



CR262 – Passenger Backrest Inspection

XDiavel Model Year 2016-2023 (all versions)

Safety Recall Campaign SRV-RCL-23-005

Date: December 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 continuous quality checks on the operational products, we have found that the passenger backrest could break if it is installed incorrectly and/or used incorrectly.

We have found two cases where the passenger backrest could crack and/or break. In the first case, one or more fixing screws could come loose, leading to the breakage of the backrest. In the second case, if the passenger leans solely on the backrest without holding onto the rider or the retention seat strap, the backrest could break, increasing the risk of a where a passenger could fall.







For this reason, on the vehicle fleet involved in this recall campaign, we decided to inspect the component, to reassemble it according to the procedure and to apply a warning sticker, according to one of the 3 different types of repairs described below:

1. TYPE 1 Repair - If the backrest is installed on the motorcycle, it will need to be removed and visually inspected. If there are no cracks or breaks found in the component, it can be re-installed on the motorcycle following the specified procedure. After refitting, a warning sticker must be applied to the passenger backrest itself.
2. TYPE 2 Repair - If the backrest is installed on the motorcycle, it will need to be removed and visually inspected. If cracks and/or breaks are found in the component, it must be replaced. The new backrest must then be installed on the motorcycle following the specified procedure. After refitting, a warning sticker must be applied to the passenger backrest itself.
3. TYPE 3 Repair - If the backrest is not installed on the motorcycle (because the Client has decided not to install it), the Client will be asked to take the backrest to the dealer for the application of a warning sticker on the passenger backrest. At the same time, the Client must be informed that, if at any time they choose to use the backrest, it must be installed by a dealer who will professionally install it following the specified procedure. This is the only way to certify the application of the sticker and ensure the correct installation.



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Summary of repair types:

<p>Repair TYPE 1</p>	<p>Passenger backrest installed on the motorcycle</p> 	<p>Removal and visual check for cracks and/or breaks.</p> <p>if INSPECTION OK</p> <p>Refit the backrest following the specified procedure.</p>	<p>Application of warning sticker (Part no. 43315251A)</p> 
<p>Repair TYPE 2</p>	<p>Passenger backrest installed on the motorcycle</p> 	<p>Removal and visual check for cracks and/or breaks.</p> <p>if INSPECTION NOT OK</p> <p>Proceed with the REPLACEMENT of the passenger backrest (Part no. 8291P451A)</p> <p>Refit the backrest following the specified procedure.</p>	<p>Application of warning sticker (Part no. 43315251A)</p> 
<p>Repair TYPE 3</p>	<p>Passenger backrest NOT installed on the motorcycle</p> 	<p>Inform Clients that they must contact a dealer if they want to fit the passenger backrest, as the specified procedure must be followed.</p>	<p>Application of warning sticker (Part no. 43315251A)</p> 





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Application

You can find the precise list of VIN numbers involved in CR262 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.

DO NOT pre-order a replacement passenger backrest before inspection.

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 based on the repair type and is identified as **CR262**.

The 3 types of operations are summarized below, depending on the work to be carried out:

	Description	Spare parts	Labor	Photo
Repair TYPE 1	Inspection of backrest and application of warning sticker	Part no. 43315251A (warning sticker)	18 minutes (3 LU)	none
Repair TYPE 2	Backrest replacement and application of warning sticker	Part no. 43315251A (warning sticker) + Part no. 8291P451A (passenger backrest)	24 minutes (4 LU)	1 photo showing passenger backrest crack
Repair TYPE 3	Only application of warning sticker	Part no. 43315251A (warning sticker)	6 minutes (1 LU)	none

The Dealer shall be reimbursed for the parts listed for the operation based on the repair type in the table above; Warning Sticker (Part no. 43315251A), and only when needed, the Passenger Backrest (Part no. 8291P451A), and labor for Type 1 - **18 minutes** (3 labor units), or Type 2 - **24 minutes** (4 labor units), or Type 3 - **6 minutes** (1 labor unit) that includes the time necessary for:

- Vehicle reception and delivery
- Compensation of consumables
- The time for filling in the warranty claim
- 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 the passenger backrest).
- Soft cleaning of the vehicle (Type 1 or Type 2)



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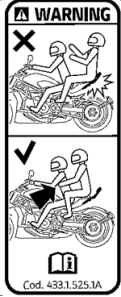

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Please note that if a non-compliant passenger backrest is found, a photo showing the damage must be attached to the warranty claim. If a warranty claim is found without a photo, the warranty claim may be charged back.

Spare Parts

Warning sticker part no. 43315251A must always be applied to all motorcycles involved, while the passenger backrest will almost never need to be replaced.

The components to be used for this update are:

PART NO.	COMPONENT	IMAGE	QUANTITY
43315251A	Warning Sticker		1
8291P451A	Passenger Backrest		1 (only where required)

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. If the backrest is installed on the motorcycle proceed with **point 2** otherwise go to **point 6**.

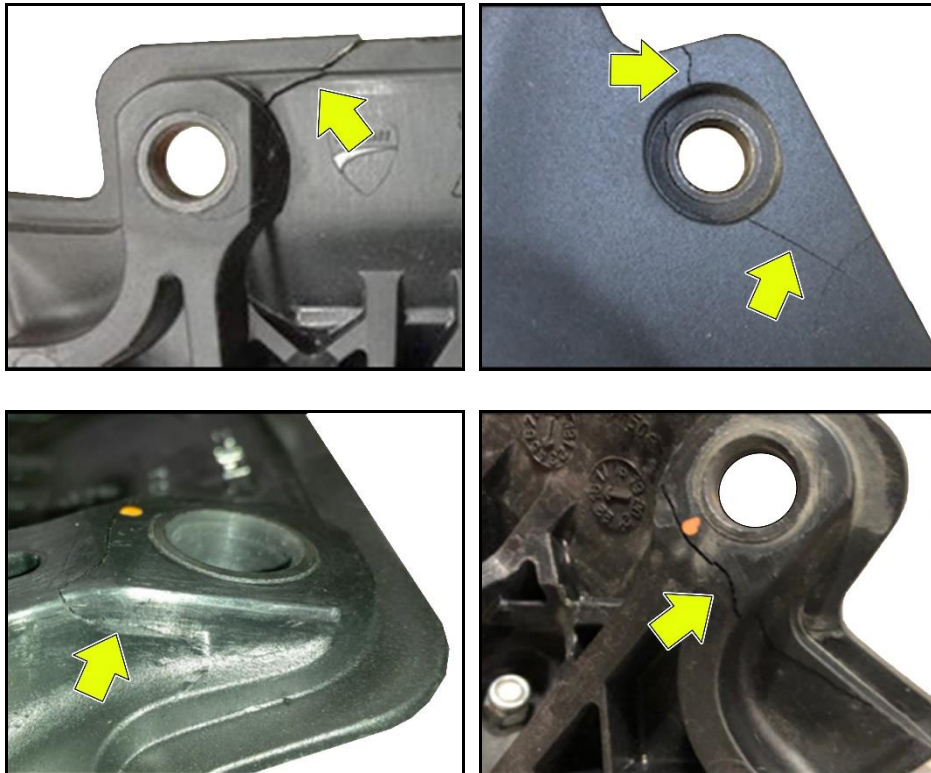


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2. Remove passenger seat.
3. Remove the passenger backrest by first removing the 2 lower fixing screws and then the 2 upper fixing screws.
4. Carry out a visual check of the backrest, focusing particularly on the areas adjacent to the 4 fixing holes (see photo with examples of possible cracks)



- a. If the passenger backrest is undamaged (no cracks and/or breaks), the backrest can be reinstalled.
- b. If the backrest shows cracks and/or breaks, the passenger backrest must be replaced with a new one ordered from the spare parts warehouse.



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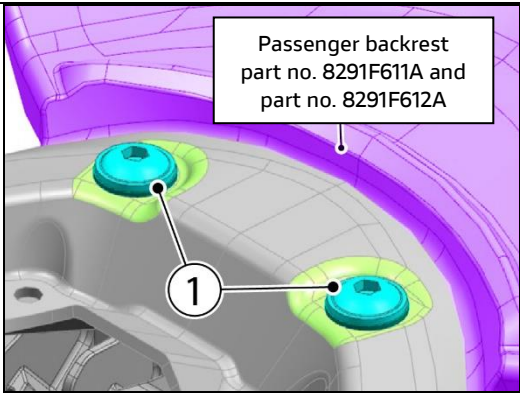
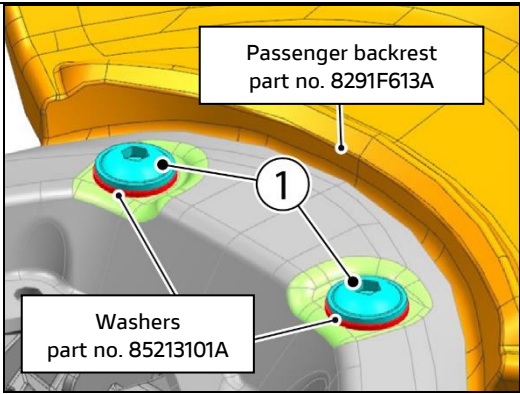
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5. Install the passenger backrest.

5.1 Thoroughly clean the threads of the 4 fixing screws to remove the previously applied Loctite.

5.2 Reapply **LOCTITE 243** to the threads of the screws, then install the backrest and first just hand tighten the **2 upper M8x14 screws (1)**.

Check for the presence of the **2 flat washers 8.2x17x1 part no. 85213101A** where provided (see table below).

UP TO frame serial number: ZDMGA00AAKB010234	From frame number: ZDMGA00AAKB010235
For passenger backrest part numbers 8291F611A and 8291F612A	For passenger backrest part no. 8291F613A
DO NOT install the washers	Install (if not already fitted) 2 flat washers 8.2x17x1 part no. 85213101A to fix the upper M8x14 screws
 <p>Passenger backrest part no. 8291F611A and part no. 8291F612A</p>	 <p>Passenger backrest part no. 8291F613A</p> <p>Washers part no. 85213101A</p>



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5.3 Then start the **2 lower M8x18 screws (2)**, applying **LOCTITE 243** to the threads of the screws.

5.4 Tighten first the **2 lower M8x18 screws (2)** to a torque of **24 Nm ± 10%**.



5.5 Then tighten the **2 upper M8x14 screws (1)** to a torque of **20 Nm ± 10%**

UP TO frame serial number: ZDMGA00AAKB010234	From frame number: ZDMGA00AAKB010235
For passenger backrest part numbers 8291F611A and 8291F612A	For passenger backrest part no. 8291F613A
DO NOT install the washers	Install (if not already fitted) 2 washers part no. 85213101A to fix the upper M8x14 screws



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6. Thoroughly clean the surface of the backrest and apply the **warning sticker** part no. **43315251A** exactly at the point indicated in the figure.

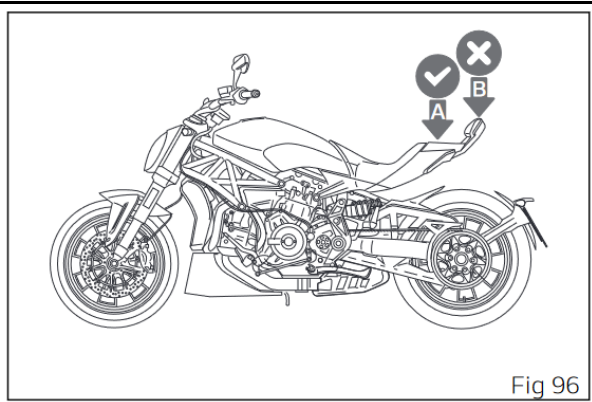


7. Install the passenger seat and check that the retention strap is present and correctly positioned.
8. When returning the motorcycle or the backrest to Clients, inform them of the correct use of the backrest, as per the note in the Owner's manual.

Have the following part, supplied as standard, installed by a Ducati Dealer or Authorized Service Center:

- passenger back kit.

⚠ Attention
Never sit on the bike rear back (B, Fig 96). It is only a bearing surface, not a seat extension, therefore, it cannot support the passenger weight. It is important that the passenger weight remains always on the passenger seat (A; Fig 96) and not on the bike rear back (B, Fig 96).





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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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IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

[NHTSA Recall No. 23V820](#)

Date

Client Name

Client Address

City, St, Zip Code

Subject:

Ducati Motorcycle: XDiavel Model Year 2016-2023 (all model and country versions)

NHTSA Campaign I.D. Number: [23V820](#)

Dealer Bulletin: SRV-RCL-23-005

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 mounting or improper use of the passenger backrest exists on Ducati XDiavel Model Year 2016-2023 (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 perform an inspection to ensure the correct assembly of the component, and to apply a warning sticker to the backrest. We have found that the passenger backrest, which you received with the motorcycle as an additional accessory, may break. This can happen if the passenger backrest has been installed incorrectly or is used improperly by the passenger. If the passenger backrest accessory has not been installed on your motorcycle, please bring your backrest with you to your Ducati Service Dealer anyway, for the application of the warning sticker: this action is necessary to certify that the Recall Campaign has been conducted. It is important to understand that you must always contact your Ducati Service Dealer for the installation of the passenger backrest, which will be installed following the specified procedure. Please also note that for the correct use of the backrest, the passenger must hold on to the rider and/or the special retaining strap (which is the only approved component that can be used for this purpose) and must not sit on the backrest, as it does not have the function of supporting the passenger's weight.



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

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.



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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.

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