

**FOR ATTENTION OF:  
AFTERSALES/ SERVICE MANAGER**

Ref.ASDI001 Feb,2002

**RECALL BULLETIN 563**

Dear Sirs,

With reference to the enclosed bulletin 563 we are currently preparing to contact customers to arrange with you to book their bikes in, to carry out the recall campaign on the clutch cylinder. I have attached a copy of this letter for your perusal.

Some of you may already have received some of the modified parts directly from Ducati Motor Holdings. This will enable you to support the initial need of the customer once the recall is under way. If you do not have an initial stock please order via the ordering form attached to Ducati UK on 01908 441167.

When booking customers in it is possible that the recall has been completed prior to the recall coming to light and as per bulletin 563 the new clutch component has different markings will need to be inspected prior to fitment of the new part.

If this part is already fitted then just complete a warranty form and be sure to use the following code when filling in the Warranty claim form. If the clutch cylinders requires replacement then refer to the bulletin for claiming parts and labour.

| Description    | Part no. | Qty   | Def.  | Sub. | Cau. | Sfty. |
|----------------|----------|-------|-------|------|------|-------|
| Man-hour units |          | 0.1 x | CR009 | 1    | 1    | A     |

If you require further information please contact your Area After-sales Manager or the After-sales Department at Ducati UK.

Thank you for your assistance with regard to this issue.

Yours sincerely  
Aftersales Department  
**DUCATI**UK Ltd.

**DUCATI**UK Ltd.

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## RECALL 563

ASDI001 Feb<2002

### CLUTCH CYLINDER ORDER FORM

|                    |  |                              |
|--------------------|--|------------------------------|
| <b>ORDER NO.:</b>  |  | <b>DEALER NAME:</b><br>..... |
| <b>DATE:</b>       |  | .....                        |
| <b>DEALER CODE</b> |  | .....                        |

| PART NUMBER | QUANTITY | DESCRIPTION |
|-------------|----------|-------------|
|             |          |             |
|             |          |             |

Aftersales Department  
**DUCATI**UK Ltd.

**Circolare Tecnica**

**Service Bulletin - Technisches Rundschreiben - Circulaire Technique - Circular Tecnica**

**563**

n°.

**Date: 28/01/2002**

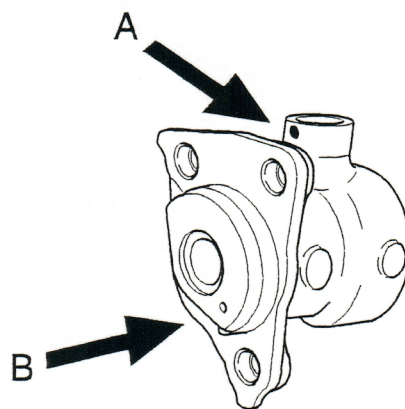
**Subject: CLUTCH CYLINDER**

**Product: ALL M.Y. '01 MODELS**

**SAFETY RECALL CAMPAIGN**

As the a.m. part has been reported faulty —causing clutch control jam—it needs to be replaced.

Clutch cylinder part no. 19540031A will be replaced with a new part having the same number but different features. The new cylinder has a vent (B) on the contact surface with generator cover and a mark (white mark, A).



The clutch cylinder should be replaced during pre-delivery procedures, or recall campaign.

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Affected frame numbers are indicated in the table below:

| MODEL           | COUNTRY | COUNTRY SPECIFIC MARKING | FINAL FIGURES OF SERIAL NUMBER |        |
|-----------------|---------|--------------------------|--------------------------------|--------|
|                 |         |                          | FROM                           | TO     |
| M 400           | CEE     | ZDMM300AA\$B             | 012145                         | 020669 |
|                 | USA     | ZDM1RA2H#\$B             |                                |        |
| M 600           | CEE     | ZDMM300AA\$B             |                                |        |
|                 | USA     | ZDM1RA2H#\$B             |                                |        |
| M 750           | CEE     | ZDMM100AA\$B             | 010941                         | 013657 |
|                 | USA     | ZDM1RC3L#\$B             |                                |        |
| M 900           | CEE     | ZDMM200AA\$B             | 006356                         | 010589 |
|                 | USA     | ZDM1RA4N#\$B             |                                |        |
| S4              | CEE     | ZDMM400AA\$B             | 000012                         | 004645 |
|                 | USA     | ZDM1RB8S#\$B             |                                |        |
| SS 750<br>750 S | CEE     | ZDMV200AA\$B             | 003460                         | 006574 |
|                 | USA     | ZDM1LA3K#\$B             |                                |        |
| SS 900          | CEE     | ZDMV100AA\$B             | 007709                         | 009475 |
|                 | USA     | ZDM1LC4N#\$B             |                                |        |
| MHE             | CEE     | ZDMV300AA\$B             | 000002                         | 000545 |
|                 | USA     | ZDM1LA3N#\$B             |                                |        |
| 748             | CEE     | ZDMH300AA\$B             | 004278                         | 010256 |
|                 | USA     | ZDM1SB3R#\$B             |                                |        |
| 996<br>996 R    | CEE     | ZDMH200AA\$B             | 009962                         | 013860 |
|                 | USA     | ZDM1SB5T#\$B             |                                |        |
| 996 S           | CEE     | ZDMH100AA\$B             | 003859                         | 005499 |
|                 | USA     | ZDM3H99S#\$B             |                                |        |
| ST2             | CEE     | ZDMS100AA\$B             | 008084                         | 009199 |
|                 | USA     | ZDM1TB9P#\$B             |                                |        |
| ST4<br>ST4S     | CEE     | ZDMS200AA\$B             | 003986                         | 006055 |
|                 | USA     | ZDM1TB8S#\$B             |                                |        |
|                 |         | (ST4S)ZDM1TB5T#\$B       |                                |        |

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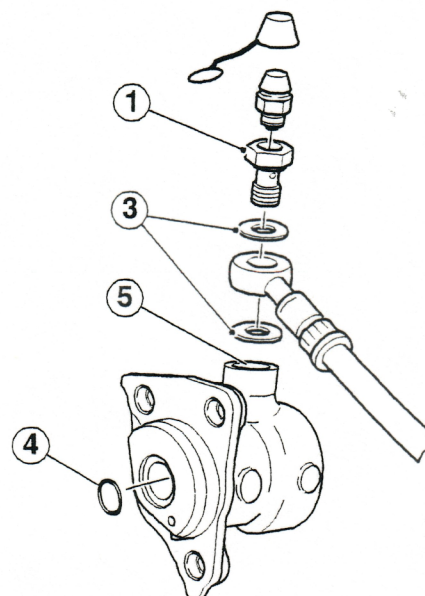
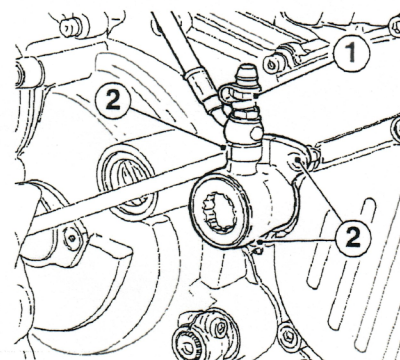
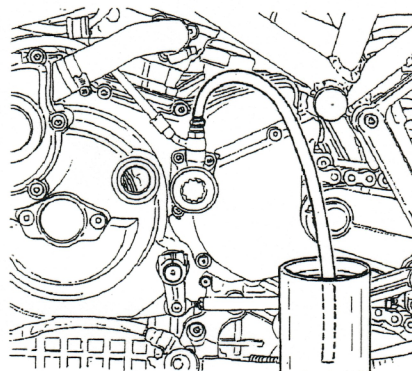
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**Instructions for replacement****A Corrosion and irritant hazard.**

*Clutch fluid is corrosive. Avoid contact with eyes and skin. In the event of accidental contact, wash the affected part with abundant quantities of running water and call a doctor, if necessary.*

- Connect a piece of transparent plastic tubing to the bleed valve (1) on the transmission unit. Place the other end in a container on the floor holding used clutch fluid.
- Unscrew the bleed valve (1 or 2 turns). Remove the cover with the membrane from the fluid reservoir and operate the clutch lever until all the fluid has been bled out of the circuit.
- Remove the fitting (1) and the three screws (2) securing the cylinder to the alternator cover. Then remove the cylinder.
- Secure the new part to the clutch tube. Fit two new copper seals (3) part no. 42020010A.
- Grease the O-ring (4) and then seat it properly.
- Fit the cylinder. Tighten the three screws (2) to 10 Nm.
- Tighten the bleed valve to the fitting (1) to final torque of 23 Nm.
- Fill the reservoir with specified clutch fluid (SHELL - Advance Brake DOT 4) taken from a new container.
- Bleed all air off clutch hydraulic system as specified in the Workshop Manual.



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Every Dealer /Importer will receive the list of vehicles on which they are to perform the change. Our Spare Parts Service shall send you all necessary components.

You will be refunded the worth of the spare parts used, **18 minutes** labour for the replacement procedure through the usual warranty claim procedure.

Please be sure to use the following codes when filling the Warranty Claim form:

| Description     | Part no.  | Qty. |   | Def.  | Sub. | Cau. | Sfty |
|-----------------|-----------|------|---|-------|------|------|------|
| Clutch cylinder | 19540031A | 1    | x | CR009 | 1    | 1    | A    |
| Copper seals    | 42020010A | 2    |   |       |      | 1    |      |
| Man-hour units  | *         | 0.3  |   |       |      | 1    |      |

\*Write labor code for your country.

Please fill in Computerized Warranty Claim as specified below:

|               |                                  |           |                                 |
|---------------|----------------------------------|-----------|---------------------------------|
| Failure:      |                                  |           |                                 |
| Sub-unit:     | <input type="text" value="1"/>   | Engine:   | <input type="text" value="A"/>  |
| Failure code: | <input type="text" value="009"/> | Campaign: | <input type="text" value="CR"/> |

This change affects customer safety and it is thus necessary to apply it on all affected vehicles that you delivered.

You are kindly required to inform your customers on the urgency of this replacement, through the attached letter, in compliance with current laws in your country.

Under Directive EEC 92/59 of 29/6/92, we shall not be liable for any damage to persons or property resulting from accidents in the event of failure to perform or improper performance of the change outlined above.

We trust that you will give this matter due consideration.

**N.B. THIS BULLETIN CANCELS AND REPLACES THE PREVIOUS ONE WITH THE SAME NUMBER AND DATE 09/11/2001**

Best regards

After Sales Service



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Mr

February 2002

### **SAFETY RECALL NOTIFICATION**

Dear Mr

*Our records show that you are the owner of the Ducati listed above. Preserving your motorcycle in the best operating condition while ensuring rider comfort and safety is the chief goal of our technical service staff who work in close co-operation with component manufacturers and suppliers.*

*In the course of this activity, it has been determined that the clutch cylinder of your Ducati motorcycle needs to be replaced using a revised component to rule out the possibility of it jamming and preventing correct actuation of the clutch.*

*We therefore request you to contact your nearest authorised Ducati dealer to arrange for the installation of this part. We apologise for any inconvenience this recall may cause however your motorcycle will be inspected and repaired as promptly as possible and on a free of charge basis. Should you no longer own the machine detailed above or it has been stolen or scrapped, please complete the relevant section below and return this letter to us in the pre-paid envelope provided or by faxing the form to 0845 1222 748.*

*Thank you for your co-operation in this matter and for your support of Ducati.*

*Yours sincerely  
Aftersales Department  
Ducati UK*

*New owner information (if known)*

*Name:*

*Address:*

*Alternative: Machine Stolen, Written-off, Scrapped. (delete as appropriate)*

*Signature:*

*Print:*

*Date:*