

CL-11074760-1610

FEB 14 2018



LOS ANGELES COUNTY  
**CONSUMER &  
BUSINESS AFFAIRS**  
Brian J. Stiger, Director

Los Angeles County  
Board of Supervisors  
Hilda L. Solis  
Mark Ridley-Thomas  
Sheila Kuehl  
Janice Hahn  
Kathryn Barger

January 24, 2018

To: U.S. Department of Transportation  
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)

From: Anthony Wai, Investigator

**CASE REFERRAL**

Consumer: [REDACTED]  
Business: Del Amo Motorsports  
Case Number: [REDACTED]

Enclosed is a consumer complaint that appears to involve an issue within the jurisdiction of your agency. We are forwarding the complaint for your review and appropriate action.

If you need more information, contact me at [awai@dcba.lacounty.gov](mailto:awai@dcba.lacounty.gov), or call 213-974-9684 between 8:00 a.m. and 4:30 p.m. on normal business days.

Thank you for your cooperation.

ENCLOSURE

C: Victor Butler  
4065 Hillcrest Drive Apt C  
Los Angeles, CA 90008

ET  
2/20/18  
VA





LOS ANGELES COUNTY  
**CONSUMER &  
 BUSINESS AFFAIRS**  
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**Complaint**

Complaint Type: Cars and Automobiles  
 Complaint Category: Warranty

**Submission Comment**

1/1/17

Hi I'm [REDACTED] Happy New Year!  
 Thanks in advance for looking at my files:

[REDACTED]

My biggest grievance is that my 1299S Panigale turns off when I drive in stop in go traffic on the street when making a turn, coming to a stop or when I'm on the freeway going about 5 to 18 mph while pulling in or feathering the clutch. This happens perpetually all the time but when I take it to the dealers they say they can't find the problem. So I'm angry that I'm paying about \$1,300 in motorcycle miscellaneous fees per month for a vehicle that's brand new and stops all the time. The dealer never drives it in stop in go traffic on the freeway or street at 5-15 mph with clutch in. Also the dealer charged me \$125.00 and states they can't find the problem and nobody wants to refund me the money even with the extra warranty coverage on the vehicle, with my vehicle under warranty. Also it bothers me that it took 1 ye

**Consumer Information**

Name: [REDACTED]  
 Address: [REDACTED] Los Angeles, CA [REDACTED]  
 Home Phone: [REDACTED]  
 Cell Phone: [REDACTED]  
 Work Phone: [REDACTED]  
 Email: [REDACTED]

**Business Information**

Business Name: Del Amo Motorsports  
 Representative: Nicholas Navarro  
 Address: 2500 Marine Avenue Redondo Beach, CA 90278  
 Primary Phone: 310-220-2223  
 Fax: 310-331-1646  
 Email: nnavarro@delamomtorsports.com  
 Website: www.delamomtorsports.com

**Business Information**



Business Name: Westlake Ducati  
 Representative: Grant  
 Address: 3610 E. Thousand Oaks Thousand Oaks, CA 91362  
 Primary Phone: 805-409-4603  
 Secondary Phone: 805-409-4620  
 Fax: 805-418-9092  
 Email: rstieglitz@ogaracoach.com  
 Website: www.ducatiwestlake.com

### Business Information

Business Name: Ducati of North America  
 Representative: Raymond Scott  
 Address: 10443 Bandy Dr, Cupertino, CA 95014  
 Primary Phone: 408-253-0499  
 Secondary Phone: 888-391-5446  
 Website: www.ducatiusa.com

### Facts of the Complaint

From Date: 10/6/2016

To Date: 1/2/2017

Complaint Summary: 1/1/17 Hi I'm [REDACTED] Happy New Year ! Thanks in advance for looking at my files [REDACTED]

[REDACTED] My biggest grievance is that my 1299S Panigale turns off when I drive in stop in go traffic on the street when making a turn, coming to a stop or when I'm on the freeway going about 5 to 18 mph while pulling in or feathering the clutch. This happens perpetually all the time but when I take it to the dealers they say they can't find the problem. So I'm angry that I'm paying about \$1,300 in motorcycle miscellaneous fees per month for a vehicle that's brand new and stops all the time. The dealer never drives it in stop in go traffic on the freeway or street at 5-15 mph with clutch in. Also the dealer charged me \$125.00 and states they can't find the problem and nobody wants to refund me the money even with the extra warranty coverage on the vehicle, with my vehicle under warranty. Also it bothers me that it took 1 year and 1 month to fix my 899 Ducati and it bothers me that I can't verify what policies were cancelled and credited to my Yamaha Capital One accounts. After I purchased a new motorcycle. Do you have any suggestions? Again thanks in advance for everything! Wishing you the best [REDACTED] Los Angeles, CA [REDACTED]

Involves Real Estate Fraud?: No

Involves Other Address?: No

Payment Amount: \$125.00

Payment Date: 12/1/2016

Payment Method: Credit Card

Payment Recipient: Westlake Ducati

Received a Refund?: No

Available Documents: Contracts, Receipts, Letter

Where Transaction Occurred: At business' location

Address of transaction: 3610 E Thousand Oaks, Thousand Oaks, CA 91362

### Resolving the Complaint

Desired Complaint Resolution: Fix my bike and refund money paid and or give me a new bike with new everything no charge

Contacted the Business?: Yes  
Hired an Attorney?: No  
Filed Lawsuit or Small Claims?: No

**Consumer Acknowledgments**

- I confirm that the previous information is true and correct.
- I understand a copy of this information will be sent to the business against which I have filed a complaint.
- I understand my complaint is a public document, is available for inspection by the public and the media, and will be shared with the national consumer complaint database.
- I indicate my expressed permission for the business to disclose personal information relevant to this case to representatives of the County of Los Angeles Department of Consumer Affairs.

FW:

CASE#



DCBA Complaints

Tue 1/24/2017 8:49 AM

To: Anthony Wai



Reply all



-Diane

From: Ricardo Hueso [mailto:rhueso@delamomotorsports.com]

Sent: Saturday, January 14, 2017 1:45 PM

To: DCBA Complaints <DComplaints@dcba.lacounty.gov>

Subject: CASE#

Hello,

Please accept this as Del Amo Motorsports official response to Los Angeles County Consumer & Business Affairs regarding CASE#

**Timeline of events:**

On 10/6/2016 purchased a New 2016 DUCATI 1299S Motorcycle.

On 11/10/2016 Brought unit in to perform 600 Mile service and also stated that unit would turn off in stop and go traffic. Problem was not duplicated. See actual notes from Repair Order written by Ducati certified Master Technician Ryan Hagen. **(RH 11-12-16 UNIT HAS NO STORED ERROR CODES, TEST RODE, COULD NOT DUPLICATE ISSUE, UNIT RUNS WELL.)**

On 11/30/2016 [REDACTED] picked up his unit and rode off.

On 11/26/2016 [REDACTED] wrote this email to our company. (See below)

**From:** [REDACTED]

**Sent:** Saturday, November 26, 2016 3:10 PM

**To:** Rosario Vasquez <[rvasquez@delamomotorsports.com](mailto:rvasquez@delamomotorsports.com)>; Rosario Vasquez <[rvasquez@delamomotorsports.com](mailto:rvasquez@delamomotorsports.com)>


**Subject:** My 1299 S Ducati Panigale 2016

Dear Ian Fallon or To Whom It May Concern:

Hi ! I'm [REDACTED] a Ducati fan! Thanks in advance for taking the opportunity to serve me. I'm sorry to tell you about my difficulties but I'm not feeling good about this. But this Ducati Odyssey is unfair to me. Ducati has just gotten away with everything and had they've had there way with me and they just man handled me and I've paid the price and it appears it's not worth it anymore. I feel violated like a women too ashamed to admit she's been raped and ganged banged by a bunch of thugs and hates to admit it was a pleasure getting screwed by all those

thugs who gave her tough love. You know her and those thugs have a thing going on! You know that puts her in an awkward position and in juxtaposition to her situation is the similarity between her situation between myself and my 1299 S Ducati. Maybe you may know the pleasures of a slow screw and the consequences but whenever you're done having your fun with me what do you do? If you just can't help yourself? Anyway, you know they say it's a thin line between love and hate. But can you please hear my story and make suggestions for my Ducati story and problems? I trust you, and could you please forward this correspondence to a Local Ducati representative or anyone worth mentioning who can make a difference in my life who can give me a case number and is genuinely concerned with my Ducati issues? I just recently purchased a Ducati 1299s Panigale 2016 model and it appears I have been having problems with it perpetually totally shutting

off, whenever I feather the clutch to turn, or slow down for a stop sign, or in stop in go traffic on the street or on the freeway. I have not had the opportunity to take it on the track because I don't have a budget for track gear and expenses. Nevertheless my Ducati 1299 S also slips out of neutral into 2nd gear for no reason. I also have to squeeze the clutch all the way down to the maximum to engage it into another gear or into neutral . I feel I can't verify my story because I don't have the money in my budget to purchase video gear to confirm my story and to seek approval from those who should be concerned, because of the high purchase price of my Ducati 1299 S and associated bundled packages and services connected with taking care of my bike. However whenever I go to the

 message blog I see other grievances by other Ducati Panigale 1299 S owners with similar complaints they're all are

very disappointed because they can't get any satisfaction from the Ducati dynasty and I'm starting to think that purchasing a Ducati was the biggest mistake of my life. I don't know why numerous Ducati 1299 S Panigale owners would ruin the reputation of the Ducati dynasty and say it's an illusion of grandeur and hoax of an elite motorcycle engineering brand at it's finest but it is what it is. Sometimes you pay for what you get at a bargain price and it's truly a value. Now comparing a Porshe to Genesis just won't do but maybe it just might be better if Porshe doesn't stand and deliver up to it's reputation to it's fan base. But anyway previously I had purchased a 899 Ducati 2015 Panigale that I had numerous problems with and it, it took over 1 year and one month to finally get 2 dealerships to finally fix the clutch and associated parts and equipment, then after it was all said and done. I recently traded in the 899 Ducati Panigale 2015 for the up graded

2016 newer 1299 S model Panigale. But now whenever I take my 1299 S Ducati Panigale to the dealership(s) they state they can't duplicate the problem which is what they said previously about the 899 Ducati Panigale that I owned until they figured it out and repaired it. And as soon as I leave the dealership I'm not even a block away and my 1299 S Ducati Panigale has a history and pattern of shutting down whenever I ride it immediately after I get it back from the dealership(s). And the dealership is closed or I'm too far away to go back again immediately to the dealership and get help and I'm perpetually inconvenienced to bring my bike back into the Ducati dealership to explain my sad life story about my sad 1299 S Ducati Panigale story. I also make other arrangements to have a buddy follow me to the dealership to drop off my bike or to get a ride back home or give me a to the dealership to pick up my bike or take a bus or train to get back and forth from from the

dealership for transportation and it appears that the dealership is numb about providing me with reliable transportation in the meantime while my Ducati 1299 S is being repaired or tested or checked out for problems, and it seems like they could give me a loaner bike and I never received my Ducati identification card for a free tow to the dealership. And you know I just can't afford a Ducati shop manual or repair manual or pdf or DVD or USB thumb drive and I doubt the shop manual even would address my concerns that I have regarding my 1299 S Ducati Panigale. I can't find any solutions on Facebook or Twitter or You tube or any books or magazines to help me with my concerns or complaints or problems with my new 1299 S Ducati Panigale. However I have taken my 1299 S Ducati Panigale to Del Amo Motorsports in Redondo Beach, California and Westlake Ducati in Thousand Oaks, California I purchased the bike new on October 7, 2016 from Del Amo

Motorsports of Redondo Beach, California. I have perpetually called Ducati of North America and it appears there is no understanding, wisdom, experience and way to get the 1299 S Ducati Panigale problems fixed in the Ducati dealership network or company. At this point I just want another Ducati Panigale 1299 S Panigale 2016 or a 2017, that works without any problems and has a satisfaction guaranteed and I want to enjoy my bike and the ride. I'm looking for a local Ducati representative or anyone to help me with any of my Ducati needs, or concerns that can be addressed immediately. Please tell me how I can get a local Ducati representative or anyone to best accommodate me and my schedule, and respond accordingly, with the goal to make sure that this is the easiest and most pleasant experience I have ever had in my life. I know that whenever you have a leaky roof you call the roofer when it's raining and you can see the rain falling from the

ceiling and it creates a puddle and it wouldn't make any sense to call the roofer to repair the leaking roof after the water leak stopped leaking but what can I do in my situation similarly with my Ducati 1299 S Panigale? Just restart the bike and give it to the dealer over and over and say fix it? And the dealership similarly replies according over and over I can't get the bike to act up nor duplicate the problem just call me when it rains so I can find and see the leak. In my opinion it is just seems fairer to just give me a new 1299 S Ducati Panigale with no problems and stop wasting my time and the associated grief. Again if you have any suggestions please let me know. Enough is enough, this has been a totally unacceptable experience with Ducati. Ducati does not have any YouTube videos worth mentioning that addresses my Ducati 1299 S Panigale concerns and they don't have certified lessons on any website for Ducati mechanic certification and

repairs for Ducati 1299 S Panigale owners.

You can call me by phone [REDACTED]

You can mail me at:

[REDACTED]  
[REDACTED]  
[REDACTED]  
Los Angeles, CA [REDACTED]

You can email me at :

[REDACTED]

Again thanks again for everything in advance.

Wishing you the best during this holiday season.

P.S. Again thank you for taking the opportunity to serve me because owning my Ducati has been a living !@\$% and a nightmare! Please turn everything around so that this is a sweet dream. Please give me favor and blessings from Ducati. I'm looking for a Ducati representative and mechanic striving to achieve the best client service and the best client experience. Oh and

by the way it's never too late for a new start and another solution is for Ducati to just pay off the loan immediately since they can't duplicate the problems with my bike. You know Ducati has been so unfair and such an ass about everything. What would you do? None of this is making any sense to me. This is crazy! I want to put an end to this because someone could get hurt in an accident if the 1299 S Ducati Panigale shuts down unexpectedly at the wrong place at the wrong time.

Sincerely,

[REDACTED]

Sent from my iPhone

As of now and after several attempts to duplicate [REDACTED] issue there has been no occurrence that matches [REDACTED] description of the units issues.

Thank you.

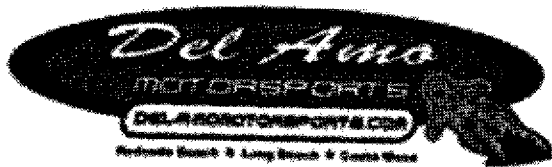
"Winners dont waste time in unproductive thought." -John Maxwell

**Ricardo Hueso**  
General Manager

Del Amo Motorsports  
Redondo Beach Location

2500 Marine Ave  
Redondo Beach CA 90278

Phone: (310) 220-2223  
[rhueso@delamomotorsports.com](mailto:rhueso@delamomotorsports.com)



**Now 3 Locations to Serve You**  
Redondo Beach | Long Beach | Costa Mesa



FW: [REDACTED]

CASE NUMBER: [REDACTED]



DCBA Complaints

Tue 1/24/2017 4:18 PM

To: Anthony Wai ^



Reply all | v

This message was sent with high importance.



CCE01242017.pdf

2 MB



Download

-Diane

**From:** Robert Ammer [mailto:rammer@delamomotorsports.com]

**Sent:** Tuesday, January 24, 2017 12:47 PM

**To:** DCBA Complaints <DComplaints@dcba.lacounty.gov>

**Cc:** Ricardo Hueso <rhueso@delamomotorsports.com>; Del Amo Warranty Admin <warrantyadmin@delamomotorsports.com>

**Subject:** [REDACTED] CASE NUMBER: [REDACTED]

**Importance:** High

[REDACTED] CASE NUMBER: [REDACTED]

In response to the above case. We have looked at this unit twice, have contacted Ducati to gain factory support. Both occasions no fault was

found. But in an attempt to assist the customer the factory authorized the reflash of the ecu to reset adaptations. The following test rides garnered no change in the behavior of the unit, Ducati stated that there was no fault and the unit is working as designed. Also at no time has he been charged since he has purchased the unit from us and has a prepaid maintenance program.

I also contacted the Westlake Ducati store and found that they had the same experience with the addition of satisfying the request from the manufacturer by going on a ride with the customer to watch how he rides the unit. They determined watching the customer ride that what the customer is experiencing is operator induced and that there is no fault found. Unfortunately he did not purchase the unit from them so they charged him 125.00 for the inspection.

At this time there is no fault found and that is with factory involvement. At any time if victor wishes me to inspect or test ride his unit we happily do so as he has been a good customer and has purchased five units from us. But if I cannot duplicated or determine a fault then there is no further action I can take.

Note: I have attached the last two repair orders with these concerns, to demonstrate that there has been no charge and that factory involvement has been documented.

Regards

*Robert Ammer*

Service Director

Del Amo Motorsports



2500 Marine Ave.

Redondo Beach, CA 90278

Store (310)220-2223

Fax (310)331-1645

[rammer@delamomotorsports.com](mailto:rammer@delamomotorsports.com)



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IRS Circular 230 Disclosure: To ensure compliance with requirements imposed by the IRS, we inform you that any U.S. federal tax advice contained in this communication (including any attachments) is not intended or written to be used, and cannot be used, for the purpose of (i) avoiding penalties under the Internal Revenue Code or (ii) promoting, marketing, or recommending to another party any transaction or matter addressed herein.

# Del Amo Motorsports of

2500 Marine Ave.  
Redondo Beach, CA 90278  
310-220-2223

# Repair Order Invoice

R/O Number: [REDACTED] Invoice Number: [REDACTED]  
Date In: 11/10/2016 Today Date: 1/24/2017  
Date Promised: 11/10/2016 Date Closed: 11/30/2016  
Cashier: Warranty Admin Date Cashiered: 11/30/2016

**Repair Order For:**

[REDACTED]  
LOS ANGELES, CA  
[REDACTED] w: [REDACTED]

Units For This Repair Order				Service Writer: NICHOLAS NAVARRO		
Year	Make	Model	VIN / Serial No.	Plate	Key Board	Miles In/Out
2016	DUCATI	1299 S PANIGALE	ZDM14BYW7GB [REDACTED]	[REDACTED]	NICK	749 /

**Job: INSPECT AND REPORT(FACTORY WARRANTY INSPECTION) (Warranty Claim Number: [REDACTED])**  
Job For: 2016 DUCATI 1299 S PANIGALE 1299 S PAN ZDM14BYW7GB [REDACTED]

CUST STATES: IN STOP AND GO TRAFFIC OR WHEN THE UNIT FIRST STARTS UP WHEN PLACED IN NEUTRAL THEN RELEASE CLUTCH AND THE BIKE WILL STALL OUT. SOME TIMES ITS JUST RANDOM.

Labor Description	Job Code	Technician	Quantity	Line Total
WARRANTY INR RUN TIME ONLY	WARR	RYAN HAGEN	0 Hours	Warranty
LABOR FOR DUCATI DOCUMENTATION		RYAN HAGEN	0.5 Hours	Warranty
<b>Labor Subtotal</b>				<b>Warranty</b>

**Recommendations**

RH 11-12-16 UNIT HAS NO STORED ERROR CODES, TEST RODE, COULD NOT DUPLICATE ISSUE, UNIT RUNS WELL.

**Resolution**

RH 11-16-16 SPOKE WITH JOE AT DUCATI, RECOMMENDED WE RESET PARAMETERS AND PERFORM BASE TUNING PROCEDURE TO ADDRESS CUSTOMER'S DRIVEABILITY CONCERN. PERFORMED BOTH PROCEDURES. UNIT RUNS WELL, NO ISSUES.

**Job Subtotal**      **Warranty**

*NO CHG*

**Job: INSPECT AND REPORT(FACTORY WARRANTY INSPECTION) 2**

Job For: 2016 DUCATI 1299 S PANIGALE 1299 S PAN ZDM14BYW7GB [REDACTED]

CUST STATES: LAP COUNTER GOES ON AND OFF RANDOMLY. PLEASE INSPECT

Labor Description	Job Code	Technician	Quantity	Line Total
WARRANTY INR RUN TIME ONLY	WARR	RYAN HAGEN	0 Hours	\$0.00
<b>Labor Subtotal</b>				<b>\$0.00</b>

**Recommendations**

RH 11-11-16 RACE MODE DASH DISPLAY WAS SET TO TRACK AND THE HIGH BEAM FLASH BUTTON STARTS THE LAP TIMER. SET DISPLAY MODE TO STREET TO PREVENT LAP TIMER FROM COMING ON.

**Resolution**

*NO CHG*



**Job: 600 MILE SERVICE 0325 (Continued)**

Job For: 2016 DUCATI 1299 S PANIGALE 1299 S PAN ZDM14BYW7GB [REDACTED]

**Recommendations**

**Resolution**

RH 11-11-19 PERFORMED 600 MILE SERVICE, RESET SERVICE LIGHT. TEST RODE.

Job Subtotal \$517.17

**Job: TOP OFF ALL FLUIDS**

Job For: 2016 DUCATI 1299 S PANIGALE 1299 S PAN ZDM14BYW7GB [REDACTED]

HAS PRIORITY MAINT PUT IN PART NUMBERS FOR ALL FLUIDS USED TO TOP OFF.

**Recommendations**

**Resolution**

RH 11-11-19 SET ALL FLUID LEVELS DURING SERVICE.

Job Subtotal \$0.00

**Job: NOTES FROM DUCATI**

Job For: 2016 DUCATI 1299 S PANIGALE 1299 S PAN ZDM14BYW7GB [REDACTED]

WISHES TO SPEAK WITH TECH WHEN JOB IS BEING PERFORMED. JOE @ DUCATI 517-242-3927

**Recommendations**

**Resolution**

RH SEE FIRST INSPECT AND REPORT LINE FOR NOTES...

Job Subtotal \$0.00

<b>Customer Job Totals</b>	
Parts	\$110.92
Labor	\$406.25
<b>Total of Customer Jobs</b>	<u>\$517.17</u>
<b>Repair Order Subtotal</b>	<u>\$517.17</u>
Sales Tax	\$10.00
<b>Repair Order Total</b>	<u>\$527.17</u>
Previous Deposits	\$527.17
<b>Total Amount Due</b>	<u>\$0.00</u>
Cash tendered	\$0.00
<b>Change Due</b>	<u>\$0.00</u>

*NO CHANGE*

BAR# [REDACTED]

STORAGE CHARGES OF \$20.00 PER DAY START 2 DAYS AFTER COMPLETION OF WORK.  
(WATERCRAFT AFTER 1 DAY)

I the registered Owner or authorized agent, fully understand any and all costs quoted and charged in the above repairs including any increases in the original estimated amount and all work and pricing has been covered by the service consultant. I understand all parts installed are NEW unless otherwise specified. Your employees may operate the vehicle for inspection, testing and delivery at my own risk. You will not be responsible for loss or damage to vehicle or articles left

in it, I agree to pay reasonable storage on vehicle left more than 24 to 48 hours after notification that repairs are complete. I AGREE THAT YOU HAVE AN EXPRESS LIEN TO THE ABOVE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDER ON THIS VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MY BE SOLD AS PROVIDED BY LAW. I have inspected my unit/vehicle before pick up and I am satisfied with the work performed and the condition of my unit/vehicle.  
All service work is guaranteed for 30 days from date of completion.

X \_\_\_\_\_

FW: Case No. [REDACTED] - RE: Ducati of North America - Los Angeles County Department of Consumer and Business Affairs



Antonio Munoz <Antonio.Munoz@ducati.com>

  Reply all | 

Fri 1/27/2017 5:25 PM

To: Anthony Wai 

Inbox

This message was sent with high importance.



Complaint\_to\_Business\_...

694 KB



Download

Dear Mr. Wai,

We have received correspondence from you concerning [REDACTED] case # [REDACTED] and are responding in kind. We would like to begin by stating that [REDACTED] has retained legal counsel and that we have received notice from them concerning this matter. As such we will keep our response brief.

In [REDACTED] complaint he states that his 2016 Ducati 1299S "turns off" when driving in stop and go traffic, and that it occurs on a regular basis. Further [REDACTED] goes on to state that the dealer has been unable to replicate the issue, and that they "never drive it in stop and go traffic on the freeway or street." Finally he states that he is upset that he was charged \$125.00 by the dealer, even though the vehicle is under warranty.

Ducati has investigated [REDACTED] claims and we can confirm that the motorcycle has been thoroughly inspected by an authorized Ducati dealer. The dealer checked the vehicle for any error codes in the ECU, none were found. They road tested the motorcycle and found that it performed properly and that no "shutting off" occurred during the test ride. Further the dealer documents that they rode the motorcycle for "15 miles in stop and go traffic and with multiple stops and turns and could not duplicate the stalling" This refutes the [REDACTED] accusation that the dealership did not attempt to ride the vehicle in a manner similar to what he described in his complaint.

In addition [REDACTED] failed to disclose that after performing this test ride without issue, the dealer technician invited [REDACTED] to ride his own motorcycle while the technician followed and observed on a second motorcycle. [REDACTED] rode the motorcycle 15 miles with the dealer technician following, and he could not duplicate the alleged stalling concern either. [REDACTED] informed the dealer that he had also taken his motorcycle to another dealer, Del Amo Motorsports, with the same complaint and that they were also unable to duplicate the alleged "shutting off" concern. The dealer invoiced the customer \$125.00 for diagnostic time for troubleshooting his complaint. While [REDACTED] rightly states that his motorcycle is under warranty, no warrantable defect was found with the vehicle at any time, therefore there is no warranty coverage for this service visit, and [REDACTED] was invoiced accordingly.

Given the above facts, Ducati North America is unable to offer [REDACTED] the resolution he is requesting. As [REDACTED] has retained legal representation, any further correspondence concerning this matter will be directed to his consul.

We thank you for the opportunity to respond to this matter. Should you have any further questions please do not hesitate to contact us.

Sincerely,

**Antonio Muñoz**

Service Business Manager

## **DUCATI NORTH AMERICA**

10443 Bandlely Dr.

Cupertino, CA 95014

408-343-4427 ph

408-716-3247 fax

[antonio.munoz@ducati.com](mailto:antonio.munoz@ducati.com)

[www.ducati.com](http://www.ducati.com)

Le informazioni contenute nel seguente presente messaggio e/o nei suoi eventuali allegati sono strettamente ed a uso esclusivo del destinatario indicato. Qualora il presente messaggio Le fosse pervenuto per errore, La invitiamo a rinviarlo immediatamente al mittente ed ad eliminarlo senza trattenerne una copia. Grazie.

The information contained in this message and/or in its possible attachments are strictly confidential and for the intended recipient only. If misdirected, please send it immediately back to the sender and delete it without retaining a copy. Thank you.

**Karine Israelyan**

**From:** Robert Ammer <rammer@delamomotorsports.com>  
**Sent:** Tuesday, January 23, 2018 9:25 AM  
**To:** DCBA Complaints  
**Cc:** Ricardo Hueso  
**Subject:** [REDACTED] CASE NUMBER: [REDACTED]  
**Attachments:** Complaint\_to\_Business\_[REDACTED] (DEL AMO MOTORSPORT).pdf;  
Complaint\_to\_Business\_[REDACTED] (DEL AMO MOTORSPORT).pdf

[REDACTED] CASE NUMBER: [REDACTED]

This is an issue between the consumer and the manufacturer. I have ridden this customer unit many times personally in stop and go traffic. The bike performs normally. We have along with the manufacturer have been good willing all inspections fee's. After five or six visits we have exhausted all goodwill. Customer was advised any further inspections will be at the expense of the owner if there is no fault found. He still brings unit in and we are unable to duplicate, he has also taken unit to two other dealers and they have the same outcome. One dealer, Westlake I believe went for a ride with the customer on his bike and determined that this is operator error. If you have any further questions, feel free to contact me.

This inspection below was covered by the manufacturer even though there was no fault found

Repair Order #134732 (Cashiered) - BUTLER, VICTOR A

Item	Description	Title	Warranty	Job Total
2016 DUCATI 1299 S PANIGALE, ZDM		MULTI POINT COURTESY INSPECTION		\$0.00
2016 DUCATI 1299 S PANIGALE, ZDM		INSPECT AND REPORT FACTORY WARRANTY L		\$0.00
2016 DUCATI 1299 S PANIGALE, ZDM		FACTORY TEST RIDE		\$0.00
2016 DUCATI 1299 S PANIGALE, ZDM		INSPECT AND REPORT FACTORY WARRANTY (DUCATI)		\$375.00

**Job General**

Unit Information: Unit: 2016 DUCATI 1299 S PANIGALE, ZDM (1299S) / C... Location: MATT

Job Information: Title: INSPECT AND REPORT FACTORY WARRANTY INSPEC Warranty: 30 Description: CUST STATES BIKE WILL STALL AT TIMES AND HEADLIGHT WILL GO OUT CHECK AND ADVISE

Miscellaneous Charges:

Shop Supplies	\$0.00	<input type="checkbox"/> Auto
EPA Charge	\$0.00	<input type="checkbox"/> Auto
Battery Disposal	\$0.00	<input type="checkbox"/> Auto
Tire Disposal \$2.00	\$0.00	<input type="checkbox"/> Auto
Fuel \$4.75 per gallon	\$0.00	<input type="checkbox"/> Auto

Job Summary:

Parts Total	\$0.00
Labor Total	\$375.00
Sublet Total	\$0.00
Misc Total	\$0.00
Job Total	\$375.00

ReschDoc: NO FAULT FOUND ON TO RELEASE UNIT BACK TO THE CUSTOMER

Recommendations: 207 RH: INSPECT UNIT, CHECK FOR FAULTS. NO CODES RETURNED, NO SERVICE UPDATES. TEST RODE UNIT UNABLE TO DUPLICATE CONCERN. RECOMMENDED FOR COBRA HOME POLICE CHECK AND MONITOR WITH ID'S AND FOUND ALL REQUIREMENTS WITH ID'S. 207 ROK: R4D 300. MOTORBIKE UNIT AND VERIFY NO FAULTS AND UNABLE TO DUPLICATE CONCERN. CONTACT DECAT AND ADVISE. REQUEST PERFORM O/S STAGE. R4D 2:16 PERFORMED STAGE 1 OF O/S SUBMIT TO DECAT.

Regards  
*Robert Ammer*  
Service Director  
Del Amo Motorsports



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**DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS**  
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