



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

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

July 25, 2017

[REDACTED]  
Walpole, MA [REDACTED]

NEF-109 rrr  
Ref. No. 11001068

Dear [REDACTED]

Thank you for your correspondence concerning your son's model year (MY) 2012 Ducati Diavel motorcycle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist.

You indicate that your son purchased a new MY 2012 Ducati Diavel motorcycle on April 5, 2012. You assert that in August 2013, the motorcycle began to make several engine noises. In addition, metal particles were found in the engine oil. You feel that this is a workmanship problem and brought it to the attention of the dealer and Ducati. However, they declined to repair the engine under warranty. You disagree with their decision and request assistance and guidance from NHTSA.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to internal engine failures in MY 2012 Ducati Diavel motorcycles. At this time, there is insufficient evidence to warrant opening a safety defect investigation or to initiate a safety recall. Clearly, engine failures and the cost of their replacement is frustrating. However, we received no reports of catastrophic engine failures that resulted in a loss of control or crash. The engine problem you described does not create an unreasonable safety risk as defined by our authorizing statute, the National Traffic and Motor Vehicle Safety Act. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, NHTSA's investigation and recall process is on our website at [www-odi.nhtsa.dot.gov/recalls/recallprocess](http://www-odi.nhtsa.dot.gov/recalls/recallprocess).



You indicate that you were not successful in receiving assistance from your local Consumer Protection Agency, Massachusetts Office of the Attorney General, and Federal Trade Commission (FTC). If possible, we recommend that ask your dealership to arrange a meeting with a Ducati representative to discuss your problem. In addition, you may consider contacting the Better Business Bureau (BBB). The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement