

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

SEP 29 2017

[Redacted]
Asheboro, NC
[Redacted]

September 20, 2017

Ducati North America Inc.
10443 Bandlely Drive
Cupertino, CA 95014
(408)253-0499

Dear Ducati North America Inc.:

I am writing to file a complaint against my recently purchased 2017 Ducati 1299 Panigale. The VIN for my motorcycle is ZDM14BYW6HB [Redacted] Shortly after purchasing my motorcycle (less than 200 miles since purchased) I began having stalling issues with it. This problem first occurred on a group ride which totaled about 100 miles roundtrip. The bike simply stalled under light power, or shut off abruptly with little or no warning! The problem has since been occurring.

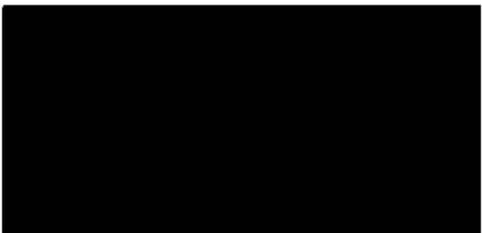
At first I thought it was because I was new to the bike, and just was stalling it from inexperience with the new bike, but I began to notice trends that proved that not to be the case. *I've noticed that it usually only stalls on a hot restart within five minutes of starting the engine.* It has stalled easily over a dozen times while I was riding it - once as I was about to pull across the traffic way from the center lane with no warning at all. This is a major safety concern to me as stalling on the roadway in traffic could easily result in a motor vehicle collision. Therefore, in my opinion, I feel this problem should be investigated, **and is potentially a safety recall worthy problem.**

As of now I am currently very dissatisfied with my newly purchased, supposedly top tier, motorcycle. I have tried to capture the stalling on my GoPro camera numerous times, but today I managed to catch it on camera (for the first time). Prior to the video starting it had just stalled on me, and I managed to catch the second time it stalled on camera. After the stall you will see I allowed a vehicle behind me to pass me because it came close behind me. I didn't want to stall again and have it hit me. The video is posted online on my YouTube account for Ducati's, NHTSA, and the general public's viewing pleasure at:
[Redacted]

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I hope that I can get the motorcycle issue resolved soon, but I work a lot, and don't usually have time to get it to a dealer which is over an hour drive from me. It would be outstanding if Ducati USA could manage to have the motorcycle picked up from my residence for service due to this matter. I have also discussed this matter with Austin in Ducati Finance over the phone in which he agreed it sounded like a safety concern. He gave me a phone number to Ducati in California, but the phone number never got me to a live person I guess due to technical difficulties.

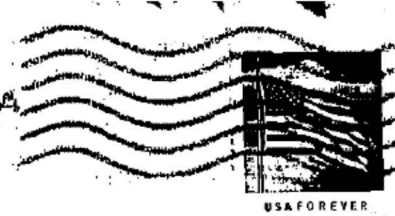
I hope that if any other owners are experiencing the same issue that Ducati can promptly determine the cause, and provide a solution. If you have any questions please do not hesitate to contact me. If I do not receive a written response from Ducati USA within 30 days I will forward this letter to Ducati Headquarters in Bologna Italy until a written response is received.



2017 Ducati 1299 Panigale Owner

CC: NHTSA
1200 New Jersey Avenue, SE, West Building
Washington DC 20590
ATTN: SAFETY COMPLAINT

GREENSBORO NC 274
PIEDMONT TRIAD AREA
22 SEP 2017 PM 5 L



Asheboro NC

NHTSA
1200 New Jersey Ave, SE, West Building
Washington DC 20590
ATTN: SAFETY COMPLAINT

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