

# Part 573 Safety Recall Report

# 23V-820

**Manufacturer Name :** Ducati North America**Submission Date :** DEC 06, 2023**NHTSA Recall No. :** 23V-820**Manufacturer Recall No. :** SRV-RCL-23-005**Manufacturer Information :**

Manufacturer Name : Ducati North America

Address : 1292 Reamwood Avenue

Sunnyvale CA 94089

Company phone : 650-933-9800

**Population :**

Number of potentially involved : 2,906

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2016-2023 Ducati XDiavel S and STD versions

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

**Descriptive Information :** Reports from the network of broken passenger backrests, Ducati Motor Holding started to review and analyze warranty claims, customers contact records and collected some passenger backrests from the field. Ducati Motor Holding started to analyze the possible causes of the breakages.

The final stage of the analysis led us to the conclusion that the cause of the passenger backrests breakage is due to an incorrect installation of the component and/or an incorrect usage by the passenger.

There is not a replacement component; it is a check that the component is correctly installed according to the prescribed process and tightening torque; additionally, a dedicated warning sticker will be applied on the component, to inform the passenger how to properly use it.

All produce XDiavel versions are included from 2016-2023 a total of 2906 units.

Production Dates : NOV 04, 2015 - JUN 14, 2022

VIN Range 1 : Begin : ZDM13BKW1GB000066 End : ZDM13BKW1PB011942  Not sequential**Description of Defect :**

**Description of the Defect :** The passenger backrest could crack and could break if it is incorrectly installed by the customer and/or used incorrectly by the passenger. The passenger backrest is supplied, with all XDiavel motorcycle, as an additional accessory but not installed because it is up to the customer to decide to install it.

All the motorcycles are originally equipped with the passenger retainer seat strap that is the primary homologated passenger retainer system. The passenger retainer seat strap does not have any potential issue.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the passenger backrest is not properly installed and if the passenger is not holding on to the rider or the retainer seat strap, the passenger backrest could break, causing the passenger to fall increasing the risk of injury.

Description of the Cause : The passenger backrest is installed with four bolts, if one or more bolt is not properly tightened, it could be loose and if the passenger improperly uses the backrest without anchoring themselves to the retainer seat strap, the passenger backrest could break.

Identification of Any Warning that can Occur : If the passenger backrest fixing screws became loose, the customer could feel it vibrating or making a noise.

## Involved Components :

Component Name 1 : passenger backrest

Component Description : passenger backrest

Component Part Number : 8291P451A

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On October 2017, following some reports from the network of broken passenger backrests, Ducati Motor Holding has started to review and analyze warranty claims, customers contact records and collected some passenger backrests from the field. Ducati Motor Holding started to analyze the possible causes of the breakages. At this first stage of the analysis, the passenger backrests broken analyzed, did not show a possible failure caused by a component defect.

Subsequently, Ducati Motor Holding decided to start a constant and detailed monitoring of the field report and trying to collect any additional broken parts for analysis.

That analysis was very difficult because the passenger backrest is supplied with the motorbike as additional accessory, and it is not installed by the factory, because it is up to the Customer to decide to install it. The

installation could have been made by the Customer, by third party or by the dealer and these variables have further complicated the analysis.

During the monitoring above, Ducati Motor Holding become aware of a total of six potential safety cases, none of these reports came from USA.

The final stage of the analysis led us to the conclusion that the cause of the passenger backrests breakage is due to an incorrect installation of the component and/or an incorrect usage by the passenger.

On December 05, 2023, Ducati Motor Holding's internal safety commission decided to launch a recall campaign to affected bike park.

## Description of Remedy :

**Description of Remedy Program :** Ducati North America will notify dealers of this recall in accordance with the notification schedule. Dealers will check the passenger backrest installation according to the prescribed process and tightening torque; they will also apply a warning sticker on the component, to inform the passenger how to properly use the component. A Ducati North America Recall Bulletin will be published to the Ducati Dealer Network using the established communication process. Requests for reimbursement for pre-notification repairs will be considered in accordance with Ducati's general reimbursement plan on file with the agency.

**How Remedy Component Differs from Recalled Component :** There is not a replacement component; it is a check that the component is correctly installed according to the prescribed process and tightening torque; additionally, a dedicated warning sticker will be applied on the component, to inform the passenger how to properly use it.

**Identify How/When Recall Condition was Corrected in Production :** The remedy was not introduced in production line because this bike model is no longer produced.

## Recall Schedule :

**Description of Recall Schedule :** Ducati North America Recall Bulletins will be published to the network of dealers through an established communication process. We estimate that we will initiate the Recall contact process for affected motorcycle owners during January 2024, but no later than 60 days from submission of this report.

**Planned Dealer Notification Date :** DEC 12, 2023 - DEC 19, 2023

**Planned Owner Notification Date :** JAN 09, 2024 - JAN 16, 2024

\* NR - Not Reported