



RCL-15-002 Panigale Ohlins TTX Shock  
 Models: 1199 Panigale S Model Year 2014 (CAL and CDN versions)  
 1199 Panigale R Model Year 2014 (CAL and CDN versions)  
 1199 Superleggera Model Year 2014 (CAL and CDN versions)

## Recall Bulletin RCL-15-002

Date: June 8, 2015  
 To: Dealer Principal, General Manager, Service Manager, North American Dealer Network  
 From: Richard Kenton, Technical Director; Jonathan LaForte, Technical Manager

**Important:** All Dealer Principals, Service Managers, and Parts Managers should read and initial this notice.

Dear Service Manager, this notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

NHTSA Campaign I.D. Number: 15V268  
 Transport Canada Safety Recall I.D. Number: 2015-186

**Situation:**

Due to a potential production fault of the Öhlins TTX rear shock absorber installed on the above-mentioned models, it is necessary to inspect, and update if needed, such component. During assembly of the rear shock, the piston nut may not have been correctly torqued; and it could loosen allowing the piston to become unsecured. This condition could lead to a rear suspension malfunction resulting in compression and rebound damping failure, possibly affecting the performance of the rear shock, and potentially causing a dangerous riding condition.

The supplier has informed Ducati that the below non-conforming lots could be affected by this fault; therefore it is necessary to check the lot number present on the shock absorber and if found to be one of those listed in the table below, update the component.

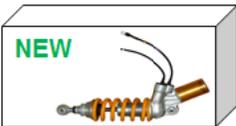
<i>NON-conforming lots - Öhlins TTX rear shock absorbers</i>					
<i>Part no.36521031A (DU 925) 1199 Panigale S/R MY14</i>			<i>Part no.36521321A (DU 935) 1199 Superleggera MY14</i>		
135860	135947	135974	135948	135975	136100
136099	136506	136507	136684	136685	136811
136681	136809	136904	136316	136462	136683
137048	137276	137869	137007	139810	
138238	138487				





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Differing repair solutions are required depending on the bike model:

1199 Panigale S/R Model Year 2014	1199 Superleggera
	
<ul style="list-style-type: none"><li>The shock absorber must be <b>REPLACED</b>.</li><li>Order a new shock absorber from Ducati spare part warehouse and install it on the motorcycle.</li><li>The NON-conforming shock absorber must be sent to the Ohlins Repair Center.</li></ul>	<ul style="list-style-type: none"><li>The shock absorber must be <b>UPDATED</b>.</li><li>Send the NON-conforming shock absorber to Ohlins Repair Center.</li><li>The Ohlins Repair Center will repair the shock absorber and return it to the dealer.</li></ul>
<p>① The dealer sends the NON-conforming Ohlins TTX shock absorber to Ohlins Repair Centre</p>  <p><b>DUCATI SERVICE Dealer</b></p> <p>② Ohlins Repair Centre sends the repaired Ohlins TTX shock absorber to dealer</p>  <p><b>ÖHLINS Repair Centre</b></p>	<p>① The dealer sends the NON-conforming Ohlins TTX shock absorber to Ohlins Repair Centre</p>  <p><b>DUCATI SERVICE Dealer</b></p> <p><b>ÖHLINS Repair Centre</b></p> <p>② Ohlins Repair Centre sends the repaired Ohlins TTX shock absorber to dealer</p> 



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**Detailed procedure for model: 1199 Superleggera**



***1199 Superleggera shock absorber must be REPAIRED***

- 1) Identify the shock absorber lot number. If it belongs to the list of NON-conforming lots, it is necessary to have the component repaired at the Ohlins Repair Center.
- 2) Contact UPS for the collection of the NON-conforming shock absorber using the shipping account number **UPS E9W073**.
- 3) Remove the NON-conforming shock absorber from the motorcycle.
- 4) Pack the shock absorber in such a way that no damage will occur during transport. Mark the package with "Ducati Recall Repair – DU935 – 1199 Superleggera".
- 5) Each shock absorber must be shipped with the completed **ÖHLINS WORK ORDER FORM**. Fill out the form completely and include it in the return package. Make sure to add the VIN number so that the shock absorber is returned to the correct bike, as well as the component return address.
- 6) Ship the shock absorber to Öhlins USA or Mexico at the address below. The shock absorber will be repaired and returned to the address indicated in the ÖHLINS WORK ORDER FORM.

**For USA and Canada:**

**Öhlins USA**  
**703 S. Grove St - Suite "C"**  
**Hendersonville, N.C. 28792**  
**1-800-336-9029, Ext. 309**

**For Mexico:**

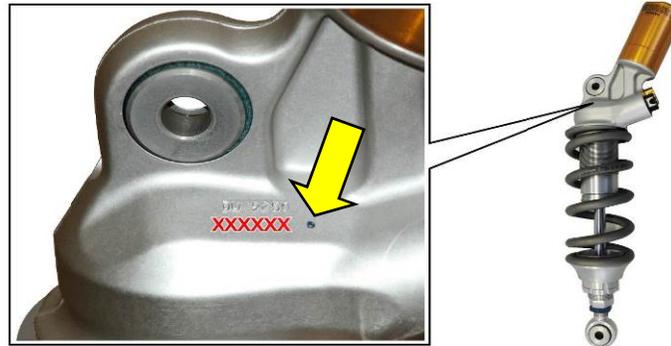
**Moto Chavane**  
**Contact: Xavier Chavane**  
**Guadalajara**  
**[motochavane@hotmail.com](mailto:motochavane@hotmail.com)**  
**+52 33 31228564**  
**+52 33 36475825**



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- 7) Refit the repaired shock absorber on the motorcycle.
- 8) Any shock absorber repaired at Ohlins repair centers will be identified by a punch mark next to the lot number.



### Detailed procedure for models: 1199 Panigale S/R Model Year 2014



#### *The shock absorber must be REPLACED ONLY*

- 1) Identify the shock absorber lot number; if found on the list of NON-conforming lots, order a new rear shock absorber: Part no.36521031A from the Ducati spare part warehouse.
- 2) The NON-conforming shock absorber installed on the motorcycle must be replaced with the new one.
- 9) Use the same package for the new shock absorber to ship the NON-conforming one to Ohlins Repair Center. Fill out the **DUCATI PART RETURN FORM** completely and include it in the return package. Ensure you add the VIN number.



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<p><b>For USA and Canada:</b>  <b>Öhlins USA</b>  <b>703 S. Grove St - Suite "C"</b>  <b>Hendersonville, N.C. 28792</b>  <b>1-800-336-9029, Ext. 309</b></p>	<p><b>For Mexico:</b>  <b>Moto Chavane</b>  <b>Contact: Xavier Chavane</b>  <b>Guadalajara</b>  <a href="mailto:motochavane@hotmail.com">motochavane@hotmail.com</a>  <b>+52 33 31228564</b>  <b>+52 33 36475825</b></p>
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**Affected VIN range requiring application of the technical solution:**

You can find the affected VIN numbers in DCS. VIN numbers included in the ranges specified in the table below refer to the first and last bike involved, identified by country version: however, not all bikes included in such ranges need to undergo the updating procedure since some of them have already been updated by DMH before shipment.

<b>INVOLVED BIKES VIN NUMBER RANGES</b>			
<b>COUNTRY VERSION/MODEL</b>		<b>FROM VIN NO.</b>	<b>TO VIN NO.</b>
CAL	1199 Panigale S/R MY2014	ZDM14BPW7EB017912	ZDM14BPW8EB022746
	1199 Superleggera MY2014	ZDM14BVW8EB018439	ZDM14BVW6EB024269
CDN	1199 Panigale S/R MY2014	ZDM14BPW3EB019219	ZDM14BPW4EB019939
	1199 Superleggera MY2014	ZDM14BVW7EB021123	ZDM14BVW4EB023654

**Criteria for application of the technical solution on circulating motorcycles:**

For the designated frame numbers in the attached VIN list the motorcycles must be inspected, and replaced or repaired if needed.

**Customer notification:**

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.

**Vehicle allocation:**

See attached Affected VIN List



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**Limitation on sale or lease of certain vehicles:**

Section 154(d) of National traffic and Motor Vehicle Safety Act of 1996 mandates that dealers correct, prior to sale or lease, any vehicle which contains a defect relating to motor vehicle safety. It is therefore mandatory that any vehicle in your inventory affected by this recall be corrected prior to sale or lease.

Replacement parts will not be auto-shipped. All dealers will need to order the parts required to update all units already in service.

**Service Solution:**

Before replacing Öhlins TTX rear shock absorber, it is necessary to ensure that the lot number marked on it is included in the previously indicated list of NON-conforming lots.



**NOTE**

In order to facilitate the identification code reading, it is recommended that technicians use a mirror of appropriate size.



- 1) Remove the rider seat (See Sect.05 "Fairing" of the Workshop Manual) and lift motorcycle rear end by means of a belt secured to rear sub-frame as shown in the figure, until partially lifting the tire.



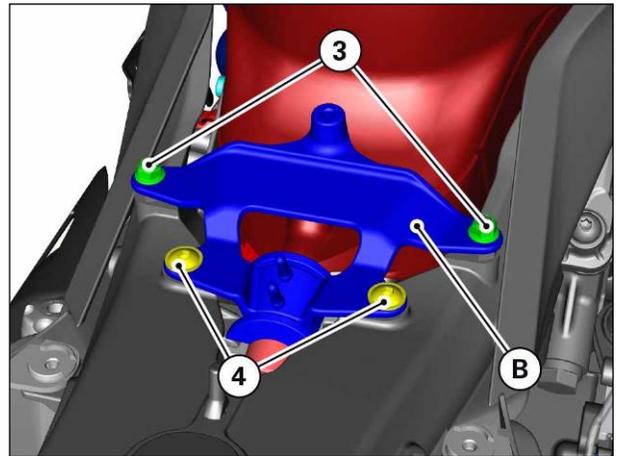
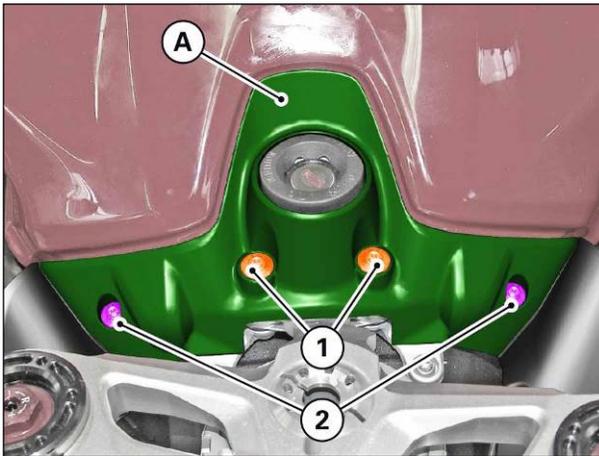


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----- FUEL TANK LIFTING - 1199 SUPERLEGGERA EXCLUDED -----

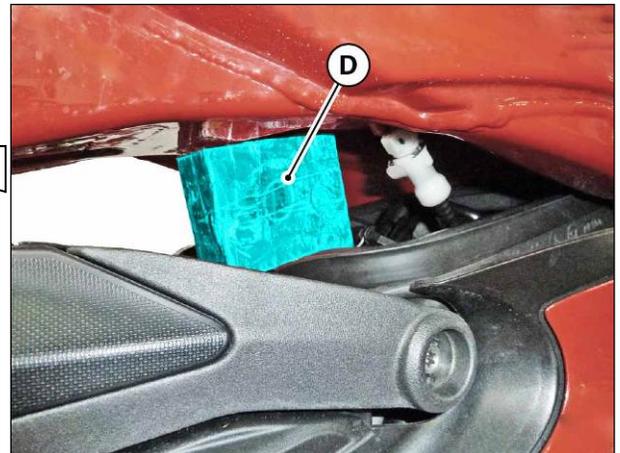
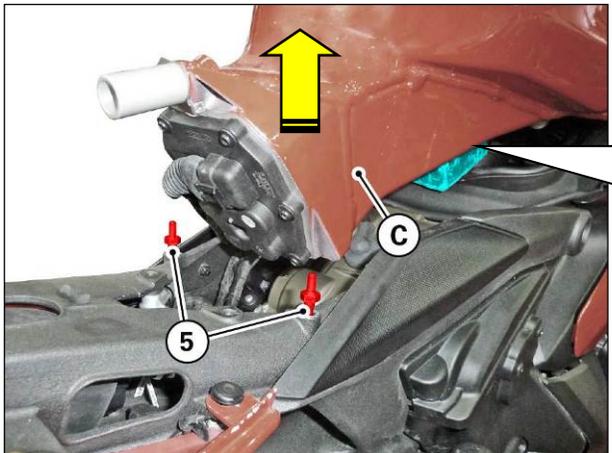
- 2) Remove the **2 special nuts (1)** and the **2 screws (2)** fastening the **ignition switch cover (A)** and slide it out.

Remove the **2 nuts (3)** and the **2 screws (4)** fastening the **tank upper bracket (A)** and slide it out.



- 3) Slightly lift **fuel tank (C)** and keep it in this position with a **shim (D)**.

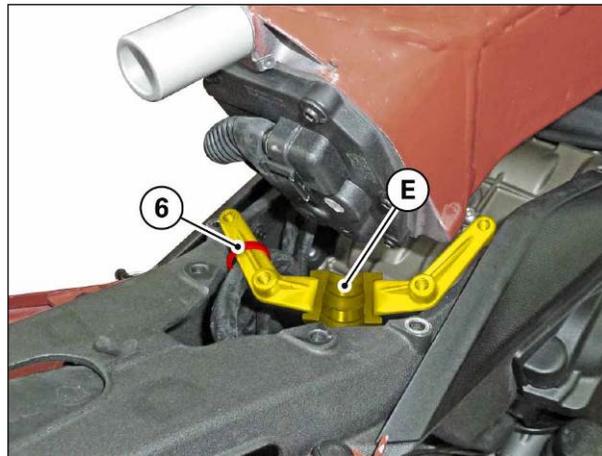
Remove the **2 threaded stud bolts (5)**.





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- 4) Remove **clamp (6)** and slide **tank lower bracket (E)** out.



- 5) Disconnect **connectors (F)** and **(G)** of rear shock absorber adjustment cables.



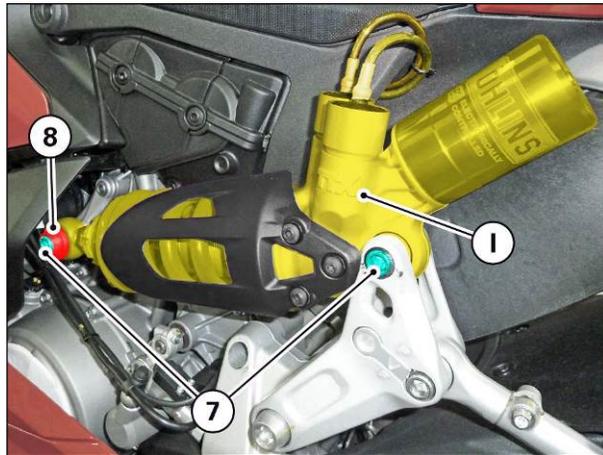
- 6) Remove **cover (H)** pulling it out from the upper side and shifting it upwards.



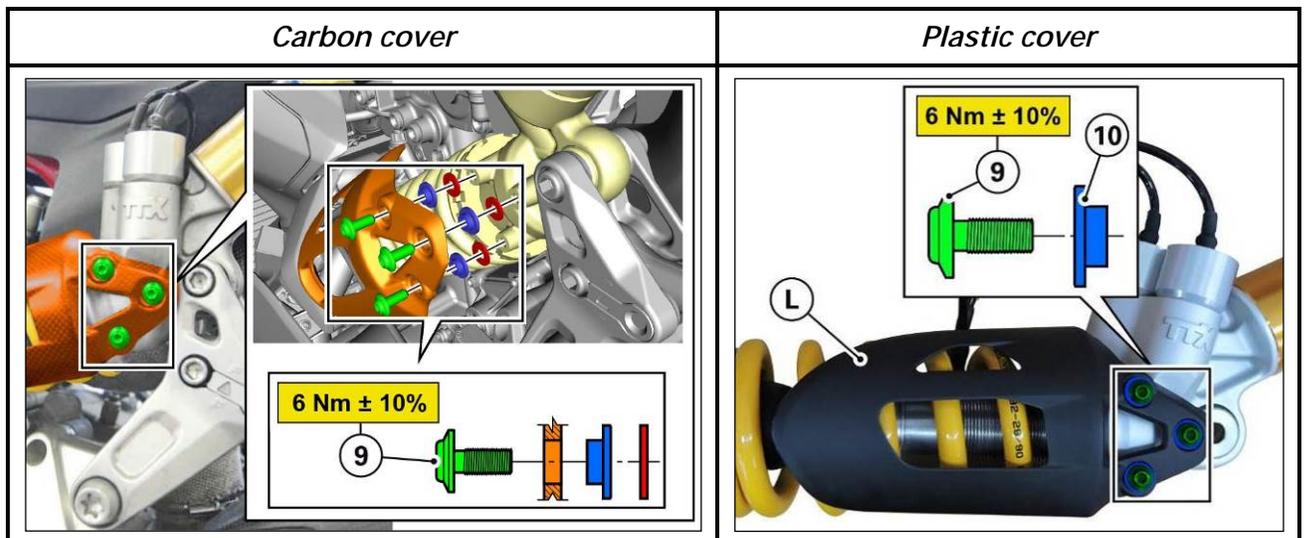


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- 7) Remove **rear screw (7)** and **front one (7)** with the relevant **spacer (8)** and remove **rear shock absorber (I)**.



- 8) Take the new rear shock absorber and install **rear shock absorber cover (L)** tightening the **3 screws (9)** with the relevant **spacers with collar (10)** to a torque of  **$6\text{ Nm} \pm 10\%$** .



- 9) Install the new **rear shock absorber (M)**, starting the **rear screw (7)** and the **front screw (7)** with the relevant **spacer (8)** aiming it as shown in the figure.

Tighten the **2 screws (7)** to a torque of  **$45\text{ Nm} \pm 10\%$** .

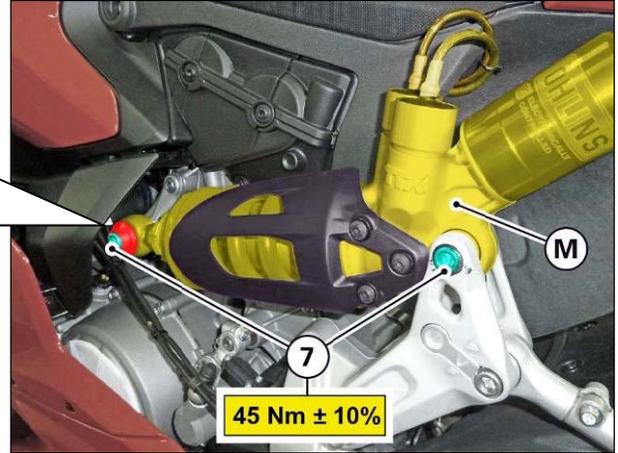
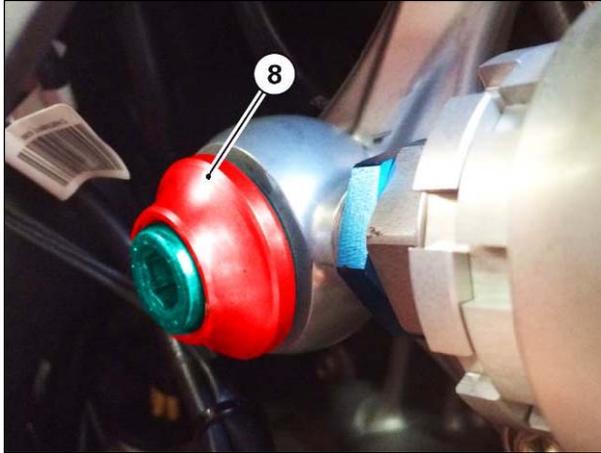


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**NOTE**

Smear the thread and underhead of screws (7) with Grease (GADUS S2 V220 AD 2 recommended).



- 10) Install **cover (H)**: first fit **retainer (11)** into **vibration damper (12)** and shift downwards the cover itself fully home.

Fit the **2 pins (13)** into the **2 vibration dampers (14)**.



**NOTE**

Smear the retainer (11) and the 2 pins (13) with Grease (KLÜBERPLUS S 06/100 recommended) to facilitate the insertion.

