



**CR169 -Update of hydraulic tensioner tightening torque**  
**Panigale V4 (all model versions)**  
**Service Recall Campaign SRV-RCL-18-008**

Date: December 13, 2018  
 To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
 From: Richard Kenton, Technical Director  
 Matthew Feinstein, Regulatory Compliance Manager

Dear Dealers,

Ongoing quality tests performed on the product have shown a possible oil leak from one of the two hydraulic tensioners of the timing chains of the front and rear banks.



To prevent this issue we have increased the tightening torque of the two hydraulic chain tensioners. On all the above-mentioned vehicles it is necessary to update the tightening torque to **50 Nm ± 5%** (the previous tightening torque was 30 Nm ± 5%).

**Application**

You can find the precise list of the VIN numbers involved in CR169 on the DCS, in sections:

<b>VIN HISTORY</b>		Consult the single frame number.
<b>CAMPAIGN</b>		Consult all the VIN numbers that Ducati Motor Holding sent you.

PANIGALE V4 RED 2018 CAL DMH					
VIN #	ZDMDAGNW4JB00 XXX	ENGINE #	AGNJ0 XXX	WTY END DATE	03/30/2020
END CUSTOMER	Corsa Moto Transport, Inc.	MANUFACT DATE	02/14/2018	INVOICE	02/20/2018
WARRANTY TYPE	Standard Warranty	WTY START DATE	03/31/2018	LAST MILEAGE	0 MI

**ATTENTION: YOU HAVE 1 PENDING RECALL CAMPAIGNS**

N	TYPE	ID NUMBER	REPAIR DATE	DEFECT	CAUSAL PART	DEALER	MILEAGE
1	RECALL	<a href="#">CR 169</a>		SRV-RCL-18-008 Update of Tensioner Torque PAN V4		<input type="button" value="VIEW"/> <input type="button" value="APPLY"/>	



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## Customer Notification and Impact

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. A sample copy of the owner notification letter is enclosed for your information.

All bikes in dealer stock ('to be registered' or 'already registered') and awaiting delivery to final customers will require this inspection during pre-delivery operations, before delivery to the final customer. All bikes already delivered to final customers must undergo this procedure at the next service appointment.

## Part Distribution

No additional component must be ordered to perform the update.

## Warranty Reimbursement

Reimbursement for work associated with this Safety Recall Campaign will be made through the regular warranty claim procedure using the "VIN History" section of the DCS. The warranty claim is pre-filled and is identified as CR169.

You will be reimbursed for 24 minutes of labor time (**4 labor units**) that include the time necessary for:

- Vehicle reception
- Tighten the two hydraulic tensioners of the rear and front banks to the new specified torque
- Light cleaning of the vehicle

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### Service Solution



#### NOTE

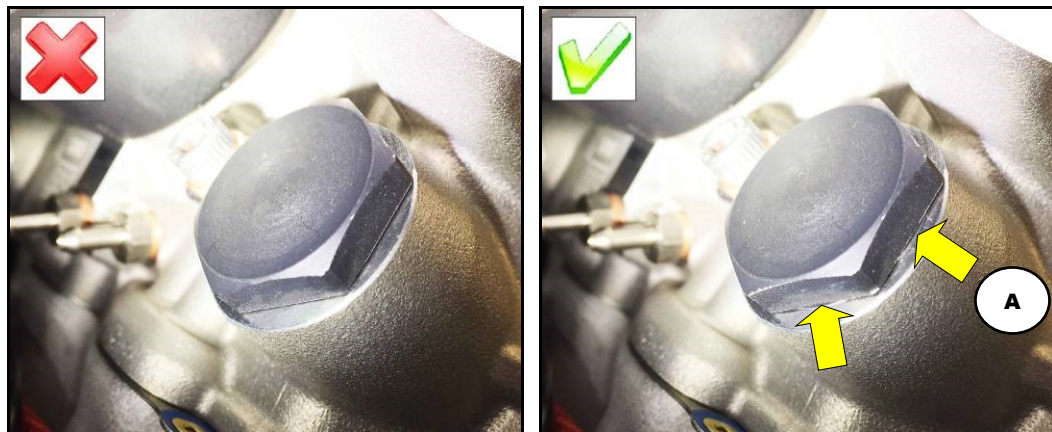
To ensure the correct execution of the operation within the provided labor time to carry out the updates, it is necessary to follow the sequence indicated in the following instructions

1. Position the bike on the rear paddock stand
2. Remove the battery cover and LH and RH side fairings (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual)
3. Working on the left side of the motorbike, remove the left puller (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual)
4. Thoroughly clean the area around the tensioners and perform a **visual inspection** of both tensioners to ensure **washer (A)** is installed on both tensioners



#### WARNING

It is critical to perform the inspection without slackening the tensioner or removing the **washer (A)** as the washer is interference-fixed to the tensioner



- A. If **washer (A)** is not present, fill in a **YouTech** request attaching the detailed picture of the component and replace the hydraulic tensioner on a separate NORM warranty line repair
- B. If **washer (A)** is present, tighten the two hydraulic tensioners to the new tightening torque



#### NOTE

The single washer is not available as spare part, therefore it is necessary to order and replace the complete tensioner.



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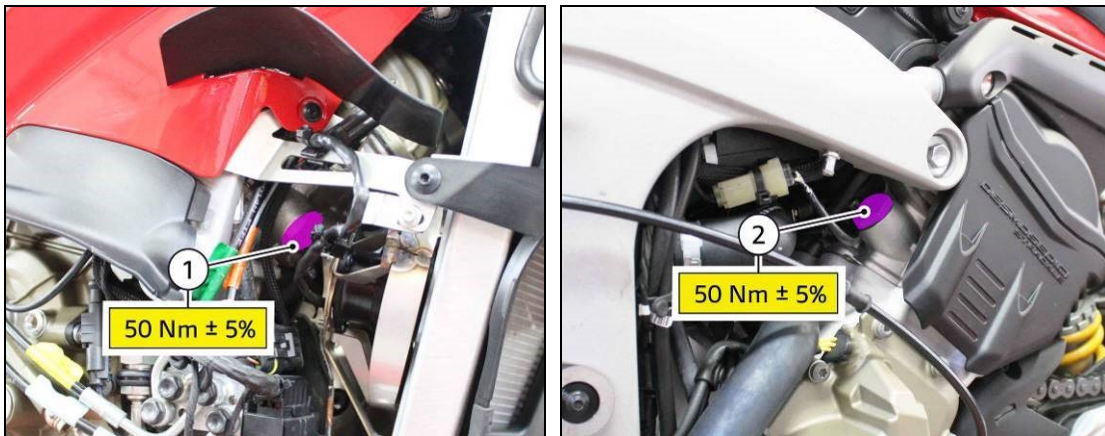


### NOTE

To tighten the two timing chain tensioners of the rear and front banks to the new specified torque use a torque wrench with 27mm polygonal socket (12pt box end)



5. Tighten timing belt **tensioner (1)** and **tensioner (2)** of front bank and rear bank to the new torque of **50 Nm  $\pm$  5%**



6. Working on the left side of the motorbike, install the left puller (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual)
7. Install LH and RH side fairings and battery cover (See Sec.5: "Fairing installation - Fairing" of the Workshop Manual)
8. Remove the rear paddock stand

Should you have any questions on this Safety Recall Campaign,  
please contact your Service Area Manager



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### 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.



#### NOTE

[The customer will receive a single notification letter incorporating both CR169 Update of Hydraulic Chain Tensioner Torque, and CR167 Oil Cooler Replacement, as the VIN list is identical for both interventions.](#)

### Dealer Obligation

This program is designed to complete the necessary repairs and to achieve owner satisfaction. Therefore, we ask that you to 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.



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### IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle: XXXXXXXXXXXXXXXXXXXX

December XX 2018

Customer Name  
Customer Address  
City, St, Zip Code

#### Subject:

**Ducati Motorcycle: Panigale V4 (all models and country version)**

NHTSA Campaign I.D. Number: 18V-834, 18V-854

Transport Canada Safety Recall I.D. Number: 2018658, 2018667

**Dealer Bulletin: SRV-RCL-18-006 and SRV-RCL-18-008**

Dear Ducati Owner,

This notice is sent to you in accordance with the U.S. National Traffic and Motor Vehicle Safety Act & Canada Motor Vehicle Safety Act. Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in Panigale V4 motorcycles. 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.

#### What is wrong?

Our continuous quality tests on the product pointed out a potential failure of the oil cooler at the delivery hose fitting (vehicle LH side) resulting in oil leakage. This phenomenon may occur during cases of sport/track use of the vehicle. Ducati has decided to upgrade all affected bikes of this campaign and replace the oil cooler. Additionally, ongoing quality tests performed on the product have shown a possible oil leak from either of the two hydraulic tensioners of the timing chains of the front and rear cylinder banks. In order to prevent this issue we have decided to increase the tightening torque of the two hydraulic tensioners; therefore, on all the above-mentioned motorbikes it is necessary to update the tightening torque to a value of **50 Nm ± 5%** (the previous tightening torque was of 30 Nm ± 5%). An oil leak may increase the risk of a crash.



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### What will Ducati do?

An official Ducati dealer will remove and replace the existing oil cooler with a improved part, during disassembly the timing chain tension will also be adjusted. The Dealer will perform this repair at no cost to you for parts and labor. We request that you contact your authorized Ducati dealer and schedule an appointment, so that the required service can be performed without delay. Service time will vary depending on dealer scheduling.

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 file a complaint with:

### For USA Customers:

National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

Or call toll-free hotline at 1-888-327-4236 (TTY 1- 800-424-9153), or go to [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.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.

### TREADACT 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.



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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'll 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. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs.

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 Customer Relations Dept. may be contacted at 888-391-5446 for any special assistance required.

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