



CR255 – Replacement of Side Stand Bracket and Spring Plate

XDiavel Model Year 2018-2021 (all versions)

Safety Recall Campaign SRV-RCL-23-004

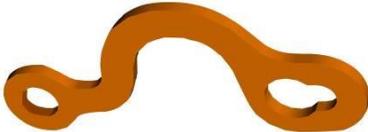
Date: September 12, 2023
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

As a result of the continuous quality checks on the product, we have decided to extend the fleet subject from the previous CR206 recall campaign, as we have found a potential concern with the Side Stand Mounting Bracket. In some rare cases the Spring Hooking Pin may break and cause the undesired extension of the Side Stand, even when riding. Unlike the previous CR206, this campaign does not require replacement of the side stand as it will need to be reused.

The involved motorcycles will need to have the following parts replaced.

- The **Side Stand Mounting Bracket** with a new version, **Part no. 55621052AA** which has been redesigned to avoid the above-described issue.
- The **Spring Hooking Plate** with a new replacement, **Part no. 82718981AA**.

Side Stand Bracket Part Number 55621052AA	Spring Hooking Plate Part Number 82718981AA
	



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Application

You can find the precise list of VIN numbers involved in CR255 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.

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.

All final Clients will be contacted concerning the service provided under this Safety Recall Campaign.



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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.

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 **CR255**.

The Dealer shall be reimbursed for the parts listed for the operation; Side Stand Bracket (Part no. 55621052AA) and Spring Hooking Plate (Part no. 82718981AA), and labor for **30 minutes** (5 labor units) that includes the time necessary for:

- Vehicle reception and delivery
- Side Stand Mounting Bracket replacement
- Side Stand Spring Hooking Plate replacement
- Compensation of consumables
- The time for filling in the warranty claim
- Soft cleaning of the vehicle

Spare Parts

The components to be used for this update are:

PART NO.	COMPONENT	IMAGE	QUANTITY
55621052AA	Side Stand Bracket		1
82718981AA	Spring Hooking Plate		1



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Service Solution

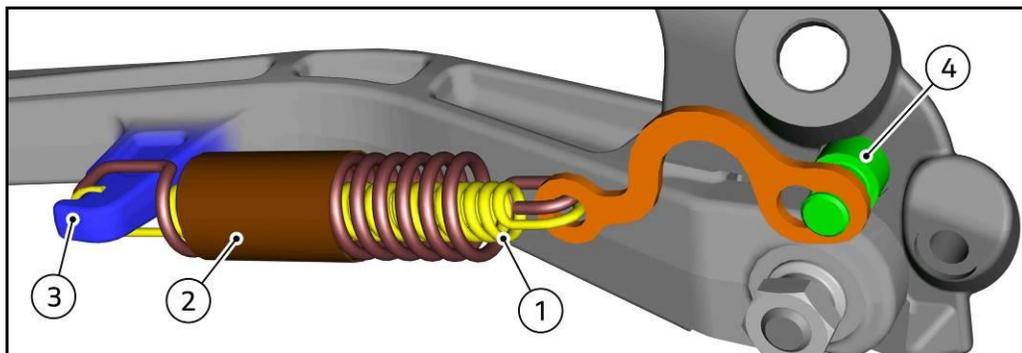


WARNING

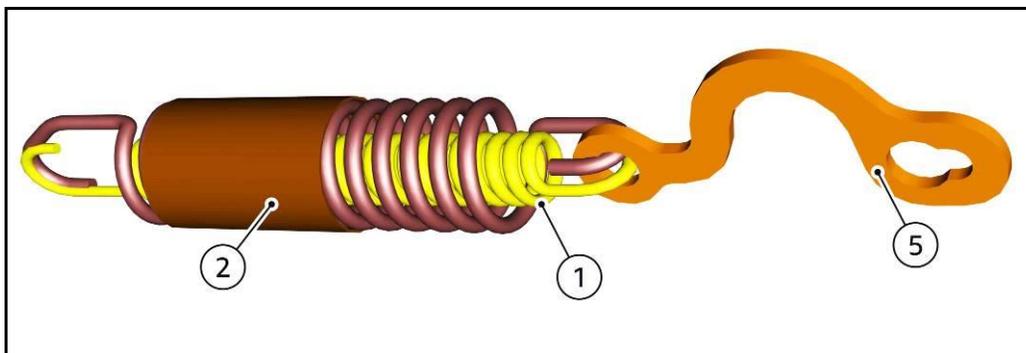
The procedure described in the document is not particularly difficult, however, for the operation to be completed successfully and to comply with the set time, it is necessary to thoroughly follow the sequence of the indicated operations.

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).

1. Position the motorcycle on a rear paddock stand.
2. Release side stand return **internal spring (1)** and **external spring (2)** from **hook (3)** and **pin (4)** groove.



3. Remove **internal spring (1)** and **external spring (2)** from **plate (5)**.



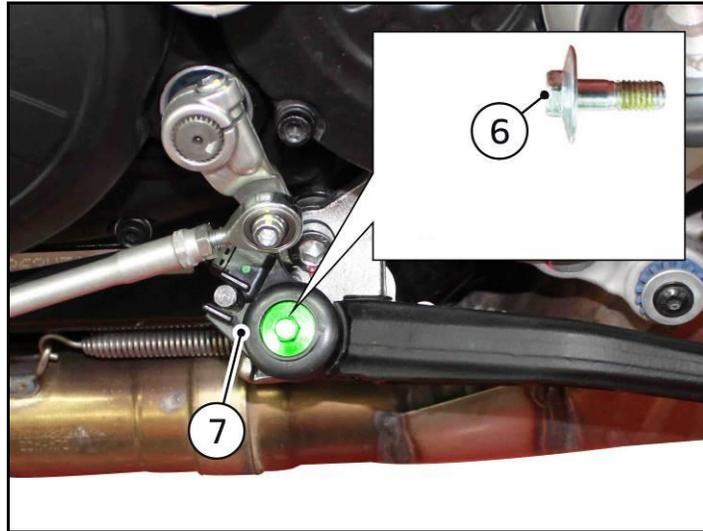


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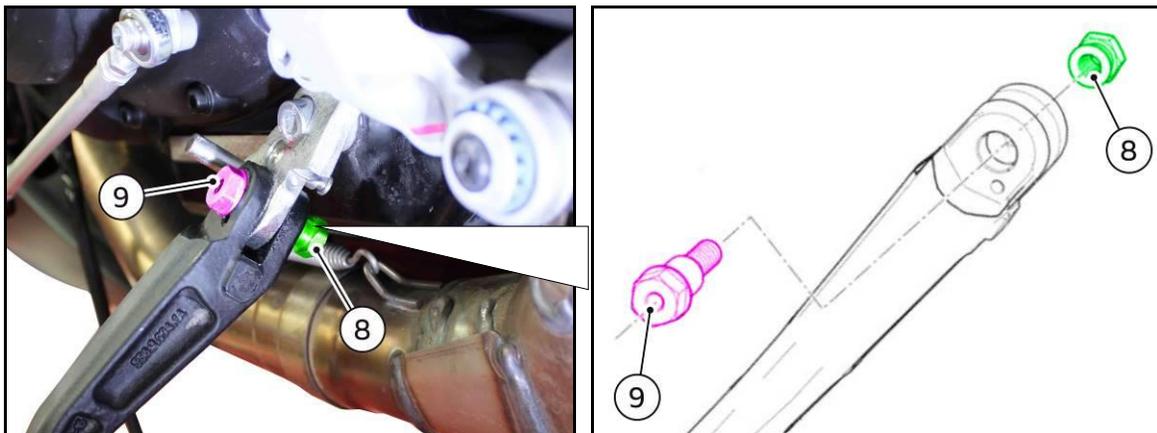
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4. Remove special screw (6) securing side stand switch (7).



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



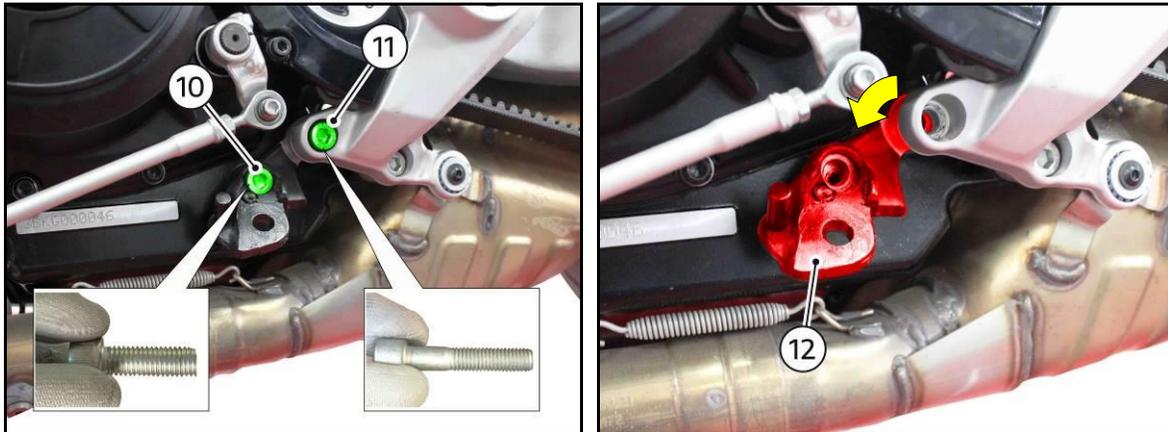


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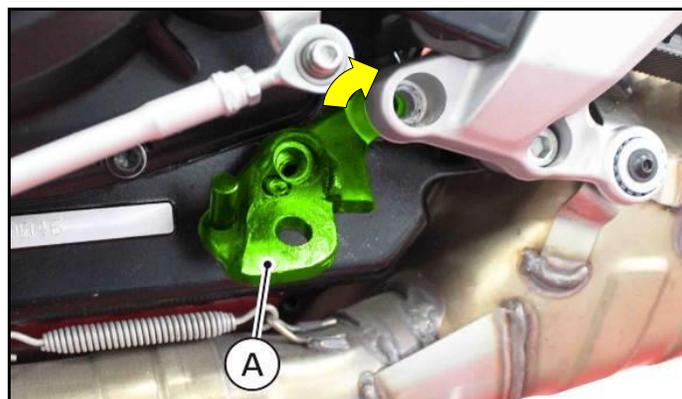
6. Remove screw M10x30 (10) and screw M10x50 (11) retaining the side stand bracket (12); then slide out bracket.



7. Take the new side stand bracket, Part no. 55621052AA.



8. Before installing the new side stand bracket Part no. 55621052AA, thoroughly clean the concerned area to remove any impurities.
9. Remove the Loctite present on screws M10x30 (10) and M10x50 (11).
10. Fit the new bracket (A) Part no. 55621052AA between crankcase and LH side bracket, as shown in the figure.



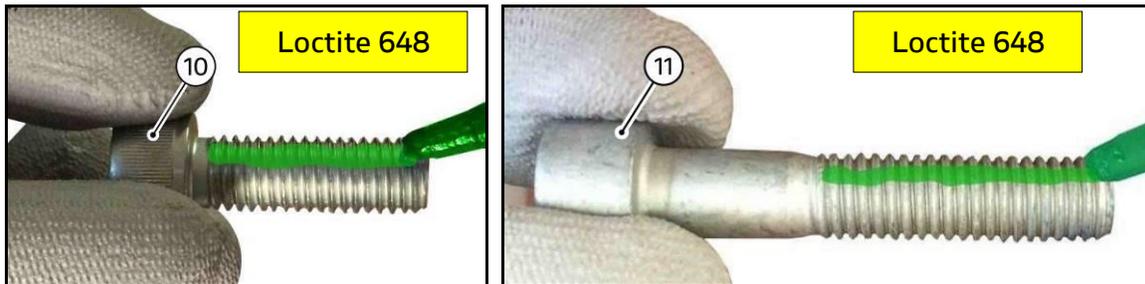


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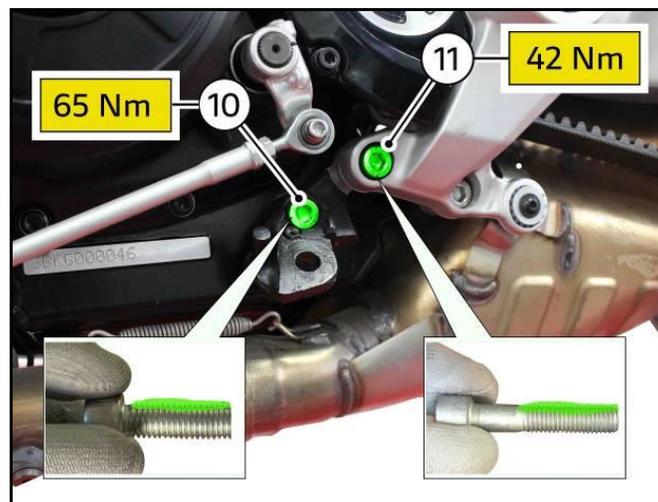
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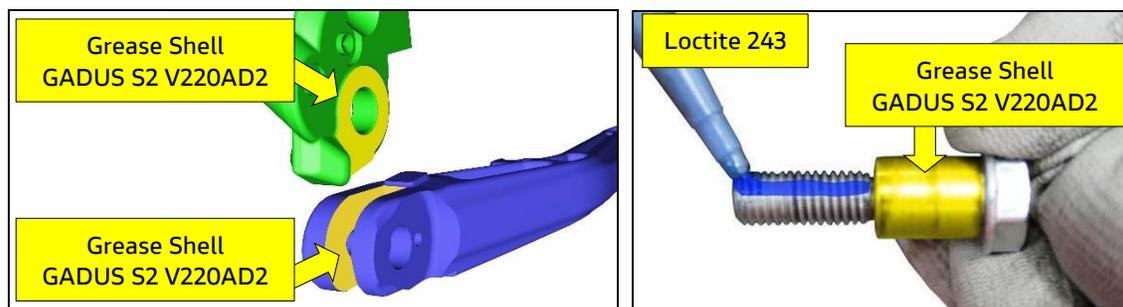
11. Apply LOCTITE 648 along the threads of screw M10x30 (10).
12. Apply LOCTITE 648 along the threads of screw M10x50 (11).



13. Tighten the M10x30 screw (10) to a torque of **65 Nm** and certify.
14. Tighten the M10x50 screw (11) to a torque of **42 Nm** and certify.



15. Install the side stand on the mounting plate after applying Shell GADUS S2 V220AD2 grease (or equivalent) on the mating surfaces as shown in the figure.
16. Take pin M8x1.25 and apply Shell GADUS S2 V220AD2 grease (or equivalent) to the cylindrical part. Apply Loctite 243 to the threads, as shown in the figure.





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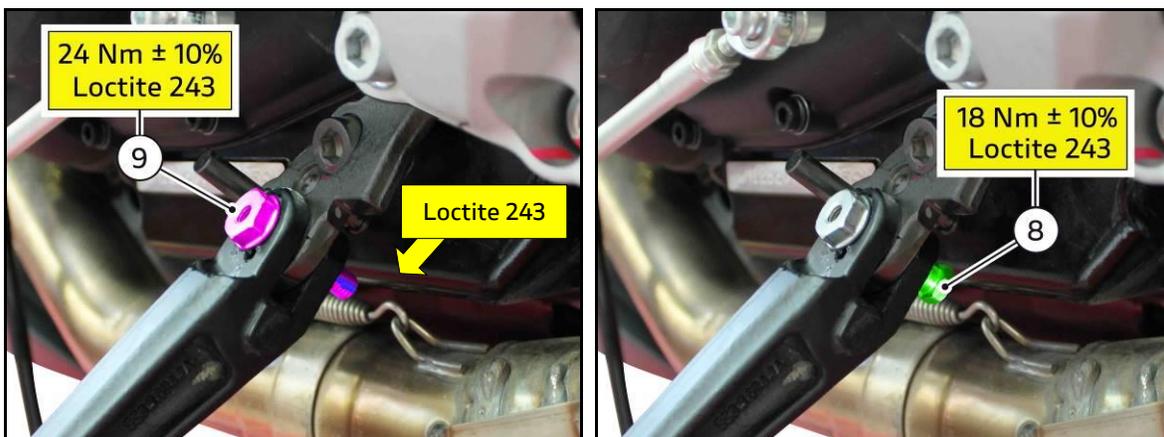
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17. Insert pin M8x1.25 (9) and tighten to a torque of 24 Nm ± 10%.
18. Apply Loctite 243 on the threaded projection of pin M8x1.25 (8).
19. Start nut M8x1.25 (8) and tighten it to a torque of 18 Nm ± 10%.

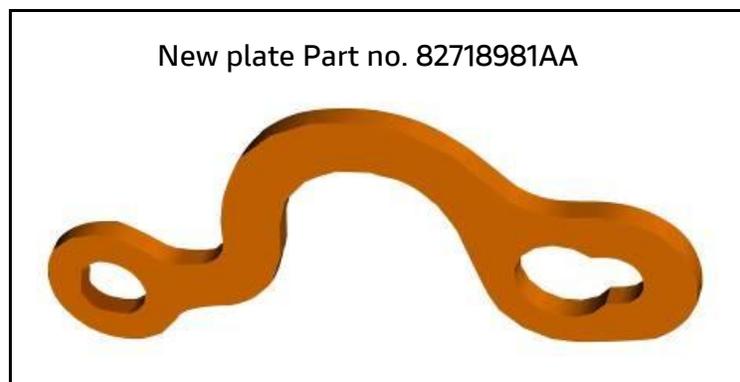


NOTE

To tighten nut M8x1.25 (7), you must hold pin M8x1.25 (8) to lock out rotation.



20. Take the new plate.





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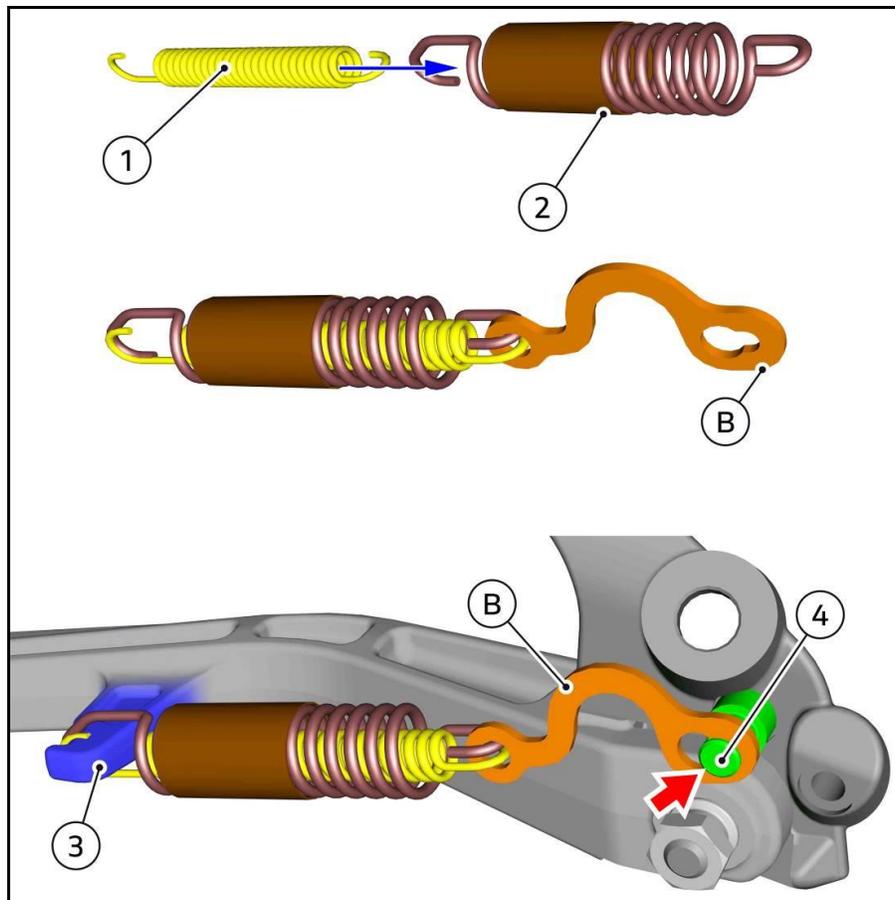
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21. Insert **internal spring (1)** on **external spring (2)**, aiming it as shown in the figure.
22. Hook spring ends to the new **plate (B)**, aiming the parts as shown in the figure.
23. Fasten **springs (1)** and **(2)** to side stand **hook (3)** and insert the free hole of **plate (B)** inside the special groove on bracket **pin (4)**, as shown in the figure.



WARNING

Plate **(B)** must be positioned as indicated by the red arrow.





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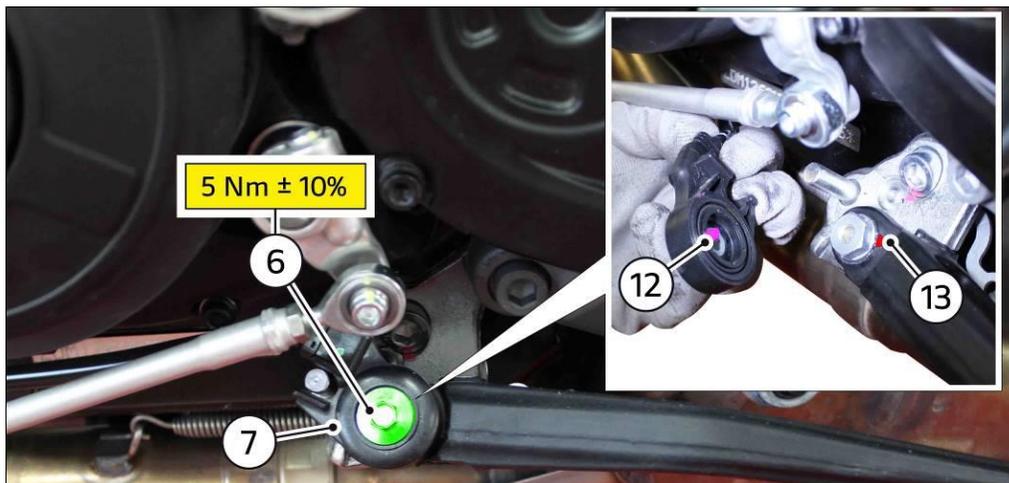
24. Install **switch (7)** on the side stand as shown in the figure.

25. Tighten **special screw (6)** to a torque of **5 Nm ± 10%**.



WARNING

Insert the **locating pin (12)** of the switch in **hole (13)** of the stand.



26. Make sure that the side stand moves freely and check the correct operation of the safety switch:

- Perform a Key-ON, place the motorcycle on the side stand and check that the relevant warning light turns on.
- Retract the side stand and start the engine.
- Lower the side stand and engage first gear. The engine must switch off.

27. Remove the rear paddock stand.



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Campaign Authorization

Ducati North America, Inc. will mail a notification letter to all known owners. If a client 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

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

[NHTSA Recall No. 23V620](#)

Date

Client Name

Client Address

City, St, Zip Code

Subject:

Ducati Motorcycle: XDiavel Model Year 2018-2021 (all model and country versions)

NHTSA Campaign I.D. Number: [23V620](#)

Dealer Bulletin: SRV-RCL-23-004

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 the side stand mounting bracket on XDiavel Model Year 2018-2023 (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 replace the side stand bracket and spring hooking plate on your motorcycle. In some rare cases the spring hooking pin may break and cause the undesired extension of the side stand, even when riding which can result in a crash or injury. The involved motorcycles will need to have the Side Stand Mounting Bracket replaced with a new version along with the Spring Hooking Plate. The update can be easily completed 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 update, which is completely free of charge. You can still continue to use your motorcycle to reach your Ducati Service Dealer, always check the side stand for correct operation before use.



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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, 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 Client Care at 1 (888) 391-5446.

If you still cannot obtain satisfaction, you may submit a written complaint to:

For USA Clients:

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 Clients:

Please contact Ducati client 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 CLIENT 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.

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 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