

Part 573 Safety Recall Report

23E-021

Manufacturer Name : Ducati North America**Submission Date :** MAR 16, 2023**NHTSA Recall No. :** 23E-021**Manufacturer Recall No. :** SRV-RCL-23-001**Manufacturer Information :**

Manufacturer Name : Ducati North America

Address : 1292 Reamwood Avenue

Sunnyvale CA 94089

Company phone : 650-933-9800

Population :

Number of potentially involved : 65

Estimated percentage with defect : 1 %

Equipment Information :

Brand / Trade 1 : Ducati Performance

Model : Desert X Soft side bags KIT

Part No. : 96781971AA

Size : One Size

Function : Luggage

Descriptive Information : The recall doesn't involve a vehicle, but an official Ducati Performance accessory, PN.96781971AA sold for a specific model, the model is the Ducati DesertX MY 2023.

Production Dates : DEC 01, 2022 - MAR 13, 2023

Description of Defect :

Description of the Defect : The right bag of the soft side bags KIT sold as official Ducati Performance accessory, PN.96781971AA could contact the exhaust during motorcycle use.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the defect occurs, the right bag of the soft side bags KIT could be damaged and burnt and in extreme cases generating fire, increasing the risk of crash or injury. Ducati has never received reports of crash or injuries.

Description of the Cause : The soft side bags KIT sold as official Ducati Performance accessory, PN.96781971AA. These Kits are sold with assembly instruction not clear enough to avoid that the dealer or customer install the accessory itself incorrectly. The proper installation procedure requires some belts to be tensioned during assembly and to check the correct tension during motorcycle use, if this does not happen contact with the exhaust may occur.

Identification of Any Warning If the defect occurs, the right bag of the soft side bags kit can come in contact the exhaust during the motorcycle use, the bag could melt, and this would be

that can Occur : visible for the customer.

Involved Components :

Component Name : Ducati Performance DSX Soft Bag Kit

Component Description : Soft side bags KIT

Component Part Number : 96781971AA

Supplier Identification :

Component Manufacturer

Name : Ducati North America Inc.

Address : 1292 Reamwood Ave.

Sunnyvale California 94089

Country : United States

Chronology :

On January 26, 2023, Ducati has received a report from the field about a right bag of the soft side bags KIT sold as official Ducati Performance accessory PN.96781971AA, touched the exhaust during the motorcycle use and partially melted the right bag, without causing a fire. After this first case Ducati started and official internal investigation.

During this investigation, Ducati became aware of a total worldwide of 5 field cases, of which one case from USA.

None of these cases involved any crash or injuries.

The result of the investigation has defined the root cause as an incorrect installation of the KIT, sold as official Ducati Performance accessory PN.96781971AA, on the motorcycle installed by customer or dealer, caused by assembly instructions incorrectly written; the assembly instructions doesn't clearly indicate the risk that can occur in case of incorrect installation.

Ducati has identified most of the motorcycles on Customer hands that could have installed the soft side bags KIT sold as official Ducati Performance accessory PN.96781971AA. For the unknown Customers Ducati know exactly the dealers who sold the accessory.

On March 14, 2023, Ducati Motor Holding's internal safety commission decided to launch a recall campaign to

address this condition in the affected population.

Description of Remedy :

Description of Remedy Program : Ducati North America will notify dealers of this recall in accordance with the notification schedule. Dealers will be instructed to inform the Customers with an updated assembly instructions as first step (dealers will use their internal records to identify and contact all affected owners). As the second step Ducati will provide and install on the Customers motorcycles, free of charge, a new designed right side bag frame to further increase the reliability of the assembly. Dealers with unsold kits in their inventory will update the assembly instructions as first step, and as a second step will update the right side bag frame to further increase the reliability of the assembly. 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 : In the first step an updated assembly instructions will be released and shared to the dealers and customers, and in second step the new designed right side bag frame will be sent free of charge to all the dealers have purchased the soft side bags KIT as official accessory Ducati Performance PN.96781971AA.

Identify How/When Recall Condition was Corrected in Production : The remedy component will be introduced on all the soft side bags KITs in stock on the spare parts Ducati warehouse.

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 April 2022, but no later than 60 days from submission of this report.

Planned Dealer Notification Date : MAR 22, 2023 - MAR 29, 2023

Planned Owner Notification Date : APR 13, 2023 - APR 19, 2023

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported