Service Area Manager

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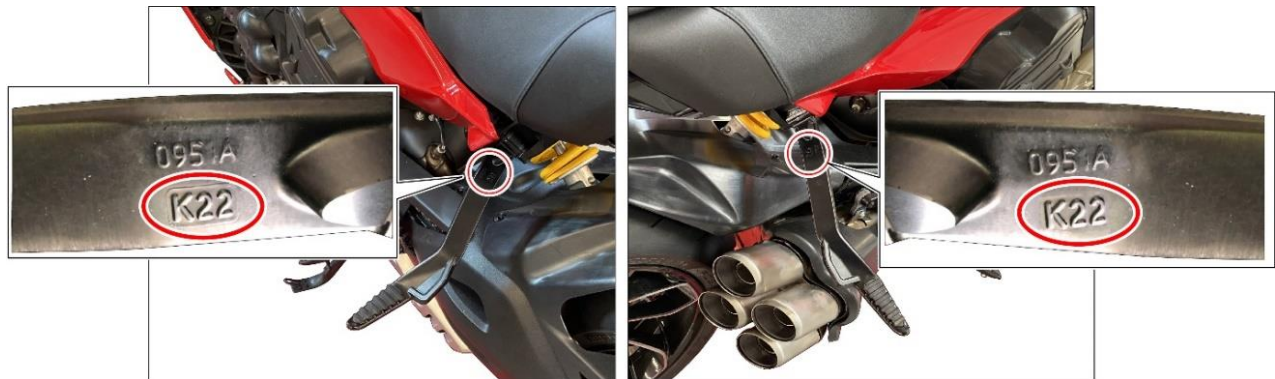
Dear Dealers,

As indicated in the previous communication published with Service Bulletin SRV-SRB-23-023; due to a potential defect in the production process on the part of the supplier of passenger foot pegs for the Diavel V4 model, **it is necessary to proceed with the inspection and possible replacement of the components identified with batch "K22", which was found to be non-compliant.**

In fact, it could happen that passenger foot pegs belonging to batch "K22" break at the rotation bushing.

For this reason, on the motorcycles covered by this campaign, it is necessary to check the batch stamping on the inside of both the right and left passenger foot pegs. If "**K22**" is present on one or both passenger foot pegs, they are non-compliant and must be replaced according to the instructions in the following Service Bulletin.

As it is not known exactly where the passenger foot pegs belonging to the "K22" batch have been installed, a motorcycle involved in CR may require the replacement of none, both or only one passenger foot peg (right or left).



**If one or both passenger foot pegs belonging to the K22 batch are identified on a motorcycle, a photo of each non-conforming part showing K22 must be attached to the warranty claim to certify the exact need for replacement as required for reimbursement from the supplier.**



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### Application

You can find the precise list of VIN numbers involved in CR249 on the DCS, in sections:

<b>VIN HISTORY</b>		It is possible to search by individual frame number.
<b>CAMPAIGNS</b>		It is possible to search for all the frame numbers that you received from Ducati Motor Holding.

### Client Impact

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Clients must be updated during pre-delivery operations and always before delivery to the final Clients. All motorcycles already delivered to final Clients must undergo this inspection as soon as they come to your workshop.



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### Parts Distribution

The component(s) required to carry out the upgrade under this Safety Recall Campaign must be ordered for each affected frame number ONLY if one or both passenger foot pegs belonging to batch K22 are identified.

**DO NOT pre-order spare foot pegs before checking the motorcycle because spare parts availability is limited.**

### 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 CR249.

The 4 operation types are summarized below, depending on the work to be carried out:

	Description	Spare parts	Labor	Photo required
Repair TYPE 1	Check of part no. stamped on passenger foot pegs	-	6 minutes (1 LU)	none
Repair TYPE 2	Check and Replacement of passenger LEFT foot peg	Part no. 46520952AA LEFT passenger foot peg	18 minutes (3 LU)	1 photo part no. K22 stamped
Repair TYPE 3	Check and Replacement of passenger RIGHT foot peg	Part no. 46520942AA RIGHT passenger foot peg	18 minutes (3 LU)	1 photo part no. K22 stamped
Repair TYPE 4	Check and Replacement of both passenger foot pegs	LEFT - part no. 46520952AA RIGHT - part no. 46520942AA	30 minutes (5 LU)	2 photo part no. K22 stamped



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The Dealer shall be reimbursed for the labor and the part(s) if necessary, which includes the time necessary for:

- Vehicle reception
- The time required to take a photo of the non-compliant part and attach it to the warranty claim (only in the case of replacement of one or more passenger foot pegs).
- Compensation of consumables
- Installation of the passenger foot pegs (only when necessary)
- The time for filling in the warranty claim
- Soft cleaning of the vehicle

Please be reminded that if one or both passenger foot pegs belonging to the K22 batch are identified on a motorcycle, a photo of each non-conforming part showing K22 must be attached to the warranty claim to certify the exact need for replacement as required for reimbursement from the supplier.

If a warranty claim is found without a photo certifying that one or both of the replaced passenger foot pegs belong to the K22 batch, the warranty claim may be charged back.

Passenger foot pegs belonging to the non-compliant K22 batch that have been removed from the motorcycle must be scrapped by you and their use is prohibited.

### Spare Parts

The component(s) to be used for this update are:

- Left Passenger Foot Peg - part no. **46520952AA**
- Right Passenger Foot Peg - part no. **46520942AA**

### Service Solution



#### WARNING

The procedure described in the document is not particularly difficult, however, for the operation to be completed successfully and to comply with the set time, it is necessary to thoroughly follow the sequence of the indicated operations.

Therefore, we recommend taking your time to fully understand the procedure before attempting its implementation on the motorcycle (always print the document in color for a better understanding).



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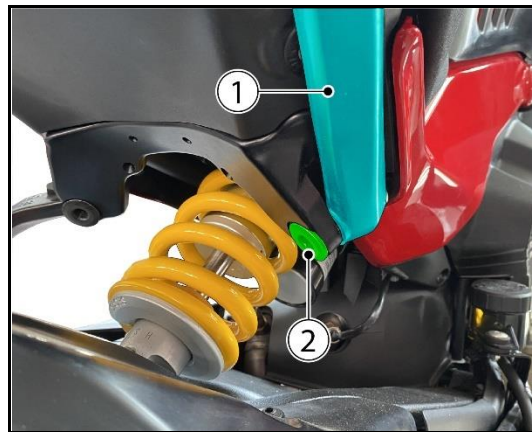
1. Position the motorcycle on a rear paddock stand.



#### NOTE

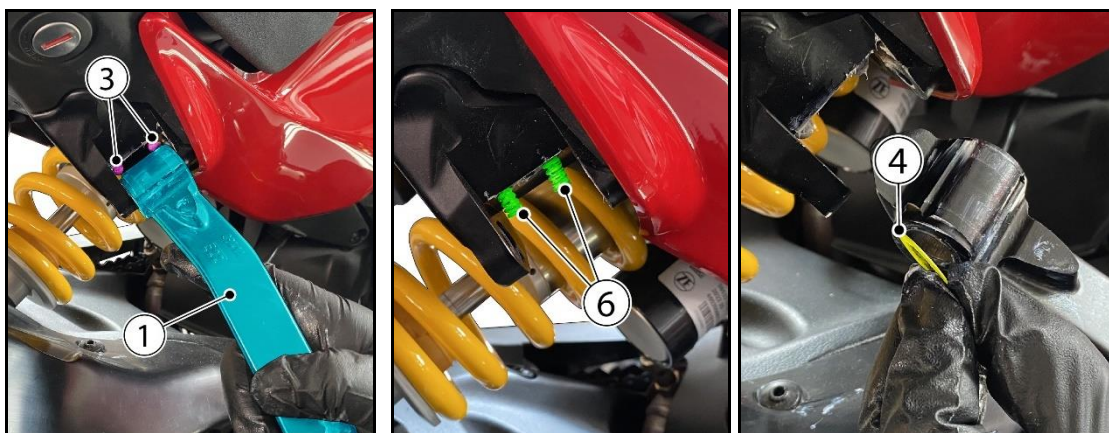
The following instruction is carried out for the right-hand passenger foot peg. If necessary, repeat the same operations on the left passenger foot peg.

2. Loosen the **M16 bolt (2)** and remove the **right** passenger foot peg (**1**).



#### WARNING

When removing the passenger foot peg, pay particular attention to the **2 balls (3)** and **2 springs (6)** inside the foot peg holder. Recover the **washer (4)**.





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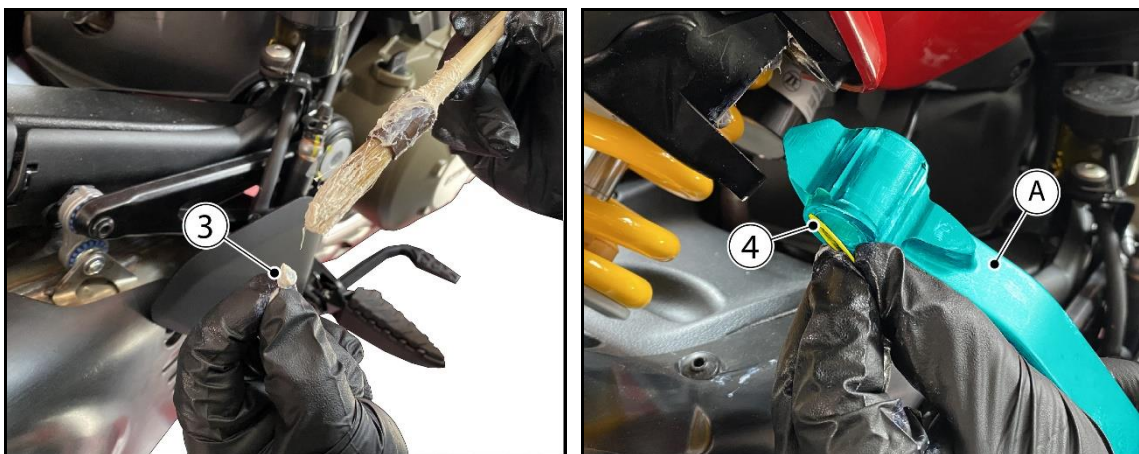
3. Recover the 2 O-rings (5) from the removed passenger foot peg.

Position them in the appropriate seats of the new **passenger foot peg (A)** with a suitable grease.



4. Apply grease to the **balls (3)** and position them in the appropriate seats of the passenger foot peg.

Position the **washer (4)** on the **passenger foot peg (A)**. Insert the **passenger foot peg (A)** into the passenger foot peg holder.





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5. Apply grease to the surface of the **pivot bolt (2)** and tighten it to a torque of **30 Nm ± 10%**.



6. Test the correct function of the replaced passenger foot peg.
7. Remove the motorcycle from the rear paddock stand.
8. Passenger foot pegs belonging to the non-compliant K22 batch that have been removed from the motorcycle must be scrapped by you and their use is prohibited.

#### 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 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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**[Safety Recall Campaign SRV-RCL-23-002](#)**

### **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

[NHTSA Recall No. 23V250](#)

Date

Client Name

Client Address

City, St, Zip Code

**Subject:**

**Ducati Motorcycle:** Diavel V4 Model Year 2023 (all model and country versions)

NHTSA Campaign I.D. Number: [23V250](#)

**Dealer Bulletin:** SRV-RCL-23-002

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 potential defect which relates to passenger foot pegs exists in Diavel V4 Model Year 2023 (all model and country versions). 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.

It is necessary to check the passenger foot pegs on your motorcycle. A number of passenger foot pegs do not meet the expected strength which can result in a crash or injury. Upon inspection, one or both passenger foot pegs may fall into the batch of defective passenger foot pegs, replacement will be necessary. The batch can be easily verified by your Ducati Service Dealer.

**You are invited to contact your Ducati Service Dealer as soon as possible** to make an appointment to carry out the check and the possible update, which is completely free of charge and will take maximum 30 minutes (after the time required for the arrival of the spare part, if any). You can still continue to use your motorcycle to reach your Ducati Service Dealer, do not carry a passenger.





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During this recall, your Ducati Service Dealer shall also check whether it is necessary to make further interventions in order to keep your motorcycle updated, both at the mechanical and electronic level; in this case, it might be necessary for the workshop to keep your motorcycle for a longer period of time. 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 still cannot obtain satisfaction, you may submit a written complaint to:

#### 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](http://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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### [Safety Recall Campaign SRV-RCL-23-002](#)

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.

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 Client Care 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](mailto:Contact_Us@ducati.com) or contact Ducati North America Client 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