

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Vero Beach 08, 06, 2016

Dr. Mark R. Rosekind
Director
US-DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington DC 20590

AUG 18 2016

Dear Dr. Rosekind:

The purpose of this letter is to report a **SERIOUS MECHANICAL FAULT ON THE REAR ABS BRAKE** of a DUCATI motorcycle year 2011 Model MTS1200ST VIM ZDM12BLW6BB [REDACTED] still present after numerous interventions and an executed factory recall. Enclosed, please, find copy of the motorcycle original invoice as well as the copy of the corresponding title.

From the very first few weeks I noticed the rear ABS brake pedal getting lower and lower before the braking action would occur. I reported the problems over and over at the service department at the requested maintenance services and in between.

Few months after the date of purchase I was notified that there was a factory recall on the rear ABS brake of my motorcycle. Diligently I took the motorcycle at the shop where I had purchased it and the recall was executed. It consisted, I was verbally told, in replacing the cylinder of the rear ABS brake. The immediate results were good but lasted only few weeks after which the pedal action position kept going down as originally.

NAM
82416
SMD

On a long trip out of town I had to take the motorcycle to a Ducati dealer in Pensacola, FL because I was left completely without rear brake. The chief mechanic at that shop assured me that the rear ABS brake problem of the Ducati motorcycle I had was a chronic one and that it was "impossible to fix it". I did not want to believe him.....

When, after few days, I returned home, I contacted Ducati North America in California and talk at length with a technician (Scott) of the problem. Scott, few days after, informed me that a special procedure had to be used to eliminate the air in the rear ABS brake system and he assured me that, once the procedure was followed, the problem would be solved.

At this point the motorcycle was taken back to the shop and here the mechanic, following the instruction received from Ducati Italy, performed the required maintenance on the system. Three weeks after the motorcycle was once again almost without rear ABS brakes.

Three month or so ago, while on a trip on the motorcycle to Austin Texas, I was left, once again, totally without rear ABS brakes. And, once again, I had to take the motorcycle to the Ducati dealer of that city. Here the chief mechanic explained to me what they believed the reason of the problem was. Apparently, the cylinder and the reservoir of brake fluid of the rear ABS brake are located in a very hot area of the motorcycle. This causes the brake fluid to degrade and eventually to become vapor, hence causing the progressive loss of pedal position. Off course, I had no way of corroborating this theory, therefore its veracity must be still technically proven.

Once again, patiently, I contacted again Ducati North America. The solution, I was kindly suggested was that of purchasing a

new motorcycle, in fact, apparently the problem was eventually solved in the engineering of last models.

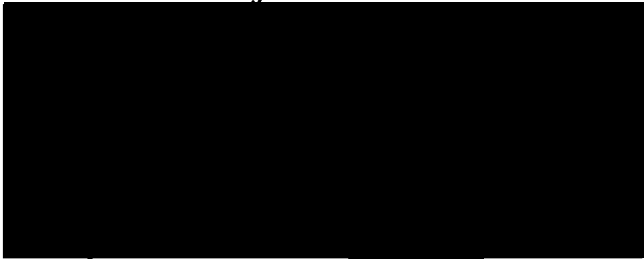
Browsing the WEB, one can see how many frustrated owners of this class of motorcycle have reported this exact serious problem.

No solution has been given to this by Ducati.

The irresponsibility of the manufacturer, today owned by VW and/or Audi, is in my opinion, obvious. This letter want to document it and to generate a history in case the problem may cause death or injuries. It is, however, my firm believe that the Transportation Authority should take a firm posture on the matter defending the lives of the riders of this type of motorcycle and imposing a corrective action to the fault before it is too late.

Thanking you in advance for your attention on this very serious matter,

Yours truly



Vero Beach, FL
USA

Ccs: Florida Sports Cycle & Marine

- Mr. Jason Chinnock, CEO of Ducati North America

Mr. Claudio Domenicali, CEO of Ducati

Mr. Clarence M. Ditlow, Executive Director of The Center of
Auto Safety

HONDA**KAWASAKI****SUZUKI****PARTS &
ACCESSORIES**3100 S.E. CARNIVALE CT. • STUART, FLORIDA 34994 • (772) 287-1850
Visit Our Website www.floridasportscycleandmarine.com

BUYER [REDACTED]						CO-BUYER [REDACTED]					
SOC. SEC. # _____ D.O.B. _____						SOC. SEC. # _____ D.O.B. _____					
DRIVER'S LICENSE _____						DRIVER'S LICENSE _____					
STREET [REDACTED]						STREET [REDACTED]					
CITY <u>VERO BEACH</u> STATE <u>FL</u> ZIP [REDACTED]						CITY <u>VERO BEACH</u> STATE <u>FL</u> ZIP [REDACTED]					
PHONE# W [REDACTED]						PHONE# W [REDACTED]					
STOCK # [REDACTED]				ODOMETER [REDACTED]		BASE PRICE UNIT 1					
N	YR	MAKE	MODEL	KEY	COLOR	BASE PRICE UNIT 2					
U	2011	DUCAFI	MT312002T		RED	BASE PRICE UNIT 3					
VIN # 3DM1F8U66B [REDACTED]						ACCESSORIES					
ENG # [REDACTED]						BATT. & TIRE FEE					
STOCK # [REDACTED]				ODOMETER [REDACTED]		GAP PROTECTION					
N	YR	MAKE	MODEL	KEY	COLOR	TIRE & WHEEL PROTECTION					
U						BASE PRICE REFLECTS THE ADJUSTED PRICE FOR ALL LISTED DEALER AND/OR FACTORY INCENTIVES / REBATES					
VIN # [REDACTED]						[REDACTED]					
ENG # [REDACTED]						PREP					
STOCK # [REDACTED]				ODOMETER [REDACTED]		FREIGHT					
N	YR	MAKE	MODEL	KEY	COLOR	MAINTENANCE PACKAGE					
U						TRADE ALLOWANCE					
VIN # [REDACTED]						FEES AND SERVICES					
ENG # [REDACTED]						This charge represents the costs and profit to the seller/dealer for items such as inspecting, cleaning, and adjusting new and used vehicles and preparing documents related to the sale.					
TRADE-IN INFORMATION						EXT. WARRANTY MO. _____					
YEAR <u>2005</u> MAKE <u>DUCAFI</u> MODEL <u>MT31100</u>						SALES TAX					
SERIAL # <u>3DM1VAB965B</u> [REDACTED]						TAG/TITLE/REGISTRATION					
LIEN HOLDER _____						PAYOFF ON TRADE					
THE ABOVE COMPRISES THE ENTIRE AGREEMENT PERTAINING TO THIS PURCHASE AND NO OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER WILL BE RECOGNIZED. If my used vehicle is not turned in to you at the time this agreement is made, you shall have the right to re-appraise it for trade-in value at the time it is delivered to you, and I warrant the engine block not to be cracked. Failure on my part to take the vehicle, forfeits the down payment as liquidated damages for your expense and effort in the matter and permits you to otherwise dispose of the vehicle without any liability to me whatsoever. It is agreed that you will not be held liable for any delay or failure to make delivery through any cause whatsoever. It is agreed that no warranty, either expressed or implied, is made by you under this order covering said vehicle. It is expressly agreed that the legal title of said vehi-											

Identification Number	Year	Make	Body	WT-L-BHP	Vessel Regis. No.	Title Number
ZDM12BLW688	2011	DUCA	MC	1198 CC		

Registered Owner: _____ Date of Issue 07/14/2011

Lien Release

Interest in the described vehicle is hereby released

By _____

Title _____

Date _____

IMPORTANT INFORMATION

- When ownership of the vehicle described herein is transferred, the seller MUST complete in full the Transfer of Title by Seller section at the bottom of the certificate of title.
- Upon sale of this vehicle, the seller must complete the notice of sale on the reverse side of this form.
- Remove your license plate from the vehicle.
- See the web address below for more information and the appropriate forms required for the purchaser to title and register the vehicle, mobile home or vessel: <http://www.hsmv.state.fl.us/html/titleref.html>

Mail To:

VERO BEACH FL



CERTIFICATE OF TITLE

Identification Number	Year	Make	Body	WT-L-BHP	Vessel Regis. No.	Title Number
ZDM12BLW688	2011	DUCA	MC	1198 CC		
Prev State	Color	Primary Brand	Secondary Brand	No of Brands	Use	Prev Issue Date
N	RED				PRIVATE	
Odometer Status or Vessel Manufacturer or Off-use				Hull Material	Prop	Date of Issue
1 MILES 06/30/2011 ACTUAL						07/14/2011

Lien Release

Interest in the described vehicle is hereby released

By _____

Title _____

Date _____

Registered Owner

VERO BEACH FL

1st Lienholder

NONE

DIVISION OF MOTORIST SERVICES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Control Number



Julie L. Jones
Executive DirectorSandra C. Lambert
Director

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)

Federal and/or state law require that the seller state the mileage, purchaser's name, selling price and date sold in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted to be free from any liens except as noted on the face of the certificate and the motor vehicle or vessel described is hereby transferred to:

Seller Must Enter Purchaser's Name:

Seller Must Enter Selling Price:

I/We state that this ☐ 3 or ☐ 6 digit odometer now reads: _____ (no words) miles, date read _____ and I hereby certify that to the best of my knowledge the odometer reading ☐ 1. reflects ACTUAL MILEAGE ☐ 2. is IN EXCESS OF ITS MECHANICAL LIMITS. ☐ 3. is NOT THE ACTUAL MILEAGE.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

SELLER Must

Sign Here:

Print Here:

Selling Dealer's License Number:

Auction Name:

CO-SELLER Must

Sign Here:

Print Here:

Tax Due:

Tax Collected:

License Number:

PURCHASER Must

Sign Here:

Print Here:

CO-PURCHASER Must

Sign Here:

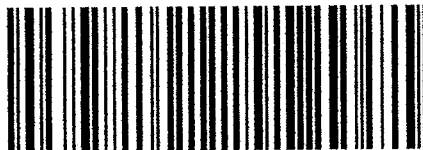
Print Here:

NOTICE: PENALTY IS REQUIRED BY LAW IF NOT SUBMITTED FOR TRANSFER WITHIN 30 DAYS AFTER DATE OF PURCHASE

[REDACTED]
Vero Beach, FL
[REDACTED]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



7016 0340 0000 2014 3058

W40-304

Dr. Mark R. Rosekind
NHTSA Administrator
1200 New Jersey Ave, SE
Washington, DC
20590