

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

Reference: 23707
Title: [REDACTED] (848 8E [REDACTED])
Status: Closed
Requester: [1062 - Cycle-Moto \(Arizona Superbike\)](#) [REDACTED]
Department: [Dealership](#)
Time logged: 6/19/2008 11:41:46 AM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 5.51 hours
Hours worked: 0.33

=== UPDATE Cintia Schutt: 6/20/2008 8:01:37 AM
- 0.02 Hours worked on 20-Jun-08

From: Choi, Thomas - AZ [mailto:Thomas.Choi@gmam.com]
Sent: Friday, June 20, 2008 7:10 AM
To: Helpdesk
Cc: [REDACTED]
Subject: RE: URGENT! Regarding radiator
Importance: High

Thank you so much for your quick response! AZSBK have contacted me and gave demo bike for me to commute until the bike are fixed, per owner of dealer

The parts should be in by next week, Once again I want to thank DNA customer service dept for prompt response, and handling issue with professional matter

Have a great weekend! Thomas

=== UPDATE Cintia Schutt: 6/19/2008 5:03:36 PM
- 0.02 Hours worked on 19-Jun-08
- Request CLOSED
- Priority changed from [Medium] to [N.A]
From: Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Thursday, June 19, 2008 5:03 PM
To: [REDACTED] - AZ
Subject: RE: URGENT! Regarding radiator

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

I'm sorry to learn of the concern you've experienced with your 848. I have followed up with AZSBK and have verified that an order has been placed for the radiator of your 848. Our records indicate that this part shipped from Italy on 06/17. It should arrive at your dealership within the next week.

AZSBK has advised that they do have a demo bike available for you in the event that you require one. For more information, please follow up with Kyle in service.

If you have any further questions, please feel free to contact us or your Authorized Ducati Dealership.

Best regards,
Customer Service

=== UPDATE Cintia Schutt: 6/19/2008 1:08:12 PM
- 0.15 Hours worked on 19-Jun-08
I phoned the dealership back and order shipped bulk freight from Italy.

I spoke with Dealership who stated they spoke with the customer last night:

Stated that the customer has an alternate source of transportation, despite other vehicles, however, a loaner bike was offered.

=== REQUEST SERVICE Cintia Schutt: 6/19/2008 11:41:46 AM

- 0.15 Hours worked on 19-Jun-08
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
54840741B 848 Radiator

6/19/2008 8:37:31 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 19/06/2008 At 20:39:10

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Available

Curtis at AZSBK called DD to give him a heads up on this customer, who is upset he has to wait for his radiator

I phoned Curtis back and advised that I only found a stock order placed on 06/15 and it has not shipped

Curtis will cancel that order and enter another VOR order for this radiator

Curtis stated this bike came into the dealership on 06/13.

08 CAL 848 PEARL WHITE-RGB

ZDM1XBGV48E [REDACTED]

CUSTOMER EMAIL:

From: [REDACTED]
Sent: Wednesday, June 18, 2008 5:39 PM
To: customerservice@ducatiusa.com
Cc: [REDACTED]
Subject: URGENT! Regarding radiator
Importance: High

Hi,

I purchased my Ducati 848 two month ago and having major issue with my radiator.

I took it back to AZSBK (Arizona) dealer last Friday 6/13/2008 to check the problem, and it appears to be a manufacturing defect.

Per mechanic at the dealer stated that my radiator it not sealed correctly from inside, and when ever the heat raises the coolant start to leak.

AZSBK stated that they should receive the replacement parts by 6/18~ within a week, however I don't have estimated time of receiving them from the dealer.

I have also asked dealer to provide rental transportation due to my Ducati is the only transportation to work. Answer was "NO"

I have also asked if AZSBK will provide loaner bike, but answer was still "NO"

I am very frustrated with the service that I have received from them and I can't get straight answer from anyone. I have purchased several motorcycles & motor cars in pasted but never received the services like this. It's like buying the motor vehicle from auction dealer "once you drive off from the lot" sells final. I seriously don't want to hear that from chain Ducati dealer.

It's like comparing to Hyundai car, Toyota etc. verse Lamborghini

If I was running Ducati dealer and have customer services issue like this, I would take part off from the stock bike n' resolve the issue first and take care of the matter ASAP.

More frustrating part is, I have to call every single time to get the some sort of answer from them. I don't feel loved at all Ducati at AZSBK=(

I been doing some research and found that the same radiator problem have found.

Per 1098 forum

* I hope you have better luck than I did when my s had a leak. It took 4 months to get the new radiator. It was leaking on the Left side where the hose connectors are. It had a lot of corrosion inside and out. After I emailed DNA the parts arrived in about 9 days.

I wish Ducati customer service can help me out ASAP, in fact I really need assistance in order to fix the problem please.

Thank you so much for your help~ Hope to hear from someone soon to resolve my issues

[REDACTED]

Phoenix, AZ

[REDACTED]

Reference: 24356
Title: [REDACTED]
Status: Closed
Requester: [1076 - Del Amo Motorsport](#) [REDACTED]
Department: [Dealership](#)
Time logged: 7/29/2008 5:36:59 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Dealer service issue
Time in service: 22 days, 15.95 hours
Hours worked: 1.35

=== UPDATE TKremlick: 8/21/2008 9:28:00 AM

- 0.02 Hours worked on 21-Aug-08
- Request CLOSED
- Priority changed from [Medium] to [N.A]

CLOSED until further contact

=== PRIVATE MEMO - UPDATE TKremlick: 8/20/2008 5:36:29 PM

- 0.0 Hours worked on 20-Aug-08
- Set Reminder for TKremlick at 8/21/2008 9:12:00 AM

call cust?

=== UPDATE TKremlick: 8/14/2008 9:23:57 AM

- 0.02 Hours worked on 14-Aug-08

called dealer, spoke with pat
-cust picked up 8/8
-dealer hasn't heard anything from cust
-i asked michael to call me when he gets in

=== PRIVATE MEMO - UPDATE TKremlick: 8/13/2008 4:32:04 PM

- 0.0 Hours worked on 13-Aug-08
- Set Reminder for TKremlick at 8/14/2008 9:00:00 AM

call dealer

=== UPDATE TKremlick: 8/12/2008 8:58:37 AM

- 0.02 Hours worked on 12-Aug-08
- Priority changed from [High] to [Medium]

=== UPDATE TKremlick: 8/8/2008 5:38:50 PM

- 0.03 Hours worked on 08-Aug-08

called dealer, spoke with michael
-dealer called cust while i was on hold, stated cust was in route to pick up bike
-i stated i would follow up next week

=== UPDATE TKremlick: 8/8/2008 10:51:11 AM

- 0.03 Hours worked on 08-Aug-08

michael from dealer called back
-asked me to return his call at 310.220.2223 ext 124

=== UPDATE TKremlick: 8/8/2008 10:11:26 AM

- 0.02 Hours worked on 08-Aug-08

called dealer for update, left message

-left number, asked dealer to return my call

=== PRIVATE MEMO - UPDATE TKremlick: 8/7/2008 4:56:14 PM

- 0.0 Hours worked on 07-Aug-08
- Set Reminder for TKremlick at 8/8/2008 10:00:00 AM

call dealer with follow up

=== UPDATE TKremlick: 8/5/2008 10:44:17 AM

- 0.1 Hours worked on 05-Aug-08

called dealer, spoke with pat

- i stated part appears to be enroute
- dealer states cust was called 8/4 according to the notes
- i asked dealer to be prepared for part to come in next couple days, please make room in service schedule
- i told dealer i would follow up friday

=== UPDATE TKremlick: 8/5/2008 8:48:17 AM

- 0.02 Hours worked on 05-Aug-08

From: Bassotti Fabrizio [mailto:fabrizio.bassotti@ducati.com]

Sent: Tuesday, August 05, 2008 7:09 AM

To: Jim Wiggins; Cantelli Carla; Paglialunga Piero; Monti Matteo

Cc: Austin Gray; Dimitre Dimitrov; Tony Munoz; Cintia Schutt; Daniel Donahue; Romell Millan; Mike Moran; Dan Green; karl berwer; TJ Kremlick; Van Singley; Flaiani Alessandro; Rossetti Bruna; Fermi Patrizia; Ruggeri Giuseppe; Melchiorre Andrea

Subject: R: Emergency Parts Inquiries log 08 04 2008 version 1

The update information on your list

24/07/2008	54840741B	WATER RADIATOR 1098S/07	1	307629	2008R-51540
	Urgent/Booked	04/08/2008	11	on the way (shipped)	

Ciao

Fabrizio Bassotti

=== UPDATE TKremlick: 8/4/2008 11:27:57 AM

- 0.03 Hours worked on 04-Aug-08

=== PRIVATE MEMO - UPDATE TKremlick: 8/4/2008 11:26:08 AM

- 0.0 Hours worked on 04-Aug-08
 - Set Reminder for TKremlick at 8/4/2008 1:25:59 PM
- call dealer for update

=== UPDATE TKremlick: 7/30/2008 1:54:19 PM

- 0.17 Hours worked on 30-Jul-08

cont...

- cust stated dealer was apparently able to verify stall
- cust asked about reimbursement for rental car as bike is one of only sources of transportation
- i told him i would get back to him about that

TM says our warranty states we are not responsible for rental cars if unit is in service

=== UPDATE TKremlick: 7/30/2008 1:44:39 PM

- 0.25 Hours worked on 30-Jul-08

714.873.0109

called cust

- i explained it looks as if dealer followed protocol in parts ordering
- from what JWs email tells me, parts have been expedited and should arrive in a week
- cust asked about other issues, including stalling and false neutrals
- cust stated bike is stalling at stoplights, when clutch is pulled in or in neutral, between 180-195 degrees
- stated dealer has been made aware of this issue, they

=== UPDATE TKremlick: 7/30/2008 11:19:37 AM

- 0.02 Hours worked on 30-Jul-08

From: Jim Wiggins [mailto:jwiggins@ducatiusa.com]
Sent: Wednesday, July 30, 2008 10:56 AM
To: 'TJ Kremlick'; 'Melchiorre Andrea'; 'Bassotti Fabrizio'; 'Rossetti Bruna'; 'Fermi Patrizia'
Cc: 'Austin Gray'; 'Dan Green'; 'Tony Munoz'
Subject: RE: PN.54840741B 848 RADIATOR VOR RELEASE ASAP
Importance: High

TJ,

I checked availability in Arco and the release date is listed as today July 30, 2008. No VOR form was sent? This should have been done ASAP once the item was listed as back ordered...

Andrea, Fabrizio,

Please release ASAP the following order needed for an Urgent VOR issue.

Dealer #1076 SAEP #650682 Del Amo aka Too Fast, Inc.
PN.54840741B WATER RADIATOR 1098S/07
Quantity=1
Urgent Oracle sales order place on July 24, 2008
Sales #307629 SAEP #2008R-51540

Please note that this item might also need the following coolant hoses to allow proper fitment per Andrea's information sent July 23rd.

PN.80011521B H2O THERM-RAD HOSE 1098S/07
PN.80011531B H2O RAD-PUMP HOSE 1098S/07

Andrea, if you recall these two coolant hoses were sent to Honda Peninsula along with the radiator shipped as
54840741B...

If this item is not available please look into sending *PN.69924021A WATER RADIA.H2O+SLEEVE KIT 848* as a possible substitute item.

Please let me know if you have any questions.

Thank you,
JW

=== UPDATE TKremlick: 7/30/2008 11:01:47 AM

- 0.02 Hours worked on 30-Jul-08

From: TJ Kremlick [mailto:tkremlick@ducatiusa.com]
Sent: Wednesday, July 30, 2008 10:27 AM
To: Jim Wiggins
Subject: pn.54840741B

Jim,

I know and appreciate how busy you are. If you don't mind, please look into the following:

Del Amo (1076 aka Too Fast) placed an order (307629) for an 848 radiator, pn.54840741B, VOR urgent as the part is apparently on backorder. Judging from Oracle, it looks as if they have followed protocol. The dealer is under the impression that the part will not be available until mid September. Please confirm

- 1) the part is on backorder
- 2) the dealer did place the order as VOR urgent
- 3) an ETA, if possible

Jim, I appreciate any time spent on this.

T.J.

=== UPDATE TKremlick: 7/30/2008 11:01:00 AM

- 0.02 Hours worked on 30-Jul-08
- Priority changed from [Medium] to [High]

=== UPDATE TKremlick: 7/30/2008 10:11:12 AM

- 0.03 Hours worked on 30-Jul-08

dealer called back, spoke with pat

- pn.54840741b confirmed, dealer stated part ordered VOR urgent as part is backordered
- dealer states they have been told part will be unavailable until 9/20
- i told dealer i would email JW to see if something can be done to expedite shipping

=== UPDATE TKremlick: 7/30/2008 10:03:31 AM

- 0.43 Hours worked on 30-Jul-08

called dealer, left VM for michael (SM)

- asked him to call me at direct line

=== UPDATE TKremlick: 7/29/2008 6:01:59 PM

- 0.03 Hours worked on 29-Jul-08

looked up radiator in oracle (pn.54840741B)

- part shown as 0 on hand

=== PRIVATE MEMO - UPDATE TKremlick: 7/29/2008 6:01:57 PM

- 0.0 Hours worked on 29-Jul-08
- Set Reminder for TKremlick at 7/30/2008 9:00:00 AM

call dealer

- follow up with JW for part

=== REQUEST SERVICE TKremlick: 7/29/2008 5:36:59 PM

- 0.1 Hours worked on 29-Jul-08
- Forwarded to SELF: TKremlick
- Email NONE Selected

714.873.0109

cust called

- cust stated bike has 6000 miles
- cust states unit is at dealer now for coolant leak
- cust states dealer has said radiator has a number of holes in it, and part will not be available until 9/20
- i told cust i would do some research and call him tomorrow

Reference: 24769
Title: [REDACTED]
Status: Closed
Requester: [65569 - Thunder Alley Sports](#) 315-592-5505
Department: [Dealership](#)
Time logged: 8/25/2008 11:03:51 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 39 days, 0.57 hours
Hours worked: 1.42

=== UPDATE Cintia Schutt: 10/16/2008 10:47:00 AM

- 0.02 Hours worked on 16-Oct-08
- Request CLOSED
- Priority changed from [Low] to [N.A]

=== UPDATE Cintia Schutt: 10/16/2008 10:33:16 AM

- 0.02 Hours worked on 16-Oct-08
Per Joel, the dash has arrived and the customer has been notified. They are waiting on the customer to bring the bike in when his schedule permits.

=== UPDATE Cintia Schutt: 10/10/2008 8:40:34 AM

- 0.02 Hours worked on 10-Oct-08
Shipped 09/30 DMH Shipment 2008R_61877

=== UPDATE Cintia Schutt: 9/29/2008 9:53:54 AM

- 0.02 Hours worked on 29-Sep-08
Dash (40610603A) found on order 310913 - currently on back order VOR needs to be issued.

=== UPDATE Cintia Schutt: 9/26/2008 4:04:50 PM

- 0.02 Hours worked on 26-Sep-08
ZULU

=== UPDATE Cintia Schutt: 9/16/2008 11:28:26 AM

- 0.05 Hours worked on 16-Sep-08
I spoke with Jeff in Service -

He will be submitting an order for the dash with via warranty form I emailed to him.

9/16/2008 8:29:36 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 16/09/2008 At 20.27.09

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
40610603A	DASHBOARD 1098S/08	Available from Friday, October 24, 2008

=== UPDATE Cintia Schutt: 9/16/2008 10:35:42 AM

- 0.12 Hours worked on 16-Sep-08
Chris stated he spoke with Joel

Joel advised Chris that they are still waiting on the speedo.

I advised Chris that there is no speedo on order for this bike, and that Joel will need to submit the form I emailed to him

Chris stated Joel is back on Thursday and he will have him submit speedo order then

I asked Chris why the speedo/dash is being replaced

Chris stated that repair notes indicate that the speedo doesn't work when it is wet, but customer is currently riding and happy

Chris stated that the radiator was in fact replaced based on the information I provided

Chris stated that in regards to the swing arm, the Regional Service Manager advised to drill a hole in the swing arm, but customer did not like this solution.

I advised Chris I would find out on this end and get back to him.

=== UPDATE Cintia Schutt: 9/16/2008 8:05:24 AM

- 0.02 Hours worked on 16-Sep-08

No order found in Oracle for part 40610603A

=== UPDATE Cintia Schutt: 9/16/2008 7:58:17 AM

- 0.45 Hours worked on 16-Sep-08

- Forwarded to SELF: Cintia Schutt

- Priority set to [Low]

I phoned the customer back

I advised that per my conversation with Joel last Thursday, the radiator was repaired so the customer could ride to Indy

I also advised the customer that our emails are confidential and not to be posted partially, or in full on the internet

He is stating that the dealership stated they replaced his radiator with a new one before the trip.

Customer is concerned that information I've received from the dealership, and that he's been given are conflicting

Also customer stated that Tach and speedo were to be replaced since July and still haven't arrived; however some of the accessories have

I advised that I would contact the dealership, to confirm if the radiator currently in his bike is a new one or if it is repaired.

Customer phone

[REDACTED]

I phoned Thunder Alley and spoke with Chris - Technician filling in for Joel:

Chris stated:

RO history shows that the new radiator was in fact installed.

However, it is unknown when customer picked up the bike.

I advised :

per my conversation with Joel on the 3rd, the radiator was being repaired on the bike to get the customer on his way.

Chris stated:

It appears a new radiator was installed.

Notes on the RO also note that the speedo isn't working, and the swing arm is holding water.

Dash allegedly was ordered 40610603A on August 27th - via COD

No further information in regards to the swingarm

Customer currently has the bike, but it is unknown when he'll be bringing it back in.

I advised:

To contact Joel at the dealership meeting to find out what changed since our communication on the 3rd when he stated they were going to repair the current radiator

To find out for certain that a NEW radiator has been installed

I would check on status of the dash order allegedly placed via COD on August 27th

Chris stated:

He would phone me back within the next two hours.

=== UPDATE Cintia Schutt: 9/16/2008 7:29:32 AM

- 0.02 Hours worked on 16-Sep-08

Customer left VM at 10:15am on 08/30 (was not in VM yesterday???)

[REDACTED]

[REDACTED]

Working with us regarding radiator in 848, would like a call back.

=== UPDATE Cintia Schutt: 9/15/2008 3:02:58 PM

- 0.02 Hours worked on 15-Sep-08

9/4/2008 1:58 pm Shipment delivered. East Syracuse, NY Why is this?

=== UPDATE Cintia Schutt: 9/3/2008 8:46:23 AM

- 0.08 Hours worked on 03-Sep-08

- Request CLOSED

- Priority changed from [Low] to [N.A.]

I spoke with Joel, and KB stated to go ahead and repair since the customer is leaving this weekend for Indy.

=== UPDATE Cintia Schutt: 9/3/2008 8:40:09 AM

- 0.02 Hours worked on 03-Sep-08

Shows shipped DHL 1138255042 today.

=== UPDATE Cintia Schutt: 9/2/2008 3:40:06 PM

- 0.02 Hours worked on 02-Sep-08

From: Helpdesk [mailto:helpdesk@ducatiusa.com]

Sent: Tuesday, September 02, 2008 3:40 PM
To: [REDACTED]
Subject: RE: Ducati 848s that DO NOT WORK and Sunshiny Days

Dear Mr. [REDACTED]

Thank you for your update.

We have received notification from Italy that radiators will be shipping by Italy by the end of the week. It will arrive at your dealership in 3-5 business days (probably around the middle of next week).

Warm regards,
Cintia

=== UPDATE Cintia Schutt: 9/2/2008 3:37:29 PM
- 0.12 Hours worked on 02-Sep-08
Order placed by DNA on 08/29 (credit card order)

VOR submitted for Thunder Alley

=== UPDATE Cintia Schutt: 8/28/2008 11:57:10 AM
- 0.08 Hours worked on 28-Aug-08
Customer called in:

Customer asked what the status of his bike is right now.

I advised that we are attempting to expedite his radiator from Italy, I advised the radiator is on backorder; however, we are trying to pull from the production line

I advised the customer that in worse case scenario, if we don't think his bike will be repaired in time for the Indy GP, we'll have the current radiator repaired to get him on the road for the event.

I advised the customer I would follow up with him in the next couple of days with more information

=== UPDATE Cintia Schutt: 8/28/2008 9:47:04 AM
- 0.12 Hours worked on 28-Aug-08
I spoke with Joel at Thunder Alley

I advised that another dealership has placed this same radiator on VOR, and that Italy has indicated it will ship this week.

I advised that I still don't see either a VOR form, or urgent order placed for part 54840741B, and that we need this order placed ASAP and form submitted ASAP

Joel stated that they are still on prepay and that he'll be submitting order with cc info today

I advised to make sure he notes on the order that the Radiator needs to go VOR

=== UPDATE Cintia Schutt: 8/27/2008 4:05:02 PM
- 0.02 Hours worked on 27-Aug-08
Radiator not on order yet, check in the morning

=== PRIVATE MEMO - UPDATE Cintia Schutt: 8/27/2008 4:05:01 PM
- 0.0 Hours worked on 27-Aug-08
- Set Reminder for Cintia Schutt at 8/28/2008 9:00:00 AM
Check to see if 54840741B on order yet.

If so check on VOR

If no VOR call dealership

=== UPDATE Cintia Schutt: 8/27/2008 11:12:38 AM
- 0.1 Hours worked on 27-Aug-08
I spoke with Joel at Thunder Alley

They are placing the Radiator on order today, VOR and submitting a form; however, he states that availability shows that this part is out of stock until October

I advised Joel to submit these items, and I would see what we could do to get it on the road sooner.

Radiator part 54840741B

I spoke with TM who stated that DMH has been shipping

8/27/2008 8:13:20 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 27/08/2008 At 20:15:08

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Available from Tuesday, October 21, 2008

=== UPDATE Cintia Schutt: 8/27/2008 11:01:56 AM

- 0.03 Hours worked on 27-Aug-08

Customer phoned in today:

Customer stated that the dealership found pinholes on the backside of the radiator

Customer asked for DNA to assist in expediting parts so he can ride this bike to the Indy GP.

I advised the customer I would check into parts availability and phone him back so he can have a realistic timeline.

=== UPDATE Cintia Schutt: 8/25/2008 11:05:40 AM

- 0.03 Hours worked on 25-Aug-08

- Requester changed from [Email via web form] to [REDACTED]

From: [REDACTED]
Sent: Monday, August 25, 2008 8:30 AM
To: [REDACTED]
Cc: 'Helpdesk'
Subject: [REDACTED] - Ducati

Hey [REDACTED]

Thanks for inviting me and hosting the Ducati night last Thursday. It was pretty interesting, Im glad things are working out for you and [REDACTED] with all the Ducatis.

I however, have some bad news about my Ducati. It blows. Its blowing radiator fluid all over the place, and it doesn't appear to be coming from the radiator, it appears to be coming from the airbox. Which mean, that my head gasket is about to go. Nonetheless I cannot take the bike apart to find out because I don't want to void my warranty. The leak is on the left side of the fairing, from a pilots perspective. Ive attached some pictures for your viewing pleasure.

Also, the swing arm is holding water. I think this is a design flaw, but Im just pointing out my issues. It messes out with the geometry and handling. Like a milk truck!

3 nice days in a row, and I only got to ride on Friday! I missed the whole weekend. I cant ride the 848 because if something goes, it could be a extremely unforgiving, and I might wind up dead. That wouldn't be good.

Im going to bring the bike in tomorrow. But I have to let you know, Im less than impressed. Ive had the bike only for a few months, and this is what I would consider another big issue. I still don't have my tachometer issues resolved which I reported on July 17th. I have only 3500 miles on the bike.

Ive got tickets to Project Mugello at the Indy MotoGP. If I cant ride my bike to the GP, Im going to be extremely unhappy. I rode a bike to all the MotoGP that I have been to. The Project Mugello tickets include free parking for Ducatis, if I have to pay for parking and drive a cage in there, its going to be a huge inconvenience and ruin the experience I am trying to create for myself.

I feel its important for me to also contact Ducati NA about this also. Its also important for me to let you know that I have been less than impressed in dealing with Joel on my current issue. I can appreciate he has a many things going on, so do I at my job, but I still need to do a good job.

I went with Ducati because of their customer loyalty and what I thought was quality machine.

Im supposed to leave for Indianapolis on the 10th of September. Can you find me an alternative ride if my bike is not fixed or replaced by then?

Thanks for your prompt attention to my concerns.

Best regards,

Norwich, NY

=== REQUEST SERVICE Cintia Schutt: 8/25/2008 11:03:51 AM

- 0.05 Hours worked on 25-Aug-08

- Forwarded to SELF: Cintia Schutt

- Email NONE Selected

From: ducati@ducati.com [mailto:ducati@ducati.com]

Sent: Monday, August 25, 2008 7:42 AM

To: helpdesk@ducatiusa.com

Subject: Contact Request

First name

City: Norwich

Country: United States

State/Province: New York

Zip code:

Gender: M

Date of

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: zdm1xbgv28t

Do you own another bike: YES

Brand: KAWASAKI

Model: ZX 6R Ninja RR

Purchasing date: 2002

Subject of message: Service

Questions or Comments: To Whom this may concern: I bought my Ducati only a few short months ago. Since then, I have had several problems. To date, none of my problems has been fixed. On July 17th I first reported that the TAC stops working after being caught in the wet. To date, my TAC is not accurate in the mileage depicted. It also stops processing the speed that I am traveling until it dries out. Ive also noted the following flaws, while waiting for my dealer to contact me about repairing my tachometer. The TAC shows condensation. The swingarm retains water, which in my opinion is a huge design flaw, and does effect how the bike handles. Today, I regret, that I am writing about another flaw in my 848. On Friday, one of the few nice days we have had here in NY to ride, I noticed some fluid on my leather suit, and all along the left side of the bike (from a pilot perspective). The fluid was light green in colour, and it is apparently antifreeze. My dealer is 90 miles away, and is not open today Monday August 25, 2008.

Reference: 24841
Title: [REDACTED] - 2008 848 VIN 8E [REDACTED]
Status: Closed
Requester: [37215 Kissell Motorsports Inc](#) 814-861-7890 / 1012 W College Ave, State College, PA 16801
Department: [Dealership](#)
Time logged: 8/29/2008 2:24:56 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 25 days, 18.0 hours
Hours worked: 0.15

=== UPDATE Cintia Schutt: 9/24/2008 8:24:57 AM
- 0.02 Hours worked on 24-Sep-08
- Request CLOSED
- Priority changed from [Low] to [N.A]

=== UPDATE Cintia Schutt: 9/10/2008 5:01:39 PM
- 0.02 Hours worked on 10-Sep-08
ZULU

=== UPDATE Cintia Schutt: 9/3/2008 8:26:51 AM
- 0.02 Hours worked on 03-Sep-08
- Priority changed from [Medium] to [Low]

=== UPDATE Cintia Schutt: 9/2/2008 3:19:30 PM
- 0.03 Hours worked on 02-Sep-08
Customer phoned in to check status.

I advised that Italy has advised us that radiators should ship from Italy by the end of the week.

Customer asked when he could expect it at the dealership

I advised if for EXAMPLE the radiator ships on Thursday it would arrive in 3-5 BUSINESS days barring any acts of god or customs

=== UPDATE Tony Munoz: 9/2/2008 1:12:56 PM
- 0.02 Hours worked on 02-Sep-08
From: Rossetti Bruna
Sent: Monday, September 01, 2008 7:02 AM
To: Dimitre Dimitrov
Cc: Melchiorre Andrea; Bassotti Fabrizio
Subject: R: 848/1098 radiators
Hi Dimitre,
We will send all the radiators that your dealers ordered by the end of this week.
Best regards.
Bruna

=== UPDATE Cintia Schutt: 9/2/2008 8:34:35 AM
- 0.02 Hours worked on 02-Sep-08
Customer left a VM asking to see if they can swap radiators with a stock bike

814.237.8600

=== UPDATE Cintia Schutt: 8/29/2008 4:20:25 PM
- 0.03 Hours worked on 29-Aug-08
- Priority changed from [High] to [Medium]
I phoned Mr [REDACTED] and advised that we received his message and that we are currently working with the National Inventory Manager to see if we can obtain an ETA on this part.

I advised I would follow up next Tuesday or Wednesday with my findings.

=== PRIVATE MEMO - UPDATE Tony Munoz: 8/29/2008 2:24:57 PM

- 0.0 Hours worked on 29-Aug-08
- Set Reminder for Cintia Schutt at 8/29/2008 2:17:37 PM

=== REQUEST SERVICE Tony Munoz: 8/29/2008 2:24:56 PM

- 0.0 Hours worked on 29-Aug-08
- Forwarded to SUPPORT REP: Cintia Schutt
- Email NONE Selected
- Memo edited on 8/29/2008 2:27:03 PM by Tony Munoz

Received call from customer [REDACTED] calling on behalf of [REDACTED]. Customer states that he purchased an 848 (VIN ZDM1XBGV08E [REDACTED]) from Koups Cycles. Customer states shortly after purchasing the unit it began leaking from the radiator. Customer took bike to Kissell for diagnosis. Kissell found a small hole in the radiator and advised customer it needs to be replaced.

Customer states that Kissell has informed him that the radiator is on back order until end of Oct. Customer is very upset that the bike cannot be repaired sooner. Customer states that he is going to miss the rest of the riding season if the bike does not get repaired until end of Oct. Customer states that he wants to know if DNA can pull the required parts from another unit.

Customer requests call back @ [REDACTED]

Checked Oracle and found that there is a radiator on order for Kissell Motorsports order # 309099, placed 8/18/2008 23:01. Order type is VOR.

Checked availability and it shows:

8/29/2008 10:37:58 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 29/08/2008 At 22:39:49

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Available from Tuesday, October 21, 2008

Checked VOR spreadsheet and it shows that there is only one radiator on the list and it is not for this dealer. Dealer may not have sent VOR to J.W. to have part expedited.

Sent Email to J.W. notifying him that there are currently 11 of these radiators on backorder. Need issue resolved ASAP.

Reference: 24891
Title: [REDACTED]
Status: Closed
Requester: [1076 - Del Amo Motorsport](#) 310-220-2223
Department: [Dealership](#)
Time logged: 9/3/2008 8:04:54 AM
Urgency: Medium
Priority: Base: Undefined Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 0.02 hours
Hours worked: 0.05

=== UPDATE Cintia Schutt: 9/10/2008 5:17:02 PM

- 0.02 Hours worked on 10-Sep-08
ZULU

=== UPDATE Cintia Schutt: 9/4/2008 1:31:03 PM

- 0.02 Hours worked on 04-Sep-08

From: [REDACTED] On Behalf Of [REDACTED]
Sent: Wednesday, September 03, 2008 9:17 AM
To: Helpdesk
Subject: Re: Contact Request

I appreciate your prompt reply and hopefully, your timetable is correct. I would also hope that Ducati is taking whatever steps necessary to ensure that if there is a next time I require a warranty repair due to a manufacturing defect, it doesn't take my bike off the road for a month or more.

Thank you,

[REDACTED]

=== REQUEST SERVICE Cintia Schutt: 9/3/2008 8:04:54 AM

- 0.02 Hours worked on 03-Sep-08
- Request CLOSED
- Email NONE Selected

From: Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Wednesday, September 03, 2008 8:04 AM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr [REDACTED]

Thank you for contacting Ducati North America.

Italy has advised us that they will be receiving radiators in the warehouse by the end of the week. They will ship the end of this week or early next week to your dealership via air freight and will arrive in 3-5 business days from leaving Italy.

Please contact us or your dealership should you have any further questions.

Regards,

Customer Service

Ducati North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Monday, September 01, 2008 9:12 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name [REDACTED]
[REDACTED]
[REDACTED]

City: Los Angeles
Country: United States
State/Province: California
Zip code [REDACTED]
[REDACTED]
[REDACTED]

Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: ZDM1XBGV38E [REDACTED]
Do you own another bike: NO
Subject of message: Service

Questions or Comments: Good Morning. On 8/15/08 I detected coolant leaking from the left side of my 848 which turned out to be a hole in the back of the radiator. I took the bike to my dealer (Del Amo) on 8/16 along with a photo of the leak. It took the dealer 2 WEEKS to determine the same thing I showed in the photo and it is now 9/1 and I do not have a firm date as to when the bike will be fixed. I've been told radiators are not available until October. This entire situation is completely unacceptable. This is the 8th motorcycle I have owned since 1988, (including a 20 yr old Honda) and the 848 has now been in the shop longer than all 7 of those bike combined! Each weekend I get messages from other riders about local rides and I cannot join them due to this defect. Those on Ducatis are pretty disturbed by all this and the ones who drive others (esp Japanese) just laugh. Add in the added cost of gas in my car. At this point I would not recommend Ducati or Del Amo to anyone. I'm tired of apologies - I want results and/or a remedy.

Reference: 24959
Title: [REDACTED]
Status: Closed
Requester: [42456 - Martin Eurosports bill@martinmoto.com](mailto:bill@martinmoto.com) 610-282-9300
Department: [Dealership](#)
Time logged: 9/6/2008 4:24:16 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 24 days, 3.38 hours
Hours worked: 0.85

=== UPDATE Rachael Beckner: 8/3/2009 8:39:38 AM
- 0.02 Hours worked on 03-Aug-09

P&A certificate redeemed and submitted for credit
- logged on Customer Appreciation spreadsheet

=== UPDATE Cintia Schutt: 10/17/2008 3:34:07 PM
- 0.02 Hours worked on 17-Oct-08
- Request CLOSED
- Priority changed from [Low] to [N.A]

From: Nicole Imai [mailto:Nicole.Imai@ducati.com]
Sent: Friday, October 17, 2008 12:11 PM
To: cschutt@ducatiusa.com
Subject: FedEx tracking number

Hi Cintia,

Here is the tracking number for the parts and accessories credit- [REDACTED]

[REDACTED]

Nicole Imai

=== UPDATE Cintia Schutt: 10/17/2008 8:32:07 AM
- 0.07 Hours worked on 17-Oct-08
I phoned the customer and asked how things were going with his bike

The customer stated that he has been very happy with Martin Eurosports, and his biggest disappointment was the wait on the radiator but he knows that was not the dealership's fault

I advised that we appreciate his patience in this matter and that I would like to present him with a \$300 P&A credit that he can use towards service or purchasing DP Accessories.

Customer was very happy with this, and thanked me.

Customer address is:

[REDACTED]
Perkasie, PA [REDACTED]

I advised his certificate would go out two-day air probably on Monday.

=== UPDATE Cintia Schutt: 10/16/2008 4:09:19 PM
- 0.02 Hours worked on 16-Oct-08
Customer returned my call and left a VM at 16:01

215.205.9893

=== UPDATE Cintia Schutt: 10/16/2008 9:36:47 AM
- 0.02 Hours worked on 16-Oct-08
I left a VM for the customer asking him to contact me.

=== UPDATE Cintia Schutt: 10/16/2008 9:35:21 AM
- 0.03 Hours worked on 16-Oct-08
Per Jean at Martin -

Customer was in /out that day - it was the rec/rec

=== PRIVATE MEMO - UPDATE Cintia Schutt: 10/15/2008 4:19:59 PM
- 0.0 Hours worked on 15-Oct-08
- Set Reminder for Cintia Schutt at 10/16/2008 9:00:00 AM
Phone Martin on this

=== UPDATE Cintia Schutt: 10/13/2008 8:06:36 AM
- 0.03 Hours worked on 13-Oct-08
- Forwarded to SELF: Cintia Schutt
- Priority set to [Low]
Customer left a VM on October 10th 18:13

Customer stated he was walking home right now because the voltage regulator has gone out on the bike

Customer stated he was going to contact both dealerships in his area to see if they have the part available.

C: [REDACTED]

=== UPDATE Cintia Schutt: 9/26/2008 12:17:43 PM
- 0.03 Hours worked on 26-Sep-08
- Request CLOSED
- Priority changed from [Low] to [N.A]
I left a VM asking the customer and advised that Martin Euro sports has advised that the repairs to his 848 have been done and that he is back on the road and to contact me at 408.253.0499 x4431 should he have any further questions or concerns

Close pending further contact from customer

=== UPDATE Cintia Schutt: 9/23/2008 11:28:29 AM
- 0.02 Hours worked on 23-Sep-08
I left a VM asking the customer to contact me at 408.253.0499

=== UPDATE Cintia Schutt: 9/22/2008 4:41:38 PM
- 0.02 Hours worked on 22-Sep-08
From: Tony Munoz
Sent: Monday, September 22, 2008 4:36 PM
To: Cintia Schutt
Subject: RE: Compensation

Offer him a \$300.00 P&A credit.

Tony Munoz

=== UPDATE Cintia Schutt: 9/22/2008 8:45:58 AM
- 0.02 Hours worked on 22-Sep-08
Down for 3 days short of one month - discuss Comp options with TM as customer has been active on ducatispot board

=== UPDATE Cintia Schutt: 9/22/2008 8:30:18 AM
- 0.02 Hours worked on 22-Sep-08

From: SERVICE@EUROSPORTS.NET [mailto:SERVICE@EUROSPORTS.NET]
Sent: Thursday, September 18, 2008 10:34 AM
To: Cintia Schutt
Subject: In regards to [REDACTED]

Cintia,

Here is the information that you requested. I also attached a picture of all the emails that I have sent Brian throughout the whole process. If I can be of any further assistance please let me know. Thank you.

Dealer Service - Anatomy of a Warranty Service (POST)
<http://www.ducatispot.com/forums/showthread.php?t=8631>

All of his threads that he has posted to
<http://www.ducatispot.com/forums/search.php?searchid=981064>

Jean Mascornick
Service Team Leader

EUROSPORTS
303 S. 3RD ST (RT 309)
COOPERSBURG, PA 18036
610.282.9303 FAX:610.282.9314

WWW.MARTINEUROSPORTS.COM

=== UPDATE Cintia Schutt: 9/22/2008 8:29:50 AM
- 0.02 Hours worked on 22-Sep-08
- Priority changed from [Medium] to [Low]

From: SERVICE@EUROSPORTS.NET [mailto:SERVICE@EUROSPORTS.NET]
Sent: Saturday, September 20, 2008 11:41 AM
To: Cintia Schutt
Subject: In regards to [REDACTED]

Cintia,

[REDACTED] picked up his bike on Saturday 9/20/2008. I feel the meeting went well and he had no issue with signing the paper for no test ride. I have enclosed copies of paper work. If I can be of any further assistance please let me know.

Jean Mascornick
Service Team Leader

EUROSPORTS
303 S. 3RD ST (RT 309)
COOPERSBURG, PA 18036
610.282.9303 FAX:610.282.9314

WWW.MARTINEUROSPORTS.COM

=== UPDATE Cintia Schutt: 9/18/2008 2:38:06 PM
- 0.05 Hours worked on 18-Sep-08
I spoke to Jean in service and the bike is done -

Jean stated that they did not test ride the bike because they've armor-alled the tires

Jean stated she will advise the customer of the same when he picks up the bike, and will contact me when he does in fact pick up the bike.

=== UPDATE Cintia Schutt: 9/18/2008 8:47:48 AM

- 0.08 Hours worked on 18-Sep-08

I phoned Jean in Service at Martin Eurosports:

Jean stated the installation will occur today

In date of this repair - 08/22/2008 (he was advised that it would be up to three weeks)

Out date of this repair - hopefully today

Jean stated this customer has been very active on the Ducati Sport board and hasn't had good things to say

Jean will email link over

Jean stated this customer has hinted several times for compensation and directly asked for it in an email to her.

=== UPDATE Cintia Schutt: 9/17/2008 11:47:01 AM

- 0.02 Hours worked on 17-Sep-08

I phoned Martin Eurosports and left a message for Jean.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 9/16/2008 4:37:47 PM

- 0.0 Hours worked on 16-Sep-08

- Set Reminder for Cintia Schutt at 9/17/2008 10:00:00 AM

Phone dealership to see when they anticipate that the radiator will be installed.

=== UPDATE Cintia Schutt: 9/16/2008 4:37:16 PM

- 0.03 Hours worked on 16-Sep-08

Radiator shipped 09/12 DHL tracking 1138269020

Current status for 1138269020...

Date and time	Status	Location	Service Area
9/16/2008 11:10 am	Shipment delivered.		Allentown, PA

=== UPDATE Cintia Schutt: 9/11/2008 4:55:56 PM

- 0.02 Hours worked on 11-Sep-08

-----Original Message-----

From: DNACS

Sent: Thursday, September 11, 2008 4:56 PM

To: [REDACTED]

Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for your update.

We still have not received confirmation from Parts Logistics in Italy regarding shipment of the radiator. In regards to your request for compensation, I can definitely pass it along to management; however, can only do so once we have verified that all repairs to your 848 have been made to your satisfaction.

I will follow up with you once I receive a ship date from Italy.

Warm regards,

Cintia

=== UPDATE Cintia Schutt: 9/11/2008 12:18:57 PM
- 0.02 Hours worked on 11-Sep-08

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, September 10, 2008 5:03 AM
To: DNACS
Subject: Re: Contact Request

Thank you Cinitia. I was just going to email you this morning asking that very question. My dealer has offered to get the broken radiator fixed at a local shop in the interim. I requested yesterday that they go ahead with that plan since we really don't know when the replacement will arrive. Today marks 3 weeks ago that I discovered the problem and Friday marks 3 weeks at the dealership. At this point I'm anticipating a solid month of downtime. So, anything you or anyone at DNA can do to expedite the part is greatly appreciated.

Does Ducati dispense any sort of compensation to appease new owners in these situations? My dealer is a solid 45 minutes away from my house and an easy 1.5 hours from work. I had to drop the bike off initially. I'll pick it up after 1 month + with a temporary fix. Then I'll have to bring it back to get the replacement part installed. Then I'll have to go pick it up again. I missed a beautiful Labor Day weekend on the bike. And I had intended on bringing it with me to the Indianapolis GP this weekend.

I honestly don't go for the "comp" thing, but the situation is at the point of warranting it. Service coupons? 7500 mile service? Lap timer beacon? USB for the data acquisition port? Seat cowl? Rearsets? Anything???

=== UPDATE Cintia Schutt: 9/10/2008 4:58:26 PM
- 0.02 Hours worked on 10-Sep-08
ZULU

=== UPDATE Cintia Schutt: 9/10/2008 11:20:18 AM
- 0.03 Hours worked on 10-Sep-08
Per KB, temporary repair approved until the replacement comes in.

I advised customer is waiting on ETA of replacement part before proceeding.

=== UPDATE Cintia Schutt: 9/9/2008 4:06:48 PM
- 0.02 Hours worked on 09-Sep-08

From: DNACS
Sent: Tuesday, September 09, 2008 4:07 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

We are awaiting a parts status from Ducati Motor Holding. It should be here in the morning. I hope to have more information regarding the shipment of your radiator at that time.

Warm regards,
Cintia

=== UPDATE Cintia Schutt: 9/9/2008 2:09:05 PM

- 0.07 Hours worked on 09-Sep-08
9/9/2008 11:06:23 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 09/09/2008 At 23:08:16

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Not available

I spoke with Jean at Martin who stated this customer is active on the web board

She stated that she did err on the submission of the VOR form, and it did not go through

I stated that I went ahead and did it on their behalf and will advise the customer we are still waiting for an update from Italy

Jean stated that the customer is under the impression his radiator will arrive this week.

I advised I would follow up with the customer and advise we are hoping to have an update tomorrow.

=== UPDATE Cintia Schutt: 9/9/2008 10:41:24 AM

- 0.02 Hours worked on 09-Sep-08

From: Cintia Schutt
Sent: Tuesday, September 09, 2008 10:40 AM
To: 'Jim Wiggins'
Cc: 'service@eurosports.net'; Karl Berwer
Subject: VOR Radiator 848 Martin Eurosports (motobella)

Hello Jim,

Here is another VOR form for a radiator for 848 that I don't see on the emergency spreadsheet. My conversation with the dealership indicated that this form should have been sent on the 6th. Either way sending it now on their behalf in hopes that DMH can ship soon.

Sorry for being a pest...

=== UPDATE Cintia Schutt: 9/6/2008 4:45:10 PM

- 0.02 Hours worked on 06-Sep-08

From: DNACS
Sent: Saturday, September 06, 2008 4:44 PM
To: 'bhengeveld@comcast.net'
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

I'm sorry to learn of the concern you've experienced with your 848. Currently our records show that the radiator for your 848 is on backorder. I will be following up with Ducati Motor Holding in Italy to obtain an ETA for shipment.

I will follow up with you with my findings no later than Tuesday, September 9th. In the interim, please feel free to contact me with any questions.

Warm regards,
Cintia

Customer Service

Ducati North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== UPDATE Cintia Schutt: 9/6/2008 4:32:44 PM

- 0.05 Hours worked on 06-Sep-08
- Requester changed from [Email via web form] to [42456 - Martin Eurosports]
VOR ORDER 310248 - Placed on 09/04/08

Not on VOR emergency spreadsheet

=== PRIVATE MEMO - UPDATE Cintia Schutt: 9/6/2008 4:32:21 PM

- 0.0 Hours worked on 06-Sep-08
- Set Reminder for Cintia Schutt at 9/7/2008 9:00:00 AM
Phone Martin Eurosports to see if they are going to submit a VORs

=== UPDATE Cintia Schutt: 9/6/2008 4:30:33 PM

- 0.07 Hours worked on 06-Sep-08
08 CAL 848 RED

=== REQUEST SERVICE Cintia Schutt: 9/6/2008 4:24:16 PM

- 0.03 Hours worked on 06-Sep-08
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
9/7/2008 1:23:54 AM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 07/09/2008 At 01:25:43

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Not available

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Friday, September 05, 2008 4:12 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First [REDACTED]

City: Perkasie

Country: United States

State/Province: Pennsylvania

Zip code: [REDACTED]

Gender: M

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: ZDM1XBCV18E [REDACTED]

Do you own another bike: YES

Brand: SUZUKI

Model: GSX - R 750

Purchasing date: 2005

Subject of message: Parts

Questions or Comments: Hello, The radiator has sprung a leak on my 848 and I am patiently waiting for parts. The dealer has been authorized to seek repair from a local radiator shop. I'm wondering if the parts will be coming from Italy within the next few days, weeks, or months, so we can make an informed decision on whether to proceed with the local fix or not.

Thanks in advance for your response.

Reference: 25070
Title: [REDACTED]
Status: Closed
Requester: [1264 - Good Times Kaw/Suz/Duc](#) 916-344-2141
Department: [Dealership](#)
Time logged: 9/15/2008 3:20:28 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 2.09 hours
Hours worked: 0.13

=== UPDATE Cintia Schutt: 9/15/2008 5:26:14 PM

- 0.02 Hours worked on 15-Sep-08
I again followed up with Good Times,

Lara confirmed that the radiator has arrived, and that this bike is scheduled to be on the bench tomorrow.

Lara stated it is okay to advise the customer that part is in and will be installed tomorrow.

=== UPDATE Cintia Schutt: 9/15/2008 5:24:57 PM

- 0.02 Hours worked on 15-Sep-08
- Request CLOSED
- Priority changed from [Low] to [N.A]

-----Original Message-----

From: DNACS
Sent: Monday, September 15, 2008 5:25 PM
To: 'tony16sam@yahoo.com'
Subject: RE: [REDACTED] 2008 ducati 848

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you've experienced with your 848. It is definitely not Ducati's desire for a customer to have such an experience. I have confirmed that the radiator for your 848 arrived at Good Times Ducati this afternoon, and that your bike is schedule for repair tomorrow.

Please follow up with Lara in service for confirmation of when your 848 will be ready for pick-up. As always, feel free to contact us should you have any further questions or concerns.

Best regards,

Customer Service

Ducati North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== UPDATE Cintia Schutt: 9/15/2008 3:34:28 PM

- 0.03 Hours worked on 15-Sep-08
I phoned Good Times and spoke with Lara who answered the phone stating she is with someone and the wait is 10 minutes, could she call me back, I gave her my direct line.

=== UPDATE Cintia Schutt: 9/15/2008 3:33:06 PM

- 0.05 Hours worked on 15-Sep-08

9/16/2008 12:30:51 AM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP

Data were received on 16/09/2008 At 0.28.26

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Available

Oracle order shows shipped 09/12

DHL 1138268902

Date and time	Status	Location Service Area
9/15/2008	9:49 am	Shipment delivered. Sacramento, CA Why is this?

=== REQUEST SERVICE Cintia Schutt: 9/15/2008 3:20:28 PM

- 0.02 Hours worked on 15-Sep-08

- Forwarded to SELF: Cintia Schutt

- Email NONE Selected

-----Original Message-----

From:

Sent: Sunday, September 14, 2008 7:20 PM

To: customerservice@ducatiusa.com

Subject: 2008 ducati 848

Dear to whom it may concern,

My name is [REDACTED] I am writing in reference to my 2008 Ducati 848 frame no. zdm1xbgvx8t [REDACTED] that is being serviced at Goodtimes dealership in Sacramento, CA for a cracked radiator. My bike has been there since 8/21/08 and I am very unsatisfied with the service I am receiving from them. The service department has failed to keep in touch with me regarding the progress/status on my bike. I have called them once a week since I dropped the bike off and every conversation I have with them they fail to provide me with any helpful information or timeline when the bike will be done. The service department continues to tell me the radiator was ordered on 8/21/08 and they are waiting on Ducati to send the part. Now I find it difficult to believe that it takes 4 weeks to send, receive and install a radiator.

One of the main reasons I purchased a Ducati is because I recognize the quality of the bikes and high standard of customer service you provide owners. This experience has been very frustrating for me because I feel Goodtimes dealership is not meeting Ducati's standard of customer service. I now feel conversations I have with Goodtimes are no longer constructive, if there is anything that can be done from Ducati in my behalf or if you could put me in contact with someone from Ducati that can help me get a definitive answer and timeline from Goodtimes dealership I would greatly appreciate it.

Thank you,

[REDACTED]

Reference: 25232
Title: [REDACTED]
Status: Closed
Requester: [1160 - Honda Peninsula](#) 408-245-7840 svc 3
Department: [Dealership](#)
Time logged: 9/25/2008 3:03:57 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 3 days, 22.79 hours
Hours worked: 0.45

=== UPDATE Cintia Schutt: 10/1/2008 4:27:05 PM

- 0.02 Hours worked on 01-Oct-08
I phoned Murray at Honda Pen

He stated that the radiator arrived there today.

He stated he left a VM for the customer advising such.

=== UPDATE Cintia Schutt: 10/1/2008 11:33:51 AM

- 0.02 Hours worked on 01-Oct-08
zulu

=== UPDATE Cintia Schutt: 9/29/2008 1:35:03 PM

- 0.02 Hours worked on 29-Sep-08
- Request CLOSED
- Priority changed from [Low] to [N.A]

=== UPDATE Cintia Schutt: 9/26/2008 11:51:22 AM

- 0.02 Hours worked on 26-Sep-08

From: DNA Customer Service
Sent: Friday, September 26, 2008 11:51 AM
To: 'doood'
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for your reply, and your feedback. It will be forwarded to the area Representative for his records.

In the interim, I have confirmed that the radiator for your 848 left Italy this morning. It will likely arrive early next week. Please let me know if you have any further questions.

Warm regards,

Cintia

Customer Service

Ducati North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: [REDACTED]
Sent: Friday, September 26, 2008 10:25 AM
To: DNA Customer Service
Subject: Re: Contact Request

Cintia,

Thank you for following up with this procedure. I know it can be very frustrating to see a product failure after it had reached the public, and passed checks at the factory. There are many levels of politics as well that goes into the manufacture and purchasing of parts and I appreciate the attention you've given my case in order to get me back on the road as soon as possible.

Your concern for my resolution is appreciated very much, and confirms my confidence in Ducati North America to take care of it's customers. More often the local Dealer does a very poor job in representing Ducati, and the overall first impression is fair, if not poor, which in turn leads to low repeat customers. Service is a very emotional time for most customers as their pride and joy sits in the shop collecting dust.

My initial request was submitted because of the lack of response from the Dealer. Murry notified me just yesterday at 3pm that the parts were ordered and he'd call and let me know when they were in. If he had been more prompt in letting me know what Ducati had decided on the warranty I would not have not very likely submitted this complaint.

Thank you again for the quick response,

[REDACTED]

=== UPDATE Cintia Schutt: 9/26/2008 11:45:57 AM

- 0.03 Hours worked on 26-Sep-08

I left a message for Murray and advised that I already show a tracking number on the radiator, it should be at the monday or Tuesday.

=== UPDATE Cintia Schutt: 9/26/2008 9:29:32 AM

- 0.05 Hours worked on 26-Sep-08

Radiator on order 311651 09/26/2008 already shipped

DHL tracking 1138282784

=== UPDATE Cintia Schutt: 9/25/2008 3:51:54 PM

- 0.03 Hours worked on 25-Sep-08

From: DNA Customer Service
Sent: Thursday, September 25, 2008 3:49 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

I'm sorry to learn of the concern you've experienced with your 848. It is definitely not Ducati's desire for a customer to have such an experience. I have followed up with the Regional Service Manager, as well as Murray at Honda Peninsula. I have verified that the radiator for your 848 is in stock at the warehouse in Italy.

Murray has placed this radiator on an urgent order status today. Your radiator will arrive in 3-5 business days via DHL air express international shipment. Murray should also be contacting you today regarding this matter.

In the interim, should you have any questions feel free to contact me. I will be tracking this parts order, and will follow up with you once it has arrived in the states.

Best regards,
Cintia

Customer Service

Ducati North America
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== PRIVATE MEMO - UPDATE Cintia Schutt: 9/25/2008 3:51:46 PM

- 0.0 Hours worked on 25-Sep-08
- Set Reminder for Cintia Schutt at 9/26/2008 9:00:00 AM
Check to see if Radiator is on order

=== REQUEST SERVICE Cintia Schutt: 9/25/2008 3:03:57 PM

- 0.27 Hours worked on 25-Sep-08
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
9/25/2008 11:47:01 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 25/09/2008 At 23.44.16

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Available

From: [REDACTED]
Sent: Tuesday, September 23, 2008 9:09 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name [REDACTED]
[REDACTED]
City: Sunnyvale
Country: United States
State/Province: California
Zip code: [REDACTED]
[REDACTED]

Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: zdm1xbGV38E [REDACTED]
Do you own another bike: YES

Brand: BMW
Model: K1200 S
Purchasing date: 2006
Subject of message: Service

Questions or Comments: I'm inquiring about an existing approved warranty claim for my 848. This warranty is filed with dealer number 1160, Honda Peninsula. I have a few issues with my Dealer, this warranty progress and with Ducati DNAs response. #1. I'm am not receiving updates from the Service Manager regarding my warranty status. 5 days have passed with no phone call as to the status of my warranty, are the parts ordered etc... This doesnt show that they are working at all to resolve my warranty. #2. I've seen other threads mentioning that Ducati DNA is telling Service Managers to get the radiator fixed locally in place of a new radiator. I will not agree to this, and deserve to have the part replaced under warranty asap. There are many threads on the net regarding the faulty radiators on the 2008 models, 848 and 1098. To list a few: <http://www.google.com/search?hl=en&q=848+radiator+leak&btnG=Google+Search> Please contact me directly asap to help me in resolving this issue. [REDACTED]

Reference: 25243
Title: [REDACTED]
Status: Closed
Requester: [1100 - Atlanta Triumph Ducati, LLC](#) 678-904-1414
Department: [Dealership](#)
Time logged: 9/26/2008 10:47:44 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 5 days, 22.26 hours
Hours worked: 0.2

=== UPDATE Cintia Schutt: 10/2/2008 8:56:04 AM

- 0.02 Hours worked on 02-Oct-08
- Request CLOSED
- Priority changed from [Low] to [N.A]
Per [REDACTED] - it is installed and bike picked up.

=== UPDATE Cintia Schutt: 10/1/2008 4:29:17 PM

- 0.02 Hours worked on 01-Oct-08
10/1/2008 1:47 pm Shipment delivered. Atlanta - Downtown, GA

=== UPDATE Cintia Schutt: 9/30/2008 11:19:14 AM

- 0.02 Hours worked on 30-Sep-08
DHL Tracking 1138285525
9/30/2008 7:13 pm Depart Facility Bergamo, Italy

I phoned [REDACTED] and let me know.

=== UPDATE Cintia Schutt: 9/29/2008 2:45:12 PM

- 0.02 Hours worked on 29-Sep-08
Found on VOR order 312040 placed today.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 9/26/2008 4:51:18 PM

- 0.0 Hours worked on 26-Sep-08
- Set Reminder for Cintia Schutt at 9/29/2008 9:00:00 AM
Check to see if radiator 54840741B on order.

=== UPDATE Cintia Schutt: 9/26/2008 2:16:15 PM

- 0.02 Hours worked on 26-Sep-08
Emergency parts order submitted via TM

=== REQUEST SERVICE Cintia Schutt: 9/26/2008 10:47:44 AM

- 0.12 Hours worked on 26-Sep-08
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
[REDACTED] phoned in regarding this

Bike came in on September 23rd

Leaking Radiator

order faxed for a radiator for an 848

Customer is [REDACTED]

8E [REDACTED]

Bike has been September 23rd

08 CAL 848 PEARL WHITE-RGB

Reference: 25736
Title: [REDACTED]
Status: Closed
Requester: [Inactive 35859 - N. American Motorsports / Bogarts](#) 205-956-6693 x 3 svc / 5350 Grantswood Rd, Birmingham, AL, 35210
Department: [Dealership](#)
Time logged: 11/6/2008 8:35:12 AM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 1.69 hours
Hours worked: 0.25

=== UPDATE Cintia Schutt: 11/6/2008 10:15:51 AM

- 0.02 Hours worked on 06-Nov-08
- Request CLOSED
- Priority changed from [Medium] to [N.A]

From: DNA Customer Service
Sent: Thursday, November 06, 2008 10:15 AM
To: 'Scott Ariail'
Subject: RE: 1-275714210 [REDACTED]

Dear Mr. [REDACTED]

Thank you for your email.

I am very sorry to learn of this news. I have spoken with Kenny at Bogart's who stated that your bike is repaired and awaiting pick up.

In regards to the disconnect in communication, I have discussed this with Regional Service Manager who will review this case with Bogart's service staff.

As always, please do not hesitate to contact me with any further questions or concerns. I will be on vacation next week through the Thanksgiving weekend and will not have access to email. If you have any questions during that time, please call our customer service line at 408.253.0499 option 2.

Warmest regards,
Cintia

Customer Service

Ducati North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4431
Fax: (408) 253-4099

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VS advised of this situation, he will follow up with Bogart's regarding training and VOR order procedure

=== UPDATE Cintia Schutt: 11/6/2008 10:04:43 AM

- 0.03 Hours worked on 06-Nov-08

Per Kenny at Bogart's

The radiator was ordered (found on stock ordered dated 10/15), already installed, and the bike is ready for pick up.

=== UPDATE Cintia Schutt: 11/6/2008 9:52:16 AM

- 0.18 Hours worked on 06-Nov-08
- Requester changed from [Email via web form] to [35859 - N. American Motorsports / Bogarts]
- Title changed from [REDACTED] to [REDACTED]
No order found for 54840741B

=== REQUEST SERVICE Cintia Schutt: 11/6/2008 8:35:12 AM

- 0.02 Hours worked on 06-Nov-08
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
11/6/2008 5:36:16 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 06/11/2008 At 17.33.54

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B	WATER RADIATOR 1098S/07	Available from Wednesday, January 21, 2009 11/6/2008 5:36:16 PM

From [REDACTED]
Sent: Wednesday, November 05, 2008 9:16 AM
To: Helpdesk
Subject: Re: 1-275714210 SCOTT ARIAIL

Cintia,
Good morning. I am disappointed to have to write you again but it seems that there is a disconnect between Ducati customer service and the customer. Hopefully I am mistaken and this will be all for nothing.

On October 4th I took a nice afternoon ride in the countryside surrounding my home and upon returning I noticed green liquid all over the lower fairing on my 848. Upon further inspection it appeared the radiator was leaking. I contacted Bogarts on the 7th of October to report the problem and dropped off the bike on the 9th of October. At that time Kenny (from Bogarts) assured me that every effort would be made to expedite this repair since the warranty work on the transmission took so long.

I was told some days later (after having to call for a status report) that the radiator was in fact bad and that it would be covered under warranty. Here we appear to be, again. 27 calendar days into the repair and no bike but what is really frustrating is that unless I make a phone call, I have NO IDEA as to the status of the repair. I am frustrated to say the least. Not to mention that since I purchased the bike in May, it has been in the shop for warranty repairs for over two months. Since May.

I am not sure what my actions will be from this point forward but as a consumer I feel that I am not being treated as a customer. Ducati demands a premium for their product and I am among the countless many who pay that premium. In return this is what we have to expect?

I hope to hear back from you soon.

Best Regards,

[REDACTED]
On Sat, Jul 12, 2008 at 12:07 PM, [REDACTED] > wrote:
Cintia,

I write to Ducati to express my concern and dissatisfaction concerning the current state of my 2008 848. As you are aware, I wrote Ducati Mid June expressing concern with the condition and quality of my recent Ducati purchase. At that time the bike transmission had failed me for the second time and it is now apparent that the first repair did not properly and completely

address the problem. In addition, it is now July 12, 2008 and I still sit here without my new motorcycle and I have not been given a reasonable date as to when I can expect to have it returned. What I have been told is that the tools required to repair my new motorcycle are not in production (local dealer will have to procure manufacturing of tool) and the parts required must come out of Italy and it could take weeks. This is unacceptable.

I purchased a new motorcycle this year for a number of reasons. One of many reasons was to take advantage of the fuel economy that a motorcycle affords the owner. Another was for the sheer thrill and joy of riding. I have been straddling the saddle of a motorcycle for better than 34 years and it is not something that you easily work out of your blood.

As I have not been able to ride my new motorcycle due to the quality problems I have experienced it has forced me to find an alternative mode of transportation. This has placed an undue burden onto my finances as I now must drive a much less fuel efficient vehicle to and from work as well as to complete my weekly household tasks. My weekly commute is in excess of 350 miles so as you might imagine this is getting costly.

To date I have made two payments for my new motorcycle. Both payments have been made as my new motorcycle sat in the dealers shop awaiting repairs. Again this is unacceptable.

I have ever since my childhood, been drawn to the Ducati brand of motorcycle. Everything I have read of the Ducati brand has led me to believe that Ducati was the pinnacle of motorcycle design, engineering and quality. So far I have been terribly disappointed in my decision to purchase a Ducati. I am unsure if I will keep my Ducati or cut my losses and purchase another Japanese motorcycle.

I expect that Ducati will step up and take hold of this situation with both hands and do what ever it takes to resolve this problem expeditiously. I look forward to hearing back from Ducati in the very near future.



-----Original Message-----

From: Helpdesk [mailto:helpdesk@ducatiusa.com]

Sent: Wednesday, June 25, 2008 2:51 PM

To: [REDACTED]

Subject: RE: 1-275714210 [REDACTED]

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

I'm sorry to learn of the concern you've experienced with your 848. I have followed up with Kenny at Bogart's, as well as the Regional Service Manager. Both will be working together to resolve the concern with your 848 expeditiously and to your satisfaction.

In the interim, should you have any questions please feel free to contact me.

Best regards,
Cintia
Customer Service

Ducati North America
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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-----Original Message-----

From: tech@ducati.com [mailto:tech@ducati.com]

Sent: Wednesday, June 25, 2008 5:57 AM

To: [REDACTED]

Cc: helpdesk@ducatiusa.com

Subject: 1-275714210 [REDACTED]

Dear Mr. [REDACTED]

thank you for your message.

We are sorry for the inconvenience you mention concerning your Ducati.

Referring to your e-mail we kindly invite you to keep in touch with your official Ducati Dealer who, with the collaboration of our Subsidiary - Ducati North America, who reads us in copy, will be able to give you assistance in the matter.

We remain at your disposal.

Best regards,

ELENA

Customer Service
Ducati Motor Holding Spa
Borgo Panigale - Italy

www.ducati.com

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[THREAD ID:1-4K575A]

-----Original Message-----

From: [REDACTED]

Sent: 23/06/2008 20:00:57

To: tech@ducati.com

Subject: problem

Date: 6/23/08 8:00 PM

Name: [REDACTED]

Country: US

Province:

Email: [REDACTED]

Own: yes

FrameNumber: zdm1xbgv98t [REDACTED]

EngineNumber: n/a

Registration Year: 2008

Subject: problem

Question: Transmission has been difficult to shift since new, approx two months. 1400 miles on bike and at 1100 miles into shop as it was "stuck" in gear and would not shift. This past weekend something went wrong-shifting

became really odd and now transmission makes rattle noises. Bike has not been ridden hard nor abused as it was broken in per the Ducati recommendations. I understand that this model is new but the frustration remains as the authorized dealer apparently did not find the root of the problem and address/repair properly the first time.

Reference: 25752
Title: [REDACTED]
Status: Closed
Requester: [34624 - Hattar Motorsports](#) 415-456-3345 / 540 Irwin Street, San Rafael, CA 94901
Department: [Dealership](#)
Time logged: 11/6/2008 3:30:01 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 38 days, 20.28 hours
Hours worked: 1.17

=== UPDATE Cintia Schutt: 12/15/2008 11:44:59 AM

- 0.02 Hours worked on 15-Dec-08
- Request CLOSED
- Priority changed from [Low] to [N.A]

=== UPDATE Cintia Schutt: 12/11/2008 9:45:05 AM

- 0.03 Hours worked on 11-Dec-08
- Priority changed from [Critical] to [Low]
I spoke with M.McDonald at Hattar. He stated that this customer is exstatic and back on his bike as of Saturday.

=== UPDATE Cintia Schutt: 12/6/2008 11:06:01 AM

- 0.18 Hours worked on 06-Dec-08
- Requester changed from [1192 - Moto Meccanica, LLC] to [34624 - Hattar Motorsports]
TM removed radiator from bike in back room, and shipped to Hattar

=== UPDATE Tony Munoz: 12/5/2008 6:24:55 PM

- 0.02 Hours worked on 05-Dec-08
From: [REDACTED]
Sent: Friday, December 05, 2008 6:22 PM
To: Tony Munoz
Subject: Re: Radiator for 848

Not a problem. I just wish other warranty issues could be dealt with as fast, clean and efficiently. This customer has been put through enough, I think this sort of expeditious response will restore the faith he has in his bike, its manufacturer and dealer. Well done Tony.

[REDACTED]

----- Original Message -----

From: Tony Munoz <mailto:Tony.Munoz@ducati.com>
To: [REDACTED]
[REDACTED] an Green <mailto:Dan.Green@ducati.com>
Sent: Friday, December 05, 2008 6:11 PM
Subject: Radiator for 848

[REDACTED]

I pulled a radiator from an early 07 1098 with very few miles. It is in excellent condition and will be dropped off by Dimitre tomorrow morning.

Feel free to call me if you have any questions. Thanks again for taking this customer in and expediting the repairs to his bike, it is much appreciated.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA
10443 Bandlely Dr.
Cupertino, CA 95014

408-343-4427 ph
408-253-4099 fax
tony.munoz@ducati.com <mailto:tony.munoz@ducati.com>

=== UPDATE Tony Munoz: 12/5/2008 9:10:01 AM
- 0.02 Hours worked on 05-Dec-08

=== PRIVATE MEMO - UPDATE Tony Munoz: 12/5/2008 9:09:55 AM
- 0.0 Hours worked on 05-Dec-08
- Set Reminder for Tony Munoz at 12/5/2008 1:09:45 PM
Pull radiator off sales bike

=== UPDATE Tony Munoz: 12/5/2008 9:09:31 AM
- 0.02 Hours worked on 05-Dec-08
From: De Pellegrin Carlo
Sent: Friday, December 05, 2008 8:09 AM
To: Jim Wiggins; Rossetti Bruna; Bassotti Fabrizio; Melchiorre Andrea
Cc: Dan Green; Austin Gray; Tony Munoz; Cintia Schutt; Romell Millan; Mike Norman; TJ Kremlick; Ben MacLean; Jon LaForte
Subject: R: PN 54840741B for Hattar VOR WARRANTY FORM - 2008.pdf

Ciao Colleagues,

the idea of using a unit from the production area was also my idea.

Next week I'll speak with my colleagues in order to obtain a "special" radiator for Hattar Motorsports.

I'll keep you posted about this.

Have a nice weekend.

Regards.

Carlo

Carlo De Pellegrin
Spare Parts Sales Manager
DUCATI MOTOR HOLDING spa
Via Cavalieri Ducati, 3
40132 Bologna, Italia
Tel. +39 051 6413593
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www.ducati.com <http://www.ducati.com>

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-----Da: Jim Wiggins
Inviato: venerdì 5 dicembre 2008 16.55
A: De Pellegrin Carlo; Rossetti Bruna; Bassotti Fabrizio; Melchiorre Andrea

Cc: Dan Green; Austin Gray; Tony Munoz; Cintia Schutt; Romell Millan; Mike Norman; TJ Kremlick; Ben MacLean; Jon LaForte
Oggetto: RE: PN 54840741B for Hattar VOR WARRANTY FORM - 2008.pdf

Grazie Carlo,

If middle January 2009 is the anticipated release date then this will for sure cause warranty supply issues and many complaints from customers etc...

What about using a unit from the production area??

Tony, Austin,

Please advise if you have an alternative solution for this urgent issue.

JW

Jim Wiggins Technical Support & Inventory Manager
DUCATINORTH AMERICA, INC.
jwiggins@ducatiusa.com <mailto:jwiggins@ducatiusa.com>

=== UPDATE Tony Munoz: 12/5/2008 9:08:06 AM

- 0.02 Hours worked on 05-Dec-08

From: De Pellegrin Carlo

Sent: Friday, December 05, 2008 7:23 AM

To: Jim Wiggins; Rossetti Bruna; Bassotti Fabrizio; Melchiorre Andrea

Cc: Dan Green; Austin Gray; Tony Munoz; Cintia Schutt; Romell Millan; Mike Norman; TJ Kremlick; Ben MacLean; Jon LaForte

Subject: R: PN 54840741B for Hattar VOR WARRANTY FORM - 2008.pdf

Ciao Jim,

unfortunately Bruna is no more in the office today. Monday, December 8th, we go on the Mary's immaculate conception holiday. In addition, as you know, we have big problems with the supplying of this radiator (54840741B).

At the present the earliest delivery date in our warehouse is January 21st 2009. I will try to anticipate this date, but I don't guarantee anything.

I am sorry for that situation, but it is.

Carlo

Carlo De Pellegrin
Spare Parts Sales Manager
DUCATI MOTOR HOLDING spa
Via Cavalieri Ducati, 3
40132 Bologna, Italia
Tel. +39 051 6413593
Fax +39 051 6413671
carlo.depellegrin@ducati.com <mailto:carlo.depellegrin@ducati.com>
www.ducati.com <http://www.ducati.com>

=== UPDATE Tony Munoz: 12/5/2008 9:06:51 AM

- 0.03 Hours worked on 05-Dec-08

From: Jim Wiggins

Sent: Friday, December 05, 2008 5:41 AM

To: [REDACTED]

Cc: Dan Green; Austin Gray; Dimitre Dimitrov; Tony Munoz; Romell Millan; Cintia Schutt; Mike Norman; TJ Kremlick; Ben MacLean; Jon LaForte

Subject: FW: PN 54840741B for Hattar VOR WARRANTY FORM - 2008.pdf

Hello Michael,

I have received the attached VOR form. I will do my best to have the item shipped promptly as urgent. Once information has been provided I will update you.

Thank you,
JW

Jim Wiggins Technical Support & Inventory Manager
DUCATINORTH AMERICA, INC.
jwiggins@ducatiusa.com <mailto:jwiggins@ducatiusa.com>

=== UPDATE Tony Munoz: 12/3/2008 4:52:50 PM
- 0.1 Hours worked on 03-Dec-08
I phoned the customer -

Customer will be taking his bike into Hattar Motorsports

Customer cell [REDACTED]

HM [REDACTED]

Customer asked if they would expedite part, I advised the part should arrive in 3-5 business days

I phoned Hattar

They will phone the customer and will see if customer able to transport bike, if not they will pick up

They will place radiator on VOR

[REDACTED] to follow up with me on my cell.

=== UPDATE Tony Munoz: 11/26/2008 5:17:21 PM
- 0.03 Hours worked on 26-Nov-08
- Forwarded to SUPPORT REP: Cintia Schutt

Per Cintia, the customer called back and states that the radiator received by the dealer was damaged. Dealer tried to weld original radiator, but did not hold and the radiator is leaking again.

Customer advised to take bike to Hattar.

=== UPDATE Tony Munoz: 11/21/2008 5:45:32 PM
- 0.03 Hours worked on 21-Nov-08

Checked Oracle and it shows that the radiator was ordered on order # 315301

Checked DHL for tracking data:
Track results detail Print this page

Current status for 1138329404... Help
Shipment delivered.
Delivered on: 11/20/2008 4:00 pm
Delivered to:
Signed for by: HUDSON

Part delivered to dealer.

=== UPDATE Tony Munoz: 11/14/2008 3:04:40 PM
- 0.02 Hours worked on 14-Nov-08
From: [REDACTED]

Sent: Friday, November 14, 2008 1:47 PM
To: Tony Munoz
Subject: RE: 848 warranty parts order

Thanks.

[REDACTED]
[REDACTED]
Santa Rosa, CA [REDACTED]
[REDACTED]

From: Tony.Munoz@ducati.com
To: [REDACTED]
CC: Kendra.Roth@ducati.com
Date: Fri, 14 Nov 2008 12:40:57 -0800
Subject: RE: 848 warranty parts order
[REDACTED]

I have checked our fax machine and asked the Parts Dept., but no one has seen a fax from your dealership. Can I ask what # you faxed this order to, and to whose attention it was sent?

If you can re-fax it, send it to 408-521-9505 and it will be received directly by Kendra in the Parts Dept.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

From: [REDACTED]
Sent: Friday, November 14, 2008 11:05 AM
To: Tony Munoz
Subject: 848 warranty parts order

Hello Tony,
Per Cintia, I have just faxed Credit Hold Parts Order Form for and 848 that has been waiting for this part since 10-7-08 when I first sought warranty approval. Once ordered it somehow has not been delivered. Cintia assures me that it will only be a few days upon receipt of the fax so I am confirming. Please let me know if the part can be expected next week or if it will not be on its way for some reason.

Sincere thanks,
Carey Calvanese
Service, ext 2
Moto Meccanica
1111 Petaluma Hill Rd.
Santa Rosa, CA 95404
(707) 578-6686

=== UPDATE Tony Munoz: 11/12/2008 4:58:23 PM

- 0.08 Hours worked on 12-Nov-08
- Title changed from [Steve Michelin (848 8B003458)] to [Steve Michelin - 848 VIN 8B [REDACTED]]
- Priority changed from [Medium] to [Critical]

Called dealer and spoke with Jason.

Asked Jason if he has received the email from Kendra detailing what needs to be done in order to get the parts ordered for this repair.

Jason states that he did receive the information and that they are in the process of putting the order together right now.

Asked Jason when we could expect to see the order.

Jason states that he will have the order to DNA tonight or tomorrow morning @ the latest.

* Awaiting receipt of order.

=== PRIVATE MEMO - UPDATE Tony Munoz: 11/12/2008 4:57:42 PM

- 0.0 Hours worked on 12-Nov-08
- Set Reminder for Tony Munoz at 11/13/2008 12:00:00 PM
Check for order

=== UPDATE Cintia Schutt: 11/7/2008 4:47:03 PM

- 0.02 Hours worked on 07-Nov-08
- Forwarded to SUPPORT REP: Tony Munoz
Hello Tony.

I am putting this one in your Q since I am unable to follow up after today -- thank you

=== UPDATE Cintia Schutt: 11/7/2008 4:01:27 PM

- 0.02 Hours worked on 07-Nov-08

From: Tony Munoz
Sent: Friday, November 07, 2008 4:00 PM
To: Cintia Schutt
Subject: [REDACTED]

[REDACTED]

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA
10443 Bandlely Dr.
Cupertino, CA 95014
408-343-4427 ph
408-253-4099 fax
tony.munoz@ducati.com

=== UPDATE Cintia Schutt: 11/7/2008 3:12:41 PM

- 0.02 Hours worked on 07-Nov-08

From: Mail Delivery System [mailto:MAILER-DAEMON@smtp.ducati.com]
Sent: Friday, November 07, 2008 2:29 PM
To: DNA Customer Service
Subject: Undeliverable: 848 warranty

Delivery has failed to these recipients or distribution lists:

[REDACTED]

An error occurred while trying to deliver this message to the recipient's e-mail address. Microsoft Exchange will not try to redeliver this message for you. Please try resending this message, or provide the following diagnostic text to your system administrator.

The following organization rejected your message: [207.115.37.21].

Diagnostic information for administrators:

Generating server: smtp.ducati.com

[207.115.37.21] #<[207.115.37.21] #5.0.0 smtp; 5.1.0 - Unknown address error 553-5.3.0 nlp084 - mA7MUhMF [REDACTED]
DNSBL:521< 151.12.156.106 > _is_blocked. __For_information_see_http://att.net/blocks' (delivery attempts: 0)> #SMTP#

Original message headers:

Received: from unknown (HELO XCH01.dna.dm.ducati.prv) ([10.2.1.5]) by
smtpoutbound.dm.ducati.prv with ESMTP; 07 Nov 2008 23:30:36 +0100
Received: from unknown (HELO XCH01.dna.dm.ducati.prv) ([10.2.1.5])
by smtpoutbound.dm.ducati.prv with ESMTP; 07 Nov 2008 23:30:33 +0100
Received: from XCH01.dna.dm.ducati.prv (::1) by XCH01.dna.dm.ducati.prv
 (::1) with mapi; Fri, 7 Nov 2008 14:28:24 -0800
From: DNA Customer Service <CustomerService@ducati.com>
To: [REDACTED] >
Date: Fri, 7 Nov 2008 14:28:24 -0800
Subject: RE: 848 warranty
Thread-Topic: 848 warranty
Thread-Index: Ack/1od4xZ0GznF6RUe9WErsIENp8QBUUyRw
Message-ID: <6F1F5CA5BC316D4C84AA298B426B237E0FEBDB1EA8@XCH01.dna.dm.ducati.prv>
References: <595390.6542.qm@web83803.mail.sp1.yahoo.com>
In-Reply-To: <595390.6542.qm@web83803.mail.sp1.yahoo.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
acceptlanguage: en-US
Content-Type: text/plain
MIME-Version: 1.0

=== UPDATE Cintia Schutt: 11/7/2008 2:29:01 PM
- 0.02 Hours worked on 07-Nov-08
- Priority changed from [Low] to [Medium]

From: DNA Customer Service
Sent: Friday, November 07, 2008 2:28 PM
To: [REDACTED]
Subject: RE: 848 warranty

Dear Mr [REDACTED]

Thank you for contacting Ducati North America.

We are very sorry to learn of the concern with your 848. We are currently researching your inquiry. Someone from Customer Service will follow up with you within the next 2-3 business days with a resolution to this matter.

In the interim, please feel free to contact us at 408.253.0499 x4411 with any questions.

Best regards,

Customer Service

Ducati North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411

=== UPDATE Cintia Schutt: 11/7/2008 12:07:47 PM
- 0.13 Hours worked on 07-Nov-08

- Title changed from [REDACTED] (848 8B [REDACTED]) to [REDACTED] (848 [REDACTED])
I phoned DG and he hasn't been able to contact this dealership yet.

I advised I have not received an order from them and that I supplied them the appropriate form yesterday

I advised DG to contact Carey in service to get her on the right page as her lack of knowledge

I phoned Carey at Moto Meccanica, she stated this form has already been sent for this part

I advised that for whatever reason we didn't receive it and to go ahead and send it out again and I'll walk it through our credit process

I advised Carey that depending on the back order delay, we may want to opt on repair to this bike to get the customer back on the road

Casey said she will email the form asap

I phoned DG and updated him on the above

From: DNA Customer Service
Sent: Thursday, November 06, 2008 3:49 PM
To: 'moto_meccanica@hotmail.com'
Cc: Dan Green; Tony Munoz
Subject: FW: warranty parts
Importance: High

Ciao Carey,

Attached is a warranty parts form to use for bikes that are in for warranty concerns. Once you've received warranty approval from Dan Green, please use the attached form to place the parts order.

Please feel out this form for Mr. [REDACTED] adiador, and I'll ensure our parts department has this on order tomorrow.

I'll be on Vacation from November 9-28, and then out of the office for Tech Training December 1-5. Please forward all orders during that time to tony.munoz@ducati.com.

In the meantime, please do not hesitate to contact me with any questions. I really appreciate your help in this matter.

Warm regards,

Cintia Schutt
Customer Service

Ducati North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatusa.com

Tel: (408) 253-0499 x4431
Cel: (408) 466-5824
Fax: (408) 716-2696

=== UPDATE Cintia Schutt: 11/6/2008 3:52:43 PM

- 0.33 Hours worked on 06-Nov-08
I phoned Carey, the service manager

Radiator -- 54840741B ordered on 10/07/2008

Bike came in on October 7th

Bike has been there for over three weeks and they still haven't received the radiator

I advised that I don't see an order for the radiator in our system

Carey stated that she advised DG of this, and believed the part to be ordered via DG her rep

Carey is unaware of the current credit situation with her dealership and the process involved with ordering parts

I advised that I would be sending over a warranty order parts form and asked her to use this form to place an order for Mr. Michelin's radiator

Carey stated she is under the impression that this part has been ordered,

I advised that it has not, and have confirmed with our accounting that they have not received an order from this dealership.

=== REQUEST SERVICE Cintia Schutt: 11/6/2008 3:30:01 PM

- 0.03 Hours worked on 06-Nov-08
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
08 CAL 848 PEARL WHITE-RGB

ZDM1XBGV38E [REDACTED]

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 06/11/2008 At 17.33.54

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741B PM	WATER RADIATOR 1098S/07	Available from Wednesday, January 21, 2009 11/6/2008 5:36:16 PM

From: [REDACTED]
Sent: Wednesday, November 05, 2008 10:01 PM
To: customerservice@ducatiusa.com
Subject: 848 warranty

I recently purchased a new 848 and I was very happy with the purchase.
I discovered after a little over 3100 miles I had a pin hole leak in the radiator.
I immediately took it to Moto Meccanica in Santa Rosa California, where I bought it. I showed them exactly where the leak was and they sent in for authorization to fix it. I figured a week or two I would be back on the road again. This has not been the case. Three weeks after bringing it in they still did not have the part. I am very disappointed that it has taken such an extraordinary amount of time to just get the part. I would understand if there were diagnostics involved. That was not the case. It seems the repair should take about 2 hours to do and I have been without a bike for almost a complete month. While the service department has been very nice. I still do not have a bike to ride. Could you please enlighten me as to why it has taken soooooo long?
Very disappointed,
[REDACTED]

Reference: 25972
Title: [REDACTED]
Status: Closed
Requester: [1291 - Erico Motorsports](#) 303-308-1811
Department: [Dealership](#)
Time logged: 12/3/2008 3:58:28 PM
Urgency: Critical
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 11 days, 19.62 hours
Hours worked: 0.48

=== UPDATE Cintia Schutt: 12/15/2008 11:30:47 AM

- 0.02 Hours worked on 15-Dec-08
- Request CLOSED
- Priority changed from [Medium] to [N.A]

From: DNA Customer Service
Sent: Monday, December 15, 2008 11:30 AM
To: [REDACTED]
Subject: RE: 08 Ducati 848

Dear Mr. Dupont,

Erico Motorsports, and the Regional Service Manager have confirmed that the repairs to your 848 have been completed. Should you require any further assistance, or have any further questions, please feel free to contact us any time.

Warmest regards,

Customer Service
Ducati North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== UPDATE Tony Munoz: 12/13/2008 1:58:56 PM

- 0.03 Hours worked on 13-Dec-08
- Forwarded to SUPPORT REP: Cintia Schutt

Need to do a quick follow up with the customer.

=== PRIVATE MEMO - UPDATE Tony Munoz: 12/13/2008 1:58:53 PM

- 0.0 Hours worked on 13-Dec-08
 - Set Reminder for Cintia Schutt at 12/15/2008 9:00:00 AM
- Cintia, please do a quick follow up with this customer.

=== UPDATE Tony Munoz: 12/13/2008 1:56:48 PM

- 0.17 Hours worked on 13-Dec-08

Called dealer and spoke with Dante in Service. Asked Dante for an update on the customer's 848.

Transferred to Lucas in Service. Per Lucas bike repaired with V/R recall kit on 12/3 and customer picked bike up yesterday 12/12.

Lucas states that the customer seemed satisfied with the service.

=== UPDATE Tony Munoz: 12/5/2008 12:09:29 PM

- 0.02 Hours worked on 05-Dec-08

From: Tony Munoz

Sent: Friday, December 05, 2008 12:09 PM

To: 'chada@ericomotorsports.com'

Subject: Recall to be performed on [REDACTED] 848

Importance: High

As we discussed please find attached the voltage regulator recall documentation. This is a pre-release copy and you should receive the finalized version of the bulletin shortly. Please let me know if you have any questions.

Kind regards,
Tony Munoz
Customer Service Manager

=== UPDATE Tony Munoz: 12/5/2008 11:26:21 AM

- 0.13 Hours worked on 05-Dec-08

Called Erico and spoke with Ted in Service. Advised Ted that there is a recall coming out for the V.R. on the 1098/848 within a matter of days.

Asked Ted if the customers bike is still @ the dealership. Ted states that it is. Asked Ted if he would please perform the recall on this bike so that the customer does not have to bring the bike back in to have the recall performed.

Ted states that they will take care of it.

Advised Ted that I would email him the recall at chada@ericomotorsports.com. Advised that all the necessary information to order the kits and perform the repairs will be contained in eh recall.

=== UPDATE Tony Munoz: 12/4/2008 5:31:19 PM

- 0.03 Hours worked on 04-Dec-08

Called dealer and left V/M.

Awaiting C/B. Need to instruct dealer to install recall V.R. kit.

=== PRIVATE MEMO - UPDATE Tony Munoz: 12/4/2008 5:31:09 PM

- 0.0 Hours worked on 04-Dec-08

- Set Reminder for Tony Munoz at 12/5/2008 9:00:00 AM

=== REQUEST SERVICE Tony Munoz: 12/3/2008 3:58:28 PM

- 0.08 Hours worked on 03-Dec-08

- Forwarded to SELF: Tony Munoz

- Email NONE Selected

From: DNA Customer Service

Sent: Wednesday, December 03, 2008 3:54 PM

To: [REDACTED]

Subject: RE: 08 Ducati 848

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America Customer Service.

We are sorry to learn of the concerns you have experienced with your Ducati 848. We apologize for any inconvenience that you may be experiencing. We assure you that Ducati makes every effort to provide the highest level of customer service possible.

We will ensure that the Ducati Regional Service Manager contacts your servicing dealer, Erico Motorsports. He will work directly with the dealer to resolve any technical issues they may encounter. We will contact you tomorrow with further details.

We acknowledge that you have had a less than satisfactory service experience and we appreciate your patience and understanding in this matter. It is our hope that you will continue to work with Erico Motorsports in order to resolve this situation in an amicable manner. We hope that you continue to provide us the opportunity to earn your loyalty as a Ducati enthusiast.

Kind regards,
Customer Service
Ducati North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com <<http://www.ducatiusa.com/>>
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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-
From: [REDACTED]
Sent: Wednesday, November 26, 2008 6:48 PM
To: CUSTOMERSERVICE@ducatiusa.com
Subject: 08 Ducati 848

To whom it may concern,

I sending this email to tell you about my experience with brand new Ducati 848. I had purchased it in the middle of June 2008. I have wanted a Ducati for a long time . Im finally at a time in my life that I can afford one.

I live in the USA. Colorado to be exact. We have about four solid months out of the year to ride. So every day counts when you have a Ducati.

This 848 has broken down on me three times so far. I was riding in the city about three weeks ago and my radiator started leaking real bad. I called Ducati customer care and they towed it to the nearest Ducati dealership.(Erico Motorsports). They called me and said my radiator needed to be replaced under warranty. It will be about a week before they would the part in. So two weeks later my bike is finished. Im real excited because in four days i am going for a 2 day ride through the Rocky Mountains..

On our way out of town I break down again. This time miss out on the last ride of the season. Get the bike towed again to the same place. Again they say its a warranty problem and we have to order a voltage regulator this time and it will be about a week before they get the part. Well the season is about over and they have had my bike for three days now.

Ducati is the bike ive wanted my whole life i am so disappointed in my purchase and cant do anything about it. This is so hard to believe from such a reputable company. I guess the question is What should I do?

Sincerely,

My email is. | [REDACTED]

Reference: 26281
Title: [REDACTED] (848 8E [REDACTED])
Status: Closed
Requester: [34624 - Hattar Motorsports](#) 415-456-3345 / 540 Irwin Street, San Rafael, CA 94901
Department: [Dealership](#)
Time logged: 1/6/2009 1:06:30 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike Stalling
Time in service: 270 days, 20.91 hours
Hours worked: 7.44

=== UPDATE TKremlick: 1/7/2010 3:24:43 PM
- 0.02 Hours worked on 07-Jan-10

bike shipped to DMH 11.15.2009
C/O: 11/11/09
ETD: 11/15/09 New York port
ETA: 12/8/09 LaSpezia port
Vessel Name: MSC Kim V2R

=== UPDATE TKremlick: 1/7/2010 12:05:53 PM
- 0.02 Hours worked on 07-Jan-10

bike shipped to DMH 11.14.2009

=== UPDATE TKremlick: 11/11/2009 9:33:17 AM
- 0.02 Hours worked on 11-Nov-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

CLOSE

=== UPDATE TKremlick: 10/30/2009 3:54:34 PM
- 0.02 Hours worked on 30-Oct-09

From: TJ Kremlick
Sent: Friday, October 30, 2009 3:52 PM
To: [REDACTED]
Cc: Tony Munoz
Subject: RE: URGENT : please read and respond

AJ,

Just fyi... our DMV consultant was able to resolve the plate/tag/registration issue for Mr. Hardwidge. We received these items and immediately forwarded them to the customer.

=== UPDATE TKremlick: 10/29/2009 3:41:32 PM
- 0.02 Hours worked on 29-Oct-09

tn.4082 8024 9012 for tag, plate, reg (fedex)

=== UPDATE TKremlick: 10/29/2009 12:17:03 PM
- 0.02 Hours worked on 29-Oct-09

From: TJ Kremlick
Sent: Thursday, October 29, 2009 12:17 PM
To: [REDACTED]
Subject: RE: URGENT : please read and respond

Nigel,

██████████

San Rafael, CA

=== UPDATE TKremlick: 10/29/2009 12:11:05 PM
- 0.02 Hours worked on 29-Oct-09

✓
✓
✓

Thanked Tammy for her help. Restated that the plates and docs need to be Fed-Ex'ed to DNA, not the customers. Tammy states that she will send the plates to me @ DNA.

* Awaiting receipt of plates and docs.

=== UPDATE TKremlick: 10/21/2009 3:43:10 PM
- 0.02 Hours worked on 21-Oct-09

From: TJ Kremlick
Sent: Wednesday, October 21, 2009 2:21 PM
To: [REDACTED]
Subject: RE: URGENT : please read and respond

Nigel,

I apologize for the delayed response. I simply wanted to make sure we had everything sorted out before I contacted you.

From what I understand, you should be nearly set to go. The paperwork has been filed with the DMV and the tags are on the way to you. If you would, please let me know when you have received them. Feel free to ask me any questions in the meantime.

Regards,

T.J.

=== UPDATE TKremlick: 10/15/2009 12:39:42 PM
- 0.02 Hours worked on 15-Oct-09

From: TJ Kremlick
Sent: Thursday, October 15, 2009 12:39 PM
To: Tony Munoz
Subject: FW: URGENT : please read and respond

Tony,

Any word from our DMV guy on progress for this customer?

=== UPDATE TKremlick: 10/13/2009 12:25:40 PM
- 0.05 Hours worked on 13-Oct-09

From: TJ Kremlick
Sent: Monday, October 12, 2009 8:34 AM
To: Tony Munoz
Subject: FW: URGENT : please read and respond

Fyi from [REDACTED].

I will not respond until we have decided to either reprint the MSO or AI can register the bike without the original MSO.

[REDACTED]
Sent: Saturday, October 10, 2009 2:51 PM
To: TJ Kremlick
Subject: RE: URGENT : please read and respond

Hey TJ,

Hm. Let's keep in mind that [REDACTED] agreed to represent Ducati North America in keeping good will between Ducati and the customer. In return for our non-compensated cooperation, DNA would assume all administrative duties, responsibilities, and associated fees connected to the exchange.

Since Hattar has not been compensated for our participation, it would appear

that Ducati is indebted to [REDACTED] for facilitating the transaction (and supplemental administration). So, I'm sure you did not intend to create an argument over paperwork that, from our documentation, was misplaced by someone at Ducati.

Let's return to the focus of the activity and ensure that the customers become legal registered owners of their vehicles. On that note, the appropriate paperwork has been sent via snail mail to Tammy Pope. Please ensure that all fees, and licensing are billed to Ducati.

Thanks for your help TJ.

AJ

-----Original Message-----

From: TJ Kremlick [mailto:TJ.Kremlick@ducati.com]
Sent: Saturday, October 10, 2009 11:00 AM
To: [REDACTED]
Cc: Tony Munoz
Subject: Re: URGENT : please read and respond

Morning,

Here's where we're at-

Reprinting the MSO is an option. If we do it, we're forced to charge Hattar \$35 for the reprint. We have to assume Hattar was the last to have the MSO for a number of reasons.

Alternatively, there is a chance we may be able to register the bike through our DMV guy without the MSO. Tony knows the details; he is making time to work on it. But this in no way is a certainty. We'll know more next week.

Enjoy your weekend.

=== UPDATE TKremlick: 10/9/2009 4:30:09 PM
- 0.02 Hours worked on 09-Oct-09

From: TJ Kremlick
Sent: Friday, October 09, 2009 4:30 PM
To: Jake Simoneaux
Cc: Tony Munoz; Levi Bona
Subject: [REDACTED] 848 ZDM1XBGV39E [REDACTED]

Jake,

Hope you're well.

Been dealing with [REDACTED] over an MSO that has apparently gone missing. You were gracious enough to bring the Nigel Hardwidge white 848 to DNA after Hattar could not make the time to crate it on our behalf. The keys and paperwork accompanied the bike, which we promptly filed.

The deal is the customer's replacement bike (ZDM1XBGV39E [REDACTED]) was never properly registered with the DMV by [REDACTED] because- to paraphrase AJ- they 'didn't stand to make any money out of the deal and were as hands-off as possible'. They claim they may have never received the MSO for the replacement, though we have confirmation that they did. My question to you- do you have the MSO for this bike, by some strange chance? I wouldn't expect it, but must ask to make sure.

Have a great weekend, and thanks.

T.J.

=== UPDATE TKremlick: 10/9/2009 3:24:51 PM
- 0.02 Hours worked on 09-Oct-09

From: TJ Kremlick
Sent: Friday, October 09, 2009 2:56 PM
To: [REDACTED]
Subject: RE: URGENT : please read and respond

Nigel,

I apologize for not responding earlier. Email is always the best way to reach me, even when I am away from my desk.

I have spent most the morning working with [REDACTED] regarding this matter. Collectively, we are working with our DMV consultant to resolve this matter for you ASAP.

I will keep you abreast of any progress. Enjoy your weekend, despite the circumstances.

Regards,

T.J.

=== UPDATE TKremlick: 10/9/2009 1:16:28 PM
- 1.37 Hours worked on 09-Oct-09

From: Tony Munoz
Sent: Friday, October 09, 2009 1:10 PM
To: TJ Kremlick; Noah Scott
Cc: Austin Gray; Levi Bona
Subject: RE: MSO reprint for [REDACTED]

I have our DMV consultants also working on this. They may be able to process the sale and obtain the title using a form called a Report Of Sale. Apparently a dealership can send the DMV a Report Of Sale instead of a MSO and the DMV will issue a title. If our consultants can get [REDACTED] to submit a new Report Of Sale, we may be able to get the bike titled without a duplicate MSO.

I will keep everyone posted as things progress.

Thanks,
Tony Munoz

From: TJ Kremlick
Sent: Friday, October 09, 2009 11:53 AM
To: Noah Scott
Cc: Austin Gray; Tony Munoz; Levi Bona
Subject: MSO reprint for [REDACTED]

Noah,

Attached is an MSO originally provided to Hattar for a bike DNA agreed to replace in June 2009. The dealership has since lost this document. Further, the bike was never registered with the DMV and has since been wrecked. The customer is now in a predicament, attempting to file with his insurance company for a bike that, at least on paper, does not exist.

Regardless, we need a new MSO printed up. I have attached a copy of the original for your reference. Please let me know if you have any questions.

Regards,

T.J.

spoke with [REDACTED]
-she stated customer wrecked replacement bike
-she stated customer contacted Hattar as bike apparently was never registered with DMV
-i asked why not
-she stated repeatedly that since Hattar was not 'making money on this transaction, they were purposely as hands-off as possible
-she stated 'all' paperwork needed for DMV registration was not handled by them; instead, it was forwarded to our DMV consultant named Al
-she stated the reason why the bike was not yet registered with the DMV is [REDACTED] never received the MSO'
-i stated that is not true, we have record of the MSO arriving and being signed for
-i stated we also have record of the service manager confirming the MSO had arrived
-she stated they may have only received a copy of the MSO from Pat Clark, as that is all they have now
-she stated unless the MSO is with the paperwork that was 'sent' to us, it is not at Hattar
-i stated the paperwork was never sent, despite there being a return envelope and postage provided; i stated Jake collected the paperwork when he picked up the bike
-she asked if the MSO was perhaps attached to the bike
-i stated no, as i personally crated the bike
-i asked if the customer was mistakenly given the MSO; she said no, 'that was not [their] style'
-she asked in the past, when MSOs had been misplaced, we had simply reissued duplicates
-i stated , after discussing with TM, this might be the route we would have to take
-i stated i would follow up with an email to her: AJ@Hattarmoto.com

=== UPDATE TKremlick: 9/30/2009 8:56:29 AM

- 0.05 Hours worked on 30-Sep-09

customer called, left VM

-stated there is some question that paperwork from old bike was not properly processed by DMV
-stated he wrecked replacement bike, and replacement bike is not showing up under his name
-stated he needs this worked out if insurance is going to assist in situation
-asked me to call him
[REDACTED]

=== UPDATE TKremlick: 9/24/2009 8:56:10 AM

- 0.03 Hours worked on 24-Sep-09

**file paperwork
**file keys

Jake delivered:

-keys, manuals, bb paperwork, 262, title
-bike

=== UPDATE TKremlick: 9/14/2009 9:43:55 AM

- 0.02 Hours worked on 14-Sep-09
- Priority changed from [Critical] to [Medium]

=== UPDATE TKremlick: 8/26/2009 3:23:50 PM

- 0.02 Hours worked on 26-Aug-09

From: [REDACTED]
Sent: Wednesday, August 26, 2009 9:42 AM
To: TJ Kremlick
Subject: Re: [REDACTED]

No worries TJ. We're always trying to help DNA out, but we've gotta think of our customer first. If I am going to be there on Friday, I will for sure bring the bike. I'll keep you posted.

Thanks,
Adeeb

On Aug 26, 2009, at 8:46 AM, TJ Kremlick wrote:

>
> [REDACTED]
>
> Thank you for the reply. I hope my email did not come off as overly
> terse.
>
> A busy service department is a good sign- totally understandable if
> you and your guys have other demands. I simply need answers for
> questions that are inevitably asked of me.
>
> If you would, bringing the bike down Friday would be a huge help. I
> will personally crate it if necessary.
>
> Please let me know if we need to make other arrangements.
>
> T.J.
>
>
> -----Original Message-----
> From: [REDACTED]
> Sent: Tuesday, August 25, 2009 7:23 PM
> To: TJ Kremlick
> Cc: [REDACTED] Michael McDonald; Austin Gray; Tony Munoz;
> John French
> Subject: RE: [REDACTED]
>
> Hey TJ,
>
> This isn't about brushing anybody off, hopefully you can understand
> that.
> What it comes down to is that we're just too busy to get it done for
> you.
> It's not that DNA is not important as many favors in the past would
> show,
> just a lot less important than our paying customers. Todd is
> staying late
> every night working on several hundred thousand dollars worth of
> projects
> that we're not going to pull him off of to crate a bike for DNA.
> I'm also
> not going to pay another tech overtime to get it done, unless you
> guys want
> to pay for that. If you don't, then I have no time frame. Our
> calendar is
> booked for 3 weeks, and hopefully that continues. You guys are more
> than
> welcome to pick it up. I may even be going to Cupertino this Friday
> and I
> could bring it to you then. If you would still rather it be shipped
> straight from our shop, than we will let you know as soon as we get a
> chance to do it.
>
> Let me know what you'd like to do,
> [REDACTED]

=== UPDATE TKremlick: 8/25/2009 6:10:00 PM
- 0.02 Hours worked on 25-Aug-09

From: TJ Kremlick
Sent: Tuesday, August 25, 2009 6:03 PM
To: [REDACTED]
[REDACTED] Michael McDonald; Austin Gray; Tony Munoz; John French

Subject: RE: [REDACTED]

[REDACTED]

I really do understand that you guys are busy and have other priorities. You, Michael and myself have worked well together on a number of difficult situations, with flexibility and a willingness to work in a way that accommodates everybody.

However, DNA repurchased this bike on the 30th of July. You and I personally discussed crating the bike on the 11th. You assured me this wasn't a problem. I followed up with you, Michael and Adeeb on the 14th, just to check progress, and received no response.

I do not appreciate being brushed off and want to believe that wasn't your intention. I simply need to know when we can expect to have the bike crated and gotten out of your way. Please provide me a reasonable time frame.

From: [REDACTED]
Sent: Tuesday, August 25, 2009 5:35 PM
To: TJ Kremlick
Cc: [REDACTED]
Subject: RE: [REDACTED]

Hi TJ,

We are aware the bike needs to be crated. Service is swamped at the moment. We are doing our best to get to it in a timely manner.

Thanks for your understanding.

[REDACTED]

From: TJ Kremlick [mailto:TJ.Kremlick@ducati.com]
Sent: Tuesday, August 25, 2009 4:24 PM
To: [REDACTED]
Subject: RE: [REDACTED]

When will it be ready for pick up?

From: [REDACTED]
Sent: Tuesday, August 25, 2009 4:04 PM
To: TJ Kremlick
Subject: RE: [REDACTED]

Michael is on it

From: TJ Kremlick [mailto:TJ.Kremlick@ducati.com]
Sent: Tuesday, August 25, 2009 2:19 PM
To: [REDACTED]

Has the bike been crated?

T.J.

=== UPDATE TKremlick: 8/14/2009 9:31:03 AM
- 0.02 Hours worked on 14-Aug-09

From: TJ Kremlick
Sent: Friday, August 14, 2009 9:30 AM
To: [REDACTED]
Cc: [REDACTED]; 'Michael McDonald'
Subject: RE: [REDACTED] RETURN BIKE, CABRAL, REBEL LEE

Gents,

Hope you're all well on this fine morning.

Eric- the [REDACTED] bike, has it been crated? We would like to pick it up and get it out of Hattar's way as soon as possible. Further, has the document packet been returned to DNA? We would like to finalize this particular buyback.

Michael and Eric, as always, thanks for your help.

=== UPDATE TKremlick: 8/11/2009 11:36:18 AM
- 0.05 Hours worked on 11-Aug-09

spoke with [REDACTED]
-asked if paperwork/ key had been sent
-he stated it was sitting on his sales manager's desk
-i asked why and asked if he would ensure it was sent
-i explained one key would accompany the bike and manuals, one would be sent with code card and paperwork to us
-he stated he understood
-i asked him to arrange to crate the bike and email me when this was finished; i would work with levi to coordinate shipping
-i confirmed my email address with him

=== PRIVATE MEMO - UPDATE TKremlick: 8/10/2009 3:30:27 PM
- 0.0 Hours worked on 10-Aug-09
- Set Reminder for TKremlick at 8/11/2009 11:00:00 AM

paperwork, keys

=== UPDATE StarWatch: 7/31/2009 6:51:42 PM
- 0.0 Hours worked on 31-Jul-09
- Priority changed by " [Global]" from [High] to [Critical]

=== UPDATE StarWatch: 7/31/2009 5:51:40 PM
- 0.0 Hours worked on 31-Jul-09
- Priority changed by " [Global]" from [Medium] to [High]

=== UPDATE TKremlick: 7/31/2009 2:03:40 PM
- 0.02 Hours worked on 31-Jul-09

**bike needs to be crated and shipped
-we need paperwork from dealer, keys

=== UPDATE TKremlick: 7/30/2009 4:46:19 PM
- 0.08 Hours worked on 30-Jul-09

discussed matter with TM
-he stated if parts being swapped for small, just take care of it

AJ called
-she asked if we were going to pay to transfer the accessories from one bike to the replacement
-i stated we will if the accessories are DP
-she thanked me

[REDACTED] called
-she stated it said on the checklist we needed to perform a sub of collateral
-i asked who the customer was financed through
-she stated there is no lien holder on the bike
-i stated a sub of colla wouldnt apply in this case, then

=== UPDATE Cintia Schutt: 7/23/2009 4:17:31 PM
- 0.02 Hours worked on 23-Jul-09
- Forwarded to SUPPORT REP: TKremlick

=== UPDATE Cintia Schutt: 7/21/2009 3:18:22 PM

- 0.02 Hours worked on 21-Jul-09

- Priority changed from [High] to [Medium]

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, July 21, 2009 3:01 PM
To: Cintia Schutt
Subject: Re: Checking in

Hi Cintia,

Thanks for your message. Yes I'm looking forward to picking up the new bike on my return next Thursday. I spoke with Michael just an hour before I left to catch my flight.

Can I just say a big thank you for your support and professionalism during the last six months. I hope that your move back is successful.

If I have any other need to contact DNA I will be sure to speak with TJ - thanks for his details.

Many regards

[REDACTED]

=== UPDATE Cintia Schutt: 7/21/2009 11:48:34 AM

- 0.02 Hours worked on 21-Jul-09

-----Original Message-----

From: Cintia Schutt
Sent: Tuesday, July 21, 2009 11:48 AM
To: [REDACTED]
Subject: RE: Checking in

Hello [REDACTED]

I know that you've been out of town. I wanted to follow up to let you know that Hattar has your replacement 848 ready upon your return. It is my understanding that Michael McDonald has been in touch with you as well.

I also wanted to let you know that my last day at Ducati North America is this Friday, July 24th as I am moving back home to Washington State. It has been a pleasure assisting you, and I trust you will enjoy your new 848!

I will forward your case to my colleague T.J. Kremlick (who is also a Technical Customer Service Representative) beginning Friday. You may also contact him directly at tj.kremlick@ducati.com, or 408.253.0499 x4424.

Please feel free to contact me up until that time with any questions.

Warmest regards,
Cintia

=== UPDATE Cintia Schutt: 7/14/2009 1:51:40 PM

- 0.07 Hours worked on 14-Jul-09

Per Michael McDonald at Hattar

The customer is leaving town today and is unable to pick up the replacement until July 30th.

Michael is going to be out of town next week through August 4th

AJ is going to take care of finalizing the transaction with the customer when he comes in on the 30th,

Michael stated he has gone over the instructions with AJ and they are instructed to phone me with any questions.

=== UPDATE Cintia Schutt: 7/14/2009 12:30:43 PM
- 0.02 Hours worked on 14-Jul-09

I confirmed with MM that the MSO arrived.

=== UPDATE Cintia Schutt: 7/14/2009 12:25:24 PM
- 0.02 Hours worked on 14-Jul-09

Tacking no.: 797754596402
E-mail notifications
Delivered

Initiated
Picked up
In transit
Delivered

Delivered

Signed for by:

L.PRIEE

Shipment Dates

Ship date

Jul 10, 2009

Delivery date

Jul 14, 2009 9:40 AM

Destination

SAN RAFAEL, CA
Signature Proof of Delivery
SAN RAFAEL, CA

=== UPDATE Cintia Schutt: 7/14/2009 12:23:55 PM
- 0.02 Hours worked on 14-Jul-09

From: David Pyles [mailto:david@fastrackriders.com]

Sent: Tuesday, July 14, 2009 12:23 PM

To: Cintia Schutt

Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

Cintia,

We checked and for who knows why it was not delivered until this morning at 9:40 AM and signed for by L. Price or something like that.

The Fed X tracking number was 7977 5459 6402

It clearly said Priority Overnight.

David

=== PRIVATE MEMO - UPDATE Cintia Schutt: 7/14/2009 11:44:46 AM

- 0.0 Hours worked on 14-Jul-09
- Set Reminder for Cintia Schutt at 7/14/2009 12:30:00 PM

Phone Pat Clark if they have not responded to email inquiring about MSO

=== UPDATE Cintia Schutt: 7/14/2009 11:41:39 AM

- 0.02 Hours worked on 14-Jul-09

Michael McDonald from Hattar left a VM stating that he has not received the title for this bike as of yet.

=== UPDATE Cintia Schutt: 7/10/2009 4:11:42 PM

- 0.02 Hours worked on 10-Jul-09

-----Original Message-----

From: Cintia Schutt
Sent: Friday, July 10, 2009 4:11 PM
To: 'Nigel'
Subject: RE: Checking in

Hello [REDACTED]

I did. Hattar has prepped your new 848; however, it appears the MSO (or title if you will) was not sent with the bike. I have confirmed that this paperwork has been sent via Fed-Ex today with Saturday delivery. My hopes is that this process can be finalized tomorrow, or Tuesday at the latest and you'll be on your way.

I've instruction Michael McDonald in service to contact you as soon as this paperwork arrives.

Have a great weekend,
Cintia

-----Original Message-----

From [REDACTED]
Sent: Friday, July 10, 2009 4:03 PM
To: Cintia Schutt
Subject: Checking in

Hi Cintia

Just wanted to check if you received back the signed repurchase agreement you sent to me?

Do you know when the new bike will arrive at Hattar? I will be leaving the country next Tue and I know they are closed on Monday so I was just wondering the chances of getting this done before I go..

Thanks [REDACTED]

Sent from my iPhone

=== UPDATE Cintia Schutt: 7/9/2009 4:20:30 PM
- 0.02 Hours worked on 09-Jul-09

From: Cintia Schutt
Sent: Thursday, July 09, 2009 4:20 PM
To: 'David Pyles'
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

No worries David! Thanks for checking.

Please have it sent to:

Michael McDonald
Hattar Motorsports
601 Francisco Boulevard E.
San Rafael, CA 94901
415-456-3345

As always - Thank you!

Cintia

From: David Pyles [mailto:david@fastrackriders.com]
Sent: Thursday, July 09, 2009 4:17 PM
To: Cintia Schutt
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

Cintia,

OPPPSSSS! Almost forgot. Yes I did. The person that does that for us will be in tomorrow and we will send it out Federal Express.

Thanks and sorry!

David

=== UPDATE Cintia Schutt: 7/9/2009 8:00:52 AM
- 0.12 Hours worked on 09-Jul-09

MM left a VM stating that replacement bike not PDI'd and they will be PDling the bike

He asked that I phone him.

=== UPDATE Cintia Schutt: 7/6/2009 2:04:26 PM
- 0.03 Hours worked on 06-Jul-09

Payment request for Pat Clark forwarded to management --

Release sent to customer via NDA [REDACTED]

Dealership instructions sent to MM attn at Hattar NDA 9391 3079 0280

=== UPDATE Cintia Schutt: 7/1/2009 3:26:24 PM
- 0.03 Hours worked on 01-Jul-09

From: David Pyles [mailto:david@fastrackriders.com]
Sent: Wednesday, July 01, 2009 3:15 PM
To: Levi Bona; Cintia Schutt; 'David Pyles'; Jake Simoneaux
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

Levi, Cintia, Jake,

I know you guys are going to think we are a bunch of idiots here but I had the wrong VIN. Totally my mistake!

It is actually ZDM1XBGV39E [REDACTED]

We received the bike on 10-29-09 so the flooring and all the cost will be same. I hope you can change the paperwork.

I am so so sorry but there was more than a little breakdown in communication on this since we had just transferred two to Moto Corsa.

The bike is still ready to go! We had uncrated it and recreated it along with the PDI

Sorry,

David

=== UPDATE Cintia Schutt: 7/1/2009 3:04:12 PM
- 0.02 Hours worked on 01-Jul-09

From: Cintia Schutt
Sent: Wednesday, July 01, 2009 3:04 PM
To: Levi Bona
Cc: Jake Simoneaux
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

That works for me.

From: Levi Bona
Sent: Wednesday, July 01, 2009 3:03 PM
To: Cintia Schutt
Cc: Jake Simoneaux
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]
Importance: High

Cinch,

FEDEX counts the 3rd as a holiday, no deliveries. 2 day transit point with Monday Closure for Hattar, the bike will be delivered on the 7th.

Please advise.

Levi Bona
Motorcycle Logistics Coordinator

=== UPDATE Cintia Schutt: 7/1/2009 2:27:53 PM
- 0.03 Hours worked on 01-Jul-09

Per MM at Hattar: Ship bike to dealership

From: Cintia Schutt
Sent: Wednesday, July 01, 2009 2:20 PM
To: Levi Bona; Jake Simoneaux
Cc: Tony Munoz
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

Hello Levi,

Go ahead and send the bike directly to Hattar attn: Michael McDonald.

Thank you!
Cintia

From: Levi Bona
Sent: Wednesday, July 01, 2009 1:15 PM
To: Cintia Schutt; Jake Simoneaux
Cc: Tony Munoz
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]
Importance: High

Cinch,

Is this going to be shipped to Hattar's external warehouse or directly to Hattar?

Thanks!

Levi Bona
Motorcycle Logistics Coordinator

From: David Pyles [mailto:david@fastrackriders.com]
Sent: Wednesday, July 01, 2009 1:13 PM
To: Cintia Schutt; 'David Pyles'; Jake Simoneaux
Cc: Levi Bona
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

Sure, I do approve.

David

=== UPDATE Cintia Schutt: 7/1/2009 11:56:04 AM
- 0.02 Hours worked on 01-Jul-09

From: Cintia Schutt
Sent: Wednesday, July 01, 2009 11:52 AM
To: 'David Pyles'; 'David Pyles'; Jake Simoneaux
Cc: Levi Bona
Subject: RE: 848 White Transfer from Pat Clark to Hattar ZDM1XBGV79E [REDACTED]

Hello David,

No worries. So we will be cutting you a check as follows:

\$12,520.65 (invoice cost)
\$285.00 (uncrate/crate PDI)
\$740.60 (flooring costs)

\$13,546.25

Just reply to all with your approval, and our Logistics department will schedule a pick up to have VIN ZDM1XBGV79E [REDACTED] transported to Hattar Motorsports.

Thank you,
Cintia

=== UPDATE Cintia Schutt: 7/1/2009 10:48:41 AM
- 0.03 Hours worked on 01-Jul-09

I phoned the customer [REDACTED]

I advised that I think we've located a bike for him and just wanted to let him know

I advised it likely won't be moved before the Holiday weekend, but wanted him to know we hope we can get it moving next week

Customer thanked me for the follow up

=== UPDATE Cintia Schutt: 7/1/2009 10:43:12 AM
- 0.02 Hours worked on 01-Jul-09

From: Cintia Schutt
Sent: Wednesday, July 01, 2009 10:43 AM
To: 'David Pyles'; Jake Simoneaux
Subject: RE: 848 White Transfer

Hello David,

Were you able to find out what the associated flooring charges are? I

need to run it past management. was able to obtain a copy of the invoice which was \$12,520.65 (attached)

Once verified, we will be paying you for the invoice cost, plus the crating, and flooring (once discussed and approved with management).

Thanks,
Cintia

=== UPDATE Cintia Schutt: 6/30/2009 10:27:00 AM
- 0.02 Hours worked on 30-Jun-09

From: David Pyles [mailto:dap@patclarkmotorsports.com]
Sent: Tuesday, June 30, 2009 10:01 AM
To: Cintia Schutt; Jake Simoneaux

Subject: 848 White Transfer

Cintia,

The unit is VIN # ZDM1XBGV79E [REDACTED] our stock number DU9010

We have an uncrating and PDI charge of \$142.50 and a recrating charge of \$142.50. My administrative lady that does the flooring unfortunately will not get here today till about 1:30 PM.

The service fee is \$10,000 which Cintia has already agreed to.

I will get the flooring cost to you asap.

Thanks

David

=== UPDATE Cintia Schutt: 6/30/2009 9:44:17 AM
- 0.08 Hours worked on 30-Jun-09

I phoned David Pyles at Pat Clark

702-432-0650

I advised that my understanding is that they have a white 848 and that they'd be willing to give it up

David said yes

I advised I need the Invoice + flooring, and the bike would need to be crated

He has crated the bike already ---

I asked David to also research the cost they would like to be reimbursed on the crating

David will contact their finance person to obtain these numbers and would email me at cintia.schutt@ducati.com

=== UPDATE Cintia Schutt: 6/30/2009 9:39:36 AM
- 0.02 Hours worked on 30-Jun-09

From: Tony Munoz
Sent: Tuesday, June 30, 2009 9:39 AM
To: Cintia Schutt
Subject: RE: need 2009 848 white for Hattar

Sorry, forgot to forward the info. on. Please see attached email. We are going to try to obtain one from Pat Clark. Please get in touch with them and see what kind of deal we can work out. It sounded like Jake had discussed us paying invoice price plus flooring, but please confirm with Pat Clark.

Let me know if you have any questions.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

-----Original Message-----

From: Jake Simoneaux
Sent: Friday, June 26, 2009 6:02 PM
To: 'tmunoz@ducatiusa.com'
Subject: 848 Hattar

Tony- Please call David Pyles at Pat Clark Motorsports in Vegas. The unit is uncrated and PDled.

Jake Simoneaux
Ducati North America
Sent via Blackberry wireless

=== UPDATE Cintia Schutt: 6/30/2009 8:38:25 AM
- 0.02 Hours worked on 30-Jun-09

From: Cintia Schutt
Sent: Tuesday, June 30, 2009 8:38 AM
To: Jared English
Cc: Jake Simoneaux
Subject: RE: need 2009 848 white for Hattar

Hello Guys,

Just checking back in. The customer is asking about his replacement. Do we have any in NJ?

Thanks,
Cintia

=== PRIVATE MEMO - UPDATE Cintia Schutt: 6/29/2009 4:26:58 PM
- 0.0 Hours worked on 29-Jun-09
- Set Reminder for Cintia Schutt at 6/30/2009 4:00:00 PM

Bug sales to source a white 848 again...

=== UPDATE Cintia Schutt: 6/29/2009 8:50:04 AM
- 0.02 Hours worked on 29-Jun-09

-----Original Message-----

From: Cintia Schutt
Sent: Friday, June 26, 2009 1:32 PM
To: 'Nigel Hardwidge'
Subject: RE: Sourcing a new 848

Hello Nigel,

I understand why you want to wait for a proper pearl. I will let you know as soon as we find one.

Warm regards,
Cintia

-----Original Message-----

From: [REDACTED]
Sent: Friday, June 26, 2009 1:20 PM
To: Cintia Schutt
Subject: Re: Sourcing a new 848

Hi Cintia,

I'd prefer to hold out for a perl - not a big fan of the red frame on white personally although have seen it done a few times.
In the mean time am still using my 848 for my commute and am planning on taking it down to laguna seca for the holiday weekend (unless you can get me a new one before then!) - the bike seemed to be running well in the last week but then I got another stall on the way home last night..argg.

Good to know I'll be able to start from scratch again soon..

I appreciate your help. Just keep me informed.

Regards

[REDACTED]

=== UPDATE Cintia Schutt: 6/26/2009 11:33:54 AM
- 0.02 Hours worked on 26-Jun-09

-----Original Message-----

From: Cintia Schutt
Sent: Friday, June 26, 2009 11:34 AM
To: [REDACTED]
Subject: RE: Sourcing a new 848

Hello [REDACTED],

No luck thus far. But I cornered the California Sales Manager today, and asked him to make it happen. He is currently working on it.

There is one other option. We could obtain a red 2009 848, and install the bodywork from your 2008 pearl 848; however, the frame will be red and not grey. Just wanted to present that option to you. Let me know your thoughts.

In the interim, I hope they will find a bike for you by next week.

Respectfully,
Cintia

-----Original Message-----

From: [REDACTED]
Sent: Friday, June 26, 2009 11:24 AM
To: Cintia Schutt
Subject: Sourcing a new 848

Hi Cintia,

Just wondering what luck your having tracking down a white 848?

Let me know how its going.

cheers

[REDACTED]

=== UPDATE Cintia Schutt: 6/25/2009 8:32:54 AM
- 0.02 Hours worked on 25-Jun-09

I spoke with Jake Simoneaux this morning - he is trying to source the bike, and will let me know.

=== UPDATE Cintia Schutt: 6/23/2009 3:08:08 PM
- 0.02 Hours worked on 23-Jun-09

From: Cintia Schutt
Sent: Tuesday, June 23, 2009 3:08 PM
To: Jared English
Cc: Jake Simoneaux
Subject: RE: need 2009 848 white for Hattar
Importance: High

Hello Jared and Jake,

Hattar stated they have 3 red 848 models (including their demo), and one white which has been presold. They do not have a 2nd white one in stock.

Please see who is willing to give one up for Hattar.

Also, of course, once that is determined I need to know what to pay to whom.

Thanks,
Cintia

=== UPDATE Cintia Schutt: 6/23/2009 3:05:12 PM
- 0.02 Hours worked on 23-Jun-09

Bill from Hattar returned my call, they stated they have 3 red 848 models, but no white ones. They do have a white one they just received but it is for another customer.

=== UPDATE Cintia Schutt: 6/23/2009 2:03:16 PM
- 0.02 Hours worked on 23-Jun-09

I left a message for Bill, sales manager at Hattar

From: Jared English
Sent: Tuesday, June 23, 2009 1:55 PM
To: Cintia Schutt
Cc: Jake Simoneaux
Subject: RE: need 2009 848 white for Hattar

Cintia,

Can you confirm with Hattar if the bike they are transferring is for this buyback situation? Sounds like there might be a bit of a question as to if this is for a stock or for the buyback. Below is a list of dealers showing 848 white in stock. By the way, Hattar themselves are showing 2...

Dealer Num	Dealer Name	Qty
85124	A&S Motorcycle Parts, Inc.	1
63876	Ace Motorsports	1

84738	Monterey	1
44673	Ducati of Santa Barbara, Inc.	2
1282	GPMC Inc.	2
1264	Good Times Kaw/Suz/Duc	1
34624	Hattar Motorcycles, Inc	2
1316	Modesto Ducati	1
1181	Moto Forza	1
1807	Beverly Hills	2
1227	Munroe Motors Inc.	1
25256	Southern California Ducati	1
1166	Spectrum Motorsports Inc.	1
1076	Too Fast, Inc.	1

Best regards,
Jared

=== UPDATE Cintia Schutt: 6/22/2009 10:31:55 AM
- 0.05 Hours worked on 22-Jun-09

I phoned the customer [REDACTED]

I advised that I received approval on his request for replacement of his 2008 848, for a 2009 848

I advised that the pearl white is a bit harder to source, but I am in the process of locating one for him, and will let him know when I do

Customer thanked me for the call, and sounds happy that his request was approved.

=== UPDATE Cintia Schutt: 6/22/2009 10:29:25 AM
- 0.02 Hours worked on 22-Jun-09

Received signed approval for replacement with 2009 848 (white) from management

=== UPDATE Cintia Schutt: 6/19/2009 4:45:25 PM
- 0.02 Hours worked on 19-Jun-09

Per TM :

ML signed off on replacement

Locate White 2009 848 (rare)

If cannot locate, ML approved swapping of customer's bodywork onto another bike.

=== UPDATE Cintia Schutt: 6/19/2009 1:09:45 PM
- 0.02 Hours worked on 19-Jun-09

Received relevant dates from MM --

=== PRIVATE MEMO - UPDATE Cintia Schutt: 6/17/2009 3:02:07 PM
- 0.0 Hours worked on 17-Jun-09
- Set Reminder for Cintia Schutt at 6/17/2009 3:30:00 PM

Follow up with Mike to see what the dates in question are.

=== UPDATE Cintia Schutt: 6/17/2009 12:27:41 PM
- 0.02 Hours worked on 17-Jun-09

From: Cintia Schutt

Sent: Wednesday, June 17, 2009 12:27 PM
To: 'Michael McDonald'
Cc: Tony Munoz
Subject: Questions on [REDACTED] (848 8B [REDACTED])

Hello Michael,

I need you to verify a couple more details on the RO history of this bike. If you could find a few minutes today to answer these, I would be very grateful.

RO 999116086, Can you provide the in/out dates?

Our records indicate the customer first contacted Customer Service on January 5th, and that he brought his bike to your dealership on January 10th (which you confirmed via email). Was there an RO for the January 10th visit?

Thank you,

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America

=== UPDATE Cintia Schutt: 6/17/2009 8:37:21 AM
- 0.02 Hours worked on 17-Jun-09

Request officially submitted to management

=== UPDATE Cintia Schutt: 6/16/2009 2:38:24 PM
- 0.02 Hours worked on 16-Jun-09

ZDM1XBGV98E [REDACTED] 08 CAL 848 PEARL WHITE-RGB Nigel Hardwidge RCL805 Voltage Regulator N

=== UPDATE Cintia Schutt: 6/16/2009 12:17:44 PM
- 0.02 Hours worked on 16-Jun-09

I spoke with MM at Hattar regarding this customer

I advised I NEED RO history now

He stated his assistant is working on it as it is comprehensive and will try to get it to me today.

=== UPDATE Cintia Schutt: 6/12/2009 1:11:05 PM
- 0.02 Hours worked on 12-Jun-09

From: Cintia Schutt
Sent: Friday, June 12, 2009 1:10 PM
To: 'Michael McDonald'
Subject: FW: [REDACTED]
Importance: High

Hello Michael,

I still have not received this. Can you double check the fax number you sent it to 408.716.2696.

Thank you!
C

=== UPDATE Cintia Schutt: 6/5/2009 1:30:54 PM

- 0.02 Hours worked on 05-Jun-09

From: Cintia Schutt
Sent: Friday, June 05, 2009 1:30 PM
To: [REDACTED]
Subject: RE: 848 stalling issue

Hello Nigel,

Thank you for the documentation. I am waiting for additional documentation from Hattar, and I hope to have your request forwarded to management sometime next week. If they approve your request, it should be no problem transferring your accessories to the replacement bike. Again, keep in mind that these requests can take between 3-5 weeks for review. I'll keep you posted on the status.

As always, contact me anytime with questions or concerns.

Warm regards,
Cintia

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America
10443 Bandle Dr.
Cupertino, CA 95014
www.ducatusa.com
Phone (408) 253-0499 Ext. 4431
E-Fax (408) 716-2696

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From: [REDACTED]
Sent: Friday, June 05, 2009 12:58 AM
To: Cintia Schutt
Cc: [REDACTED]
Subject: Re: 848 stalling issue

Hi Cintia,

Please find attachments including a letter detailing my request and pdf's of six stall related repair orders (there are a couple more but I couldn't find them tonight) and the purchase agreement.
The bike is fully paid for in my name so no issues with a finance company to deal with.
The bike is nearly all stock. I would just need to take off the under panel framesliders and swap the windshield and seat cowl back to stock.

Please confirm you have received this email and the intention of DNA and approximate timeline for a decision.

thank you

[REDACTED]

=== UPDATE Cintia Schutt: 6/5/2009 11:03:25 AM
- 0.02 Hours worked on 05-Jun-09

I phoned MM at Hattar to confirm if Reg/Rec recall done. He stated it has, they have not filed a claim for the most recent visit.

I advised MM I do need the RO history including in/out dates today.

=== UPDATE Cintia Schutt: 6/5/2009 10:59:45 AM
- 0.02 Hours worked on 05-Jun-09

ZDM1XBGV98E [REDACTED] 08 CAL 848 PEARL WHITE-RGB Nigel Hardwidge RCL805 Voltage Regulator N

=== UPDATE Cintia Schutt: 6/5/2009 8:34:57 AM
- 0.02 Hours worked on 05-Jun-09

From: Cintia Schutt
Sent: Friday, June 05, 2009 8:34 AM
To: 'Michael McDonald'
Subject: [REDACTED]
Importance: High

Hello Michael,

I received an official request from [REDACTED] for replacement of his 848. Could you please find time today to fax over copies of all Repair Orders associate with his 848, including in / out dates.

Please fax to 408.716.2696.

Thank you!
C

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=== UPDATE Cintia Schutt: 6/5/2009 8:30:11 AM
- 0.17 Hours worked on 05-Jun-09

Customer sent request for buyback via email:

*****attachments:

"LetterToDucati.doc"
"PurchaseAgreement.jpg"
"10.4.2008.pdf"
"12.13.2008.pdf"
"2.27.2009.pdf"
"8.15.2008.pdf"
"1.27.2009.pdf"

From: [REDACTED]
Sent: Friday, June 05, 2009 12:58 AM
To: Cintia Schutt

Cc: [REDACTED]
Subject: Re: 848 stalling issue

Hi Cintia,

Please find attachments including a letter detailing my request and pdf's of six stall related repair orders (there are a couple more but I couldn't find them tonight) and the purchase agreement.
The bike is fully paid for in my name so no issues with a finance company to deal with.
The bike is nearly all stock. I would just need to take off the under panel framesliders and swap the windshield and seat cowl back to stock.

Please confirm you have received this email and the intention of DNA and approximate timeline for a decision.

thank you

[REDACTED]

=== UPDATE Cintia Schutt: 6/4/2009 4:46:46 PM

- 0.35 Hours worked on 04-Jun-09
- Priority changed from [Low] to [High]

.

I phoned the customer back:

Customer stated that he has been very patient, but this bike has been problematic since he's had it and he believes it is a lemon

The customer stated that bike still stalls, and it usually occurs at slower speeds, when coming to a stop, pulling away, or maneuvering in between cars

Customer stated he knows he has rights as a consumer, but is hopeful that Ducati will settle this without counsel and would like a replacement or a refund

I advised the customer to send him request to me with his desired outcome

Customer will put this information together and send via email

From: Cintia Schutt
Sent: Thursday, June 04, 2009 4:46 PM
To: [REDACTED]
Subject: RE: 848 stalling issue

Hello [REDACTED]

I will definitely forward your request to management. Please send me the following information:

- " Letter detailing your desired outcome of the situation
- " Copy of the purchase agreement detailing purchase cost of this vehicle
- " Copies work orders
- " Copies of invoices for any genuine Ducati Accessories for this vehicle
- " If your bike is financed:
- " Name of finance company
- " Mailing address (may not be a PO Box)
- " -10 day pay off
- " -Total interest paid to date
- " -Account number
- " -Contact phone number

-Written authorization to finance company allowing Ducati North America to contact them regarding your vehicle

If you have any questions, please feel free to contact me. My direct line is (408) 343-4431.

Best regards,

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America
10443 Bandlely Dr.
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-----Original Message-----

From: [REDACTED]
Sent: Thursday, June 04, 2009 1:46 PM
To: Cintia Schutt
Subject: Re: 848 stalling issue

Any news?

Sent from my iPhone

=== UPDATE Cintia Schutt: 6/2/2009 11:51:28 AM
- 0.02 Hours worked on 02-Jun-09

I phoned MM and asked him if he faxed over the RO history on this bike yet; he hasn't but will.

=== UPDATE Cintia Schutt: 5/28/2009 3:26:13 PM
- 0.02 Hours worked on 28-May-09

-----Original Message-----

From: Cintia Schutt
Sent: Thursday, May 28, 2009 1:08 PM
To: [REDACTED]
Subject: RE: 848 stalling issue

Hello [REDACTED]

I'm very sorry to learn of the news. I was becoming optimistic myself. I'll follow up with you once I've spoken with Hattar. Management is out for the rest of the week for World Superbike at Miller, I will be discussing your case with them as soon as they return.

As always, do not hesitate to contact me with any questions.

Warmest regards,

Cintia Schutt
Technical Representative

Customer Service
DUCATI North America
10443 Bandle Dr.

=== UPDATE Cintia Schutt: 5/28/2009 1:43:17 PM
- 0.03 Hours worked on 28-May-09

I phoned MM at Hattar -

I asked him to fax complete RO history on this bike

I also spoke with Hoss at Hattar, who faxed over a copy of the purchase agreement.

***attached "purchase_agreement.pdf"

=== UPDATE Cintia Schutt: 5/28/2009 1:38:22 PM
- 0.02 Hours worked on 28-May-09

ZDM1XBGV98E [REDACTED] 08 CAL 848 PEARL WHITE-RGB ACTIVE 66643 04/19/2008 04/18/2010
N [REDACTED]

=== UPDATE Cintia Schutt: 5/28/2009 1:19:45 PM
- 0.08 Hours worked on 28-May-09

Dealer Hattar Motorcycles, Inc

ACTIVE 04/19/2008 04/18/2010

Warranty Hx:

Repair Date 10/19/2008
Milage 2564
887DNA04 SUBLET WORK UP TO 5
Electrical - Generate/charge

Repair Date 10/02/2008
Milage 2564
887DNA04 SUBLET WORK UP TO 5
Performance - Engine stalled

Repair Date 10/21/2008
Milage 3508
887DNA04 SUBLET WORK UP TO 5
Manufacture - Improper assembly/adjust.

Repair Date 10/25/2008
Milage 3793
Performance - Poor engine performance
12021532A VERT.CYLINDER-PISTON 848/08
12021522A HORIZ.CYLINDER-PISTON 848/0

Repair Date 10/25/2008
Milage 3793
Improper clearance - Leak (coolant/gas)
54840741B WATER RADIATOR 1098S/07

=== UPDATE Cintia Schutt: 5/28/2009 11:08:32 AM
- 0.02 Hours worked on 28-May-09

-----Original Message-----

From: [REDACTED]
Sent: Thursday, May 28, 2009 10:58 AM
To: Cintia Schutt
Subject: 848 stalling issue

Good morning Cintia,

Wanted to inform you that I had another rolling stall on my bike this morning. Same kind of situation as in the past. I've left a message for Michael from Hattar to call me.

This follows several 'pops' including one yesterday morning in first as I was slowing in thick traffic on the 880 waiting to move into the car pool lane. I caught it by increasing the revs since it was not a safe place to see if the bike would stall although my instinct tells me it would have if I hadn't reacted .

Was starting to feel optimistic at the weekend after taking the bike on the track last Friday which went great with no problems - not surprising really since I hardly used first gear.

That optimism dissappeared this morning ...



Sent from my iPhone

=== UPDATE Cintia Schutt: 5/28/2009 9:23:39 AM
- 0.02 Hours worked on 28-May-09

Check mailed to customer today.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 5/20/2009 11:52:55 AM
- 0.0 Hours worked on 20-May-09
- Set Reminder for Cintia Schutt at 5/28/2009 11:00:00 AM

Phone the customer and see how bike is performing.

=== UPDATE Cintia Schutt: 5/20/2009 9:15:48 AM
- 0.02 Hours worked on 20-May-09

From: Cintia Schutt
Sent: Wednesday, May 20, 2009 9:09 AM
To: [REDACTED]

Subject: RE: Contact Request

Hello Mr. [REDACTED]

I submitted a check request on Monday with hopes that it will be mailed out this week.

I'll follow up with you next week to see how your 848 is performing. As always, don't hesitate to contact me should you have any questions.

Warm regards

=== UPDATE Cintia Schutt: 5/20/2009 9:09:18 AM
- 0.02 Hours worked on 20-May-09

From: Cintia Schutt
Sent: Wednesday, May 20, 2009 9:09 AM
To: [REDACTED]
Subject: RE: Contact Request

Hello Mr. [REDACTED]

I submitted a check request on Monday with hopes that it will be mailed out this week.

I'll follow up with you next week to see how your 848 is performing. As always, don't hesitate to contact me should you have any questions.

Warm regards,
Cintia

From: [REDACTED]
Sent: Wednesday, May 20, 2009 8:56 AM
To: Cintia Schutt
Subject: Re: Contact Request

Yes have had the bike back for about 5 days now and so far no stalls - seems to be running smoothly. Fingers crossed...!
Hoping to get it on the track this Friday...

If you could send the check to my H street address that would be great.

Thank you.

[REDACTED]

=== UPDATE Cintia Schutt: 5/18/2009 3:45:06 PM
- 0.02 Hours worked on 18-May-09

Request for payment submitted to TM, signed off, and taken to accounting \$180

=== UPDATE Cintia Schutt: 5/18/2009 7:57:38 AM
- 0.02 Hours worked on 18-May-09
- Priority changed from [Medium] to [Low]

=== UPDATE Cintia Schutt: 5/15/2009 11:04:19 AM
- 0.02 Hours worked on 15-May-09

From: Tony Munoz
Sent: Friday, May 15, 2009 11:02 AM
To: Cintia Schutt
Subject: RE: Contact Request

Cintia,

Please refund Mr. [REDACTED] for the track day he was unable to attend do the ongoing warranty concerns with his motorcycle.

Thank you,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Cintia Schutt: 5/15/2009 11:04:12 AM
- 0.02 Hours worked on 15-May-09

From: Cintia Schutt
Sent: Friday, May 15, 2009 11:03 AM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Michael from Hattar has advised that the repairs to your 848 have been successfully completed, and that your 848 has been returned to you. I will follow up with you late next week to see how the bike is performing.

In regards to your track day reimbursement; I will be issuing a check request for \$180. Would you like this mailed to your H Street address in San Rafael?

Warm regards,

Cintia Schutt
Technical Representative
Customer Service

=== UPDATE Cintia Schutt: 5/15/2009 10:59:08 AM
- 0.02 Hours worked on 15-May-09

From: Cintia Schutt
Sent: Friday, May 15, 2009 10:59 AM
To: Tony Munoz
Subject: FW: Contact Request

Hello Tony,

Please reply with written confirmation of reimbursement for the missed track day due to the concern with Mr. Hardwidge's 848 so I may issue a check request.

Thanks,

Cintia Schutt
Technical Representative
Customer Service

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E-Fax (408) 716-2696

=== UPDATE Cintia Schutt: 5/15/2009 10:56:42 AM
- 0.05 Hours worked on 15-May-09

I phoned Hattar,

Michael stated he delivered the bike to the customer on Wednesday

=== UPDATE Cintia Schutt: 5/13/2009 3:19:19 PM
- 0.02 Hours worked on 13-May-09
- Problem type changed from [CUS - Bike problem/concern] to [CUS - Bike Stalling]

=== UPDATE Cintia Schutt: 5/13/2009 11:04:31 AM
- 0.12 Hours worked on 13-May-09

Per JF -

He was at the dealership yesterday

He was not advised that the bike was idling poorly, or that the TB had an issue

I phoned to confirm

Per MM, the airbleeds were adjusted, the feeler gauge test was fine though and it doesn't idle great, idling a bit rough

Per MM, since the stall getting off the freeway, he stated that since the last time it stalled, they've put another 30 miles on the bike with no stalling

Per MM, the bike is running as good as it's going to.

They will phone the customer today for pick up

Hattar to fax over complete RO history with in / out dates.

=== UPDATE Cintia Schutt: 5/13/2009 9:35:48 AM
- 0.03 Hours worked on 13-May-09

Per JF --

They tested the bike again yesterday, 80 miles, no stalling noted

At this point he indicated that the bike is running smoothly, and he feels it is ready to get it back to the customer.

He stated he will be in the office shortly

Pending further discussion....

=== UPDATE Cintia Schutt: 5/13/2009 8:34:58 AM
- 0.02 Hours worked on 13-May-09

From: Cintia Schutt
Sent: Wednesday, May 13, 2009 8:35 AM
To: [REDACTED]
Subject: RE: Contact Request

Hello Mr [REDACTED]

I received the disappointing news from Hattar late yesterday . Management had already confirmed that they would reimburse for the lost track day if you were unable to attend. That will not be a problem. I would like to hold off on the request however, until we know if we can resolve the concern with your 848. If you require immediate reimbursement, just let me know and I'll issue a check request.

The Regional Service Manager was going to visit Hattar yesterday afternoon to inspect your 848. I don't have an update as of yet, but will be phoning you sometime today to discuss his findings.

Warm regards,

Cintia Schutt
Technical Representative
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E-Fax (408) 716-2696

From: [REDACTED]
Sent: Wednesday, May 13, 2009 8:17 AM
To: Cintia Schutt
Cc: [REDACTED]
Subject: Re: Contact Request

Hi Cintia,

Well my track day came and went on Friday without my bike. As late as Thursday Hattar told me they would be able return my Bike back Thursday evening but I then received a call at 8pm telling me it was not ready. I contacted the Track Day organizers to see if I could do it on Saturday but they repeated there policy of not returning money within 15 days of the event - see email below.

So Im currently \$180 out of pocket and still have no bike after a month in the shop (Im out significantly more when I consider the depreciation on this bike while its been sittling in the garage all these months). Last I spoke to Michael at Hattar on Sunday and they were still not happy with the newest Throttle Bodies (the third new set) - seems like they are being shipped very poorly and either getting damaged or leaving the factory with poor QC.

I have included my confirmation emails from Z2 showing the money I've lost so that Ducati can refund me this as I await more information from Hattar or yourselves on my Bike.

Do you have a contact for the main manager at DNA please.

Regards
[REDACTED]

On May 8, 2009, at 7:23 PM, David Ben-Jamin - Z² Track Days wrote:
Hi [REDACTED] Sorry for the late reply. We were at the track all day today. Unfortunately, even if I did see your email this morning, I would not have been able to transfer your spot. Once we're within 15 days of an event, we can't do any cancellations or credits of any kind. There is still one spot available in the Novice School and you are welcome to purchase it if you'd like but I can't credit you for the day. Sorry for the inconvenience. Hope to see you soon.

--David

On Mar 25, 2009, at 2:25 PM, Zoom Zoom Track Days Customer Service wrote:

Thank you for your reservation #AA2954.

Name: [REDACTED]
[REDACTED]

[REDACTED]
City, State, Zip: San Rafael, CA [REDACTED]
Country: US

Payment Method: Credit Card (amex)

Daytime Phone [REDACTED]

Evening Phone:

Quan	Description	Price
1	Novice School - 8 May 2009 @ Thunderhill	\$180.00
ORDER TOTAL		\$180.00

Rider: [REDACTED]

Should you have a question about your reservation, or about other Zoom Zoom Track Days events, please reply to this message and let us help.

Always reference your reservation number when calling for a status. You can visit your account maintenance page to check order status. Remember, you can always visit our site at:

<http://zoomzoomtrackdays.com/>

Regards and thanks for your business!

Zoom Zoom Track Days
4790 Caughlin Pkwy. #280
Reno, NV 89519
(888) 929-ZOOM (9666)

=== UPDATE Cintia Schutt: 5/12/2009 10:55:39 AM
- 0.3 Hours worked on 12-May-09

I phoned Michael McDonald regarding this bike

He stated that the bike is still there and after they put it together, it ran like shit

He stated that the new throttle plates were not set properly

He got it to stall yesterday, came up to a stop light after getting off the freeway and it stalled; however, this morning he could not duplicate stalling - but bike still running and idling poor

JF is coming up to take a look at another bike, and will also check this bike as well.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 5/11/2009 2:58:26 PM

- 0.0 Hours worked on 11-May-09

- Set Reminder for Cintia Schutt at 5/12/2009 11:10:00 AM

Phone Michael and confirm that repairs have been made.

Follow up with customer.

=== UPDATE Cintia Schutt: 5/7/2009 1:28:53 PM

- 0.02 Hours worked on 07-May-09

I phoned MM at Hattar - he stated that all the parts arrived yesterday, and they are currently reassembling the bike.

=== UPDATE Cintia Schutt: 5/1/2009 12:22:41 PM

- 0.02 Hours worked on 01-May-09

VM left by Michael McDonald: the heads for this bike should be back by Tuesday, so as long as parts are in on Wednesday, they can get this bike back to the customer.

=== UPDATE Cintia Schutt: 4/30/2009 3:55:28 PM

- 0.18 Hours worked on 30-Apr-09

I phoned the customer

I advised that I received an update from the regional rep

Customer stated the Michael McDonald at the dealership had informed him of the same as I had yesterday (regarding the cams) and that the throttle bodies received were defective

I advised that the throttle bodies were maladjusted, however we were unsure if it was due to shipping damage, or if they came that way from the factory either way we've ordered another set.

I advised that the cams were that were "scuffed" wasn't found to contribute to the runability of the bike; however a new pair is being ordered

I advised that the valve seats were found to be leaking, as such the heads have been sent out for machining

Customer stated that the dealership stated his could possible have his bike back by Friday the 8th, the day of his track day

I advised the customer that it is possible; however we cannot guarantee he would have his bike in time for the track day next Friday

Customer stated he understood

I advised the customer I would be tracking the parts shipment, and that we've been advised the cylinder heads should be back to the dealership on Tuesday, and if parts ship tomorrow, they should arrive Tuesday or Wednesday of next week

I also made it very clear that there could be unexpected delays and again stated he may not have his bike back in time for his track day on the 8th

Customer stated understandable, but he'll hope

I told the customer I would be back in touch as soon as I have tracking information on his parts, and to phone me if he had any questions in the interim

=== UPDATE Cintia Schutt: 4/30/2009 12:16:48 PM
- 0.02 Hours worked on 30-Apr-09

From: Cintia Schutt
Sent: Thursday, April 30, 2009 12:16 PM
To: John French
Cc: Jon LaForte; Tony Munoz; Austin Gray; Michael McDonald
Subject: RE: [REDACTED]

Hello John,

Thank you for the thorough update. I'll be contacting the customer this afternoon.

Regards,
Cintia

From: John French
Sent: Thursday, April 30, 2009 10:44 AM
To: Cintia Schutt
Cc: Jon LaForte; Tony Munoz; Austin Gray; Michael McDonald
Subject: RE: [REDACTED]

Cintia,
My inspection revealed the following:

- 1 Compression was within spec--- Hattars compression gauge was/is defective.
- 2 There is VERY minor leakage from the exhaust valves on both cylinders (I would not consider this abnormal for a 7000+- mile motorcycle)
- 3 There is some minor scuffing on 2 of the camshafts (Vert inlet and Horiz exhaust) This is not affecting performance in any way.
- 4 Three Closing valve clearances were slightly out of spec which most likely caused the scuffing of the camshafts.
- 5 The long awaited throttle body set is either maladjusted from the factory or damaged in transit. (TBD)

Following discussion with Jon LaForte we will be performing the following repairs:

- 1 We will remove the cylinder heads and send out for deluxe, expert, valve seating attention (i.e. better than factory production tolerances)
- 2 We will be installing 2 new camshafts and setting the valve clearances to optimum specifications.
- 3 We will be timing the camshafts with a lift gauge and degree wheel to ensure optimum performance.
- 4 We will be installing another new throttle body assembly.
- 5 We will be tuning the engine to the best of my/our ability.

All the required parts are available and will be ordered VOR today. The cylinder heads will be going to Edco today for pick up ETA of Tuesday when the parts will hopefully arrive.

IF everything goes according to plan a realistic completion date is Friday May 8th.

I have every reason to believe the results of this work will address the customers complaint.

Regards,

John French
Service Area Manager

Ducati North America
john.french@ducati.com

www.ducatiusa.com
Phone: 408-391-2620

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=== UPDATE Cintia Schutt: 4/29/2009 4:58:24 PM
- 0.02 Hours worked on 29-Apr-09

From: Cintia Schutt
Sent: Wednesday, April 29, 2009 4:58 PM
To: John French
Subject: [REDACTED]

Hello John,

Mr. [REDACTED] would like a detailed list of what we found, what we are going to do, and when we may expect his bike to be repaired. Could you please put together a quick summary regarding this bike once you've finished your inspection.

I advised Mr. [REDACTED] that he will not make his track day - he was not happy; however just wants an honest assessment and resolution.

Thanks,
Cintia Schutt

=== UPDATE Cintia Schutt: 4/29/2009 4:45:26 PM
- 0.05 Hours worked on 29-Apr-09

JF stated that this bike is in bits:

The valve clearances are all over the place

Two of the closing lobes on one cam has coating coming off and one lobe on another

Has slightly leaky valves on one cylinder, but compression is okay.

This bike is not running this week, and parts won't be received by next week

The Throttle Bodies are way out of adjustment from the factory.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 4/29/2009 11:33:02 AM
- 0.0 Hours worked on 29-Apr-09
- Set Reminder for Cintia Schutt at 4/29/2009 4:15:00 PM

Get update on this bike

Customer has asked for replacement

=== UPDATE Cintia Schutt: 4/29/2009 11:32:44 AM
- 0.15 Hours worked on 29-Apr-09

I phoned the customer 415 342 7285

I advised that that Regional Representative visited the dealership yesterday and stalling was confirmed

I advised that the Rep would be returning to the dealership today, and would be performing further inspections

Customer stated that he is frustrated with this repair and he has a track day next week and wants his bike, or a bike to ride

Customer stated that he would like a new bike if they cannot figure out what is wrong

Customer needs a conclusion to this in the very near future, not only due to the track day, but because the bike has been out of his hands a long time

Customer stated that due to all the unknowns that he cannot sit here and wait for us to figure out what is wrong

Customer stated that he has been patient and it has been difficult and long process to diagnose a stalling concern

Customer stated that if there is no definite conclusion as to what the concern is, then DNA needs to admit this is "Lemon" and work towards a replacement

Customer asked for me to phone him back at the end of the day with the Representative's findings

I advised the customer that his frustration is understandable and that we appreciate his incredible patience during this process

I advised the customer I would follow up with him at the end of the day - either way

=== UPDATE Cintia Schutt: 4/29/2009 11:23:55 AM
- 0.02 Hours worked on 29-Apr-09

Per JF - he will be going to the dealership again this afternoon ; hopefully he'll have some indicating of how to proceed later.

=== UPDATE Cintia Schutt: 4/29/2009 8:07:42 AM
- 0.02 Hours worked on 29-Apr-09

Per conversation with JLF and JF / JF went to dealership and was able to duplicate stalling.

JF to complete stalling checklist.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 4/28/2009 2:43:32 PM
- 0.0 Hours worked on 28-Apr-09
- Set Reminder for Cintia Schutt at 4/28/2009 4:00:00 PM

Phone JF for update

=== UPDATE Cintia Schutt: 4/28/2009 9:54:27 AM
- 0.03 Hours worked on 28-Apr-09

Per JF he is on his way to the Dealership

JF stated that Michael McDonald stated that the bike runs worse with the new TB, and that the crankshaft preload is too tight

JF stated that he will phone me back later today with his findings.

=== UPDATE Tony Munoz: 4/27/2009 10:57:08 AM
- 0.03 Hours worked on 27-Apr-09

Per JF, Michael from Hattar states that the throttle bodies have been installed. Michael reports that they still cannot reproduce the stalling concern.

JF advised the dealer to test ride the bike again to try to reproduce the stalling and report back their findings.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 4/24/2009 9:16:21 AM
- 0.0 Hours worked on 24-Apr-09
- Set Reminder for Cintia Schutt at 4/25/2009 11:00:00 AM

Phone Hattar

=== UPDATE Cintia Schutt: 4/22/2009 4:11:25 PM

- 0.02 Hours worked on 22-Apr-09

From: Michael McDonald [mailto:michael@hattarmoto.com]
Sent: Wednesday, April 22, 2009 4:11 PM
To: Cintia Schutt
Subject: Re: VOR 323561 didn't go DHL DMH 2009R_20200 [REDACTED]

I WAS GOING TO CALL YOU MOMENTARILY, THE TB'S DID SHOW UP TODAY. BIKE IS BEING FIT INTO CALENDAR THURSDAY AM

MICHAEL

=== UPDATE Cintia Schutt: 4/22/2009 4:05:48 PM
- 0.02 Hours worked on 22-Apr-09

From: Cintia Schutt
Sent: Wednesday, April 22, 2009 4:05 PM
To: 'michael@hattarmoto.com'
Subject: FW: VOR 323561 didn't go DHL DMH 2009R_20200 [REDACTED]

Hello Michael,

Hopefully those throttle bodies should show up today, if they haven't already. Please let me know when the bike is on the bench.

Thanks,
Cintia

=== UPDATE Cintia Schutt: 4/22/2009 4:03:46 PM
- 0.02 Hours worked on 22-Apr-09

From: Kendra Roth
Sent: Wednesday, April 22, 2009 4:01 PM
To: Cintia Schutt
Subject: RE: VOR 323561 didn't go DHL DMH 2009R_20200

There seems to be two AWB#'s associated with this shipment.

[REDACTED] - Says it's scheduled for delivery today.
[REDACTED] - Was delivered yesterday

You can contact Fed Ex at this point for follow up.

From: Cintia Schutt
Sent: Wednesday, April 22, 2009 3:51 PM
To: Kendra Roth
Subject: VOR 323561 didn't go DHL DMH 2009R_20200

Hello Kendra,

Do you have a way to contact Romell's resource at DSV to track this shipment? Any help is appreciated :

Thanks,
Cintia

=== UPDATE Cintia Schutt: 4/21/2009 4:20:30 PM
- 0.07 Hours worked on 21-Apr-09

I phoned Hattar and asked for Michael

I asked Michael if the Throttle Bodies showed up yet

He stated they have not

I advised that they shipped from DMH on the 15th; however, they did not ship DHL

I advised that logistics had flagged the order which was supposed to convert to overnight as soon as it arrived in the US

Michael stated he would advise the customer the part has shipped and is in the US and we are trying to obtain tracking info

=== UPDATE Cintia Schutt: 4/17/2009 2:12:09 PM
- 0.02 Hours worked on 17-Apr-09

Order 323561
Shipped 04/15/2009 - did not go DHL

DMH Shipment 2009R_20200
DMH Invoice 2009F_15572_1

=== UPDATE Cintia Schutt: 4/15/2009 4:08:06 PM
- 0.03 Hours worked on 15-Apr-09

I phoned the customer:

I advised that there was a concern with the throttle bodies on his bike, and that they were placed on order Saturday; however, due to the Easter Holiday there has been a slight delay in shipment. I am hoping that these ship tomorrow and would follow up with him to advise as I learn further.

Customer thanked me for the follow up.

=== UPDATE Cintia Schutt: 4/15/2009 4:01:51 PM
- 0.02 Hours worked on 15-Apr-09

From [REDACTED]
Sent: Wednesday, April 15, 2009 11:51 AM
To: Cintia Schutt
Subject: Re: Contact Request

Hi Cintia,
Just wondering if you have any information on what the plan is with my bike. Hattar picked it up on the 7th and I've not heard anything since .
Do you know what's happening?

[REDACTED]

Sent from my iPhone

=== UPDATE Cintia Schutt: 4/15/2009 9:20:42 AM
- 0.02 Hours worked on 15-Apr-09

Order 323561 still has not shipped in the system.

=== UPDATE Cintia Schutt: 4/14/2009 11:13:27 AM
- 0.02 Hours worked on 14-Apr-09

Per JF - TB being installed per DMH...

=== UPDATE Cintia Schutt: 4/14/2009 9:05:52 AM
- 0.05 Hours worked on 14-Apr-09

Throttle Bodies - 28240801A

VOR order 323561 04/11/2009 04:01:33

DMH closed yesterday, should ship today.

=== UPDATE Cintia Schutt: 4/14/2009 8:58:24 AM
- 0.02 Hours worked on 14-Apr-09

*****Stalling DDD attached see "09F-StallingDiagnosis.pdf"

Throttle bodies on order for this bike.

=== UPDATE Cintia Schutt: 4/7/2009 1:33:21 PM
- 0.02 Hours worked on 07-Apr-09

From: [REDACTED]
Sent: Tuesday, April 07, 2009 12:46 AM
To: Cintia Schutt
Cc: [REDACTED]
Subject: Re: Contact Request

Hi Cintia,

I've put a movie on my web page showing 6 examples of the stalling issue - all since the bike was last in at Hattar when they said they could not reproduce the problem.
I will let you know once I have spoken to Hattar to arrange taking the bike back in again.

<http://web.mac.com/nigelhardwidge/iWeb/848/Stalling.html>

thanks
[REDACTED]

=== UPDATE Cintia Schutt: 4/7/2009 1:33:07 PM
- 0.1 Hours worked on 07-Apr-09

From: Cintia Schutt
Sent: Tuesday, April 07, 2009 1:28 PM
To: Austin Gray; Jon LaForte; John French; 'michael@hattarmoto.com'
Subject: 848 Stalling - Video [REDACTED]

Hello All,

A little more information regarding this 848. First of all, Michael thank you for contacting the customer and arranging to pick up his bike!

The customer indicated that this bike stalls intermittently. Either when in neutral, or when the clutch is pulled in. Customer states that the bike stalls at any temperature. There is no specific pattern other than it occurring at random times when either in neutral or when clutch is pulled in (while moving). Customer stated sometimes the bike will stall several times a day. The bike will also will go a day or two and demonstrate no stalling.

Customer stated that after his last visit to the dealership, the bike stalled within 3 miles from the dealership.

Mileage when stalled in the video link are as follows: 6037, 6039, 6056, 6154, 6259, 6356. The footage was obtained over a period of approximately two weeks. The bike currently has 6900 miles on it.

Hope this helps,
Cintia

=== UPDATE Cintia Schutt: 4/7/2009 1:20:42 PM
- 0.1 Hours worked on 07-Apr-09

I phoned the customer and confirmed information regarding the video:

Customer states Michael from Hattar has already phoned in and will be picking up the bike

Only happens in town, in traffic, or having to slow down , customer states that when he is out on rides it doesn't stall; only when at a stop in neutral, or coming to a stop, or rolling with clutch in

I asked the customer over how many days this footage was obtained

Customer stated he had the camera mounted for approximately two weeks

I asked the customer how many miles after his last visit to Hattar did the bike stall; customer stated within 3 miles (customer lives very near dealership)

Customer asked that I keep in touch with him regarding the repairs

I advised I would be out of town for the next few days; however that he could email me as I'll have access to email.

=== UPDATE Cintia Schutt: 4/6/2009 2:02:46 PM
- 0.02 Hours worked on 06-Apr-09
- Priority changed from [High] to [Medium]

From: Cintia Schutt
Sent: Monday, April 06, 2009 2:03 PM
To: 'u [REDACTED]'
Subject: RE: Contact Request

Dear Mr. [REDACTED]

It was a pleasure speaking with you this afternoon. Please let me know when you'll be returning your bike to Hattar. Feel free to forward any information regarding your 848. I'll be happy to pass it along to our Regional Service Manager as well as the Service Staff at Hattar.

Warm regards,

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America

10443 Bandlely Dr.
Cupertino, CA 95014
www.ducatiusa.com
Phone (408) 253-0499 Ext. 4431
E-Fax (408) 716-2696

=== UPDATE Cintia Schutt: 4/6/2009 1:59:10 PM
- 0.17 Hours worked on 06-Apr-09

Customer phoned me back:

Customer stated that the bike is stalling again, customer stated it is intermittently stalling

Customer stated that he had no problems on the weekend or when riding aggressively

Customer stated it tends to happen when sitting at an idle, or riding slower in first gear, as soon as the clutch is pulled in or in neutral

Customer stated that it will be going in for service at 7500, and was hoping to take it in there; but wants to make sure the stalling is resolved.

Customer stated that he would like to take it in now for the stalling

I agreed that he should take in now

Customer stated he has video footage of the stalling and would like to send it to me.

I advised that I would respond to his email, so that he would have my information.

Customer will forward video to me, and will contact me with the appointment date with Hattar

=== UPDATE Cintia Schutt: 4/6/2009 1:39:45 PM
- 0.02 Hours worked on 06-Apr-09

I phoned the customer:

VM left asking him to contact me at [REDACTED]

=== UPDATE Rachael Beckner: 4/6/2009 12:11:15 PM
- 0.08 Hours worked on 06-Apr-09
- Forwarded to SUPPORT REP: Cintia Schutt
- Priority set to [High]

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Monday, April 06, 2009 11:54 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]

City: San Rafael
Country: United States
State/Province: California
Zip code: [REDACTED]

[REDACTED]

Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: ZDM1XBGV98E [REDACTED]
Do you own another bike: YES
Brand: DUCATI
Family: Supersport
Model: 800
Purchasing date: 2006
Subject of message: Service

Questions or Comments: Im following up on a previous complaint - Stalling. My bike is 1 year old and I still have it stall in first when clutch pulled in. Last time dealer said they could not reproduce - 2 miles away from dealer while riding it home it stalls at 15 mph. So I mounted my video camera and now have evidence half a dozen examples of it stalling - while stationary at lights or when moving. One example it stalls at 22 mph. Another example it suddenly stalls while sitting in neutral at lights. The bike is due for its 7000 service soon. Hattar Motors have had this bike to fix this problem 7-8 times and cannot find a solutions. A new stock bike should not stall like this. I think it dangerous that the bike can stall while filtering onto a rushhour freeway for example. I've been told many things including that fitting termi's will cure the problem I cannot afford to do that and don't think I should have to having paid \$15000 for a new Bike. I would like to know what Ducati plans on doing.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 4/6/2009 12:11:06 PM

- 0.0 Hours worked on 06-Apr-09
- Set Reminder for Cintia Schutt at 4/6/2009 12:23:40 PM

Cintia,

We received another email from Mr. [REDACTED] I saw you were working with him before and since you and TJ are about even I decided to go ahead and forward this onto you. Please let me know if you would like me to send a response to this customer. I figured with his previous history it would be better if someone contacted him.

Thank you,
R

=== UPDATE Cintia Schutt: 3/9/2009 9:05:14 AM

- 0.02 Hours worked on 09-Mar-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

Close pending further response from Dealership or Customer.

=== UPDATE Cintia Schutt: 2/26/2009 3:11:59 PM

- 0.02 Hours worked on 26-Feb-09

I left a msg for MM at Hattar

Eric at dealership stated that the bike has not come back in yet.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 2/26/2009 9:45:58 AM

- 0.0 Hours worked on 26-Feb-09
 - Set Reminder for Cintia Schutt at 2/26/2009 11:00:00 AM
- Phone MM for an update

=== UPDATE Tony Munoz: 2/18/2009 11:59:02 AM

- 0.03 Hours worked on 18-Feb-09
- From: Penazzo Francesco
To: Jon LaForte
Cc: Paradisi Marco; Monti Matteo; Dan Green; Austin Gray
Sent: Mon Feb 16 07:43:47 2009
Subject: R: 2008 848- Hattar - ZDM1XBGV98E [REDACTED] stalling
Hi Jon,

sorry but there is something wrong. We are not going to replace cylinders and pistons again on this bike !
The problem, if exist, is not related to the cylinders and we think that the compression test was done in the wrong way (otherwise with the first replacement you should solve the complain).
Now please change and check the bike throttle body and keep us updated.
In the meantime we are waiting the first cylinders and pistons replaced, give me details about this shipment.

Francesco

PS please Jon update your DDD with our last check list we agreed together, delete the leakdown test suggest just the compression test as official Ducati test for compression (are we sure that dealers are able to perform this test in the proper way ?). Send us a copy for approval by end of this week. Thank you.

Francesco Penazzo

Service After Sales Manager

Ducati Motor Holding spa

Via Cavalieri Ducati, 3

40132 Bologna, Italy

tel. +39.051.6413.605

mob. +39.347.0648.855

fax +39.051.405.671

francesco.penazzo@ducati.com <mailto:francesco.penazzo@ducati.com>

www.ducati.com <blocked::www.ducati.com>

Da: Jon LaForte

Inviato: venerdì 13 febbraio 2009 23.15

A: Penazzo Francesco

Cc: Paradisi Marco; Monti Matteo; Dan Green; Austin Gray

Oggetto: 2008 848- Hattar - ZDM1XBGV98E [REDACTED] stalling

Ciao Francesco,

Hattar has a 2008 848 [REDACTED] that stalls, DDD attached. The motorcycle diagnosis points to multiple problems. The bike will be receiving new throttle bodies due to the erratic TPS signal. Also, it has low compression and bad leakdown. (Vert comp 125, Horiz comp 135). This bike was at Hattar approximately 2000 miles ago (4 months) exhibiting the same concern (low compression/ bad leakdown). At that time Hattar replaced cylinders and pistons for the low compression. After repairs the compression came up to over 190 both cylinders, but has now returned with the numbers shown above. The compression and leakdown have been performed multiple times with the same results.

The Service Area Manager has asked form authorization from DMH to replace pistons and cylinders again for the low compression and leakdown.

Thank you,

Jon

From: Dan Green

Sent: Friday, February 13, 2009 6:15 AM

To: Tony Munoz; Ben MacLean; Jon LaForte; Austin Gray

Subject: DDD - Hattar - ZDM1XBGV98E [REDACTED]

All,

This is the latest DDD for the 848 from Hattar (customer is Hardwidge). As discussed yesterday in the buyback meeting, I am instructing Michael at Hattar to order throttle bodies, replicate the stalling condition, and I'm awaiting feedback from Italy as to whether or not they want to replace the piston/cylinders again.

Thanks,

Dan Green

Southwest Area Service Manager

=== UPDATE Tony Munoz: 2/18/2009 10:59:34 AM

- 0.02 Hours worked on 18-Feb-09

Attached DDD

=== UPDATE Cintia Schutt: 2/17/2009 2:43:38 PM

- 0.03 Hours worked on 17-Feb-09

Per DG - he was at Hattar and was advised that the customer picked the bike back up to do a track day --

Bike is no longer at Hattar

The only think Hattar did was change the oil, everything checked out okay;

Bike is expected back in, customer just took it for the trackday.

=== UPDATE Cintia Schutt: 2/11/2009 4:26:35 PM
- 0.02 Hours worked on 11-Feb-09

I phoned DG, he is still looking over the DDD and will phone me back once he has a determination

=== UPDATE Cintia Schutt: 2/11/2009 4:21:39 PM
- 0.05 Hours worked on 11-Feb-09

From: Austin Gray
Sent: Wednesday, February 11, 2009 4:14 PM
To: Cintia Schutt
Subject: FW: [REDACTED], N - 09F-DrivabilityDiagnostic.pdf

Austin Gray
National Service Manager

Ducati North America
10443 Bandley Dr.
Cupertino, CA 95014
agray@ducatiusa.com
Phone: 408-343-4416
Fax: 408-608-1935
www.ducatusa.com

From: Michael McDonald [mailto:michael@hattarmoto.com]
Sent: Wednesday, February 11, 2009 12:24 PM
To: 'Dan Green'; 'Austin Gray'
Subject: [REDACTED], N - 09F-DrivabilityDiagnostic.pdf

SEE NOTES. TPS TYPICALLY STAYING NOW AT 1.5 BUT SOMETIMES IS RETARDING TO 1.2 WHEN ENGINE TURNED ON. OCCASIONALLY ALSO SHOWING PARTIAL THROTTLE ON DDS WHILE IDLING, BUT THEN RESTART BIKE AND IT WILL BE "IDLE". IS THIS AN ECU READING ERROR OR A TPS-THROTTLEBODY ISSUE?

THIS BIKE ALSO HAS HAD CYLINDERS REPLACED ONCE, WE RODE BIKE 75 MILES TO ASSIST WITH BREAK-IN BUT LOOKING AT LEAKAGE AND COMPRESSION, IT APPEARS THEY ARE GLAZED AGAIN. NO OIL IN AIRBOX, JUST STALLING PER CUSTOMER CLAIM ALTHOUGH I HAVE RIDDEN THIS BIKE SEVERAL TIMES AND NO MATTER HOW RETARDED I RIDE IT, IT WILL NOT STALL.

THE FUEL PRESSURE READING IS WITH ENGINE NOT RUNNING. READS 3.32 BAR WITH ENGINE RUNNING.

MICHAEL

=== UPDATE Cintia Schutt: 2/11/2009 4:14:33 PM
- 0.27 Hours worked on 11-Feb-09

I phoned Michael at Hattar who indicated that he has not been able to duplicate the concern; however a DDD was done and sent to DG and AG; DG asked if the TB have been replaced, and MM stated no. MM stated that the customer has "glazed"

another set of cylinders. At this time, MM will be taking the bike out with the customer to see if the customer is able to duplicate the stalling based on how the bike is stalling.

Low compression and 16% leakage on one and 10% on the other on cylinders that were replaced at 3,000 miles.

=== UPDATE Cintia Schutt: 2/4/2009 2:34:46 PM

- 0.08 Hours worked on 04-Feb-09

Customer left a VM at 13:40

Customer indicates that as soon as he picked up it up from Hattar on the way home and had a "moving stall at 15mph in first gear, same as before pulling the clutch in, w/ no acceleration" while in 1st gear

Customer stated bike stall in static when pulling clutch out with no throttle

Customer stated bike kicked in 1st gear when clutch pulled in, however this particular time it did not stall

Customer will be taking the bike back in on Saturday when he changes the tire, and MM has already been advised. Customer states that MM stated that a possibly replacing the throttle bodies

Customer stated that I could phone him if I need further information ; but was just letting me know what was going on.

=== UPDATE Cintia Schutt: 2/3/2009 2:52:52 PM

- 0.13 Hours worked on 03-Feb-09

I phoned the customer

I advised that MM from Hattar phoned with an update and that they believe the stalling may be attributed to the throttle bodies, as they were not in sync. I advised that we believe this has been causing the intermittent stalling he has been experiencing.

Customer stated that he had not heard from Michael, but was pleased that they were able to find something

Customer stated he will ride the bike over the next couple weeks, and contact me if he experiences any further concern.

I advised the customer I would follow up with him in about 1½ weeks to see how his bike is running.

=== UPDATE Cintia Schutt: 2/3/2009 12:03:16 PM

- 0.08 Hours worked on 03-Feb-09

I phoned Michael at Hattar to obtain an update

Michael stated that they couldn't duplicate starting however, they did find that the throttle bodies were not synchronized which would cause the bike to run leaner, especially if customer lugging

Michael adjusted horizontal throttle stop as it was hitting while vertical was in spec

Michael cannot duplicate any further stalling even lugging the bike

Michael stated that he would be contacting the customer today.

=== UPDATE Cintia Schutt: 1/29/2009 2:59:27 PM

- 0.02 Hours worked on 29-Jan-09

I left a message for Michael at Hattar

=== UPDATE Cintia Schutt: 1/27/2009 1:28:25 PM

- 0.07 Hours worked on 27-Jan-09

I phoned Michael at Hattar -

I advised Michael that the customer left a VM indicating that his bike is stalling again

I advised Michael that I would like the customer to bring the bike back in and for Michael to ride it for a few days

Michael stated to have the customer phone him.

I phoned the customer

The customer stated that the bike has stalled twice since, has some moments of hesitation, and threw a code since he last picked it up

I advised the customer to contact Hattar and schedule an appointment so Michael can ride it for a few days to attempt to duplicate this concern.

Customer stated he would phone Hattar and try to arrange for the bike to be picked up today.

I advised the customer I would follow up with him before the end of the week.

=== UPDATE Cintia Schutt: 1/27/2009 12:25:21 PM

- 0.13 Hours worked on 27-Jan-09

I phoned MM back at Hattar and left another VM

=== UPDATE Cintia Schutt: 1/27/2009 12:16:37 PM

- 0.02 Hours worked on 27-Jan-09

Michael left a VM returning my call

=== PRIVATE MEMO - UPDATE Cintia Schutt: 1/27/2009 8:17:32 AM

- 0.0 Hours worked on 27-Jan-09

- Set Reminder for Cintia Schutt at 1/27/2009 11:30:00 AM

Phone MM at Hattar

Phone customers

=== UPDATE Cintia Schutt: 1/26/2009 12:09:51 PM

- 0.02 Hours worked on 26-Jan-09

- Forwarded to SELF: Cintia Schutt

- Priority set to [Low]

Customer left a VM

Customer stated that the bike has been in the shop several times, and that the shop wasn't able to find the problems, bike now has an engine light problem and is going back in;

Cell 415.342.7285

=== UPDATE Cintia Schutt: 1/16/2009 3:42:36 PM

- 0.05 Hours worked on 16-Jan-09

- Request CLOSED

- Priority changed from [Medium] to [N.A]

I phoned the customer

He stated that the bike hasn't stalled in the last two days

Customer stated that the bike had a bit of a kick this morning but did not stall, but he is hoping that with the recent recall that perhaps this concern is resolved.

Customer stated that he is not convinced just yet that the concern has been resolved

Customer stated sometimes it won't do anything for several days, and then acts up several times in one day

Customer stated he would contact me and Michael should the concern present itself again.

=== UPDATE Cintia Schutt: 1/16/2009 10:25:57 AM

- 0.05 Hours worked on 16-Jan-09

Michael McDonald from Hattar phoned regarding this bike and stated that the customer picked up the bike two days ago.

Michael stated that the customer has followed up with the dealership and advised that that bike hasn't stalled since and that the customer stated the bike had stalled once over a week before it came in

Michael stated that they could not duplicate the stalling and that the customer was going to give the bike a thorough ride this weekend. Michael stated he would contact me if the bike comes back.

=== UPDATE Cintia Schutt: 1/14/2009 4:10:27 PM

- 0.08 Hours worked on 14-Jan-09

Per Eric in Service, they still cannot replicate the problem.

Eric stated that customer alleges stalling at low speeds, coming to a stop, and when splitting lanes.

Eric stated that they have tried to duplicate all the same riding conditions but cannot replicate the concern.

=== UPDATE Cintia Schutt: 1/13/2009 10:10:12 AM

- 0.03 Hours worked on 13-Jan-09

I phoned Michael at Hattar

He stated that he has not been able to duplicate the stalling on this bike, and is currently working on it

Michael stated he would give me an update as he knows further.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 1/12/2009 10:02:48 AM

- 0.0 Hours worked on 12-Jan-09

- Set Reminder for Cintia Schutt at 1/13/2009 9:00:00 AM

Phone Michael at Hattar and DG

=== UPDATE Cintia Schutt: 1/7/2009 3:23:40 PM

- 0.02 Hours worked on 07-Jan-09

From: Michael McDonald [mailto:michael@hattarmoto.com]

Sent: Wednesday, January 07, 2009 1:48 PM

To: Dan Green; DNA Customer Service

Subject: Re: Contact Request

Customer will be in Saturday morning.

If we again have unstable TPS readings, I have no solution to remedy the problem w/o replacing plastic throttle linkage that exhibits excessive play. This would mean a throttlebody replacement. Its also possible that problem is in stepper motor which is shown as available. Have you seen any issues with these steppers? Any other bikes with lots of play in linkage? Remember this is probably one of the higher mileage 848's out there as i am sure he is nearing 5k miles.

Please advise if you've seen similar issues.

Michael

=== UPDATE Cintia Schutt: 1/7/2009 8:10:51 AM

- 0.05 Hours worked on 07-Jan-09

From: Michael McDonald [mailto:michael@hattarmoto.com]

Sent: Tuesday, January 06, 2009 5:31 PM

To: DNA Customer Service

Cc: 'Dan Green'

Subject: Re: Contact Request

Cintia & Dan:

The stalling issue 1st came up @2564 miles. Customer stated bike was stalling at stops. Issue replicated when bike got to 185+F as indicated on dash while idling. Adjusted air bleeds, seemed to correct issue.

3508 miles: Customer again said bike was stalling, now it would stall while lane splitting when he pulled in clutch lever. Checked cam timing and leak down. Found leakage @ 8.5% on Hor, 12% on Vert. Could not fit tools on pulleys cam timing was so far off. At customer request, due to him having planned ride the upcoming weekend, we adjusted cam timing

although Dan approved replacing cylinders as well. Followed up w/customer after weekend, he stated the stalling has subsided but his bike is now leaking fluid.

3793 miles: replaced cylinder-piston assemblies & radiator. The rings were clearly polished, some odd marks on cylinders which I showed to Francesco and Marco during their visit from Italy. Did not measure pistons or cylinders but the marks are consistent with ring chatter. Ring gap was in spec and piston lands and grooves looked fine. Put motor back together, used semi synth oil and rode for 50 miles relatively hard trying to assist break-in. Bike did not stall once.

4505 miles: Customer says bike is stalling once it reaches indicated 120F. Stalling during lane splitting when engaging clutch lever. We could not replicate but on DDS the TPS was out. Checked comp & leakage, found 210 on both cylinders, leakage @ 7.5% and 9% f&r respectively. Reset tps and it would not hold a setting. The linkage between throttles on subject has lots of slop, its plastic. This is the bike I spoke to you about. Advanced TPS to 1.7, which is outside normal parameters but due to linkage, bike settles in well and runs good w/o stalling.

At this point, the likely issue is stemming from linkage but cannot say for sure as I haven't seen bike since we last set TPS to accomodate for linkage slop. You should be aware, customer is pretty reasonable but the bike is a commuter and is ridden VERY passively. At least 2" of tire edge has never seen tarmac.

I will contact customer and see if I can get bike in here asap.

Michael

=== UPDATE Cintia Schutt: 1/6/2009 3:38:05 PM
- 0.02 Hours worked on 06-Jan-09

-----Original Message-----

From: DNA Customer Service

Sent: Tuesday, January 06, 2009 3:38 PM

To: [REDACTED]

Subject: RE: Contact Request

Perfect, Thank you Mr. [REDACTED] I will notify the Regional Service Representative this afternoon and we will follow up with Hattar on Saturday. I will follow up with you next Monday or Tuesday (I believe Hattar may be closed on Monday). In the interim, do not hesitate to contact me with any questions.

Warm regards,
Cintia

Customer Service
Ducati North America
10443 Bandlely Drive
Cupertino, CA 95014
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Fax: (408)253-4099

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-----Original Message-----

From: [REDACTED]

Sent: Tuesday, January 06, 2009 3:35 PM

To: DNA Customer Service

Subject: Re: Contact Request

I will be taking the bike into Hattar at 10am this Saturday 1/10/09. I spoke with Eric.

Sent from my iPhone

=== UPDATE Cintia Schutt: 1/6/2009 3:02:23 PM
- 0.02 Hours worked on 06-Jan-09

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, January 06, 2009 3:04 PM
To: DNA Customer Service
Subject: Re: Contact Request

Ok - will do.

Thanks

Sent from my iPhone

=== UPDATE Cintia Schutt: 1/6/2009 2:58:55 PM
- 0.02 Hours worked on 06-Jan-09

From: DNA Customer Service
Sent: Tuesday, January 06, 2009 2:59 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

You will still need to take your bike into a Dealership in order for us to verify the concern you are experiencing. Once this has been done, we will notify the Regional Service Manager. He will then work with Hattar to resolve the concern with your bike. I will also follow along in this process and will keep you posted on their findings, and the way forward in ensuring your bike is repaired to your satisfaction. Please let me know when your bike will be back at Hattar.

Best regards,
Cintia

Customer Service
Ducati North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: [REDACTED]
Sent: Tuesday, January 06, 2009 2:58 PM
To: DNA Customer Service
Subject: Re: Contact Request

Thank you for the response. With all due respect was this a stock email because it didn't seem to acknowledge my issue.

The point of my request was that I HAVE given an authorized ducati dealer - Hattar Motorsports - the opportunity to diagnose the problem - FOUR TIMES! But they have not been able to fix it.

Why should a fifth time make any difference?



Sent from my iPhone

=== UPDATE Cintia Schutt: 1/6/2009 1:24:15 PM

- 0.28 Hours worked on 06-Jan-09

Warranty HX:

10/21/2008

Performance - Engine stalled

Vertical and Horizontal piston cylinder assemblies

Manufacture - Improper assembly/adjust.

Improper clearance - Leak (coolant/gas)

10/19/2008

Electrical - Generate/charge

=== REQUEST SERVICE Cintia Schutt: 1/6/2009 1:06:30 PM

- 0.02 Hours worked on 06-Jan-09

- Forwarded to SELF: Cintia Schutt

- Email NONE Selected

From: DNA Customer Service

Sent: Tuesday, January 06, 2009 1:06 PM

To: [REDACTED]

Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you are experiencing with your Ducati 848. Due to the complex nature of technical issues a proper diagnosis cannot be made, via email, by Ducati Customer Service. In order to ensure that the concerns with your 848 are properly diagnosed it is necessary to have your motorcycle inspected by an authorized Ducati dealership. It is important that our dealers are provided the opportunity to perform any required diagnosis and/or repair, as they have the training, skills, and tools required to properly service your vehicle in a safe and efficient manner.

Please inform us which authorized Ducati dealer you have selected, and the date of your scheduled appointment. Ducati North America will ensure that the Regional Service Manager contacts the dealership to assist them in addressing the concerns you are experiencing with your 848.

To find your nearest Authorized Dealership, please visit <http://www.ducatiusa.com> and click on "Dealer Locator" or call us toll free at 1-800-231-6696 and follow the voice prompts.

We look forward to assisting you in this matter.

Warm regards,
Cintia

Customer Service
Ducati North America
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411

Fax: (408)253-4099

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Monday, January 05, 2009 11:13 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name [REDACTED]
[REDACTED]
[REDACTED]

City: San Rafael
Country: United States
State/Province: California
Zip code [REDACTED]
[REDACTED]

Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: ZDM1XBGV98E [REDACTED]
Do you own another bike: YES
Brand: DUCATI
Family: Supersport
Model: 800
Purchasing date: 2006
Subject of message: Sales Related

Questions or Comments: I bought my second Ducati an 848 in April 08. It has always had stalling issues. To start I was told it was just running in. The bike has been into Hattar motorsports FOUR TIMES to try and resolve the problem and each time they try something new but I still have the same problem. It can happen at all temps. It use to just happen when stopped (at lights). Now it has been CUTTING OUT WHILST MOVING IN TRAFFIC (on the FREEWAY) which is very dangerous (try starting the bike in rush hour traffic while filtering!). Its had a new radiator and the engine rebuilt under warranty to meet specs. Still I am getting the bike cutting out and recently had the engine refuse to start for a few minutes after I shut it off. Despite many attempts the problem remains. I've been patient... I love this Bike but am now very disillusioned... Hattar seem out of ideas- just keep tweaking and telling me they fixed the problem until next time. THE BIKE IS ALL STOCK. I WOULD LIKE TO KNOW WHAT YOU RECOMMEND BEFORE I TAKE THIS FURTHER.

Reference: 26344
Title: [REDACTED]
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 1/12/2009 2:56:59 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Dealer service issue
Time in service: 23.88 hours
Hours worked: 0.07

=== UPDATE Cintia Schutt: 1/13/2009 2:47:40 PM
- 0.02 Hours worked on 13-Jan-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

=== UPDATE Cintia Schutt: 1/13/2009 2:47:27 PM
- 0.02 Hours worked on 13-Jan-09
Close pending further contact from customer

=== REQUEST SERVICE Cintia Schutt: 1/12/2009 2:56:59 PM
- 0.03 Hours worked on 12-Jan-09
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected

From: DNA Customer Service
Sent: Monday, January 12, 2009 2:55 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn that your dealership has not met with your expectations. Each Dealership is an Independent Franchisee and is responsible for the manner in which they conduct day to day operations. Ducati takes any concerns regarding authorized Ducati Dealerships seriously. Please provide the name of the dealership you are working with. This information will be forwarded to the Regional Representatives to better help in resolving your concerns. We will then follow up with you regarding their findings.

If you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "Dealer Locator".

Regards,

Customer Service

From: ducati@ducati.com [<mailto:ducati@ducati.com>]
Sent: Saturday, January 10, 2009 7:09 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

Country: United States

State/Province: Georgia

Zip code: [REDACTED]

Telephone number: [REDACTED] >

Gender: [REDACTED]

Date of birth:
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: ZDM1XBGV48V [REDACTED]
Do you own another bike: YES
Brand: DUCATI
Family: Monster
Model: 620 Capirex
Purchasing date: 2004
Subject of message: Service

Questions or Comments: I have been a loyal ducati rider for 4 years now, and I have been mainly happy with my experience with the bikes. Recently though a few minor problems with my 848 have tried my patience with the company. Back in October my radiator began leaking, from what I hear a common problem with the early bikes. The fact that it happened did not bother me but the fact that it took 6 weeks to get the part in and installed felt a little excessive. To make matters worse only a week after I got it back my charging system began overcharging, a week later I got a letter about the voltage regulator recall. I am still waiting for the parts to arrive for this recall & my dealer does not want to do it while I wait, requiring driving a total of 600 miles to have a 1 hour repair done. I really enjoy my bike, but it's getting hard to make the monthly payment on a bike that has only been running for 1 week in the past 3 months. If ducati wishes to increase their US market share they need to increase their parts distribution.

Reference: 26731
Title: [REDACTED]
Status: Closed
Requester: [Inactive 74665 - Ducati Superstore](#) 602-864-1437 / AZ
Department: [Dealership](#)
Time logged: 2/19/2009 9:11:30 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 5 days, 0.57 hours
Hours worked: 0.48

=== UPDATE Cintia Schutt: 2/24/2009 9:38:40 AM

- 0.07 Hours worked on 24-Feb-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

I phoned the customer back and left VM:

I apologized for not phoning on Friday, and advised that I was out of the office

I advised the customer that warranty approval was submitted last week and part was placed on an expedited order, part has shipped from Italy via DHL express, our tracking shows that the part is currently in the UK and should arrive at his dealership tomorrow or Thursday at the latest.

I advised the customer that Eric at Ducati Superstore has been advised of the same

I left my phone number should customer have any further questions.

=== UPDATE Cintia Schutt: 2/24/2009 9:35:16 AM

- 0.12 Hours worked on 24-Feb-09

I spoke with Eric at Superstore, the bike is leaking top left behind (as seen sitting on bike) where the mount is to the frame

Eric stated that he would love to have the money for a new radiator, but also there are some radiator shops that are brasing.

Eric asked if he should proceed with brasing versus replacement

I asked if Dan approved and new radiator placed on order

Order 320948 VOR

DHL 1138406124

Shipped 02/23/09 from DMH

2/24/2009 2:06 am Transit through DHL facility East Midlands, United Kingdom

I advised Eric it would likely arrive tomorrow or Thursday at the latest.

=== UPDATE Cintia Schutt: 2/23/2009 1:40:17 PM

- 0.18 Hours worked on 23-Feb-09

Attached RO History

=== PRIVATE MEMO - UPDATE Cintia Schutt: 2/19/2009 9:11:31 AM

- 0.0 Hours worked on 19-Feb-09
- Set Reminder for Cintia Schutt at 2/19/2009 4:00:00 PM

Phone DG and obtain RO from Seattle and Ducati Superstore.

=== REQUEST SERVICE Cintia Schutt: 2/19/2009 9:11:30 AM

- 0.12 Hours worked on 19-Feb-09
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected

Customer phoned in upset

Customer stated he is from Seattle, currently in Arizona, and bike has broken down again

Customer states that this bike is at a Dealership in Phoenix

I asked for the VIN

Customer stated ZDM1XBGV58E [REDACTED]

Phone: 425.503.3202

Eric Hancock is the Service Manager, but bike is being taking care of by Jason

Customer stated that he does not know how much he can endure and what his rights are

I advised that I'm confident that we will be able to figure out what is going on, and that I would contact the Regional Rep and his dealership

Customer stated that bike has been in previously at Ducati Seattle and that I could obtain RO history from them as well

I advised the customer that I would check back with him tomorrow with my findings.

Reference: 26764
Title: [REDACTED]
Status: Closed
Requester: [1317 - Pro Italia Motors](#) Motorsport@proitalia.com 818-249-5707
Department: [Dealership](#)
Time logged: 2/23/2009 10:41:26 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 7 days, 5.45 hours
Hours worked: 0.4

=== UPDATE TKremlick: 3/2/2009 4:07:18 PM

- 0.02 Hours worked on 02-Mar-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

CLOSED

=== UPDATE TKremlick: 2/27/2009 12:06:34 PM

- 0.03 Hours worked on 27-Feb-09
- Priority changed from [Medium] to [Low]

called cust, left VM

- stated no reason to call back, was simply following up
- stated he is welcome to contact me with any concerns current or in the future

called dealer, spoke with Arvin

- he stated cust has picked up

=== UPDATE TKremlick: 2/24/2009 11:34:34 AM

- 0.2 Hours worked on 24-Feb-09

626.215.1655

called cust

- explained dealer had ordered part
- stated i could not foresee this taking longer than a week to arrive
- he stated he would follow up with pro italia thurs
- i stated i would follow up with him friday
- i gave him my direct line for future concerns

called dealer

- he stated bike came in 2.18 (weds)
- he stated part was ordered Friday
- i stated order # hadnt been processed til 2.23, placed VOR, should arrive in a few days
- i stated part was available
- i stated i would follow up with cust

=== UPDATE TKremlick: 2/23/2009 11:04:42 AM

- 0.13 Hours worked on 23-Feb-09

**call dealer

**call cust

626.215.1655

called cust

-stated part is not backordered, should arrive there by Thurs or so
-stated i would follow up with the dealer Tues and call cust shortly thereafter

called pro italia
-service department is closed monday
-stated i would call back tomorrow

pn.54840741b
-part is "available" in Arco, not backordered
-on.321043 placed 2.23.09 VOR

customer phoned in
-stated his 848 has a leaky radiator, a problem common according to him
-i stated i had not heard too much about that issue
-he stated he was concerned his bike might be in the shop for several weeks, as others have experienced significant down time for the same issue
-he stated his bike is Pro Italia
-he asked about some sort of "incentive" for time loss
-i stated i would do some research and follow up with him
-626.215.1655
-VIN ZDM1XBGV88E [REDACTED]

=== REQUEST SERVICE Cintia Schutt: 2/23/2009 10:41:26 AM
- 0.02 Hours worked on 23-Feb-09
- Forwarded to SUPPORT REP: TKremlick
- Email NONE Selected

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Monday, February 23, 2009 10:21 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]
City: Arcadia
Country: United States
State/Province: California
Zip code: [REDACTED]

[REDACTED]
Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848

Purchasing date: 2008
Vin: ZDM1XBGV88E [REDACTED]
Do you own another bike: NO
Subject of message: Parts

Questions or Comments: A week ago, i turned my bike into Pro Italia for service regarding leaking from the left side fairing. the diagnostics said it was a faulty radiator which was leaking coolant caused by a crack by the bracket and inlet/outlet ports. I did a search and found that many Ducati 848 owners are experiencing the same problems. Those who have taken

their bikes in haven't gotten replacement parts for nearly several weeks and in some cases over a month. As for myself, i don't feel that it is right to have to keep the bike in a shop and guess how long it is going to be in there considering its my main mode of transportation. Also, I am continually paying for insurance on a bike that i am not using. Is there any way i can get further updates on this issue or if there is any incentives that Ducati North America can issue these owners for loss of time and expenses while the bike is in repair? Oddly enough, given the amount of people having the same issue, Ducati hasn't issued a recall. Thank you for your time.

Reference: 27076
Title: [REDACTED]
Status: Closed
Requester: [Rachael Beckner](#) (408) 343-4404
Department: [Customer Support](#)
Time logged: 3/24/2009 9:21:54 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 14 days, 5.08 hours
Hours worked: 0.82

=== UPDATE TKremlick: 4/7/2009 2:23:32 PM

- 0.02 Hours worked on 07-Apr-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

****CLOSED until further contact**

=== UPDATE TKremlick: 3/24/2009 3:31:33 PM

- 0.02 Hours worked on 24-Mar-09
- Priority changed from [Medium] to [Low]

=== UPDATE TKremlick: 3/24/2009 2:56:21 PM

- 0.03 Hours worked on 24-Mar-09

****Close if no contact for one week**

previous ticket 24758

- MN handled most of it
- cust seemed very irrational at that time

=== UPDATE TKremlick: 3/24/2009 2:44:29 PM

- 0.55 Hours worked on 24-Mar-09

****research previous tickets**

[REDACTED]

called cust

- he stated 'bike has been having problems since day one'
- he stated bike is not ridden that often
- he stated a number of complaints, including missing a trip or two
- he stated he had dealt with CS before (check tickets)
- he stated several times that Trevor at SB has been excellent to work with
- he stated he 'took matters into [his] own hands' and traded bike in for 1198
- cust mood seemed alright
- i gave him my information for any future concerns

=== UPDATE Rachael Beckner: 3/24/2009 10:25:16 AM

- 0.13 Hours worked on 24-Mar-09
- Title changed from [George Delia (848 cooling system)] to [George Delia (848 8B005427 cooling system)]
- Forwarded to SUPPORT REP: TKremlick
- Priority changed from [Low] to [Medium]

Recalls:

Serial Number Bike Description Owner Name Campaign Code Campaign Description Intervention Performed

ZDM1XBGV28E[REDACTED] 08 CAL 848 PEARL WHITE-RGB GEORGE DELIA RCL805 Voltage Regulator N

Warranty Validity:

Serial Number	Item Description	Warranty Status	Contract Number	Start Date	End Date	Free Maintenance	Customer Name
---------------	------------------	-----------------	-----------------	------------	----------	------------------	---------------

ZDM1XBGV28E[REDACTED]	08 CAL 848 PEARL WHITE-RGB ACTIVE	70798	07/23/2008	07/22/2010	N	GEORGE DELIA
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Warranty Claims:

Incident Headers Region: No matching records were found.

zulu

=== PRIVATE MEMO - UPDATE Rachael Beckner: 3/24/2009 10:25:15 AM

- 0.0 Hours worked on 24-Mar-09

- Set Reminder for TKremlick at 3/24/2009 2:00:00 PM

TJ,

Can you follow up with this customer as well, it looks like he wants the bike bought back.

Customer has an open recall as well....

Thanks!

=== UPDATE Rachael Beckner: 3/24/2009 9:43:35 AM

- 0.02 Hours worked on 24-Mar-09

From: ducati@ducati.com [mailto:ducati@ducati.com]

Sent: Monday, March 23, 2009 6:03 PM

To: helpdesk@ducatiusa.com

Subject: Contact Request

First name [REDACTED]

[REDACTED]

City: Ventura

Country: United States

State/Province: California

Zip code [REDACTED]

[REDACTED]

Gender: M

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: ZDM1XBGV28E[REDACTED]

Do you own another bike: YES

Brand: HARLEY DAVIDSON

Model: Softail Fat Boy

Purchasing date: 2009

Subject of message: Service

Questions or Comments: I am writing to your service department yet again with another problem with my 2008 848. I was in Los Angeles on Monday, March 23, 2009 when I noticed coolant spraying out from the left side of the bike. The temperature of the bike was steadily climbing and the smell of coolant was becoming very strong with each passing mile. I pulled over to find that the radiator had a hole in it where the mounting bracket was welded to the radiator (I was fortunate that I had a friend that lived near by that helped me to remove the side panel and locate the issue). After being told that it would take 4-6 hours to pick me and the bike up to take me back to my place in Ventura, I proceeded to rent a truck from Avis to get home myself. This is the 4th time this bike has broken down on me since I've owned it. I only have 4000 miles on it. I am asking

again that this motorcycle PLEASE be replaced. I dont think its fair to pay for a bike I cant ride without fear of it breaking down.

=== REQUEST SERVICE Rachael Beckner: 3/24/2009 9:21:54 AM

- 0.05 Hours worked on 24-Mar-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

Customer phone in and left a VM.

Customer stated his name was George Delia.

Customer stated he is having yet another problems with his 848.

Customer stated that he previously had an issue with the electrical system.

Customer stated is now having a probelm with his cooling system, he was recently on the 405 and his radiator blew.

Customer phone [REDACTED]

Reference: 27269
Title: [REDACTED] (848 8E [REDACTED])
Status: Closed
Requester: [51086 - Ducati Oklahoma](#) 405-943-2691
Department: [Dealership](#)
Time logged: 4/7/2009 4:33:56 PM
Urgency: Medium
Priority: Base: High Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 1 day, 23.85 hours
Hours worked: 2.9

=== UPDATE Rachael Beckner: 4/9/2009 3:40:03 PM

- 0.25 Hours worked on 09-Apr-09
- Request CLOSED
- Priority changed from [High] to [N.A]

*****Closed until further contact*****

I phoned the customer to follow up.

I informed the customer that I did speak with the regional rep. regarding his concern and that I had also spoke to the dealership. I informed him that per our last discussion this was an issue between the dealer and customer and that I hoped he could work it out with them.

Customer stated he had a conference call with Chad and Ryan yesterday and Mike the tech was in on the call as well.

Customer stated that he is supposed to go down to dealership tomorrow to meet and talk to Mike.

Customer alleges that from the dealership's perspective he messes with his bike a lot more than the average customer.

Customer alleges from his perspective his bike comes back from the dealership screwed up.

Customer stated Mike had proposed that he to continue to work on the bike because of the concerns that it has had

Customer alleges he will have to decide whether he wants to bring his bike 200 miles to the dealership everything something goes wrong or if he is going to buy the tools to maintain it himself.

Customer stated that he is not shoving off reponsibility for bike on anyone else and understands his ownership and responsibility in working on the bike himself

Customer now seems to believe that Mike did not screw up the bike and stated that he is not accusing Mike of anything and will not call him a liar

Customer alleges that he believes the dealership as a whole may be at fault

I informed the customer that I was happy to hear the he had talked to the dealership and agreed to meet with them. I informed him that he certainly has his own right to do what he feels is right but that going to the dealership was a good step.

Customer informed me that he would call to let us know the final resolution.

I thanked the customer for offering to call back and I informed him to call with any other questions.

=== UPDATE Rachael Beckner: 4/9/2009 9:02:54 AM

- 0.02 Hours worked on 09-Apr-09

zulu

=== UPDATE Rachael Beckner: 4/8/2009 4:08:31 PM

- 0.25 Hours worked on 08-Apr-09

I phoned VS regarding this customer.

I informed him that the customer is having concerns with his bike in regards to his wiring harness and the lack of zip ties as well as 2 bolts that are allegedly missing from the front fairing.

Van confirmed he had already spoken to Chad regarding the customer today and was familiar with the whole story. VS confirmed he was very familiar with the customer and his past concerns.

VS stated that the new radiators come with the zip ties on the wiring harness. I stated that I understood the customer was fond of working on the bike himself and taking things apart. VS agreed and advised that the customer was not going to be happy with any dealership.

VS advised that he told the dealership, if the bike is brought back in they could install the fans from the previous radiator, which had the wiring harness on it and were still perfectly good.

I informed VS that I would contact the customer tomorrow and let him know the appropriate people were notified but that this was something between the dealership and himself. I stated that I was glad VS had been informed and thanked him.

=== UPDATE TKremlick: 4/8/2009 1:20:40 PM

- 0.28 Hours worked on 08-Apr-09

spoke with Ryan for quite awhile

-he stated he was unsure how to most appropriately proceed with the customer. I had a sense he was running out of patience with the customer

-i asked him to describe the most current situation

-he explained it as he had to Rachel

-he asked for advice on how to handle the situation

-i stated him and i and MN had previously discussed the issue, and at that point the dealer was considering "firing" the customer

-i stated although that is within his right as a business owner, and DNA would not mandate otherwise, i encouraged working towards a more suitable solution

-i stated if he felt the dealership was not responsible for any damage done to the customer's bike, he must be firm. However, i stated the importance of providing the customer with alternate repair options and continuing to work with the customer towards an amicable solution

-i stated he must address this issue as if it were being scrutinized by attorneys, other customers, etc. He must continue to work with the customer and demonstrate how helpful he is willing to be.

-i stated this is very possible to do without relenting on a standard he has set

-i gave him my direct contact information and suggested calling me with any future concerns

-i also asked that he keep me updated on this situation

=== UPDATE Rachael Beckner: 4/8/2009 11:57:11 AM

- 0.77 Hours worked on 08-Apr-09

I phoned the dealership and spoke with Chad in service.

Chad attempted to call the customer earlier today.

Chad informed me that there is a short wire that looks like it has been caught in radiator fan.

Customer had sent him pics.

Chad stated this was all he really knew about the bike at the time.

I asked to speak to Ryan if he was available regarding the customer.

Ryan got on the line with me and informed me:

Customer called Ryan yesterday.

Customer had a radiator done and a carbon fiber piece broke off, it was not a ducati part and Ryan alleges the customer admitted it was the cheapest piece off the internet.

Customer alleged that the said that the dealer broke this piece

After this incident both Ryan and the customer agreed that he didn't need to bring his bike back to the dealership.

Ryan alleges the customer called him yesterday with the wiring issue and he had to told the customer to let him look into it.

Ryan alleged that the customer emailed him this morning about his concern with the bolts
Ryan stated the had tried calling him and were planning on giving him a call back
Ryan stated he is having tech and chad call him today

Ryan's hope is that his tech who is very passionate about Ducatis will be able to calm him down.
Ryan stated that the new radiators have zip ties on them and thinks that the customer when replacing the carbon fiber piece
had removed the radiator himself and therefore may have left off the zip ties

Ryan asked for my advice regarding the customer. I stated that our standpoint was that the bike should be taken into the
dealership for repairs as their technicians have the ability and skills to diagnose and repair the bike.

Ryan stated he had an issue with this as the customer taked the bike apart and puts it back together on his own a lot. Ryan
alleges the customer is ruining his reputation with Ducati and is costing him money. Ryan stated he believed the customer
was trying to get the bike bought back.

I informed Ryan that the customer had told me he loved the bike and didn't want to have to fo there.

Ryan stated that he would though.

I informed Ryan that this was hard to say.

Ryan again asked for advice regarding this and asked who dealt with the customer during previous buybacks.

I informed Ryan my advice was to be as helpful as possible, I stated that in the end we could not make the dealership or the
customer do anything. I informed him that they needed to try to work this out between themselves. I informed the Ryan that
it looks like Mike Norman was the one working with the customer last, but he is no longer with the company. I stated that TJ
may know some information about the customer's previous concern.

Ryan asked to be forwarded to TJ to speak with him.

I forwarded Ryan to TJ.

=== UPDATE Rachael Beckner: 4/8/2009 11:11:10 AM

- 0.5 Hours worked on 08-Apr-09

- Requester changed from [Rachael Beckner] to [51086 - Ducati Oklahoma]

Customer phoned me again regarding his bike.

Customer stated that he has calmed down.

Customer stated he was looking in his service manual and found the issue.

Customer continued to describe the concern with his radiator, customer allegest the zip ties that are present holding the
wiring harness to the frame in the service manual are not there on his bike. He has no zip ties.

Customer alleges that while looking in the service manual he also noticed 2 bolts in the front fairing that aren't there.

Customer alleges this is from the replacement of the front fairing done by the same mechanic Mike at the dealership.

Customer stated he hasn't talked to the dealership yet. Chad from the dealership is allegedly supposed to be calling the
customer regarding this today.

Customer stated he is very concerned about what it going on at the dealership.

Customer alleges this is three concerns that have stemed from the same mechanic:

-wiring harness cut from zip ties no being installed

-carbon fiber that was broken and badly repaired

-2 bolts that are missing from the front fairing

I informed the customer that I understood his frustration.

I informed him that we need him to take this to an authorized dealership because they have the qualifications to diagnose
and to help address his concerns.

I informed the customer that I wanted to clariy something I don't think I mentioned during our last conversation.

I informed the customer that by messing with the bike on his own his is jepordizing the factory warranty.

Customer stated that he understood this.

I informed the customer that if something goes wrong with the bike in the future with the work he has done himself or if a
concern arises as a result of the work he has done himself it will not be covered.

Customer stated he fully understood this and knew that if he tightened the timing belt and the rotor broke it would be his
responsibility.

I advised the customer again that he really needed to take the bike to a dealership.

Customer stated that the bike has been in dealership for 38 days

Customer alleges that in Oklahoma you have 45 days qualifies for a buyback
Customer alleges that the dealership would then have a week to fix things before he got a lawyer and had the bike bought back, which he has no problem doing.

Customer alleges he has 3 options:

- Have the bike bought back
- Send to a menchanic that has failed 3 times, which he refuses to do
- Park the bike in his garage and spend money himself to repair it which is what has happened

I informed the customer that contacting the dealership and SAM were the next on my list. I informed the customer that I would like to call and talk to them. I suggested that maybe he will be able to work something out with the dealership when he speaks with them today. I informed the customer that we have Friday off but that I would call him tomorrow to follow up. I advised that I would call even if I didn't have more information.

Customer repeated that Chad is supposed to be in touch with him today.

Customer stated he has complete photos of the concerns and is willing to email them if asked.

I thanked the customer for the information and informed him that I would be in touch tomorrow.

=== UPDATE Rachael Beckner: 4/7/2009 4:44:07 PM

- 0.05 Hours worked on 07-Apr-09

Serial Number Bike Description Owner Name Campaign Code Campaign Description Intervention Performed

ZDM1XBGV58B004546 08 CAL 848 RED WES VREELAND RCL805 Voltage Regulator Y

Dealer Account Num Dealer Name Customer Number Customer Request Number Request Date HelpDesk Ticket Product
Product Description VIN

51086 Axis Holdings LTD 42930 WES VREELAND 119049 09/30/2008 GDU0800028 D15004808 08 CAL 848 RED
ZDM1XBGV58E [REDACTED]
51086 Axis Holdings LTD 42930 WES VREELAND 121169 11/12/2008 GDU0800020 D15004808 08 CAL 848 RED
ZDM1XBGV58E [REDACTED]
51086 Axis Holdings LTD 42930 WES VREELAND 124725 01/16/2009 GDU0900002 D15004808 08 CAL 848 RED
ZDM1XBGV58E [REDACTED]
51086 Axis Holdings LTD 42930 WES VREELAND 129005 03/25/2009 GDU0900049 D15004808 08 CAL 848 RED
ZDM1XBGV58E [REDACTED]
51086 Axis Holdings LTD 42930 WES VREELAND 129008 03/25/2009 GDU0900050 D15004808 08 CAL 848 RED
ZDM1XBGV58E [REDACTED]
51086 Axis Holdings LTD 42930 WES VREELAND 129009 03/25/2009 GDU0900051 D15004808 08 CAL 848 RED
ZDM1XBGV58E [REDACTED]

Dealer Account Num Dealer Name Customer Number Customer Request Number Request Date HelpDesk Ticket Product
Product Description VIN

=== UPDATE Rachael Beckner: 4/7/2009 4:40:38 PM

- 0.03 Hours worked on 07-Apr-09

Customer phone: [REDACTED] 3

VIN: ZDM1XBGV58E [REDACTED]

Contract Number Coverage Name Coverage Description Service Name Service Description Warranty Modifier Number
Status Start Date End Date Termination Date
67746 Warranty Warranty for Bikes WARRANTY 2YR 2 years warranty for bikes N ACTIVE 05/17/2008
05/16/2010

=== PRIVATE MEMO - UPDATE Rachael Beckner: 4/7/2009 4:33:57 PM

- 0.0 Hours worked on 07-Apr-09
- Set Reminder for Rachael Beckner at 4/8/2009 8:30:00 AM

Call dealership.

=== REQUEST SERVICE Rachael Beckner: 4/7/2009 4:33:56 PM

- 0.75 Hours worked on 07-Apr-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

Customer phone in regarding an issue he is having with his dealer.

Customer stated that about a month ago his 848 received a new radiator.

Customer stated there was a hold popped in it (was told it was common problem) and the radiator was replaced.

Customer stated he was doing something with the battery and took off left panel today. Customer alleges that the fan on back side of radiator was in contact with the wiring harness.

Customer alleges that it looks like the fan came completely off the radiator assembly. Customer alleges the fan and cut through the wiring in the wiring harness.

Customer alleges that he has had a previous issue with the dealership's mechanic, Mike, who busted a piece of carbon fiber while installing the radiator. Customer alleges Mike tried to fix this by applying some botched apocpsy to it. Customer alleges no one at the shop will own up to damaging the carbon fiber.

Customer stated that after this incident his bike will not set foot in that shop. Customer stated that the dealer's mechanic will never touch his bike again.

I asked the customer what dealership we were speaking of.

Customer stated the dealership was Ducati Oklahoma and the mechanic's name was Mike. Customer stated that I will want to talk to Ryan Tupps the owner's son who is the active manager.

Customer stated Ryan has tried to maintain a relationship with him and has even offered to bring his epuip. to the customer for a 7000 mile service.

I informed the customer that he needed to take his bike to an authorized Ducati dealership in order to have the concern properly diagnosed. I informed him that the dealership has the training and technicians that are able to properly diagnose the concern.

Customer alleges that there are no other dealerships within 400 miles of him. He stated that he would have to pay a \$1200 freight charge to get it to a dealership.

Customer repeated that Ducati Oklahoma's mechanic will never touch his bike again.

Customer stated that he would like the concern to get resolved.

I informed the customer again that he really needed to take the bike to an authorized Ducati dealership so that they can properly diagnose the concern. I reiterated that they have the tools and skills to properly service the bike.

Customer stated that he is a mechanically sharp guy. Customer alleges that he has no problem bringing the bike into Ryan's Tulsa showroom and having him come look at it. Customer repeated that he will not let Ryan's mechanics look at the bike.

I informed the customer that I would need to look into this. I informed him that I would notify the regional rep. regarding his concern. I also informed him that I would be talking to Ryan at the dealership regarding the situation and that I would be getting back to him in a couple of days regarding his concern.

Customer thanked me.

Reference: 27435
Title: [REDACTED]
Status: Closed
Requester: [1160 - Honda Peninsula](#) 408-245-7840 svc 3
Department: [Dealership](#)
Time logged: 4/20/2009 4:26:01 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 20.22 hours
Hours worked: 0.48

=== UPDATE Rachael Beckner: 4/21/2009 12:23:01 PM

- 0.12 Hours worked on 21-Apr-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

I phoned back the customer:

I let him know that I was able to check the parts status of the dealership in our system without contacting them.

I asked the customer if he ordered the parts yesterday. He confirmed that he did.

I informed the customer it looked like Honda Pen had placed the necessary parts on order and it looks like they were placed as urgent.

Customer stated he knew another dealership had these in stock and asked if a parts transfer was available.

I informed the customer that I was not sure, I let him know that most dealerships should have these parts in stock and unfortunately, the dealership may have just run out when he brought his bike in.

I also informed the customer that I would like to verify his address and that it was correct in our system. I informed the customer I was concerned he had said he did not receive a recall letter.

Customer confirmed address with me and it is the same as the address in our system.

I informed the customer to call me with any future questions.

Customer thanked me for my help.

=== UPDATE Rachael Beckner: 4/20/2009 4:31:44 PM

- 0.1 Hours worked on 20-Apr-09

Regulator Recall Part Numbers:

Regulator: 54040191A

Kit: 69924371A

ORACLE shows last kit and reg. being ordered on 4/12 from Honda Pen.**

Serial Number Bike Description Owner Name Campaign Code Campaign Description Intervention Performed

ZDM1XBGV58E [REDACTED] 08 CAL 848 PEARL WHITE-RGB Paul Prokopec RCL805 Voltage Regulator N

Customer's address in system:

278 Munroe Dr. #12

Mountain View, CA 94040

=== PRIVATE MEMO - UPDATE Rachael Beckner: 4/20/2009 4:30:23 PM

- 0.0 Hours worked on 20-Apr-09
 - Set Reminder for Rachael Beckner at 4/21/2009 2:00:00 PM
- See if another order has been placed in Oracle for the parts.

Call customer back: let him know that the last date these parts were ordered from the dealer was 4/12 (when did he order them) will need to check with the dealer on the date of arrival of his specific parts, since he will not let me contact them

(there can be transmission errors etc.). let customer know most dealerships should have these in stock, however the dealership may have run out of stock during the time he brought in his bike.
Check the customer's address in the system to make sure it is correct.

=== REQUEST SERVICE Rachael Beckner: 4/20/2009 4:26:01 PM

- 0.27 Hours worked on 20-Apr-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

Customer phoned in regarding the voltage regulator recall on his 848:
stated he was never notified of the recall. (I informed the customer that he should have received a letter in the mail-
Customer cut me off and stated he did not receive anything)
stated he had tried to get the recall addressed once before and the dealership did not have the part.
customer took bike to Honda Pen. and alleges they ordered the part for him and told him it would be a week to get the part in.

customer stated now his bike is not starting.
customer was in disbelief that we did not have a warehouse in the US.
customer stated he own a Mercedes shop and has 50 voltage regulators in stock.
customer was upset that it was going to take a week for the part to come.
customer stated he has had the radiator cooler replaced previously and now this.
customer stated he loved his bike but we may see it in the yamaha dealership as he may trade it in, or we could have it back under LL.

I informed the customer that the part was probably out of stock. I informed the customer that our parts are shipped directly from Italy where the manufacture is. I informed the customer that if the dealership only quoted a week of transit time that it probably wasn't on backorder.

I informed the customer that I could check on the status of his part by calling the dealership. I informed the customer that I could check to make sure the part was ordered and see if the dealership had placed it on urgent order....etc.

Customer stated he did not want me to contact the dealership. Customer stated the dealership was fine that it was our problem for not having a warehouse in the US where we could get these parts faster. I informed the customer this was just not how our parts were shipped. I assured the customer I knew he was happy with his dealership, I again told him I could just call the dealership to check on the part. Customer again stated he did not want me to contact the dealership and that it wasn't their problem.

Customer was very rude and mocking and continued to insist that this was bad business and that we had poor customer service. Customer continued to cut me off while I was speaking. I let the customer know that I understood his frustration, but that our parts were shipped from the manufacture in Italy. I let the customer know that if he would let me contact the dealership I could get more information, customer refused.

I asked the customer for his VIN ZDM1XBGV58E [REDACTED] Customer stated I could have his phone number if that's what I wanted. I told him that would be good.

Customer phone: [REDACTED] at Mercedes Werkseatp

I thanked the customer for his concern and feedback. Customer mocking stated we wouldn't do anything about it.

Customer stated "it was nice talking to you" I thanked the customer for calling.

Reference: 27453
Title: [REDACTED]
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 4/21/2009 4:48:58 PM
Urgency: Medium
Priority: Base: Undefined Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 0.03 hours
Hours worked: 0.03

=== REQUEST SERVICE Rachael Beckner: 4/21/2009 4:48:58 PM

- 0.03 Hours worked on 21-Apr-09
- Request CLOSED
- Email NONE Selected

I had asked BW about this and he confirmed we do not have a radiator guard.**

From: DNA Customer Service
Sent: Tuesday, April 21, 2009 4:48 PM
To: '[REDACTED]'
Subject: RE: Contact Request

Dear Mr. Frank,

Thank you for contacting Ducati North America.

Unfortunately, Ducati does not make a radiator guard. For more information on other possible options, we encourage to contact your local authorized Ducati dealership.

If you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "Dealer Locator" or utilize our dealer locator by phoning 1-800-231-6696.

Best regards,

Customer Service
DUCATI North America
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Monday, April 20, 2009 7:35 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]
[REDACTED]
City: Heber Springs
Country: United States
State/Province: Arkansas
Zip code: [REDACTED]
[REDACTED]

Gender: M

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: ZDM1XBGV58E [REDACTED]

Do you own another bike: NO

Subject of message: Parts

Questions or Comments: I was wondering, I just had to take my 848 back to the dealer to get a radiator replaced, It had a hole in the top left corner. Do you make a radiator and oil cooler guard? Im pretty sure it was a manufacture defect, but It could also have been a rock bug or other road debris. Thanks

Reference: 27662
Title: [REDACTED]
Status: Closed
Requester: [1143 - Northwest Honda](#) sales@motaliausa.com 281-447-3476 svc 4
Department: [Dealership](#)
Time logged: 5/7/2009 8:40:40 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 6 days, 1.04 hours
Hours worked: 0.95

=== UPDATE Rachael Beckner: 5/18/2009 9:00:39 AM
- 0.43 Hours worked on 18-May-09

Customer phoned asking for the tracking number.

I informed him that we could not give out the tracking number but that the part should have already arrived.

I informed the customer that he would need to get in contact with Kevin at the dealership to see when his bike could get up on the lift to be finished.

Customer asked if I could track the part for him. Again I referred him to the dealership to schedule a time when the bike could be finished as the parts should have arrived.

=== UPDATE Cintia Schutt: 5/13/2009 9:36:17 AM
- 0.02 Hours worked on 13-May-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

=== UPDATE Cintia Schutt: 5/13/2009 9:33:35 AM
- 0.02 Hours worked on 13-May-09
- Priority changed from [Medium] to [Low]

1138497275
5/13/2009 9:38 am Shipment delivered. Houston, TX

=== UPDATE Cintia Schutt: 5/12/2009 10:06:45 AM
- 0.03 Hours worked on 12-May-09

I phoned Kevin at NW Honda and advised that the radiator is en route and should be there in the next couple of days.

Kevin stated that as soon as it arrives the bike will be on the lift and finished.

=== UPDATE Cintia Schutt: 5/12/2009 10:05:01 AM
- 0.03 Hours worked on 12-May-09

I phoned the customer

I advised that the radiator for his bike was on back order; however we were able to expedite and I have confirmation that the radiator shipped via international priority yesterday

I advised that the radiator should arrive at his dealership tomorrow or Thursday

Customer stated he is very excited to hear that, and thanked me for the follow up.

=== UPDATE Cintia Schutt: 5/12/2009 10:01:28 AM
- 0.02 Hours worked on 12-May-09

Order shipped 05/11/2009

DHL 1138497275

5/12/2009 6:00 pm Depart Facility Bergamo, Italy

=== PRIVATE MEMO - UPDATE Cintia Schutt: 5/11/2009 4:12:39 PM
- 0.0 Hours worked on 11-May-09
- Set Reminder for Cintia Schutt at 5/12/2009 10:00:00 AM

Check on radiator - has it shipped

Order 325896

=== UPDATE Cintia Schutt: 5/11/2009 10:58:38 AM
- 0.05 Hours worked on 11-May-09
- Title changed from [Mario Alanis - 848 - 8B003145] to [Mario Alanis (848 8B003145)]

5/11/2009 7:27:54 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 11/05/2009 At 19.26.45

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840742B	RADIATORE H2O SBK 09	Available

Order not showing shipped as of yet.

=== UPDATE Cintia Schutt: 5/8/2009 3:57:25 PM
- 0.05 Hours worked on 08-May-09

VOR order 325896

54840742B RADIATORE H2O SBK 09

From: Cintia Schutt
Sent: Friday, May 08, 2009 3:56 PM
To: 'service@lunsfordshonda.com'
Subject: Emergency Form for Parts on Back Order

Hello Kevin,

Please have your parts department fill out the attached form and press submit.

Let me know if you have any questions.

Thanks,

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America
10443 Bandle Dr.
Cupertino, CA 95014
www.ducatiusa.com
Phone (408) 253-0499 Ext. 4431
E-Fax (408) 716-2696

=== UPDATE Rachael Beckner: 5/8/2009 3:39:26 PM

- 0.13 Hours worked on 08-May-09
- Forwarded to SUPPORT REP: Cintia Schutt

I spoke with Kevin

He just received the radiator approval today

VOR order placed, but radiator on backorder

Bike just came in last week 04/30/2009

5/9/2009 12:39:04 AM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 09/05/2009 At 0.38.00

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840742B	RADIATORE H2O SBK 09	Available from Wednesday, June 10, 2009

=== UPDATE Rachael Beckner: 5/8/2009 3:31:28 PM

- 0.05 Hours worked on 08-May-09
- Requester changed from [Rachael Beckner] to [1143 - Northwest Honda]

ZDM1XBGV48E 08 CAL 848 RED ACTIVE 71010 07/26/2008 07/25/2010 N MARIO ALANIS

=== REQUEST SERVICE Rachael Beckner: 5/7/2009 8:40:40 AM

- 0.12 Hours worked on 07-May-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

bought his bike from NW Honda in Houston. The radiator had a crack in it and is supposed to be under warranty.

The bike has been at the dealer for the past 6 weeks and no progress has been made.

The service advisor, Kevin, was alerted to the situation and supposedly a ticket was opened but I didn't see anything related to this customer.

Mario has not been contacted for help to resolve this problem.

Please contact at

Reference: 27758
Title: [REDACTED]
Status: Closed
Requester: [TKremlick](#) x 4424
Department: [Customer Support](#)
Time logged: 5/13/2009 4:19:11 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Legal matter
Time in service: 455 days, 15.69 hours
Hours worked: 4.88

=== UPDATE Tony Munoz: 8/19/2010 11:47:00 AM

- 0.02 Hours worked on 19-Aug-10

From: Tony Munoz

Sent: Thursday, August 19, 2010 11:46 AM

To: Olena Pylypenko; Lee Cong

Cc: Austin Gray

Subject: [REDACTED] (848 VIN: 8E [REDACTED])

Lee & Olena,

We have completed the negotiations for the [REDACTED] (848 VIN: 8E [REDACTED]) lawsuit. The outcome of the case is that DNA will not repurchase the motorcycle and the matter has been closed. Please note that all legal expenses related to this case will remain in the "legal non-buyback" account (875).

Please let me know if you have any questions.

Thank you,
Tony Munoz
Customer Service Manager

=== UPDATE Tony Munoz: 8/19/2010 11:40:06 AM

- 0.05 Hours worked on 19-Aug-10

- Request CLOSED

- Priority changed from [Low] to [N.A]

Received delivery confirmation for final settlement letter sent to plaintiff's attorney.

Have received no response to letter.

Closing file.

Hard copy to be filed in legal non-buyback

=== UPDATE Tony Munoz: 7/22/2010 4:11:29 PM

- 0.03 Hours worked on 22-Jul-10

- Priority changed from [High] to [Low]

From: Tony Munoz

Sent: Thursday, July 22, 2010 4:09 PM

To: [REDACTED]

Subject: RE: [REDACTED]

Thanks Alan. I have sent the letter via certified mail. We are closing the file out. Appreciate the assistance.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Monday, July 19, 2010 3:09 PM
To: Tony Munoz

Subject: [REDACTED]

Tony,

As requested, here is a draft letter for your consideration to send to [REDACTED] attorney. Please make sure I accurately represented the past events. Let me know if you have any concerns.

Thanks,

Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 3/26/2010 12:09:37 PM

- 0.02 Hours worked on 26-Mar-10

* Awaiting response from customer's attorney.

- Need to prep dealer package
- Need to update file and get signatures
- Need W-9 from attorney

=== UPDATE Tony Munoz: 3/25/2010 6:58:16 PM

- 1.03 Hours worked on 25-Mar-10

Called Kristi to discuss case. Read email to KB and asked if the terms are acceptable. KB stated that the terms are fine and we can move forward with the repurchase. Asked if I should attach a signed copy of the settlement release and waiver. KB stated that we should and that there is a signed copy on the network already.

Advised that we still need to obtain signatures on the file, as the matter was on hold. KB understands situation and gave clearance to proceed as necessary.

Sent the following email:

From: Tony Munoz
Sent: Thursday, March 25, 2010 6:48 PM
To: [REDACTED]
Cc: Kristi Blanchard
Subject: RE: Ducati Pleasse...

Dear Ms. [REDACTED]

After reviewing the file for this case, we are prepared to move forward with the repurchase of your clients Ducati 848 under the previously agreed upon terms. Although, we have requested, and not received, updated payment data for your clients vehicle we will proceed with the settlement as written in order to resolve this matter in a timely manner.

In order to proceed with the repurchase, as outlined in the settlement agreement, it will be necessary for your client to deliver his Ducati 848 VIN ZDM1XBGV08E [REDACTED] to an authorized Ducati dealer. The dealer will conduct an inspection, in order to determine if any damage to the motorcycle exists outside of normal wear and tear. In addition your client should surrender all keys (2) black and the code card for the vehicle, as well as any manuals/documents received with the motorcycle at the time of purchase, any stock components that have been removed from motorcycle, and the title to the vehicle free and clear of all liens. Upon satisfaction of the previous conditions, and subject to any necessary offset for excess damage to the vehicle, Ducati North America will issue a check in the amount of \$14,910.37 to be mailed to your office.

Please advise if the previously agreed upon dealership, Pro-Italia Motors of Glendale, CA, remains acceptable to your client as the surrender location. Additionally, please provide Ducati with an executed W-9 for the portion of the settlement which

will be paid to your firm. Lastly please advise who you wish Ducati to make the settlement check payable to. Attached you will find a signed copy of the previously agreed to settlement release and waiver.

We look forward to receiving your response.

Kind regards,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 3/25/2010 5:04:16 PM

- 0.02 Hours worked on 25-Mar-10
From: Kristi Blanchard
Sent: Tuesday, March 16, 2010 11:48 AM
To: Tony Munoz
Subject: Fwd: Ducati Pleassse...

Can we finalize with this info?

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
To: "Kristi Blanchard" <Kristi.Blanchard@ducati.com <mailto:Kristi.Blanchard@ducati.com>>
Subject: FW: Ducati Pleassse...
Kristi,

Please find attached the satisfaction of lien. The client has informed me that he cannot obtain a payment history as the account has been closed for quite a while. Therefore, please submit a breakdown of the client's damages asap so that we can finally resolve this matter.

Kindest Regards,
Lucy

Lucy Kasparian

Managing Attorney

California Lemon Law Center

136 North Glendale Avenue

Glendale, CA 91206

Office: (818) 547-5777

Fax: (818) 547-9777

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=== UPDATE Tony Munoz: 3/25/2010 5:03:47 PM

- 0.02 Hours worked on 25-Mar-10
From: Kristi Blanchard
Sent: Wednesday, January 13, 2010 3:49 PM
To: lucy@cllclaw.com
Cc: Arsen Sedrakyan; Tony Munoz

Subject: Re: [REDACTED]

Dear Ms. Kasparian,

I received the attached e-mail from Arsen indicating the satisfaction of the lien for Mr. [REDACTED] with Freedom Road Financial. My e-mail from December 21, 2009 requested that Mr. [REDACTED] obtain the payoff numbers from the bank so that Ducati could finalize the repurchase numbers for the motorcycle in connection with the Settlement Agreement. The documentation attached appears that Mr. [REDACTED] has paid off the motorcycle and now is in possession of the title for the vehicle. Can you please confirm?

If this is the case, please supply Ducati with documentation indicating the amount and proof of the payoff to Freedom Road Financial so that we can finalize the repurchase.

Please contact me with any questions.

Thank you,
Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

=== UPDATE Tony Munoz: 2/26/2010 10:52:10 AM
- 0.1 Hours worked on 26-Feb-10

Spoke with KB about status of case. KB confirmed that we are still in a holding pattern because the customer's attorney has never responded to our request for loan payoff information. The offer letter was signed by the plaintiff; however the offer was based on the bike still being financed with the lender. We subsequently received a letter from the lender (Freedom Road) stating that the loan had been satisfied.

KB requested that the customer's attorney send us updated payoff #'s based on the fact that the loan had been satisfied. Also the customer would now have possession of the title, not the lender. Customer's attorney has never responded to our request or made any further contact with DNA.

Not sure what next steps are. KB to look into the situation and ensure that we never sent a signed copy of the agreement to the customer's attorney.

* TM & KB to collaborate on next actions.

=== UPDATE Tony Munoz: 2/26/2010 10:45:46 AM
- 0.02 Hours worked on 26-Feb-10

From: Kristi Blanchard
Sent: Wednesday, January 13, 2010 3:49 PM
To: lucy@cllclaw.com
Cc: Arsen Sedrakyan; Tony Munoz
Subject: Re: [REDACTED]

Dear Ms. Kasparian,

I received the attached e-mail from Arsen indicating the satisfaction of the lien for Mr. [REDACTED] with Freedom Road Financial. My e-mail from December 21, 2009 requested that Mr. [REDACTED] obtain the payoff numbers from the bank so that Ducati could finalize the repurchase numbers for the motorcycle in connection with the Settlement Agreement. The documentation attached appears that Mr. [REDACTED] has paid off the motorcycle and now is in possession of the title for the vehicle. Can you please confirm?

If this is the case, please supply Ducati with documentation indicating the amount and proof of the payoff to Freedom Road Financial so that we can finalize the repurchase.

Please contact me with any questions.

Thank you,

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099

=== UPDATE Tony Munoz: 2/26/2010 10:44:24 AM

- 0.02 Hours worked on 26-Feb-10
From: Tony Munoz
Sent: Monday, January 04, 2010 9:05 AM
To: Kristi Blanchard
Subject: RE: [REDACTED]

Ok, thanks. I haven't heard anything either. It's strange that they would sign the release and waiver and then not provide us the information to actually pay off the loan.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 1/4/2010 9:05:50 AM

- 0.02 Hours worked on 04-Jan-10
From: Kristi Blanchard
Sent: Thursday, December 31, 2009 6:22 PM
To: Tony Munoz
Subject: Re: [REDACTED]

No, nothing.

Sent from my iPhone

=== UPDATE Tony Munoz: 12/31/2009 3:20:14 PM

- 0.02 Hours worked on 31-Dec-09
From: Tony Munoz
Sent: Thursday, December 31, 2009 3:19 PM
To: Kristi Blanchard
Subject: RE: [REDACTED]

Kristi,

Have you heard anything further from this customer's attorney? It's been 10 days since we requested the payoff info.

Thanks,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 12/31/2009 3:18:33 PM

- 0.0 Hours worked on 21-Dec-09
From: Kristi Blanchard
Sent: Monday, December 21, 2009 12:37 PM
To: lucy@cllclaw.com
Cc: Arsen Sedrakyan; Tony Munoz
Subject: Re: [REDACTED]

Dear Ms. Kasparian,

Thank you for providing a copy of the signed Release and Waiver for Mr. Satrustegui. In order to finalize the repurchase, we will need the payoff numbers for Mr. [REDACTED] Ducati motorcycle. Please request your client to contact the bank his Ducati motorcycle is financed with and have them fax/e-mail a statement showing the payoff of Mr. [REDACTED] 2008 Ducati 848, VIN ZDM1XBGV08E [REDACTED]

Please contact me with any questions.

Regards,

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

=== UPDATE Tony Munoz: 12/8/2009 5:08:07 PM
- 0.02 Hours worked on 08-Dec-09
From: Tony Munoz
Sent: Tuesday, December 08, 2009 5:08 PM
To: Kristi Blanchard
Subject: FW: [REDACTED]
Importance: High

Kristi,

Do I need to sign the release and email back to Satrustegui's attorney?

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 12/8/2009 5:05:44 PM
- 0.02 Hours worked on 08-Dec-09
From: Tony Munoz
Sent: Monday, December 07, 2009 5:37 PM
To: Kristi Blanchard
Subject: RE: [REDACTED]

Kristi,

Maybe the picture worked?! Seems to be the only thing that would have pushed them forward since the offer didn't change.

I looked over the signed agreement and I noticed that it shows the customer must surrender (2) black keys and (one) read key. The 848 only comes with (2) Black keys and a code card. Other than that the release looks great to me.

As for the dealer to return the bike to, the release says Pro-Italia and the customer is in Glendale, so I am good with that if it is ok with the customer and dealer. I can follow up with the dealer to ensure that they are on board. For payoff #'s we'll need to request the customer's attorney direct the customer to call the bank and have them fax/email a statement showing the payoff.

Once we have all the info. I will draft up the documents and send the buyback package to the dealer. I suspect that the bike is going to have some cosmetic damage that will be found during the inspection and will cause some contention before we get this all settled, but we'll just have to wait and see.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 12/8/2009 5:05:15 PM

- 0.0 Hours worked on 07-Dec-09
From: Kristi Blanchard
Sent: Monday, December 07, 2009 2:36 PM
To: Tony Munoz
Subject: FW: [REDACTED]

Tony,

Please review the attached settlement release and let me know if we need anything further and how you would like to proceed with making arrangements to confirm numbers for payoff and return to the dealer (which dealer?).

Thanks,

KMB

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

----- Forwarded Message

From: Arsen Sedrakyan <<arsen@cllclaw.com>>
Date: Mon, 7 Dec 2009 10:12:51 -0800
To: Kristi Blanchard <<Kristi.Blanchard@ducati.com>>
Subject: [REDACTED]

Hello Kristi,

Attached is the release and waiver in reference to the above named client. If you need any further paperwork please let me know. Thank you.

----- End of Forwarded Message

=== UPDATE Tony Munoz: 12/8/2009 5:02:48 PM

- 0.0 Hours worked on 04-Dec-09
From: Kristi Blanchard
Sent: Friday, December 04, 2009 12:10 PM
To: Lucy Kasparian
Subject: Re: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Ms. Kasparian,

Please find the breakdown of the reimbursement below:

Initial Purchase Price	\$12,583.18
Tax & Licensing Fees	\$ 1,316.82
Down Payment	\$ 3,900.00
Interest Paid to Date	\$ 1,014.00 (estimate, subject to actual interest paid to date and payoff amounts)
Reasonable Attorneys Fees	\$ 750.00
Subtotal	\$19,564.00

Use Offset (\$4,653.63)
TOTAL \$14,910.37

Loan Payoff to Bank \$10,000.00 (estimate, subject to actual loan payoff, but not exceeding original financed
balance of \$10,000.00)

Remaining Balance \$ 4,910.37 (estimate, subject to loan payoff figure)
Balance Dispersed:
Balance to Law Firm \$ 750.00
Balance to Customer \$ 4,160.37 (estimate, subject to loan payoff figure)

Regards,

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

From: Lucy Kasparian <<lucy@cllclaw.com>>
Date: Fri, 4 Dec 2009 11:40:48 -0800
To: Kristi Blanchard <<Kristi.Blanchard@ducati.com>>
Subject: RE: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Kristi,

Please provide me with a breakdown which includes dollar figures. I will submit the offer to my client.

Thank You,
Lucy

Lucy Kasparian
Managing Attorney
California Lemon Law Center
136 North Glendale Avenue
Glendale, CA 91206
Office: (818) 547-5777
Fax: (818) 547-9777

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=== UPDATE Tony Munoz: 12/8/2009 5:01:46 PM
- 0.0 Hours worked on 04-Dec-09
From: Kristi Blanchard

Sent: Friday, December 04, 2009 11:40 AM

To: Lucy Kasparian

Subject: Re: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Ms. Kasparian,

As you are aware, the California Lemon Law with respect to the Tanner Act does not apply to motorcycles. However, the Song-Beverly Act does provide for claims in this regard, but does not specify a use offset in the state of California. Therefore, with respect to the use offset calculation, the use offset was calculated at 6,536 miles, which was the mileage when Mr. [REDACTED] presented the motorcycle to the dealer in April of 2009 with complaints that ultimately led to this repurchase offer. Because Song-Beverly does not specifically provide a formula for use offset of motorcycles, as opposed to new motor vehicles, we are guided by other jurisdictions that use a fraction denominator of 25,000. Ducati is willing to extend the original offer from June 18, attached.

Please also find attached for your reference a photograph of your client working on his motorcycle.

We look forward to resolving this matter. Please contact me with any further questions.

Thank you,

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

From: Lucy Kasparian <<lucy@cllclaw.com>>

Date: Tue, 17 Nov 2009 23:36:07 -0800

To: Kristi Blanchard <<Kristi.Blanchard@ducati.com>>

Subject: FW: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Kristi,

I have not received a response to the e mail below.

Lucy Kasparian

Managing Attorney

California Lemon Law Center

136 North Glendale Avenue

Glendale, CA 91206

Office: (818) 547-5777

Fax: (818) 547-9777

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=== UPDATE Tony Munoz: 12/8/2009 4:59:09 PM

- 0.02 Hours worked on 08-Dec-09

From: Kristi Blanchard

Sent: Wednesday, November 18, 2009 9:58 AM

To: Tony Munoz

Subject: FW: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Tony,

Can you please provide me your comments on Lucy's notes below? I was under the impression we addressed this issue with our responses below. Please let me know your comments.

Thanks,
Kristi

----- Forwarded Message

From: Lucy Kasparian <<lucy@cllclaw.com>>

Date: Thu, 13 Aug 2009 10:43:24 -0700

To: Kristi Blanchard <<Kristi.Blanchard@ducati.com>>

Subject: RE: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Mr. [REDACTED] disagrees with your assessment of the mileage offset and your use of the 25,000 mile mileage denominator. The California Lemon Law does not allow for it such an offset and treats motorcycles and vehicles in a similar manner. Also, the California Lemon Law does not have a mileage deduction for a mileage offset on a claim a breach of implied warranty. However, for purposes of settlement Mr. [REDACTED] is willing to provide you with an offset with a 120,000 mileage denominator. Please let me know if Ducati's position regarding this matter.

Lucy Kasparian

Managing Attorney

California Lemon Law Center

136 North Glendale Avenue

Glendale, CA 91206

Office: (818) 547-5777

Fax: (818) 547-9777

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From: Kristi Blanchard [<mailto:Kristi.Blanchard@ducati.com>]

Sent: Thursday, August 13, 2009 10:15 AM

To: Lucy Kasparian

Subject: Re: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Ms. Kasparian,

I have not heard from you since my e-mail of June 25, 2009 and wanted to follow-up on the situation with Mr. [REDACTED]. Can you please provide me with an update?

Thank you,

Kristi M. Blanchard

Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

From: Kristi Blanchard <<Kristi.Blanchard@ducati.com>>
Date: Thu, 25 Jun 2009 16:01:37 -0700
To: Lucy Kasparian <<lucy@cllclaw.com>>
Conversation: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer
Subject: Re: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Ms. Kasparian,

The use of the 25,000 mile denominator is utilized from the regulations stipulated by Washington state. This calculation has been utilized for any repurchase instances in the state of California.

Thank you,

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

=== UPDATE Tony Munoz: 12/8/2009 4:57:03 PM
- 0.0 Hours worked on 24-Jun-09
From: Kristi Blanchard
Sent: Wednesday, June 24, 2009 5:41 PM
To: Tony Munoz
Subject: Fw: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

And another.

From: Lucy Kasparian
To: Kristi Blanchard
Sent: Wed Jun 24 17:37:14 2009
Subject: RE: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer
Kristi,

Could you please provide me with the jurisdictions you claim use the 25000 mile fraction denominator?

Thank You,
Lucy

Lucy Kasparian
Managing Attorney
California Lemon Law Center
136 North Glendale Avenue
Glendale, CA 91206
Office: (818) 547-5777
Fax: (818) 547-9777

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From: Kristi Blanchard [mailto:Kristi.Blanchard@ducati.com]
Sent: Tuesday, June 23, 2009 5:02 PM
To: Lucy Kasparian
Subject: Re: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Ms. Kasparian,

Please feel free to address any concerns you may have about the language of the release and/or submit proposed documentation for review. With respect to the use offset calculation, the use offset was calculated at 6,536 miles, which was the mileage when Mr. [REDACTED] presented the motorcycle to the dealer in April of 2009 with complaints that ultimately led to this repurchase offer. Because California law does not specifically provide a formula for use offset of motorcycles, as opposed to new motor vehicles, we are guided by other jurisdictions that use a fraction denominator of 25,000.

Please let me know if you have any further questions.

Regards,

Kristi
Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

=== UPDATE Tony Munoz: 12/8/2009 4:54:34 PM

- 0.0 Hours worked on 24-Jun-09

-----Original Message-----

From: Tony Munoz
Sent: Wednesday, June 24, 2009 3:55 PM
To: Kristi Blanchard
Subject: RE: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

They are obviously used to dealing only with cars. 99.9% of all motorcycles will never see 100,000 mi. Aside from that we don't have to count from "first repair" as that provision only applies to "new motor vehicles", it cuts both ways.

Perhaps we should remind her that we have attached picture of the customer working on his bike?

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/9/2009 2:41:46 PM

- 0.02 Hours worked on 09-Sep-09

Legal issue. Need to keep ticket open until resolved.

=== UPDATE Tony Munoz: 8/24/2009 3:46:56 PM

- 0.02 Hours worked on 24-Aug-09
- Forwarded to SELF: Tony Munoz
- Priority set to [High]

=== UPDATE TKremlick: 8/17/2009 11:56:11 AM

- 0.02 Hours worked on 17-Aug-09
- Request CLOSED
- Priority changed from [Critical] to [N.A]

CLOSED from a CS perspective

=== UPDATE StarWatch: 8/3/2009 1:51:43 PM

- 0.0 Hours worked on 03-Aug-09
- Priority changed by " [Global]" from [High] to [Critical]

=== UPDATE StarWatch: 8/3/2009 12:51:43 PM

- 0.0 Hours worked on 03-Aug-09
- Priority changed by " [Global]" from [Medium] to [High]

=== UPDATE TKremlick: 8/3/2009 12:11:58 PM

- 0.02 Hours worked on 03-Aug-09
- Priority changed from [Critical] to [Medium]

=== UPDATE Tony Munoz: 6/24/2009 4:29:34 PM

- 0.03 Hours worked on 24-Jun-09
-----Original Message-----
From: Kristi Blanchard
Sent: Wednesday, June 24, 2009 3:20 PM
To: Tony Munoz
Subject: Fw: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Fyi

-----Original Message-----

From: Lucy Kasparian
To: Kristi Blanchard
Subject: RE: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer
Sent: Jun 23, 2009 5:32 PM

Kristi,

The mileage offset suggested does not correlate with California jurisdiction. The mileage offset is based on the life expectancy of the vehicle. Is Ducati claiming that the life expectancy on a Ducati motorcycle is 25,000 miles? In addition, a breach of warranty claim does not include a mileage offset. However, for the purposes of an early resolution of this matter, my client is willing to settle this matter with a fraction denominator of 120,000 for the first repair.

Thank You,
Lucy Kasparian

Lucy Kasparian
Managing Attorney
California Lemon Law Center
136 North Glendale Avenue
Glendale, CA 91206
Office: (818) 547-5777
Fax: (818) 547-9777

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=== UPDATE Tony Munoz: 6/24/2009 4:27:56 PM

- 0.02 Hours worked on 24-Jun-09

From: Kristi Blanchard

Sent: Wednesday, June 24, 2009 3:19 PM

To: Tony Munoz

Subject: Fw: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Fyi

From: Lucy Kasparian

To: Kristi Blanchard

Sent: Wed Jun 24 15:06:45 2009

Subject: RE: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Kristi,

My client rejects the attached offer. Unless my client receives a repurchase offer by Monday June 29, 2009 which does not include a mileage offset, I have been advised to file suit.

Thank you,

Lucy

Lucy Kasparian

Managing Attorney

California Lemon Law Center

136 North Glendale Avenue

Glendale, CA 91206

Office: (818) 547-5777

Fax: (818) 547-9777

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=== UPDATE Tony Munoz: 6/23/2009 5:08:17 PM

- 0.02 Hours worked on 23-Jun-09

From: Kristi Blanchard

Sent: Tuesday, June 23, 2009 5:02 PM

To: Tony Munoz

Subject: FW: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

FYI

----- Forwarded Message

From: Kristi Blanchard <<Kristi.Blanchard@ducati.com>>

Date: Tue, 23 Jun 2009 17:02:06 -0700

To: Lucy Kasparian <<lucy@cllclaw.com>>

Conversation: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Subject: Re: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Ms. Kasparian,

Please feel free to address any concerns you may have about the language of the release and/or submit proposed documentation for review. With respect to the use offset calculation, the use offset was calculated at 6,536 miles, which was the mileage when Mr. [REDACTED] presented the motorcycle to the dealer in April of 2009 with complaints that ultimately led to this repurchase offer. Because California law does not

specifically provide a formula for use offset of motorcycles, as opposed to new motor vehicles, we are guided by other jurisdictions that use a fraction denominator of 25,000.

Please let me know if you have any further questions.

Regards,

Kristi

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

From: Lucy Kasparian <lucy@cllclaw.com>
Date: Thu, 18 Jun 2009 14:47:58 -0700
To: Kristi Blanchard <<Kristi.Blanchard@ducati.com>>
Subject: RE: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Kristi,

I have concerns regarding the release, some of the terms are against public policy. Furthermore, please provide me with a calculation of how you reached the mileage offset.

Thank You,
Lucy

Lucy Kasparian
Managing Attorney
California Lemon Law Center
136 North Glendale Avenue
Glendale, CA 91206
Office: (818) 547-5777
Fax: (818) 547-9777

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=== UPDATE Tony Munoz: 6/22/2009 7:12:51 PM
- 0.03 Hours worked on 22-Jun-09
From: Kristi Blanchard
Sent: Thursday, June 18, 2009 1:08 PM
To: lucy@cllclaw.com

Subject: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED] Settlement Offer

Dear Ms. Kasparian,

I am writing you with reference to your client, Mr. [REDACTED] and his 2008 Ducati 848, VIN ZDM1XBGV08E [REDACTED]. Please find attached a Settlement Offer from Ducati North America, Inc. to your client in the above referenced matter. Please note that the Settlement Offer presented is subject to adjustment for any Damages and Repair costs, outside of normal wear and tear, deemed necessary by Ducati to return the motorcycle to like new condition. (Such costs will be assessed with a physical inspection by Ducati at an authorized Ducati dealership indicated by Ducati.)

Please feel free to contact me with any questions and if this settlement option is acceptable to your client. I look forward to hearing from you.

Regards,

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

Copy of settlement offer located on server.

=== UPDATE Tony Munoz: 5/26/2009 2:37:26 PM

- 0.02 Hours worked on 26-May-09

From: Kristi Blanchard

Sent: Tuesday, May 26, 2009 2:15 PM

To: lucy@cllclaw.com

Subject: [REDACTED] 2008 Ducati 848; VIN: ZDM1XBGV08E [REDACTED]

Dear Ms. Kasparian,

I am writing to confirm receipt of your notice of May 8, 2009 to Ducati North America, Inc. referencing Mr. [REDACTED]. Ducati North America, Inc. will be in contact shortly with a response.

Regards,

Kristi M. Blanchard
Legal Affairs Manager
DUCATINORTH AMERICA
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408-343-4412
Fax: 408-253-4099
<Kristi.Blanchard@ducati.com>

=== UPDATE TKremlick: 5/22/2009 10:09:23 AM

- 0.02 Hours worked on 22-May-09

handed RCA, request, file to TM for review and letter to plaintiff's attorney

=== UPDATE TKremlick: 5/22/2009 9:32:17 AM

- 0.02 Hours worked on 22-May-09

T.J

to answer you questions:

question 1 -

The rear brake issue was 'not' a result of him crashing. I don't have any pictures of the damage anymore, however if I do run across them, I will send them over.

question 2 -

Okay there is a little something here that you missed... when he came in R.O 10549 we found the radiator to be defective. We told him that we will place one on order, and for him to keep his bike here at our shop because riding with a radiator that is leaking will void your warranty. He refused to leave the bike here and rode away with a leaking radiator. When I received the radiator, I called him in for the replacement, he shows up with a bone dry radiator which has apparently busted the elbow valve (PART NUMBER 81412361B) due to extreme heat and stress. We replace the radiator but cannot put any coolant inside cause of the quarter size hole in this elbow valve. We didn't have this valve (nor any other dealer we called that day) so we told him that this has voided his warranty, and therefore he needs to buy one over the counter. He went up to the parts dept. and placed an order for this valve and again left after repeated advise from Marc and I to leave his bike here, and not to ride the bike because doing so will cause further damage to the engine that will not be covered under any warranty. He /*_once again_*/ rode off into the night *with no coolant!*.... comes back on March 19th 2009 when the valve arrives and wants us to install it for free.. I forcefully told him how I'm not going to install it under warranty. The situation escalated to the point where he just layed the bike down in the alley and replaced the broken valve himself. Thereafter wanted us to fill his coolant for free (his argument was that it should of been part of the radiator install, and since we didn't fill it before, he wanted it now), this turned out to be another fiasco. After threats and arguments, Marc and I decided to fill up his radiator just to get him out of the shop.

So thats the story. I must have told him to stop riding his bike about 50 times in this whole situation. Right before leaving our shop the last time, he told Marc how his bike is not running well, having hard starting problems. His neglect on this bike is evident from both the mechanical well-being, and cosmetic appeal.

Dates are all clear up until the arrival of the elbow valve. This he ordered himself, and showed up without any appointment for the install. If you need the date of valve shipment, I'll look into it. He came here total of 3 times for the radiator , 4 if you count the rear brake issue.

I hope this has further helped your case.

-arvin

=== UPDATE TKremlick: 5/20/2009 10:11:18 AM
- 0.02 Hours worked on 20-May-09

From: TJ Kremlick
Sent: Wednesday, May 20, 2009 10:09 AM
To: 'Service'
Subject: RE: [REDACTED], CHARLES -

Arvin,

I appreciate you supplying us with that information. I'm trying to remain professional about this, but it must be said: that picture is priceless. I'm only half kidding when I write that a good attorney could play us into buying back the bike based on the idea that all of the "problems" he experienced drove him insane. At least he put cardboard down before flopping the bike on its side. Unbelievable.

Regardless, part of what I do is assemble a synopsis of all work performed on a customer's bike in situations like this. Things like accurate RO dates and details on work done are everything in these summaries. I have to be very thorough, so I appreciate your assistance. If you would, I have a few additional questions pertaining to the work performed. Please review them and provide explanations:

1) the work we did on the customer's rear brake system (RO 9863), was that a result of the customer crashing his bike? When did the crash occur? Do you have photos of any crash damage?

2) to be clear, concerning RO 10549 the customer had a legitimate problem with his radiator. You put one on order (2.20.09). He refused to wait for it and rode the bike a number of miles with the understanding that he was potentially damaging the bike and any further damage would not be warrantable. The result was a busted water valve. He returned 3.17.09; Pro Italia put the new radiator on and sold him a water valve, which he replaced himself in your parking lot.

Please answer with as much accuracy and depth as you can recall. It is vital to my report.

Many thanks Arvin,

T.J.

=== UPDATE TKremlick: 5/20/2009 8:52:54 AM

- 0.18 Hours worked on 20-May-09

received, scanned and attached all info from Pro Italia, including:

-ROs 9863, 10549

-damage report stating "customer came in to replace defective radiator under warranty; labor and parts for the broken water valve is the customer's responsibility. Broken water valve due to customer riding bike with defective radiator that the customer was informed of. The customer did not want to leave the bike for repairs. Said he would come back or have repairs done elsewhere"

-picture of customer repalcing water valve on his own bike in Pro Italia's parking lot

=== UPDATE TKremlick: 5/19/2009 5:02:51 PM

- 0.03 Hours worked on 19-May-09

called Arvin

-he stated he would be sending em the information in "two seconds"

-i stated i wouldnt leave the office until i received it

-i stated it is imperative i get it, as i have to begin drafting a response to the customer's attorney

=== UPDATE TKremlick: 5/19/2009 10:12:27 AM

- 0.03 Hours worked on 19-May-09

818-249-5707

called Arvin

-he stated he was putting together all the info to send to me this afternoon

-i asked if i could count on it getting here today

-he stated yes

=== UPDATE TKremlick: 5/18/2009 1:59:13 PM

- 0.02 Hours worked on 18-May-09

**follow up with Arvin for ROs, pics

**refine RCA

=== UPDATE TKremlick: 5/15/2009 4:55:17 PM

- 0.12 Hours worked on 15-May-09

scanned and attached letter from customer's attorney

=== UPDATE TKremlick: 5/15/2009 3:20:26 PM

- 1.45 Hours worked on 15-May-09

called Arvin at Pro Italia

-i stated i was calling in refe to the customer

-Arvin explained the difficulties he has had dealing with the customer in the past
-he stated the customer is incredibly difficult to deal with
-he stated customer's level of belligerence in the past has been enough for the dealer to ask the customer to leave and not return
-i explained the most current news involving this customer, that he has hired an attorney and is asking us to repurchase the bike as it is claimed to be a "lemon"
-he stated the bike is not a lemon, the bike has been abused by its owner
-he stated the customer brags about doing wheelies and being cited by police for doing them. he stated customer shows off written citations to staff
-he stated the bike has clearly been crashed
-he stated he has multiple pictures of the damage to the bike, the customer laying the bike on its side to "work" on it
-he stated he has written and signed documents stating if the customer were to ride his bike without radiator fluid it would void the warranty (considered abuse and misuse)
-i asked him to forward me everything he had on this customer

=== UPDATE TKremlick: 5/15/2009 1:26:41 PM

- 1.22 Hours worked on 15-May-09

oracle warranty history

Top of Form 1

1807	Moto Veloce, Inc.	81761	CHARLES SATRUSTEGUI	111012	<pls/PROD/OracleON.IC?Y=17934920>
	05/13/2008	GDU0800056	D15004808	08 CAL 848 RED	ZDM1XBGV08E [REDACTED]
1317	Pro-Italia Motors	81761	CHARLES SATRUSTEGUI	120002	<pls/PROD/OracleON.IC?Y=17934921>
	10/21/2008	GDU0800367	D15004808	08 CAL 848 RED	ZDM1XBGV08E [REDACTED]

called BH Ducati, spoke with Louis

-i stated RO from customer is completely illegible and asked him to forward me a computer generated version
-he stated he would immediately

=== UPDATE TKremlick: 5/14/2009 11:08:45 AM

- 0.02 Hours worked on 14-May-09

- Priority changed from [Medium] to [Critical]

**call dealers, review ticket to complete RCA

**discuss with TM

worked on RCA

=== REQUEST SERVICE TKremlick: 5/13/2009 4:19:11 PM

- 0.18 Hours worked on 13-May-09

- Forwarded to SELF: TKremlick

- Email NONE Selected

**discuss with TM

**RCA

received letter from "CLLC"

-customer has hired an attorney and is requesting a buyback

-letter states we have 30 days to comply

Reference: 24346

Title: [REDACTED] (848 8E [REDACTED])

Status: Closed

Requester: Inactive: 48016 - Hahm Enterprises 949-646-7700 / CA
Department: Dealership
Time logged: 7/29/2008 11:25:56 AM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 8 days, 20.4 hours
Hours worked: 1.13

=== UPDATE TKremlick: 3/18/2009 2:38:54 PM
- 0.18 Hours worked on 18-Mar-09

was speaking to arvin at pro italia regarding unrelated bike/ issue
-he stated he wanted to 'warn' me about potential cust call
-he stated he had warned cust not to ride bike around without coolant
-stated he had cust sign agreement stating he would not ride bike without coolant
-cust ignored arvin's advice
-arvin stated cust is having problems with bike and might attempt to have another dealer cover it under warranty
-he stated customer might try to claim bike is a 'lemon'
-i stated we would be on the lookout for his call

=== UPDATE Cintia Schutt: 8/7/2008 11:21:24 AM
- 0.12 Hours worked on 07-Aug-08
- Request CLOSED
- Priority changed from [Medium] to [N.A]

=== UPDATE Cintia Schutt: 7/29/2008 4:54:41 PM
- 0.02 Hours worked on 29-Jul-08
- Title changed from [REDACTED] (848 8E [REDACTED]) to [REDACTED] (848 8E [REDACTED])

=== UPDATE Cintia Schutt: 7/29/2008 4:53:58 PM
- 0.03 Hours worked on 29-Jul-08
Attached original RO from BH and notes:

Notes indicate that this bike had crash damage on the RH side and the LH mirror

=== UPDATE Cintia Schutt: 7/29/2008 4:30:06 PM
- 0.15 Hours worked on 29-Jul-08
Cusotmer phoned front desk and asked to speak to warranty, stating he was a dealership.

Customer was transferred by front desk to customer service but the call did not come through

The customer phoned back again:

I advised that the regional service manager has been in touch with Newport Motor Sports

The customer stated that he would call the dealership as he is on borrowed phone

I quickly advised that the parts associated with the clutch basket will be repaired, and to contact David at Newport regarding this

I also advised that the servo motor that is broken on the exhaust should be replaced, at that since it is related to a crash and not a defect of workmanship or materials, it would not be covered under warranty

The customer advised that the bike had not been crashed, but that him and his friends tried to install another exhaust and had to RIVET this piece back on....

I advised the customer that there was another concern with his bike that would require further inspection of his bike and the call dropped.

=== UPDATE Cintia Schutt: 7/29/2008 3:32:53 PM
- 0.07 Hours worked on 29-Jul-08

Warranty HX:

05/13/2008
4 - Distorted
Deformation - Distorted

Related parts:
18010081A (GEARCHANGE FORK)
85211741A (Washer)
942470014 (LIQUID GASKET)

=== UPDATE Cintia Schutt: 7/29/2008 3:11:30 PM
- 0.02 Hours worked on 29-Jul-08
Customer left VM w/ BM 818.795.3376

=== UPDATE Cintia Schutt: 7/29/2008 3:10:59 PM
- 0.07 Hours worked on 29-Jul-08
I spoke with DG who stated;

He advised that the dealership is to order the pertinent parts on the clutch and he'll follow up to make sure that happens

He advised that there is crash damage to this bike, and that the servo motor is broken and is physically hanging from the bike

DG stated that this item needs to be replaced by the customer, at the customer's expense, and any concern that can be attributed to this item not being repaired will not be covered under warranty

DG stated that the overall condition of this bike is poor, it looks like a 15 year old bike

DG stated he will follow up with Hahm once more regarding the course of action to repair this bike.

=== UPDATE Cintia Schutt: 7/29/2008 3:07:26 PM
- 0.15 Hours worked on 29-Jul-08
I phoned BH Ducati

I spoke with Tom who stated that this customer was fired and removed from their location and for behavioral concerns with this dealership

Tom stated that the bike came for being stuck in gear, and that he'll fax over complete notes/RO

Tom also stated that this bike had light rash on both sides when it came in to their location.

Tom stated that he will fax over an RO history

=== UPDATE Cintia Schutt: 7/29/2008 2:59:20 PM
- 0.3 Hours worked on 29-Jul-08
- Title changed from [REDACTED] (848 8E [REDACTED]) to [REDACTED] (848 8E [REDACTED])
- Forwarded to SELF: Cintia Schutt
- Priority set to [Medium]
Customer left VM BM and said he has not heard from anyone.

I spoke with David at Hahm -

David stated that this bike came in on July 23rd.

David stated that bike came in with 2475 miles on it.

Customer stated that the bike was stuck in gear, and that he had a clutch problem,

They found that the clutch cylinder was found to be working and the nut the holds on the clutch basket backed off or was improperly tightened.

David stated that the inner protective plate is damaged but doesn't see that it is available separately and needs to obtain more information from DG.

DG came down and took pictures of the bike and advised that customer will need to fix the exhaust servo on his own as this was caused from crash damage (customer alleges he only dropped the bike). Dave stated that the exhaust servo is cracked on this bike because it was dropped. This needs to be repair regarding any further warranty claims.

David stated that the closing shim keeper found on oil plug and top end to be inspected.

David stated he is a bit unclear as how to proceed and is awaiting direction from DG

=== REQUEST SERVICE Cintia Schutt: 7/29/2008 11:25:56 AM

- 0.03 Hours worked on 29-Jul-08

- Request CLOSED

- Email NONE Selected

ZDM1XBGV08E [REDACTED]

08 CAL 848 RED

From: Dan Green [mailto:DGGreen@ducatiusa.com]

Sent: Tuesday, July 29, 2008 11:10 AM

To: Ben Maclean; Cintia Schutt; Mike Norman

Subject: Re: Newport Powersports Charly Satrustegui 848 broken clutch

Ben,

I was there saturday afternoon to take pics and inspect the bike. I spoke with David (the service manager), and asked him to order the parts needed to repair the bike. This has been crashed by the customer, and is not very well taken care of. So, everything has been taken care of, and the bike is being fixed.

Sent via BlackBerry by AT&T

From: "Ben MacLean" <bmaclean@ducatiusa.com>

Date: Tue, 29 Jul 2008 10:53:21 -0700

To: 'Dan Green' <dgreen@ducatiusa.com>; 'Cintia Schutt' <cschutt@ducatiusa.com>; 'Mike

Norman' <MNorman@ducatiusa.com>

Subject: Newport Powersports [REDACTED] 848 broken clutch

This guy [REDACTED] has a 848 with a broken clutch plate sitting at Newport Powersports. The bike has been down for one week, and they are telling him that they won't do anything (order parts, etc.) until they know who is paying for it, and until "Ducati comes out here and takes pictures". My concern is that this guy seems kind of high strung-can we call the dealer and encourage them to order parts? Thanks guys! Please reply all on this so we all know what is going on...

Ben MacLean

10443 Bandley Drive

Cupertino CA 95014

408 677 0957 mobile

408 253 4099 fax

bmaclean@ducatiusa.com

ducatiusa.com

Reference: 27777
Title: [REDACTED]
Status: Closed
Requester: [1181 - Moto Forzabryanthoms@hotmail.com](mailto:1181-MotoForzabryanthoms@hotmail.com) 760-746-6001
Department: [Dealership](#)
Time logged: 5/14/2009 3:34:06 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Dealer service issue
Time in service: 14 days, 0.56 hours
Hours worked: 0.65

=== UPDATE Rachael Beckner: 6/10/2009 11:44:57 AM

- 0.02 Hours worked on 10-Jun-09
zulu

=== UPDATE Rachael Beckner: 5/28/2009 3:59:28 PM

- 0.02 Hours worked on 28-May-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

Closed until further contact from customer

=== UPDATE Rachael Beckner: 5/27/2009 2:35:28 PM

- 0.02 Hours worked on 27-May-09
zulu

=== UPDATE Rachael Beckner: 5/19/2009 7:10:08 AM

- 0.02 Hours worked on 19-May-09

waiting for customer response

=== UPDATE Rachael Beckner: 5/18/2009 3:14:10 PM

- 0.02 Hours worked on 18-May-09

From: DNA Customer Service
Sent: Monday, May 18, 2009 3:14 PM
To: [REDACTED]
Subject: Ducati Customer Service

Dear Mr. [REDACTED]

We are sorry to learn that Moto Forza has not met with your expectations. Each Dealership is an Independent Franchisee and is responsible for the manner in which they conduct day to day operations. Ducati takes any concerns regarding authorized Ducati Dealerships seriously. We appreciate you bringing this matter to our attention. Once we have received your written account, we will forward this on to our Regional Representatives for their records. You can send your response to this address, customerservice@ducati.com.

Also, would you mind including the VIN number of your 848 in your reply? We would like to have this on file for our records.

We apologize for any inconvenience you may have experienced and hope that you continue to remain a Ducati enthusiast. If you have any further questions, please feel free to contact us.

Thank you and best regards,
Rachael

Customer Service
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014

www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== UPDATE Rachael Beckner: 5/18/2009 2:59:06 PM

- 0.43 Hours worked on 18-May-09
- Requester changed from [Rachael Beckner] to [1181 - Moto Forza]
- Title changed from [REDACTED] - 848] to [REDACTED] - 848]

I phoned the customer back regarding his concern with the dealership.

Customer informed me:

he has been on the forums and some others feel the same way about this dealership
lives in Marietta, CA Moto Forza is his closest dealership

(Customer purchased the bike from Spectrum)

There were 3 cases where customer has had an issue with Moto Forza:

1. customer wanted plastic for his 848 seat
 - moto forza had the piece in stock
 - customer has seen the piece at other dealerships for cheaper and asked Moto Forza if they could match the price
 - dealer asked if he had purchased the bike from them, customer replied he had not, dealership allegedly told him they could not match the price.

2. Customer asked an associate from the dealer to take down some carbon parts from a shelf so he could look at them. Associate seemed annoyed. Customer alleges this was a minor incident.

3. Customer stated the latest complaint deals with his radiator which is leaking
 - customer called a few days before to see if he could bring his bike in for this issue
 - first thing the dealership asked was if he purchased the bike from them
 - customer stated he did not
 - dealer allegedly told him it they would not be able to see the bike for about a week
 - customer told the dealer he would rather not go to them because they kept asking him this everytime he called or went in.

Customer alleges that the dealership has asked him if he purchased the bike from them everytime he has called or talked to anyone. Customer stated this should not matter and believes all customers should be treated equally no matter if they purchased the bike there or not.

Customer confronted the dealer about this and alleges they told him it was because they know all their customer that purchase from them really well and they know their riding styles, etc.

Customer stated after the final incident he took the bike to Spectrum where he did purchase the bike and with no questions asked Spectrum treated him with great service.

I informed the customer that I was sorry to hear of his concern with Moto Forza. I informed him that we at Ducati take concerns with dealership seriously. I told the customer if he would like to provide a written statement could forward it onto our Regional Rep. for his records and so that he is aware of the experience the customer has had. Customer stated he would be happy to do this and asked that I email him with my address.

I thanked the customer for bringing this matter to our attention.

Customer thanked me.

Email: [REDACTED]

=== PRIVATE MEMO - UPDATE Rachael Beckner: 5/14/2009 3:34:07 PM

- 0.0 Hours worked on 14-May-09
- Set Reminder for Rachael Beckner at 5/18/2009 9:00:00 AM

=== REQUEST SERVICE Rachael Beckner: 5/14/2009 3:34:06 PM

- 0.13 Hours worked on 14-May-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

Jose called in to complain about Moto Forza in Escondido, CA

He originally bought his bike from Spectrum and thinks they are a great dealership, but Moto Forza is closer so that is who he has to take it to for service.

He says anytime he has called about any issue with his bike they always ask if he bought the bike from them. His concern is that he thinks the dealership treats customers differently based on whether they bought their bike from them or another dealership.

He had radiator failure and needed to bring the bike into them to get a new radiator, etc. When he called them they asked if that was all he was planning on buying and then made it seem like it wasn't worth their time. They then followed up with asking if he had bought his bike from them.

Jose feels that they give preferential treatment to customers who bought their bikes there and he doesn't think this is a good representation for Ducati.

If anyone would like to follow up with him he can be reached at [REDACTED]

Reference: 27859
Title: [REDACTED] (848 8E [REDACTED])
Status: Closed
Requester: [1160 - Honda Peninsula](#) 408-245-7840 svc 3
Department: [Dealership](#)
Time logged: 5/20/2009 4:25:02 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike Stalling
Time in service: 145 days, 20.19 hours
Hours worked: 2.7

=== UPDATE TKremlick: 1/7/2010 3:26:20 PM
- 0.02 Hours worked on 07-Jan-10

bike shipped to DMH 11.15.2009
C/O: 11/11/09
ETD: 11/15/09 New York port
ETA: 12/8/09 LaSpezia port
Vessel Name: MSC Kim V2R

=== UPDATE TKremlick: 10/13/2009 12:29:38 PM
- 0.02 Hours worked on 13-Oct-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

CLOSE

=== UPDATE TKremlick: 10/1/2009 11:17:08 AM
- 0.02 Hours worked on 01-Oct-09

From: Levi Bona
Sent: Thursday, October 01, 2009 10:58 AM
To: [REDACTED]
Cc: John Berntsen; TJ Kremlick; Ricardo Olivas
Subject: 848 RED for pick-up - [REDACTED] 848 8E [REDACTED]
Importance: High

Hello Murray,

Attached, please find the bill of lading to use for the pick-up of the recreated 848 RED.

The pick-up request has been made between 3PM to 5PM today.

Should you have any questions, please do not hesitate to contact me.

Best regards

Levi Bona

=== UPDATE TKremlick: 9/29/2009 1:53:55 PM
- 0.02 Hours worked on 29-Sep-09

From: TJ Kremlick
Sent: Tuesday, September 29, 2009 1:53 PM
To: Levi Bona
Cc: John Berntsen
Subject: [REDACTED] 848 8E [REDACTED] HP to Jersey

Levi,

I know this is an incredibly busy time of month for you. I'll keep this email concise and joke-free:

Another one for Jersey:

- 1) Ref [REDACTED]
- 2) Red 848 at Honda Pen
- 3) Vin is ZDM1XBGV48E [REDACTED]
- 4) Bike is crated and ready to go
- 5) A lift gate is not required

Thanks Levi- let me know if you have any questions.

T.J.

=== UPDATE TKremlick: 9/14/2009 9:44:33 AM

- 0.02 Hours worked on 14-Sep-09
- Priority changed from [Critical] to [Medium]

=== UPDATE TKremlick: 9/9/2009 10:48:58 AM

- 0.03 Hours worked on 09-Sep-09

called Murray

- i asked him to crate the bike
- he stated he would let me know when the bike was crated

=== UPDATE TKremlick: 8/26/2009 10:47:38 AM

- 0.02 Hours worked on 26-Aug-09

bike needs to be crated

=== UPDATE TKremlick: 8/25/2009 2:24:26 PM

- 0.02 Hours worked on 25-Aug-09

From: TJ Kremlick

Sent: Tuesday, August 25, 2009 12:13 PM

To: [REDACTED]

Subject: RE: Update on 848

Will do. Same for you, if you decide to return to our brand.

From: [REDACTED]

Sent: Tuesday, August 25, 2009 12:12 PM

To: TJ Kremlick

Subject: Re: Update on 848

Not bad. One day turnaround. Let me know if you need anything else.

On Tue, Aug 25, 2009 at 12:11 PM, TJ Kremlick <TJ.Kremlick@ducati.com <mailto:TJ.Kremlick@ducati.com>> wrote:

Got the title. Thanks for that.

=== UPDATE TKremlick: 8/25/2009 2:23:39 PM

- 0.02 Hours worked on 25-Aug-09

From: TJ Kremlick

Sent: Tuesday, August 25, 2009 12:13 PM

To: [REDACTED]

Subject: RE: Update on 848

Will do. Same for you, if you decide to return to our brand.

From: [REDACTED]
Sent: Tuesday, August 25, 2009 12:12 PM
To: TJ Kremlick
Subject: Re: Update on 848

Not bad. One day turnaround. Let me know if you need anything else.

On Tue, Aug 25, 2009 at 12:11 PM, TJ Kremlick <TJ.Kremlick@ducati.com <mailto:TJ.Kremlick@ducati.com>> wrote:

Got the title. Thanks for that.

=== UPDATE TKremlick: 8/19/2009 2:46:52 PM
- 0.02 Hours worked on 19-Aug-09

From: TJ Kremlick
Sent: Wednesday, August 19, 2009 2:46 PM
To: [REDACTED]
Subject: RE: Update on 848

[REDACTED]

I appreciate the return call.

Just drop it in the mail, certified preferably as it's an important document. Please send it to:

Ducati North America
c/o T.J. Kremlick
10443 Bandley Drive
Cupertino, CA 95014

Thanks again,

T.J.

=== UPDATE TKremlick: 8/17/2009 3:13:45 PM
- 0.03 Hours worked on 17-Aug-09

spoke with Murray
-he explained the 'superficial scratches' and aftermarket levers
-i said that was fine, thanked him for calling, autho'd him to release the check to the customer

=== UPDATE Rachael Beckner: 8/14/2009 3:39:27 PM
- 0.07 Hours worked on 14-Aug-09

Murray called:
Murray stated the bike had aftermarket grips and hand levers.
Murray stated the bike had a scratch on the footpeg and mirror.
Murray stated this was all pretty incidental but wanted to be sure.
I stated I would let TJ know and have him call.

=== UPDATE TKremlick: 8/13/2009 5:12:52 PM
- 0.02 Hours worked on 13-Aug-09

From: TJ Kremlick
Sent: Thursday, August 13, 2009 5:12 PM

To: [REDACTED]
Subject: RE: Update on 848

No check today. Should have it by tomorrow for sure. Murray is aware of the deal. I'll let you know as soon as I get the check tomorrow.

=== UPDATE TKremlick: 8/13/2009 3:41:23 PM
- 0.08 Hours worked on 13-Aug-09

called Murray
-explained the situation
-he was cool with it
-told him i was also dropping off AWs bike

From: TJ Kremlick
Sent: Thursday, August 13, 2009 3:36 PM
To: [REDACTED]
Subject: RE: Update on 848

I'm pushing for it.

Here's the deal right now: Accounting is working on the check, which usually takes 1-2 days. I submitted a request for it this morning. I have the document packet, including the 262, ready to go. My plan was to simply drive it over there as soon as the check is handed to me, to save some time.

Again, the hope was to do this all in one swoop, so you didn't have to make repeat visits. It might not work quite this smooth. Either way, I don't see any reason why I can't hand the check to them by tomorrow.

Hang loose, stay flexible. I'll call Murray and let him know the deal. I'll let you know as soon as I have the check.

From: [REDACTED]
Sent: Thursday, August 13, 2009 2:51 PM
To: TJ Kremlick
Subject: Re: Update on 848

TJ:

Are we still on for tomorrow?

=== UPDATE TKremlick: 8/11/2009 4:57:44 PM
- 0.02 Hours worked on 11-Aug-09

From: TJ Kremlick
Sent: Tuesday, August 11, 2009 4:57 PM
To: [REDACTED]
Subject: RE: Update on 848

[REDACTED]
Can't thank you enough for your patience throughout this process. I realize we tested it.

The buyback process is fairly straightforward from here on out. First thing first, please review and sign the attached release statement. If you have any questions about it, give me a quick call or email. If you don't, you can email or scan and fax (408.716.3083) a signed copy to me, to expedite things.

Second, the bike needs to return to Honda Peninsula. We will need the following items as well:

- 1) Both black keys and code card
- 2) The owner's manuals and other documentation that came with the bike
- 3) The tool kit

4) Any parts that might have been removed from the bike, including the passenger pegs, rear seat, mirrors, etc.

As I mentioned in our phone call this morning, HP's service department will perform a damage inspection on your bike, just to ensure there is no obvious damage beyond normal wear. Ideally, we can have them perform this while you wait. I will let you know when the documents have arrived at the dealer. I'll leave it to you to set up a time that works best for you and the service staff at HP.

Finally, you will have to sign a DMV 262 form, which reassigns the liability of the bike to Ducati North America. A transfer of ownership form, in other words. HP will release the check to you at that point and we're all done.

As promised, a breakdown of payment:

- Invoice price: 12,099.00
- Taxes: 1462.01
- Frt/ set-up: 949.08
- Subtotal: 14,510.09
- Use deduction: -1183.44
- Balance owed to you: \$13,326.65

Please let me know if you have any questions Nick. I look forward to finishing this up for you.

Regards,

T.J.

=== UPDATE TKremlick: 8/11/2009 11:38:39 AM

- 0.03 Hours worked on 11-Aug-09

**email customer explanation of bb process

spoke with customer

-briefly explained how the transaction would work from here

-stated i would email him a breakdown of payment, a release, and an explanation of how the rest of the bb would go this afternoon

-he sounded enthused

=== UPDATE TKremlick: 8/10/2009 5:29:58 PM

- 0.02 Hours worked on 10-Aug-09

From: TJ Kremlick

Sent: Monday, August 10, 2009 5:25 PM

To: [REDACTED]

Subject: RE: Update on 848

[REDACTED]

Got all the required signatures for buyback. Call me tomorrow to discuss details.

T.J.

=== UPDATE TKremlick: 8/10/2009 3:19:32 PM

- 0.03 Hours worked on 10-Aug-09

cust called looking for bb update

-i stated again i had not received approval yet

-he asked if he could "elevate" the call to ML

-i stated no, i would simply forward his request to speak with management

-i stated i could not promise they would follow up

-i stated i would certainly follow up with management on his behalf, however

-i stated i would contact him with an update as soon as one was provided

=== UPDATE TKremlick: 8/7/2009 4:42:09 PM

- 0.08 Hours worked on 07-Aug-09

customer called

-he asked if there was any update

-i stated unfortunately not

-i explained to him the file was still under review

-i stated i was anxious to have this resolved for him, but was limited as far as my influence over the situation

-i stated i was told it would be taken care of by monday, though i had been told that in the past

-i stated my apologies for continuing to drag this out

-he asked if he could come in and speak with management personally

-i stated that wasnt the best idea

-i stated i would follow up Monday with management and the customer

-he expressed his frustrations

-i stated i understood but would continue to follow up

=== PRIVATE MEMO - UPDATE TKremlick: 8/7/2009 4:42:06 PM

- 0.0 Hours worked on 07-Aug-09

- Set Reminder for TKremlick at 8/10/2009 9:00:00 AM

follow up with AG, customer

=== UPDATE StarWatch: 7/31/2009 6:51:42 PM

- 0.0 Hours worked on 31-Jul-09

- Priority changed by " [Global]" from [High] to [Critical]

=== UPDATE StarWatch: 7/31/2009 5:51:40 PM

- 0.0 Hours worked on 31-Jul-09

- Priority changed by " [Global]" from [Medium] to [High]

=== UPDATE TKremlick: 7/30/2009 8:23:03 AM

- 0.02 Hours worked on 30-Jul-09

From: [REDACTED]

Sent: Wednesday, July 29, 2009 9:14 PM

To: TJ Kremlick

Subject: Re: Update on 848

Mr. Kremlick:

No worries about the Sunday email, and thanks for the update. Here's my problem with the information you provided. Initially I was told 3-4 weeks for resolution, now I'm hearing 4-6. Additionally, we're going into August, which is a month famous for European vacations, pushing me back another month or more. This is unacceptable.

I've played fair and kept my cool, but these delays simply aren't cutting it. I have a motorcycle that's unsafe to ride and I've lost an entire season of riding because of DMH's inability to initially resolve the problem and finally to do the right thing and buy the bike back.

I need to get this wrapped up as soon as possible. These delays make it very difficult for me to justify investing a new Ducati.

Thanks for your time.

=== UPDATE TKremlick: 7/26/2009 11:05:49 AM

- 0.02 Hours worked on 26-Jul-09

From: TJ Kremlick

Sent: Sunday, July 26, 2009 11:05 AM

To: [REDACTED]

Subject: Update on 848

Mr. [REDACTED]

I hope you're having an enjoyable weekend. Please forgive me for writing you on a Sunday- I simply felt it was important for you to go into this week with a better idea of where Ducati is at in regards to your buyback request, as well as introduce myself as Cintia's replacement in handling your case.

Currently, your request still needs to be reviewed by a few members of senior management that have been travelling and therefore unavailable at the office. It could take another 2-3 weeks before things are finalized, which isn't unusual: it can take anywhere from 4-6 weeks for complete resolution.

We do apologize if this has caused you any inconvenience and appreciate your patience throughout this. I assure you I will do my part to keep the process moving along as quickly as possible. Please feel free to contact me for whatever reason in the interim.

Regards,

T.J.

=== UPDATE Cintia Schutt: 7/23/2009 4:16:40 PM

- 0.02 Hours worked on 23-Jul-09
- Forwarded to SUPPORT REP: TKremlick

From: Cintia Schutt
Sent: Thursday, July 23, 2009 4:16 PM
To: [REDACTED]
Subject: RE: Update on 848

Dear Mr. [REDACTED]

I wanted to follow up to let you know management is still processing your request, and we hope to have an approval soon.

Today is my last day at Ducati North America (I am moving out of state). Your case is being forwarded to my colleague T.J. Kremlick (who is also a Technical Customer Service Representative). You may also contact him directly at tj.kremlick@ducati.com, or 408.253.0499 x4424.

Warm regards,
Cintia

=== UPDATE Cintia Schutt: 7/21/2009 9:58:57 AM

- 0.03 Hours worked on 21-Jul-09

Customer phoned in for a status:

I advised his request is still being processed, however many members of upper management have been out traveling

Customer was worried about this not being resolved prior to the August break for Italy

I advised that I don't foresee that the August break for DMH will be an issue, but would follow up with him as I learn further.

=== UPDATE Cintia Schutt: 7/15/2009 12:38:20 PM

- 0.02 Hours worked on 15-Jul-09

From: [REDACTED]
Sent: Wednesday, July 15, 2009 10:30 AM
To: Cintia Schutt
Subject: Re: Update on 848

Hi Cintia,

Any news? I'd like to get this sorted out before I lose the entire riding season. Thanks!

=== UPDATE Cintia Schutt: 7/7/2009 11:55:25 AM

- 0.02 Hours worked on 07-Jul-09

From: [REDACTED]
Sent: Tuesday, July 07, 2009 10:23 AM
To: Cintia Schutt
Subject: Re: Update on 848

Thanks for the update. Sorry about the race on Sunday. Somebody needs to put cement in Pedrosa's tires.
On Tue, Jul 7, 2009 at 10:12 AM, Cintia Schutt <Cintia.Schutt@ducati.com> wrote:
Hello Mr. [REDACTED]

I followed up with Management before I left last week. Your request has moved up to the highest management level; however, I don't know when it will be signed off. I'll keep you posted.

Warmest regards,
Cintia

-----Original Message-----

From: [REDACTED]
Sent: Monday, July 06, 2009 10:57 AM
To: Cintia Schutt
Subject: Update on 848

Hi Cintia,

I hope you had a good holiday. Has there been any update on the status of the 848 buyback?

Thanks for your time.

[REDACTED] | System Mobile | + [REDACTED]

=== UPDATE Cintia Schutt: 7/7/2009 10:24:28 AM

- 0.02 Hours worked on 07-Jul-09

From: [REDACTED]
Sent: Tuesday, July 07, 2009 10:23 AM
To: Cintia Schutt
Subject: Re: Update on 848

Thanks for the update. Sorry about the race on Sunday. Somebody needs to put cement in Pedrosa's tires.
On Tue, Jul 7, 2009 at 10:12 AM, Cintia Schutt <Cintia.Schutt@ducati.com> wrote:
Hello Mr. [REDACTED]

I followed up with Management before I left last week. Your request has moved up to the highest management level; however, I don't know when it will be signed off. I'll keep you posted.

Warmest regards,
Cintia

=== UPDATE Cintia Schutt: 6/25/2009 4:30:25 PM

- 0.02 Hours worked on 25-Jun-09

From: Cintia Schutt
Sent: Thursday, June 25, 2009 4:30 PM
To: [REDACTED]
Subject: RE: 848

Hello Mr. [REDACTED]

New throttle bodies were not installed, as you requested the bike be repurchased. Management indicated that no further work would be performed on this bike as it is going through the buyback process.

Again, it is your property until the final paperwork is signed which would refund the purchase price, plus tax, minus offset for mileage.

As such, you may pick it up and ride it at your discretion and return for finalization of your refund request.

However, I must remind you that the dealership as well as you have indicated that this bikes stalls - if you choose to ride it, that you are doing so at your own risk.

Best regards,
Cintia

From: [REDACTED]
Sent: Thursday, June 25, 2009 2:46 PM
To: Cintia Schutt
Subject: Re: 848

Hi Cintia,

So no new throttle bodies were installed after all this time? I'll pick the bike up on Saturday morning and, unless somebody is going to deliver the bike to my house, I don't really have a choice but to ride it, do I?

=== UPDATE Cintia Schutt: 6/24/2009 12:05:02 PM
- 0.02 Hours worked on 24-Jun-09

From: Cintia Schutt
Sent: Wednesday, June 24, 2009 12:05 PM
To: [REDACTED]
Subject: RE: 848

Hello Mr. [REDACTED]

I just spoke with Murray at Honda Peninsula, and they indicated they would have your bike ready by the end of the day tomorrow. Murray will phone you when it is ready. Please keep in mind that you've indicated that your bike has a stalling concern, and if you choose to ride it, that you are doing so at your own risk.

In the interim, I will let you know when I receive an update from management. As always, contact me with any questions.

Warm regards,

Cintia Schutt

Technical Representative
Customer Service
DUCATI North America
10443 Bandleway Dr.
Cupertino, CA 95014
www.ducatiusa.com
Phone (408) 253-0499 Ext. 4431
E-Fax (408) 716-2696

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From: [REDACTED]
Sent: Tuesday, June 23, 2009 2:39 PM
To: Cintia Schutt
Subject: Re: 848

Oh yeah, one question - am I ever going to get my bike back?

=== UPDATE Cintia Schutt: 6/23/2009 10:31:26 AM
- 0.02 Hours worked on 23-Jun-09

From: Cintia Schutt
Sent: Tuesday, June 23, 2009 10:31 AM
To: [REDACTED]
Subject: RE: 848

Dear Mr. [REDACTED]

Yes. I received it yesterday. We are only able to address your request for refund, as even if approved, we are unable to replace for another model. Please be aware that this process can take 3-4 weeks as it is reviewed by several levels of management. I will keep you posted as I learn further.

As always, do not hesitate to contact me with any questions.

Warm regards,
Cintia

From: [REDACTED]
Sent: Tuesday, June 23, 2009 10:30 AM
To: Cintia Schutt
Subject: Re: 848

Hi Cintia,

Did you receive my letter? It was sent on Friday.

[REDACTED] com

=== UPDATE Cintia Schutt: 6/23/2009 8:16:18 AM
- 0.02 Hours worked on 23-Jun-09

Received request letter from customer

*****attached [REDACTED] *8

=== UPDATE Cintia Schutt: 6/23/2009 8:15:39 AM
- 0.02 Hours worked on 23-Jun-09

Received final RO from Honda Pen

***attached "ro_final_honda_pen_ [REDACTED]"

=== UPDATE Cintia Schutt: 6/22/2009 1:19:21 PM
- 0.02 Hours worked on 22-Jun-09

I phoned Murray and advised to not order another set of TB, customer has requested BB

I asked Murray to fax over the most recent RO so I can finish the timeline on this bike.

=== UPDATE Cintia Schutt: 6/22/2009 10:49:04 AM
- 0.02 Hours worked on 22-Jun-09

Per TM: DO NOT order another set of TB

=== UPDATE Cintia Schutt: 6/22/2009 10:48:24 AM
- 0.02 Hours worked on 22-Jun-09

I left a VM for Murray

=== UPDATE Cintia Schutt: 6/19/2009 8:46:51 AM
- 0.02 Hours worked on 19-Jun-09

From: [REDACTED]
Sent: Friday, June 19, 2009 2:57 AM
To: Cintia Schutt
Subject: Re: 848

Thanks. It's going in the mail today.

=== UPDATE Cintia Schutt: 6/18/2009 4:34:31 PM
- 0.02 Hours worked on 18-Jun-09

From: Cintia Schutt
Sent: Thursday, June 18, 2009 4:34 PM
To: [REDACTED]
Subject: 848

Dear Mr. [REDACTED]

Currently we are still working on resolving the concern with your 848. In the interim, I would be happy to forward your request to management. Please forward the following information to me:

- " Letter detailing your desired outcome of the situation
- " Copy of the purchase agreement detailing purchase cost of this vehicle
- " Copies of invoices for any genuine Ducati Accessories for this vehicle
- " Any other supporting documentation
- " If your bike is financed:
- o Name of finance company

- o Mailing address (may not be a PO Box)
- o 10 day pay off
- o Total interest paid to date
- o Account number
- o Contact phone number
- o A copy of the written authorization you sent to your finance company allowing Ducati North America to contact them regarding your vehicle

You may also mail the above to:

Cintia Schutt, Customer Service
Ducati North America
10443 Bandle Drive
Cupertino, CA 95014

If you have any questions, please feel free to contact me. My direct line is (408) 343-4431.

Best regards,

Cintia Schutt

=== UPDATE Cintia Schutt: 6/18/2009 4:31:03 PM
- 0.25 Hours worked on 18-Jun-09

I phoned the customer

[REDACTED]

Customer stated he is at the end of his rope, he has tried to be nice, and tried to play fair, and this is not going in his favor, he has waited weeks and weeks,

Customer stated he went out and purchased a BMW

Customer stated he wants a refund - he is done waiting for endless diagnosis and repairs

Customer stated he no longer wants this bike, and wants DNA to take it back

Customer stated he needs reliable transportation

I advised the customer that I understand and will forward his request to management

I advised the customer that I will email to him what I need in order to compile such a request

Customer thanked me for my assistance

=== UPDATE Cintia Schutt: 6/18/2009 4:16:06 PM
- 0.02 Hours worked on 18-Jun-09

Customer left VM

=== UPDATE Cintia Schutt: 6/18/2009 4:08:05 PM
- 0.07 Hours worked on 18-Jun-09

I phoned Murray --

Murray stated that the customer had phoned him today to see if bike was ready to ride, and he had to inform the customer that there was shipping damage

Murray stated that the images were sent to JF

=== UPDATE Cintia Schutt: 6/18/2009 4:04:28 PM
- 0.02 Hours worked on 18-Jun-09

I phoned the customer

[REDACTED]

VM left

=== UPDATE Cintia Schutt: 6/18/2009 4:03:54 PM
- 0.02 Hours worked on 18-Jun-09

JF confirmed that Murray advised him today that the throttle bodies were indeed damaged in transit.

=== UPDATE Cintia Schutt: 6/18/2009 3:01:02 PM
- 0.02 Hours worked on 18-Jun-09

Customer left VM

Throttle bodies were damaged in transit

Call [REDACTED]

=== UPDATE Cintia Schutt: 6/17/2009 11:34:10 AM
- 0.05 Hours worked on 17-Jun-09

I spoke with Murray, the throttle bodies will be installed next, but not sure if it will be done today.

Murray stated that the customer wants to pick the bike up tomorrow, but Murray is worried they won't have it done.

**awaiting update from Murray

=== UPDATE Cintia Schutt: 6/17/2009 8:59:30 AM
- 0.02 Hours worked on 17-Jun-09

DHL Tracking shows part arrived at HPD

6/16/2009 2:20 pm Shipment delivered. Fremont, CA

=== UPDATE Cintia Schutt: 6/16/2009 9:05:37 AM
- 0.02 Hours worked on 16-Jun-09

I phoned Chicago Cycle, and spoke to Ed in F&I - he faxed over purchase agreement

****Attached "purchase_agreement.pdf"****

=== UPDATE Cintia Schutt: 6/15/2009 4:05:44 PM
- 0.02 Hours worked on 15-Jun-09

From: Cintia Schutt
Sent: Monday, June 15, 2009 4:05 PM
To: [REDACTED]
Subject: RE: Update on 848

Hello [REDACTED]

I don't have the specific details as to why the Technical Department at Ducati Motor Holding has recommended replacement of the Throttle Bodies. I certainly understand your concern, and appreciate that you've allowed us the opportunity to repair your 848.

Warm regards,
Cintia

=== UPDATE Cintia Schutt: 6/15/2009 9:26:40 AM
- 0.03 Hours worked on 15-Jun-09

Found VOR Order # 328585
06/15/2009
DHL 1138549602
6/15/2009 5:01 pm Processed at DHL Location. Bergamo, Italy

=== UPDATE Cintia Schutt: 6/15/2009 8:30:32 AM
- 0.02 Hours worked on 15-Jun-09

From: [REDACTED]
Sent: Friday, June 12, 2009 6:51 PM
To: Cintia Schutt
Subject: Re: Update on 848

Hey Cintia,

I just spoke with HPD about the throttle body replacement and, while I'm willing to entertain this notion, it smells like a fishing expedition. So let's put in some new throttle bodies and see what happens, but this is my last attempt at getting this bike working properly.

On Fri, Jun 12, 2009 at 3:12 PM, [REDACTED]
Hi Cintia,

Was there a difference between the diagnostics run previously and those run this week that indicated a change? I wondering why the throttle bodies weren't detected as a problem before since they haven't been changed or modified.

=== UPDATE Cintia Schutt: 6/12/2009 2:18:45 PM
- 0.02 Hours worked on 12-Jun-09

From: Cintia Schutt
Sent: Friday, June 12, 2009 2:19 PM
To: John French
Subject: FW: [REDACTED] 848, Honda Pen

FYI...we're throwing a new TB at this bike.

From: Cintia Schutt
Sent: Friday, June 12, 2009 2:18 PM
To: 'service@hondapeninsula.com'
Subject: [REDACTED] r 848

Hello Murray,

Thanks for your assistance with this. Looks like the throttle body may be in short supply. I'll check the order first thing Monday to make sure it actually ships, otherwise we'll do a Emergency Parts Form. I'll keep you posted.

Have a great weekend!

Cheers,

=== UPDATE Cintia Schutt: 6/12/2009 2:12:12 PM
- 0.02 Hours worked on 12-Jun-09

From: Cintia Schutt
Sent: Friday, June 12, 2009 2:12 PM
To: [REDACTED]
Subject: RE: Update on 848

Hello Nick,

Yes. Ducati Motor Holding as advised that the data indicates that the Throttle Bodies are suspect. As such, Murray has placed them on an urgent status order. My hope is that they will arrive at the dealership by mid next week. I will follow up with you once I have tracking information.

As always, please do not hesitate to contact me should you have any further questions.

Have a great weekend,

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America
10443 Bandle Dr.
Cupertino, CA 95014
www.ducatiusa.com
Phone (408) 253-0499 Ext. 4431
E-Fax (408) 716-2696

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From: [REDACTED]
Sent: Friday, June 12, 2009 11:00 AM
To: Cintia Schutt
Subject: Re: Update on 848

Hi Cintia,

Any news? At this point it's been two weeks and no progress has been made other than a stage 1 diagnostic, which has been done before.

Thanks.

=== UPDATE Cintia Schutt: 6/12/2009 1:45:56 PM
- 0.08 Hours worked on 12-Jun-09

I discussed with TM:

TM stated the next indicated step is the throttle bodies.

I phoned Murray and advised to get these on order today, as they could possibly arrive by Tuesday

Part 28240801A

6/12/2009 10:45:09 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 12/06/2009 At 22.44.05

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
28240801A	THROTTLE BODY 848/08	Critical quantity

=== UPDATE Cintia Schutt: 6/11/2009 5:15:58 PM
- 0.02 Hours worked on 11-Jun-09

-----Original Message-----

From: Cintia Schutt
Sent: Thursday, June 11, 2009 5:15 PM
To: [REDACTED]
Subject: RE: Update on 848

Hello [REDACTED]

I am following up on this. I hope to have an update for you by the morning.

Regards,
Cintia

I phoned Murray, he will refax - fax number he had on record was incorrect. I confirmed fax is 408.716.2696

=== UPDATE Cintia Schutt: 6/11/2009 12:08:48 PM
- 0.02 Hours worked on 11-Jun-09

-----Original Message-----

From: [REDACTED]
Sent: Thursday, June 11, 2009 12:09 PM
To: Cintia Schutt
Subject: Update on 848

Hi Cintia,

I spoke with Murray today and he said he submitted the stage 1 diagnostic Tuesday night and hasn't heard back on the next steps. Any idea when this will be turned around?

Thanks.

Also, if you guys want to join us, a bunch of Duc owners are getting together for dinner at St. John's in Sunnyvale around 6:30.

=== UPDATE Cintia Schutt: 6/11/2009 7:57:18 AM
- 0.02 Hours worked on 11-Jun-09

From: John French
Sent: Wednesday, June 10, 2009 4:42 AM
To: Austin Gray
Cc: Cintia Schutt
Subject: FW: HPD [REDACTED] 848

Austin,
I'll address the "we don't need it quick "part later but I really feel that with the bike stalling this infrequently we are just going to prolong the agony to the point we're going to lose yet another customer.
I really do not have sufficient confidence in HPD to resolve this (if it even can be) and can see us getting in to another Lepe situation.
How should we proceed?
Regards,

John French
Service Area Manager

Ducati North America
john.french@ducati.com
www.ducatusa.com
Phone: 408-391-2620

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From: [REDACTED]
Sent: Tuesday, June 09, 2009 6:39 PM
To: John French
Subject: HPD [REDACTED]

John,

We still don't have our ega back. I said I didn't need it quick so they pushed it aside for 3 weeks, until I called last week. I still don't have an eta.

Cintia said to perform step one of the stalling form. We have done everything, but the gases.

I let it idle for an hour - no stall. The next day I let it idle for 1/2 hour - no stall. Scott let it idle until the fan came on and rode it. Took it down the freeway and got off and came to a stop. According to the customer that is how to make it fail. No stall. He brought it back let it idle while getting his stuff off. After 5 min it stalled. I geuss the complaint is verified.

The crank seems stiff. Should we check the runout? How about compression?

Thanks, Murray

HONDA PENINSULA - DUCATI
Your Complete Honda & Ducati Store
1289 W. El Camino Real
Sunnyvale, CA 94087
1-800-555-5547

=== UPDATE Cintia Schutt: 6/9/2009 12:24:08 PM
- 0.1 Hours worked on 09-Jun-09

I phoned the customer back 312.420.8217:

I apologized for my delay in getting back to him

Customer stated that he spoke with Murray and that Murray indicated that they let the bike run for 45 minutes, but could not get the bike to stall

Customer stated that the bike does not stall under those conditions, the bike stalls when it comes off the expressway, or when he is riding hard - in neutral or clutch pulled in when rolling to a stop or coming to a red light or coming off an off ramp.

Customer stated he relayed this information to Murray during their last conversation

I advised the customer that we are still working with diagnostics, and need an exhaust gas analysis, however the dealership analyzer is out for calibration, we expect it back this week

I advised the customer I would follow up with him by the end of the week

Customer thanked me for the call.

=== UPDATE Cintia Schutt: 6/9/2009 12:16:36 PM
- 0.05 Hours worked on 09-Jun-09

I phoned Murray -

He finished most of Stage 1 yesterday, but EGA is not back yet (has been sent out for calibration)

Murray will fax over previous stalling checklist (before last repairs), and what he has on the current one.

=== UPDATE Cintia Schutt: 6/9/2009 11:05:36 AM
- 0.02 Hours worked on 09-Jun-09

Received RO History from both Modesto and Chicago:

*****attached

*****ro_history_

*****RO_history_

=== UPDATE Cintia Schutt: 6/9/2009 11:02:55 AM
- 0.13 Hours worked on 09-Jun-09

I phoned Modesto and spoke with Deana:

She was able to locate an RO in their system on 08/20/2008 - 08/21/2008 2039 miles, for oil leak, bike was filthy, they cleaned engine, rode bike on 8 mile loop, no leak or residue found,

She will fax to 408.716.2696

=== UPDATE Cintia Schutt: 6/9/2009 10:55:12 AM
- 0.02 Hours worked on 09-Jun-09

I phoned Ray at Chicago Cycle:

I asked for any RO history on this bike

He stated they have one for the installation of Lo Jack

I asked that he fax to

=== UPDATE Cintia Schutt: 6/9/2009 9:44:22 AM
- 0.02 Hours worked on 09-Jun-09

I phoned JF -

He is waiting for a response from AG on how to proceed on this one.

=== UPDATE Cintia Schutt: 6/5/2009 11:18:20 AM
- 0.02 Hours worked on 05-Jun-09

ZDM1XBGV48E [REDACTED] 08 CAL 848 RED [REDACTED] RCL805 Voltage Regulator Y

=== UPDATE Cintia Schutt: 6/5/2009 11:13:15 AM
- 0.02 Hours worked on 05-Jun-09

-----Original Message-----

From: [REDACTED]
Sent: Thursday, June 04, 2009 3:55 PM
To: Cintia Schutt
Subject: Status of 848

Hi,

I called Murray at Honda Pen to get a status update on my bike. He was told by your regional rep not to do anything as you guys were having a meeting about my bike this afternoon. Any status update on your end?

Thanks for your time.
[REDACTED]

=== UPDATE Cintia Schutt: 6/3/2009 12:17:37 PM
- 0.02 Hours worked on 03-Jun-09

Murray phoned:

He stated that the customer's bike is there, and that they emailed JF. Bike is scheduled to go on the bench tomorrow, they are hoping that JF will have some suggestions of where to head with this.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 6/3/2009 10:56:16 AM
- 0.0 Hours worked on 03-Jun-09
- Set Reminder for Cintia Schutt at 6/3/2009 3:00:00 PM

Phone Murray for update

=== PRIVATE MEMO - UPDATE Cintia Schutt: 6/1/2009 8:52:07 AM
- 0.0 Hours worked on 01-Jun-09
- Set Reminder for Cintia Schutt at 6/2/2009 11:10:00 AM

Phone JF / Honda Pen

=== UPDATE Cintia Schutt: 5/29/2009 1:57:24 PM
- 0.1 Hours worked on 29-May-09

I phoned the customer [REDACTED]

He stated that the bike is stalling when it comes off the expressway, or when he is riding hard - in neutral or clutch pulled in when rolling to a stop or coming to a red light or coming off an off ramp

Customer stated he will drop off the bike tomorrow and will be leaving town

Customer stated dealership can't get to the bike until next Thursday

I advised the customer I would follow up with him after next week.

=== UPDATE Cintia Schutt: 5/29/2009 10:21:48 AM

- 0.05 Hours worked on 29-May-09

I spoke with Murray at Honda Pen -

He stated that this customer has not scheduled an appointment to bring the bike in as of yet.

=== PRIVATE MEMO - UPDATE Cintia Schutt: 5/21/2009 9:53:48 AM

- 0.0 Hours worked on 21-May-09

- Set Reminder for Cintia Schutt at 5/28/2009 11:00:00 AM

Phone Murray at Honda Pen and see if customer has scheduled appointment

- Let JF know

- Follow up with customer.

=== UPDATE Cintia Schutt: 5/21/2009 9:44:45 AM

- 0.02 Hours worked on 21-May-09

RO history from Honda Pen received and attached

=== UPDATE Cintia Schutt: 5/21/2009 9:43:55 AM

- 0.15 Hours worked on 21-May-09

RO History (no claims filed as of yet)

RO 58679

In: January 10, 2009

Out: "Late January"

Recall for regulator and oil leak

+/- 16 days (estimate)

Reg/Rec and head gasket

RO 59123

Date in: 03/30/2009

Date out: 04/24/2009

In for stalling

Down 25 days

Valve guides replaced

Heads machined

RO 59296

In date: 04/24/2009
Out date: 05/08/2009
Leaking radiator

Down 13 days

Replaced radiator

=== UPDATE Cintia Schutt: 5/20/2009 4:44:00 PM
- 0.22 Hours worked on 20-May-09

I phoned customer at [REDACTED]

Customer stated his bike stalls

I asked if he could be more specific as to when the bike stalls

Customer stated that the bike stalls in neutral coming to a stop or when taking off

Customer stated he is frustrated as this bike has been in numerous times and he doesn't know what more can be done, and he is tired of not having his bike

I advised the customer that I understand his concern; however, we need to get his bike into a dealership

Customer stated that he doesn't believe it will be resolved and jokingly asked if he could trade it for a Streetfighter

I encouraged the customer in stating that this is the first time he's contacted us here in Customer Service, and that now that I'm involved I'm going to contact the Regional Service Manager, and have already advised the dealership he will be bringing his bike in.

I advised that we will diagnose the bike as if it had not been seen before, and start from square one

I asked the customer when he may be taking his bike in

Customer will drop the bike off on the 30th as he will be leaving town for a week on the 31st

I gave the customer my direct line and email address

Customer will send me an email to confirm the date of his appointment

***awaiting customer email / phone call

zulu

=== PRIVATE MEMO - UPDATE Cintia Schutt: 5/20/2009 4:38:47 PM

- 0.0 Hours worked on 20-May-09
- Set Reminder for Cintia Schutt at 5/29/2009 11:00:00 AM

Verify appointment date with customer.

=== UPDATE Cintia Schutt: 5/20/2009 4:31:05 PM

- 0.1 Hours worked on 20-May-09
- Requester changed from [Cintia Schutt] to [1160 - Honda Peninsula]

No warranty claims found for ZDM1XBGV48E [REDACTED]

Customer letter alleges:

Voltage Reg/Rec done under recall

Leaking head gasket (failed to be diagnosed during visit to Modesto)

Stalling (not resolved after adjustment of timing belts)

Leaking head gasket fixed at Honda Pen

Valve seats recut - two weeks to resolve

Radiator fails the day customer picks up the bike, and took one and half weeks to resolve

Main contention is that bike is still stalling.

=== REQUEST SERVICE Cintia Schutt: 5/20/2009 4:25:02 PM

- 0.12 Hours worked on 20-May-09
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected

Received written letter from customer -- attached "heudecker_848.pdf" and [REDACTED]

[REDACTED]
[REDACTED]
San Jose, CA [REDACTED]
[REDACTED]

VIN: ZDM1XBGV48E [REDACTED]

Party number: 75628

ZDM1XBGV48E [REDACTED] 08 CAL 848 RED ACTIVE 70080 05/06/2008 05/05/2010 N nickolas
heudecker

Reference: 27903
Title: [REDACTED]
Status: Closed
Requester: [Inactive 1168 - Destination Motorsports, Inc.](#) 865-988-4420
Department: [Dealership](#)
Time logged: 5/26/2009 9:06:38 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 3.15 hours
Hours worked: 0.23

=== UPDATE Rachael Beckner: 5/27/2009 1:52:17 PM
- 0.03 Hours worked on 27-May-09

-----Original Message-----

From: DNA Customer Service
Sent: Wednesday, May 27, 2009 1:52 PM
To: Austin Gray
Subject: FW: FW: Contact Request

Hi Austin,

I thought I would forward this feedback onto you. I'm not sure if you are the right person...but from a service standpoint I thought it may be appropriate. I'm sure you hear this a lot...

Thanks!
R

-----Original Message-----

From: DNA Customer Service
Sent: Wednesday, May 27, 2009 1:50 PM
To: [REDACTED]
Subject: RE: FW: Contact Request

Dear Mr. [REDACTED]

Thank you for your reply.

We apologize for any inconvenience you have experienced and we thank you for your feedback. This will be forwarded on to the appropriate party for their records.

If you have any future questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "Dealer Locator" or utilize our dealer locator by phoning 1-800-231-6696.

Best regards,

Customer Service
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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-----Original Message-----

From: [REDACTED]
Sent: Tuesday, May 26, 2009 2:50 PM
To: DNA Customer Service
Subject: Re: FW: Contact Request

I do wish Ducati would stock more parts in the US.
I am not the only owner who has had to wait for parts to be shipped from overseas.
Three weeks for a replacement part is uncalled for.
In the motorcycle circles that I frequent, this is a main factor for more people not buying Ducati.

[REDACTED]

=== UPDATE Rachael Beckner: 5/26/2009 12:14:40 PM
- 0.18 Hours worked on 26-May-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

-----Original Message-----

From: DNA Customer Service
Sent: Tuesday, May 26, 2009 12:14 PM
To: [REDACTED]
Subject: FW: Contact Request

Dear Mr. [REDACTED]

Thank you for your response.

We are glad to hear that your parts concern has been resolved.

If you have any future questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "Dealer Locator" or utilize our dealer locator by phoning 1-800-231-6696.

Best regards,

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-----Original Message-----

From: [REDACTED]
Sent: Tuesday, May 26, 2009 10:58 AM
To: DNA Customer Service
Subject: RE: Contact Request

This issue has been resolved.

[REDACTED]

=== PRIVATE MEMO - UPDATE Rachael Beckner: 5/26/2009 9:06:39 AM

- 0.0 Hours worked on 26-May-09
- Set Reminder for Rachael Beckner at 5/27/2009 10:00:00 AM

Call dealership.

=== REQUEST SERVICE Rachael Beckner: 5/26/2009 9:06:38 AM

- 0.02 Hours worked on 26-May-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

From: DNA Customer Service
Sent: Tuesday, May 26, 2009 9:06 AM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr [REDACTED]

Thank you for contacting Ducati North America.

We will be contacting Destination Motorcycles regarding your parts order and will follow up with you in 1-2 business days.

In the interim, if you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "Dealer Locator" or utilize our dealer locator by phoning 1-800-231-6696.

Best regards,

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Thursday, May 21, 2009 1:34 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]
City: Murphy
Country: United States
State/Province: North Carolina
Zip code [REDACTED]
[REDACTED]

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: ZDM1XBGV58E [REDACTED]

Do you own another bike: YES

Brand: BMW

Model: K 1200 LT

Purchasing date: 2007

Subject of message: Dealer Related

Questions or Comments: My 848 has been in the shop for three weeks waiting for a radiator. Is this a exceptable amount of time? The dealer that has my machine is Destination Motorcycles in Lenior, Tenneesees. How much longer before parts are made available?

Reference: 28024
Title: [REDACTED]
Status: Closed
Requester: [Inactive 35859 - N. American Motorsports / Bogarts](#) 205-956-6693 x 3 svc / 5350 Grantswood Rd, Birmingham, AL, 35210
Department: [Dealership](#)
Time logged: 6/2/2009 4:11:06 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 19 days, 18.59 hours
Hours worked: 0.72

=== UPDATE Cintia Schutt: 6/22/2009 10:37:41 AM

- 0.02 Hours worked on 22-Jun-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

Close pending further contact from the customer.

=== UPDATE Cintia Schutt: 6/16/2009 10:55:15 AM

- 0.02 Hours worked on 16-Jun-09

From: [REDACTED]
Sent: Tuesday, June 16, 2009 10:52 AM
To: Cintia Schutt
Subject: Re: Contact Request

Thanks for the follow up and yes I hope to pick it up in the next day or so.

Talk to you soon.
Scott

=== UPDATE Cintia Schutt: 6/16/2009 10:36:29 AM

- 0.02 Hours worked on 16-Jun-09

From: Cintia Schutt
Sent: Tuesday, June 16, 2009 10:36 AM
To: 'Scott Ariail'
Subject: RE: Contact Request

Hello [REDACTED]

I followed up with Kenny at Bogart's today, and he confirmed that the new radiator has been installed. He stated that he spoke with you on Saturday, and that you'll be picking your 848 up this week.

Please let me know if I can be of any further assistance, or if you have any further questions.

Warmest regards,
Cintia

Cintia Schutt

=== UPDATE Cintia Schutt: 6/16/2009 10:26:22 AM

- 0.03 Hours worked on 16-Jun-09

I phoned Kenny at Bogart's

Kenny stated that the bike was completed last Thursday

7500 mile service done along with Reg/Rec and radiator replacement

Customer was phoned on Saturday - Kenny did speak with customer.

=== UPDATE Cintia Schutt: 6/16/2009 9:11:15 AM
- 0.02 Hours worked on 16-Jun-09

I left a message for Kenny at Bogart's asking for a cb

=== PRIVATE MEMO - UPDATE Cintia Schutt: 6/15/2009 8:28:27 AM
- 0.0 Hours worked on 15-Jun-09
- Set Reminder for Cintia Schutt at 6/16/2009 9:00:00 AM

Phone Kenny at Bogart's

=== UPDATE Cintia Schutt: 6/11/2009 9:28:44 AM
- 0.02 Hours worked on 11-Jun-09

From: [REDACTED]
Sent: Thursday, June 11, 2009 9:28 AM
To: Cintia Schutt
Subject: Re: Contact Request

Cintia,
Thank you so much for the update. I was literally opening my mail to request a status report. I will see what Bogarts reports today.

Regards,
Scott

=== UPDATE Cintia Schutt: 6/11/2009 9:21:19 AM
- 0.02 Hours worked on 11-Jun-09

From: Cintia Schutt
Sent: Thursday, June 11, 2009 9:21 AM
To: [REDACTED]
Subject: RE: Contact Request

Hello Scott,

I tracked the radiator for your 848, and found that it was delivered to Bogart's yesterday. I was out of the office yesterday, and unfortunately was unable to follow up with them regarding a time frame for the installation.

Kenny may have already contacted you. However, I wanted to let you know that if they haven't already installed the radiator, I will be contacting them first thing in the morning as they are closed on Thursdays.

As always, don't hesitate to contact me with any questions.

Best regards,

Cintia Schutt
Technical Representative
Customer Service

=== UPDATE **Cintia Schutt: 6/11/2009 8:48:32 AM**
- 0.02 Hours worked on 11-Jun-09

Radiator shipped 6/8, DHL 1138536033

6/9/2009 10:59 am Shipment delivered. Birmingham, AL

=== UPDATE **Cintia Schutt: 6/9/2009 9:03:43 AM**
- 0.02 Hours worked on 09-Jun-09
Per DMH Spreadsheet:

6/3/2009	35859	650674	Bogart's Motorsports	Kenny/Kyle	848		
	ZDM1XBGV98E		54840742B		WATER RADIATOR 1198S/09	1	6/3/2009
	327745		Urgent Booked	6/8/2009 5		Item sent yesyerdag (May 8th).	

=== UPDATE **Cintia Schutt: 6/9/2009 8:08:05 AM**
- 0.02 Hours worked on 09-Jun-09

Part on VOR spreadsheet - awaiting response from DMH.

=== UPDATE **Cintia Schutt: 6/4/2009 8:33:46 AM**
- 0.07 Hours worked on 04-Jun-09

VOR order found:

327745

54840742B

=== UPDATE **Cintia Schutt: 6/4/2009 8:25:44 AM**
- 0.02 Hours worked on 04-Jun-09

From: [REDACTED]
Sent: Wednesday, June 03, 2009 6:41 PM
To: Cintia Schutt
Subject: RE: Contact Request

Cintia,
Thank you again for your prompt response to this issue. I dropped of my bike this afternoon and it is now in Bogarts possession.

Regards,
Scott

=== UPDATE **Cintia Schutt: 6/3/2009 11:10:08 AM**
- 0.1 Hours worked on 03-Jun-09

Kenny from Bogart's phoned in:

He had the parts manager Kyle speak with him

Kyle stated that the Arco account is on hold

Kyle stated they are placing the order manually through accounting

I advised Kyle to use the "warranty credit hold" order form and to use the Emergency Warranty Parts form (as the radiator is on back order)

Kyle stated he would fill everything out, and fax it to accounting

I advised to make sure the "EmergencyWarrParts.pdf " form is also submitted electronically

I emailed form to Kyle

From: Cintia Schutt
Sent: Wednesday, June 03, 2009 11:08 AM
To: 'parts@bogartsmotorsports.com'
Subject: 09F-EmergencyWarrParts.pdf - Adobe Acrobat Standard

=== UPDATE Cintia Schutt: 6/3/2009 8:49:37 AM
- 0.02 Hours worked on 03-Jun-09

From: Cintia Schutt
Sent: Wednesday, June 03, 2009 8:49 AM
To: [REDACTED]
Subject: RE: Contact Request

Hello Scott,

I just spoke with Kenny at Bogart's. He stated that you will be bringing your bike in, and will be phoning you today to confirm the date. I've asked him to place a radiator on an urgent status order today. Parts normally arrive in 5-10 business days. I'll see what I can do to expedite this order; however, we do need to verify the concern before I can place the request.

Please let me know as soon as your bike is at Bogart's so that I can work with Ducati Motor Holding in expediting this part.

Warm regards,

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America
10443 Bandley Dr.
Cupertino, CA 95014
www.ducatiusa.com
Phone (408) 253-0499 Ext. 4431
E-Fax (408) 716-2696

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From: [REDACTED]
Sent: Wednesday, June 03, 2009 6:12 AM
To: Cintia Schutt
Subject: Re: Contact Request

Cintia,

Thanks for the reply. I hate to be a bother but the problems just don't seem to be letting up with this bike, and here we are full swing into riding season. I look forward to what Bogarts has to offer as a plan.

Best Regards,
Scott Ariail

=== UPDATE Cintia Schutt: 6/3/2009 8:30:11 AM
- 0.12 Hours worked on 03-Jun-09

I phoned Bogart's - spoke with Kenny

Customer is being quoted for a partial service (customer using P&A credit for other portion of cost)

Radiator is leaking, but bike is not there yet.

Bike hasn't been in since last radiator on Oct 2008

I advised Kenny to:

- Get a radiator on an urgent order (I advised it is currently showing back ordered; but we can expedite, need VOR form filled out)
- Have his parts guy file a Emergency Order Form (have him call me if he does not know what this is)
- Call customer and schedule appointment for bike
- Verify concern
- Gave Kenny my direct line for him to phone me once appointment is made, and for his parts guy to call me if he doesn't know how to file a VOR form for back ordered item

=== PRIVATE MEMO - UPDATE Cintia Schutt: 6/2/2009 4:47:35 PM
- 0.0 Hours worked on 02-Jun-09
- Set Reminder for Cintia Schutt at 6/3/2009 9:00:00 AM

Phone Bogart's - find out when bike came in, when they can get it on the lift, and to get the radiator on order NOW and do VOR

=== UPDATE Cintia Schutt: 6/2/2009 4:45:30 PM
- 0.02 Hours worked on 02-Jun-09

From: Cintia Schutt
Sent: Tuesday, June 02, 2009 4:45 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

I am sorry to learn of the current concern with the radiator of your 848. I have sent an email to the Regional Service Manager regarding your concerns with Bogart's, and will be contacting Bogart's myself tomorrow morning.

I will follow up with you tomorrow once I have more information. I look forward to assisting you in this matter.

Warm regards,

Cintia Schutt
Technical Representative
Customer Service

=== UPDATE Cintia Schutt: 6/2/2009 4:42:00 PM
- 0.02 Hours worked on 02-Jun-09

6/3/2009 1:41:37 AM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 03/06/2009 At 1.40.54

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840742B	WATER RADIATOR 1198S/09	Available from Wednesday, June 10, 2009

=== UPDATE Cintia Schutt: 6/2/2009 4:13:59 PM
- 0.02 Hours worked on 02-Jun-09

From: Cintia Schutt
Sent: Tuesday, June 02, 2009 4:14 PM
To: Van Singley
Subject: [REDACTED] 848, 08 CAL 848 RED ZDM1XBGV98E [REDACTED]
Importance: High

Hello Van,

I've dealt with the customer below before; and there has been previous complaints from him in regards to [REDACTED]. One was a delay in fixing the shift mechanism. The dealership was waiting for a tool that had to be made at [REDACTED] (don't know if you remember). Now it's in for the radiator (2nd time apparently). I don't see an order from [REDACTED] for a radiator. Have you received a warranty pre-auth by chance?

Thanks,

Cintia Schutt
Technical Representative
Customer Service
DUCATI North America
10443 Bandley Dr.

=== UPDATE Cintia Schutt: 6/2/2009 4:11:52 PM
- 0.02 Hours worked on 02-Jun-09
- Title changed from [REDACTED] (848 8E [REDACTED]) to [Scott Ariail (848 8E [REDACTED])]

=== REQUEST SERVICE Cintia Schutt: 6/2/2009 4:11:06 PM
- 0.15 Hours worked on 02-Jun-09
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
08 CAL 848 RED

ZDM1XBGV98E [REDACTED]

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Monday, June 01, 2009 6:20 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

Address: [REDACTED]
City: Riverside
Country: United States
State/Province: Alabama
Zip code: [REDACTED]
[REDACTED]
[REDACTED]

Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: zdm1xbgv98bd03402
Do you own another bike: NO
Subject of message: Dealer Related

Questions or Comments: Ok-bike into shop late may 08, transmission stuck in gear. "Fixed", and back into shop couple weeks later for same problem. Took a MONTH to fix. Round bout November the radiator starts leaking. Back to shop, another MONTH to fix. June 1, 2009. Radiator leaking again, same as last time opposite side. As you can imagine I am frustrated to say the very least. Not so much that a part failed but at the lackadasical attitude that is present in the Birmingham, Alabama Ducati Dealership, Bogarts Motorsports. Warranty work should take top priority, not be a sideline. For a part to take 25-28 days to arrive shows a severe lack of commitment on the dealers part. I am at a loss here. I need my bike. It does to do me any good to have it sitting in the shop, but I will take it to get the process started. Alabama has specific laws to protect the consumer in such a case and I think that this issue needs to be addressed by Ducati Corporate. Please advise. Regards, [REDACTED]

Reference: 28302
Title: [REDACTED]
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 6/22/2009 11:52:17 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 20 days, 20.14 hours
Hours worked: 0.07

=== UPDATE Rachael Beckner: 7/13/2009 7:59:54 AM

- 0.02 Hours worked on 13-Jul-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

Closed until further contact*

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/7/2009 9:26:21 AM

- 0.0 Hours worked on 07-Jul-09
- Set Reminder for Rachael Beckner at 7/13/2009 9:00:00 AM

Close if no reply.

=== UPDATE Rachael Beckner: 7/6/2009 8:24:39 AM

- 0.02 Hours worked on 06-Jul-09

From: Rachael Beckner On Behalf Of DNA Customer Service
Sent: Monday, July 06, 2009 8:24 AM
To: '[REDACTED]'
Subject: RE: Contact Request

Dear Mr. [REDACTED]

We would just like to follow up regarding your inquiry.

As previously stated, if you would like, please inform us which authorized Ducati dealer you have selected, and the date of your scheduled service appointment. Ducati North America will ensure that the Regional Service Manager contacts the dealership to assist them in addressing the concerns you are experiencing with your 848.

Best regards,

Customer Service
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/1/2009 12:04:35 PM

- 0.0 Hours worked on 01-Jul-09
- Set Reminder for Rachael Beckner at 7/6/2009 8:00:00 AM

Send another follow up email.

=== UPDATE Rachael Beckner: 6/30/2009 8:34:39 AM
- 0.02 Hours worked on 30-Jun-09

waiting for reply

From: DNA Customer Service
Sent: Tuesday, June 30, 2009 8:34 AM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr [REDACTED]

We would just like to follow up regarding your inquiry.

As previously stated, if you would like, please inform us which authorized Ducati dealer you have selected, and the date of your scheduled service appointment. Ducati North America will ensure that the Regional Service Manager contacts the dealership to assist them in addressing the concerns you are experiencing with your 848.

Best regards,

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DUCATI North America
10443 Bandlely Drive
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=== REQUEST SERVICE Rachael Beckner: 6/22/2009 11:52:17 AM
- 0.02 Hours worked on 22-Jun-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

waiting for reply

From: Rachael Beckner
Sent: Monday, June 22, 2009 11:52 AM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you are experiencing with your Ducati 848. Due to the complex nature of technical issues a proper diagnosis cannot be made, via email, by Ducati Customer Service. In order to ensure that the concerns with your 848 are properly diagnosed it is necessary to have your motorcycle inspected by an authorized Ducati dealership. It is important that our dealers are provided the opportunity to perform any required diagnosis and/or repair, as they have the training, skills, and tools required to properly service your vehicle in a safe and efficient manner.

If you would like, please inform us which authorized Ducati dealer you have selected, and the date of your scheduled service appointment. Ducati North America will ensure that the Regional Service Manager contacts the dealership to assist them in addressing the concerns you are experiencing with your 848.

To find your nearest Authorized Dealership, please visit <http://www.ducatiusa.com> and click on "Dealer Locator" or call us toll free at 1-800-231-6696 and follow the voice prompts.

Best regards,

Customer Service
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Saturday, June 20, 2009 9:41 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]

City: Heber Springs
Country: United States
State/Province: Arkansas
Zip code [REDACTED]

[REDACTED]

Gender:

Date of birth: 1 [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: ZDM1XBGV58E [REDACTED]

Do you own another bike: NO

Subject of message: Service

Questions or Comments: Ok..... first off this is the 2nd time I've contacted ducati of north america because of problems related to my bike. My 848 has already had its radiator replaced because it busted the first time... now my radiator busted a second time and im beginning to wonder if you all have had any other noted problems with the 848s radiator from other customers? I had a \$130 bug grate installed to prevent this from happening but as you can see here I am? I dont know what to do please advise!

Reference: 28328
Title: [REDACTED]
Status: Closed
Requester: TKremlick x 4424
Department: Customer Support
Time logged: 6/23/2009 10:55:05 AM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Dealer service issue
Time in service: 37 days, 0.06 hours
Hours worked: 0.65

=== UPDATE TKremlick: 7/30/2009 10:21:44 AM

- 0.02 Hours worked on 30-Jul-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

=== UPDATE TKremlick: 7/26/2009 11:31:08 AM

- 0.02 Hours worked on 26-Jul-09

no word from customer, dealer
**follow up with dealer Tuesday before closing

=== PRIVATE MEMO - UPDATE TKremlick: 7/15/2009 9:34:05 AM

- 0.0 Hours worked on 15-Jul-09
- Set Reminder for TKremlick at 7/15/2009 10:33:58 AM

contact dealer

=== REQUEST SERVICE TKremlick: 6/23/2009 10:55:05 AM

- 0.62 Hours worked on 23-Jun-09
- Forwarded to SELF: TKremlick
- Email NONE Selected

customer called in
-he gave me a brief rundown of the history of his bike, including:

- 1) the reg/ rec recall replacement and the replacement of a dead battery; the customer admitted he hadn't ridden the bike since end of 2008, which is why the battery died
- 2) the clutch was deemed worn out at around 1900 miles; the SAM ruled the wear was caused by the customer, not a manufacturer defect. The customer was emailed to this end, an explanation was provided in regards to our warranty not covering wear items
- 3) the radiator has developed a leak. the bike is now back in the shop (Speed Cycles)

-the customer stated he is 'petrified' to ride his bike as he doesn't know what other problems might occur
-he stated he no longer wanted the bike
-he asked what we were willing to do in this situation
-i stated our apologies for his bad experiences, however, the best we could do was repair the motorcycle as we're obligated to do under warranty
-i stated it might be best to repair the bike to spec and sell it on the private market
-the customer seemed pretty displeased about that, was obviously upset though he continued to apologize for his 'passionate' behaviour
-he stated he felt like he wasn't being taken care of
-i stated we were responding to his concerns and were more than willing to repair his motorcycle
-he stated he felt he would 'have to get [his] attorney involved'
-i stated that was unfortunate as we were more than willing to repair his motorcycle
-he thanked me and hung up the phone

Reference: 28742
Title: [REDACTED]
Status: Closed
Requester: [Rachael Beckner](#) (408) 343-4404
Department: [Customer Support](#)
Time logged: 7/21/2009 12:49:28 PM
Urgency: Medium
Priority: Base: Undefined Current: Undefined
Problem Type: CUS - General bike inquiry
Time in service: 0.32 hours
Hours worked: 0.32

=== REQUEST SERVICE Rachael Beckner: 7/21/2009 12:49:28 PM

- 0.32 Hours worked on 21-Jul-09
- Request CLOSED
- Email NONE Selected

ZDM1XBGV68B005401

From: DNA Customer Service
Sent: Tuesday, July 21, 2009 12:40 PM
To: [REDACTED]
Subject: Ducati Roadside Assistance

Dear Mr. [REDACTED]

Per our discussion, please see the attached PDF for information on your Ducati Roadside Assistance.

The Roadside Assistance Program is offered via a 3rd party, and requires preauthorization for towing or transport of any Ducati to the nearest Authorized Ducati Dealership. You may contact them to see if they will reimburse for your tow, however keep in mind that it is our understanding that reimbursement is usually not made without preauthorization. You may contact them at 800.234.1353.

If you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "Dealer Locator" or utilize our dealer locator by phoning 1-800-231-6696.

Best regards,
Rachael

Customer Service
DUCATI North America
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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Customer phoned in:
Customer stated:
he has a Ducati 848
there was a leak in the radiator
bike had to be left at the dealership in another city
trying to arrange a tow to his home dealership

I informed the customer:

if his bike was still under warranty (he stated it was) we did have a Roadside Assistance number that he may try there were some limitations to what they would tow and it would usually be towed only under the circumstances of a breakdown to the nearest Ducati dealership

I did not know what they would do if the bike was already at a dealership

I gave the customer the Roadside Assistance number 800-234-1353

I offered to send the customer the booklet on roadside assistance and asked for his email.

Customer provided email:

[REDACTED]

Customer stated:

the bike broke down right by a Ducati dealership and he was able to ride it in there

I informed the customer:

if Roadside Assistance wouldn't tow the bike he may try the dealership that he is trying to get the bike to, as they may have a transportation service

Customer then informed me:

he had acutally already gotten the bike towed by the dealership and was looking for some sort of monetary reimbursement.

I informed the customer:

we did not reimburse for towing, this was clearly stated in our warranty

he could try contacting Roadside Assistance to see if they might reimburse him but they usually need pre-authorization before approving a tow so I could not guarantee they would be able to help him.

I informed the customer I would still send the roadside assistance booklet over for him.

Customer thanked me.

Reference: 28758
Title: [REDACTED]
Status: Closed
Requester: [1302 - Fay Myers Motorcycle](#) sales@faymyers.com 303-744-6632-
Department: [Dealership](#)
Time logged: 7/22/2009 12:09:13 PM
Urgency: Medium
Priority: Base: High Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 4 days, 22.2 hours
Hours worked: 1.28

=== UPDATE Tony Munoz: 10/5/2009 9:22:05 AM
- 0.03 Hours worked on 05-Oct-09

Ticket was closed when notes added. New ticket should have been opened. Opened new ticket and transferred notes and attachments.

=== UPDATE Tony Munoz: 10/5/2009 9:21:18 AM
- 0.0 Hours worked on 05-Oct-09
- The attachment "20090909170347023.pdf" has been deleted by Tony Munoz on 10/5/2009 9:21:18 AM

=== UPDATE Tony Munoz: 10/5/2009 9:21:14 AM
- 0.0 Hours worked on 05-Oct-09
- The attachment "[REDACTED].ROs.pdf" has been deleted by Tony Munoz on 10/5/2009 9:21:14 AM

=== UPDATE Tony Munoz: 10/5/2009 9:21:11 AM
- 0.0 Hours worked on 05-Oct-09
- The attachment "[REDACTED].Summons.pdf" has been deleted by Tony Munoz on 10/5/2009 9:21:11 AM

=== UPDATE Jberntsen: 9/22/2009 1:05:03 PM
- 0.25 Hours worked on 22-Sep-09
- Memo edited on 10/5/2009 9:16:29 AM by Tony Munoz

=== UPDATE Rachael Beckner: 7/27/2009 10:07:34 AM
- 0.02 Hours worked on 27-Jul-09

From: Rachael Beckner
Sent: Monday, July 27, 2009 10:07 AM
To: Quentin Wilson
Subject: RE: 848 Radiator leak

Thanks Quentin. The dealership did make me aware that you were able to approve this. I have let the customer know that you are aware of his concerns and are available to the dealership to assist. I let him know that the radiator is on an urgent order and should hopefully arrive soon. I have advised the customer to contact the dealership for a more accurate ETA.

Thanks,

Rachael Beckner
Customer Service Representative
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Beckner@ducati.com

From [REDACTED]
Sent: Monday, July 27, 2009 10:04 AM
To: Rachael Beckner
Subject: RE: 848 Radiator leak

I was notified of this customer via a friend who was reading a Colorado Sportbike forum last week. I was able to pre-approve this radiator replacement before the shop opened on Tuesday due to this. Please, tell the customer that his concerns are noted and I have done quite a bit to ensure this part makes it onto his bike as quick as possible. He was making buyback noises on the forum, we need to manage this guy carefully. Thanks,

Quentin Wilson
Northwest Service Area Manager

10443 Bandley Drive
Cupertino, CA 95014
www.ducatusa.com
Phone: 408 796 8243
Fax: 408 716 3098

=== UPDATE Rachael Beckner: 7/27/2009 9:49:30 AM
- 0.02 Hours worked on 27-Jul-09

zulu

=== UPDATE Rachael Beckner: 7/27/2009 9:49:09 AM
- 0.1 Hours worked on 27-Jul-09
- Request CLOSED
- Priority changed from [High] to [N.A]

I phoned the customer:
I informed the customer:
I had notified the rep. of the concerns with his bike and had contacted the dealership in regards to the radiator.
I stated the radiator was on backorder but it was on an urgent order and hopefully would be arriving soon.
advised the customer to stay in contact with the dealership regarding an exact arrival date.

Customer asked what about the whole situation with the bike.
I informed the customer:
I let the rep. know of the concerns he had experiences with the bike.
rep. was aware of this and that the bike is currently in for a issue with the radiator
rep. would be able to assist the dealership with any concerns he might have
hopefully, the bike would be repaired soon and back with him once the radiator arrived.
advised the customer to contact me with any future questions or concerns.

Customer thanked me.

=== UPDATE Rachael Beckner: 7/27/2009 9:42:35 AM
- 0.02 Hours worked on 27-Jul-09

From: Rachael Beckner

Sent: Monday, July 27, 2009 9:42 AM

To: [REDACTED]
Subject: 848 Radiator leak

Hi [REDACTED]

A customer contacted us last week regarding his 848 which is currently in with Fay Myers. Customer was concerned with some of the issues he has had with his bike. Customer alleges the bike has spent more time in the shop than in his garage. Customer has had previous concerns with the wiring harness, head and tail lights, volt. reg, clutch line, and radiator.

Customer's bike is now experiencing another concern with the radiator and it is being replaced for the second time. I have talked to the dealership and the part is on backorder but looks like (according to the VOR form) that it is in quality check at the warehouse.

I told the customer I would notify you of his concerns.

Customer's Info:

Name: Diego Santos
VIN: ZDM1XBGV28E [REDACTED] (2008 848)

Thanks,

Rachael Beckner
Customer Service Representative
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Beckner@ducati.com

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/27/2009 7:32:47 AM

- 0.0 Hours worked on 27-Jul-09
- Set Reminder for Rachael Beckner at 7/27/2009 10:00:00 AM

Call customer.

=== UPDATE Rachael Beckner: 7/24/2009 4:34:32 PM

- 0.05 Hours worked on 24-Jul-09

7/23/2009	1302	650711	Fay Myers	Quentin	Jeff	848	zdm1xbgv28b005184
	54840742B		WATER RADIATOR 1198S/09		1	7/23/2009	
			OK				

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/24/2009 7:55:54 AM

- 0.0 Hours worked on 24-Jul-09
- Set Reminder for Rachael Beckner at 7/27/2009 9:00:00 AM

Call customer

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/24/2009 7:54:53 AM

- 0.0 Hours worked on 24-Jul-09
- Set Reminder for Rachael Beckner at 7/24/2009 12:00:00 PM

Notify rep.

=== UPDATE Rachael Beckner: 7/23/2009 3:21:56 PM

- 0.27 Hours worked on 23-Jul-09

I phoned the dealership and spoke to Brandon:
I informed Brandon that the customer had contacted us regarding the concerns with his bike.
I informed Brandon that the customer believes they are doing a good job he just wanted to make sure that we were aware of his concern as well.
I asked Brandon to give me some background on the customer and the situation with his bike.

Brandon stated:
the customer has come in quite a few times for issues
they replaced the radiator once and it is leaking again
don't know if the customer hit something or what, but something poked a hole in the radiator
customer got frustrated at one point because he didn't know what the warranty process was
believes the customer's frustrations are that they don't have the parts in stock

I've asked if the rep. was notified.
Brandon stated that QW has been notified and the parts are on order.
Brandon stated he believes a VOR has also been submitted for the radiator.
Brandon stated the radiator is actually on backorder.

I asked Brandon if the customer is aware that the radiator is on backorder.
Brandon stated the advisor that checked the customer in either will or has contacted the customer to let him know that the radiator is on backorder.
Brandon stated he had advised the customer of the August closure as well.

Brandon stated the customer only had one or two recalls on the bike and continues to come in with issues.
Brandon stated he knows the customer had asked for some sort of retribution from them or us or something.
Brandon stated the answer would be no from their end and he's sure it would be no for us.
I stated we didn't compensate for inconvenience or loss of use of the bike.

I thanked Brandon.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/22/2009 12:09:15 PM
- 0.0 Hours worked on 22-Jul-09
- Set Reminder for Rachael Beckner at 7/23/2009 9:00:00 AM

Call dealership.

=== REQUEST SERVICE Rachael Beckner: 7/22/2009 12:09:14 PM
- 0.53 Hours worked on 22-Jul-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

970-769-3410
[REDACTED]

Customer phoned in:
Customer stated:
he has had ongoing issues with his Ducati
is starting to get concerned about the bike
bike has spent more time in the shop than in his garage
asked what we recommended when this happening to someone

I asked the customer what kind of bike this was and what the VIN was.
Customer stated the bike was a 2008 848 and the VIN was:

ZDM1XBGV28E [REDACTED]

I asked what dealership the bike was currently at.
Customer stated the bike was currently in with Fay Myers.

I asked what the bike went in the dealership for the last time he brought it in.

Customer stated the last time was for the wiring harness, the taillights and headlights had an issue. Stated this was 2-2.5 months ago

Customer stated before that the bike has had issues with the voltage reg., radiator, clutch line leaking

I asked the customer when he brought the bike in for the current concern and what the current concern was.

Customer stated:

he last brought the bike in this morning

there is a leak in the 2nd radiator, same spot as the 1st leak

I verified that he got his first radiator replaced for a leak and now the second one is leaking in the same spot.

Customer confirmed this.

Customer stated:

it wasn't just having all of these parts replaced, it is the fact that he has paid for a motorcycle he can't even ride

I informed the customer I would need to look into this.

I stated I would contact the dealership and the regional service rep. to make sure he was aware and so that he could assist the dealership with anything.

Customer stated:

this morning when he took the bike in and the guys at the dealership treated him really well

dealership informed him they would contact the rep. too

doesn't want Fay Myers to think he thought they were not taking care of this

I informed the customer I understood and I would convey this.

I informed the customer that I would follow up with him in 2-3 business days and to call me in the meantime with any further questions.

I gave the customer my phone: [REDACTED]

Reference: 28782
Title: [REDACTED] parts)
Status: Closed
Requester: [87652 - Ducati Newport Beach](#) 949-706-1616
Department: [Dealership](#)
Time logged: 7/23/2009 1:00:34 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 3 days, 22.36 hours
Hours worked: 0.75

=== UPDATE Rachael Beckner: 7/27/2009 11:21:26 AM

- 0.12 Hours worked on 27-Jul-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

I phoned the customer:

I let the customer know that I had looked up the status of the radiator on order with Newport.

I informed the customer it looks as if a radiator has shipped and it shipped on the 24th.

I advised the customer to follow up with the dealership regarding the arrival.

Customer stated he called the dealership and asked me if the radiator was for his bike.

I informed the customer that I did believe the dealership had 2 on order.

I stated that I had spoke to Adrian and I believe he had informed me that he (the customer) would get the radiator when it came in.

I again stated it looked like one had shipped and one was on backorder.

I advised the customer to check with the dealership regarding the arrival and if it would be for his bike.

I advised the customer to call with any further questions.

Customer thanked me.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/27/2009 7:38:16 AM

- 0.0 Hours worked on 27-Jul-09
- Set Reminder for Rachael Beckner at 7/27/2009 11:00:00 AM

Call customer.

=== UPDATE Rachael Beckner: 7/24/2009 3:27:34 PM

- 0.23 Hours worked on 24-Jul-09

I phoned the dealership and spoke to Adrian.

I informed Adrian:

the customer had contacted us regarding his radiator.

I stated assuming I was looking at the correct part number (the part had superceded) it looks like the had 2 on order.

I stated I was assuming he had 2 bikes that needed them.

Adrian stated he did but that Mr. Valenton would be the first to get one.

I informed Adrian that it looked as though one of the radiators had shipped today but the other was still booked.

Adrian stated he had informed the customer that the part should ship around the 7/22.

Adrian stated he would call to let the customer know it should be there sometime next week.

I thanked Adrian and stated I would follow up with the customer as well.

=== UPDATE Rachael Beckner: 7/24/2009 3:14:02 PM

- 0.13 Hours worked on 24-Jul-09

- Requester changed from [Email via web form] to [87652 - Ducati Newport Beach]

Part number:
54840742B

=== UPDATE Rachael Beckner: 7/24/2009 9:10:42 AM

- 0.25 Hours worked on 24-Jul-09

I called the customer back within 5 min.

Customer stated:

the radiator was on backorder

contacted Adrian at the dealership who told him that it should be arriving in a week, the week passed and he called back and was told that the radiator was on backorder but show be arriving soon

customer asked what he should do in a situation like this

I informed the customer:

if the part was unavailable there was not much we could do to expedite it

we could not control Italy's inventory and would need to wait for the part to be available in their inventory

once the part was available we could make sure that the part was on an urgent order but even then it could take 3-5 days to arrive.

Customer also state that he was told the radiator was not an updated part.

Customer stated:

the radiator had a defect and is was all over the forums that it leaks at a certain spot and it is the same spot

he wanted to know if his warranty expired and this happened again and it was a defect, what would we do

I informed the customer:

I could not answer that

we could not speculate on future concerns

the warranty was only valid for 2 years and only covered defects in workmanship and materials for that term

Customer asked who would he contact about this.

I stated:

he should go to his dealership and they would most likely contact their regional rep.

or he could feel free to call us again; however there could be no guarantee of anything.

I stated I would look into the status of this part and call the customer back if not today early next week.

Customer thanked me.

Customer phoned in:

Customer stated he had read on the forums that the radiator had been backordered.

I informed the customer I would need to call him back as my system froze and I would need to reboot.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/24/2009 8:02:45 AM

- 0.0 Hours worked on 24-Jul-09

- Set Reminder for Rachael Beckner at 7/24/2009 3:00:00 PM

Call dealership.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 7/23/2009 1:00:34 PM

- 0.0 Hours worked on 23-Jul-09

- Set Reminder for Rachael Beckner at 7/23/2009 3:30:00 PM

Follow up.

=== REQUEST SERVICE Rachael Beckner: 7/23/2009 1:00:34 PM

- 0.02 Hours worked on 23-Jul-09

- Forwarded to SELF: Rachael Beckner

- Email NONE Selected

From: DNA Customer Service
Sent: Thursday, July 23, 2009 12:58 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you are experiencing with your Ducati 848. I would be happy to contact the dealership on your behalf in regards to the status of your part. Please allow me 2-3 days to look into this and I will follow up with you as I have more information.

In the interim, if you have any further questions, please feel free to contact us or your authorized Ducati dealership.

Best regards,
Rachael

Customer Service
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Wednesday, July 22, 2009 9:08 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]
[REDACTED]
[REDACTED]

City: Irvine
Country: United States
State/Province: California
Zip code: [REDACTED]
[REDACTED]
[REDACTED]

Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: zdm1xbgv18t [REDACTED]
Do you own another bike: YES
Brand: KAWASAKI
Model: ZX 6R Ninja
Purchasing date: 2007
Subject of message: Parts

Questions or Comments: My radiator on my 848 is leaking and is still under warranty. I brought it to newport beach ducati so adrian stanners can file a claim. It has been a week since then and I was told today that the radiator is back ordered. Due to the leaking coolant, I can not ride the motorcycle. Can you please look into this and maybe expedite the part?. Hoping for your assistance. Thanks in advance.

Reference: 29481
Title: [REDACTED]
Status: Closed
Requester: [56152 - Ducati Scottsdale](#) 480-609-1800 x SVC 3
Department: [Dealership](#)
Time logged: 9/18/2009 3:47:57 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 5 days, 22.86 hours
Hours worked: 0.42

=== UPDATE Rachael Beckner: 9/25/2009 9:22:53 AM
- 0.02 Hours worked on 25-Sep-09

Customer emailed again, before we had sent the reply letting him know that the radiator had arrived

From: [REDACTED]
Sent: Thursday, September 24, 2009 11:48 AM
To: DNA Customer Service
Subject: RE: Contact Request

I HAVE STARTED CALLING OTHER DEALORSHIPS FOR MY RADIATOR. I CAN NOT BELIEVE THAT NO DEALOR IN THE NATION HAS A RADIATOR FOR A 1098/848. WHAT IF I AUTHORIZED A USED PART? I HAVE FOUND 4 ON E-BAY JUST TODAY! MAYBE I SHOULD REPAIR IT MYSELF GET MY BIKE BACK ON THE ROAD THIS WEEK AND SELL IT.

=== UPDATE Rachael Beckner: 9/25/2009 9:12:40 AM
- 0.02 Hours worked on 25-Sep-09

Customer emailed us before we responded letting him know the radiator was in

From: [REDACTED]
Sent: Thursday, September 24, 2009 6:33 AM
To: DNA Customer Service
Subject: RE: Contact Request

I AM NOW BEING TOLD THAT THE PART I NEED IS BACK ORDERED AND NO ONE KNOWS WHEN IT WILL COME IN. SATURDAY WILL BE THE THIRD FULL WEEK MY BIKE HAS BEEN DOWN. UNBELIEVABLE.

=== UPDATE Rachael Beckner: 9/24/2009 2:34:19 PM
- 0.02 Hours worked on 24-Sep-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

From: DNA Customer Service
Sent: Thursday, September 24, 2009 2:34 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr [REDACTED]

I am writing to you as a follow-up regarding your Ducati 848 that is at the Ducati Scottsdale service department.

There was contact made today with Theresa in their service department, and it was confirmed a replacement radiator for your motorcycle arrived this morning. The plan is to have a technician complete the repairs on your motorcycle today, and if all goes well, your bike will be completed later today. Theresa stated that she would be contacting you as well to follow up.

If you have any further questions, please feel free to contact us your Authorized Ducati Dealership.

Best regards,

Customer Service
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== UPDATE Jberntsen: 9/24/2009 1:36:03 PM

- 0.12 Hours worked on 24-Sep-09

* Theresa called me back to let me know that they got a radiator in

* Theresa stated that she has a technician finishing another job and they would be starting on this customer's bike next

* Theresa stated that should everything go smoothly, the bike will be done this afternoon

=== UPDATE Jberntsen: 9/24/2009 1:10:56 PM

- 0.08 Hours worked on 24-Sep-09

* I received a call back from Theresa at the dealership

* I mentioned that it looks like they got a radiator in and I asked if it was for this customer

* Theresa stated that she wasn't aware that they got a radiator in since they are on backorder

* I stated that I called on 09/17 and asked Dustin to place an emergency parts request, but she said that hasn't happened yet because she isn't sure how to place one

* Theresa is going to check into the radiator and she will call me back

* I provided the order and part numbers

* Awaiting a call back

=== UPDATE Rachael Beckner: 9/24/2009 9:26:43 AM

- 0.03 Hours worked on 24-Sep-09

=== PRIVATE MEMO - UPDATE Rachael Beckner: 9/24/2009 9:26:39 AM

- 0.0 Hours worked on 24-Sep-09

- Set Reminder for Jberntsen at 9/24/2009 9:31:25 AM

Hi John,
We need to follow up with this customer. Can you put something together and you can email it to me if you want me to send it through the customerservice email.

Thanks,
R

=== UPDATE Jberntsen: 9/18/2009 4:45:19 PM
- 0.05 Hours worked on 18-Sep-09

I called the dealership parts dept. and spoke with Dustin
I asked Dustin if he could get an Emergency Warranty Parts Request form going for the replacement radiator, as the part is currently on backorder
Dustin stated he couldn't do that himself, but he would make sure that it gets to the right person
I provided Dustin with the customer's name and the part # for the radiator

=== PRIVATE MEMO - UPDATE Rachael Beckner: 9/18/2009 3:47:59 PM
- 0.0 Hours worked on 18-Sep-09
- Set Reminder for Jberntsen at 9/18/2009 3:52:51 PM

John,
Can you please look into this with the dealership and double check the status of any parts that are on order? Let me know if you need any help.

Thanks, R

=== REQUEST SERVICE Rachael Beckner: 9/18/2009 3:47:57 PM
- 0.08 Hours worked on 18-Sep-09
- Forwarded to SUPPORT REP: Jberntsen
- Email NONE Selected

From: DNA Customer Service
Sent: Friday, September 18, 2009 3:46 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for your reply.

Please allow us 2-3 business days to look into this matter with Ducati Scottsdale and we will follow up with you as we have more information.

In the interim, if you have any further questions, please feel free to contact us or your Authorized Ducati Dealership.

Best regards,

Customer Service
DUCATI North America
10443 Bandlely Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: [REDACTED]
Sent: Thursday, September 17, 2009 6:19 AM
To: DNA Customer Service
Subject: RE: Contact Request

Thank you, the dealer I bought the bike at and am having all the service work done at is "Ducati of Scottsdale", in Scottsdale, Az. Pieces of the frustration is that I have to haul my bike 100 miles to get there, and that a dealer does not stock simple parts like a valve cover or radiator. Hope you can help.

From: DNA Customer Service [mailto:CustomerService@ducati.com]
Sent: Wednesday, September 16, 2009 4:58 PM
To: [REDACTED]
Subject: FW: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you are experiencing with your Ducati 848. If you would like, please inform us which authorized Ducati dealer you are working with and we would be happy to follow up with them on the progress of repairs to your 848.

If you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "Dealer Locator" or utilize our dealer locator by phoning 1-800-231-6696.

Best regards,

Customer Service
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408) 253-4099

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Wednesday, September 16, 2009 10:13 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]
[REDACTED]
City: PRESCOTT VALLEY
Country: United States
State/Province: Arizona
Zip code: [REDACTED]

Email: [REDACTED]

Gender: M

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: ZDM1XBGV98E [REDACTED]

Do you own another bike: YES

Brand: HONDA

Model: CBR 600 RR

Purchasing date: 2007

Subject of message: Service

Questions or Comments: I AM WRITING TO EXPRESS MY DISPLEASURE WITH BEING THE OWNER OF A DUCATI MOTORCYCLE. I HAVE EAGERLY LOOKED FORWARD TO OWNING A DUCATI FOR THE LAST TWO DECADES.NOW I AM VERY FRUSTRATED WITH THE NUMEROUS DAYS MY BIKE HAS BEEN SITTING IN A SERVICE GARAGE OVER SILLY PROBLEMS. FIRST WAS A VALVE COVER OIL LEAK THAT TOOK 2 VISITS TO DIAGNOSE AND 10 WORKING DAYS TO FIX.NOW, I HAVE A RADIATOR BLOW OUT THAT HAS LEFT MY BIKE IN THE SHOP FOR 10 MORE WORK DAYS AND COUNTING. I GUESS I NEED A NEW HONDA.

Reference: 29484
Title: [REDACTED]
Status: Closed
Requester: [61868 - Duc Pond Motorsport](#) 540-667-3498
Department: [Dealership](#)
Time logged: 9/18/2009 4:23:29 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 2 days, 20.04 hours
Hours worked: 0.18

=== UPDATE Rachael Beckner: 9/22/2009 8:23:46 AM
- 0.02 Hours worked on 22-Sep-09

From: [REDACTED]
Sent: Tuesday, September 22, 2009 7:20 AM
To: DNA Customer Service
Subject: RE: Please Extend Timeframe for Customer Appreciation P&A Credit

Thanks very (very) much, Rachel; and for reaching out to Donnie as well. My wife & I just moved into a new place about a month ago, and whatever loose change may have been floating around under the couch cushions has already been scavenged for cans of paint, tubes of caulk, and assorted lawn care devices. Your (and DNA management's) thoughtfulness really helps on that score - please pass this along to whoever's decision this was, and let 'em know that fair play and a bit of slack are probably the stuff that holds the world together.

Hope it's a fine day in Cupertino,

[REDACTED]

[REDACTED]

=== UPDATE Rachael Beckner: 9/21/2009 12:22:55 PM
- 0.02 Hours worked on 21-Sep-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

From: DNA Customer Service
Sent: Monday, September 21, 2009 12:23 PM
To: [REDACTED]
Subject: RE: Please Extend Timeframe for Customer Appreciation P&A Credit

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

After consideration with management, it has been determined that we will go ahead and extend your Parts and Accessories Certificate's expiration until the part you are waiting on arrives. I have already contacted Donnie at Duc Pond Motosport and informed him that the certificate will still be good until your part comes in.

If you have any further questions, please feel free to contact us or your Authorized Ducati Dealership.

Best regards,
Rachael

Customer Service
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== UPDATE Rachael Beckner: 9/21/2009 12:16:58 PM
- 0.02 Hours worked on 21-Sep-09

From: [REDACTED]
Sent: Friday, September 18, 2009 4:32 PM
To: Elliot Cho; John Berntsen
Cc: Jim Wiggins; Rachael Beckner
Subject: RE: Emergency Parts Order for [REDACTED]

we will do so am tomorrow.. [REDACTED]

From: Elliot Cho [mailto:Elliot.Cho@ducati.com]
Sent: Friday, September 18, 2009 7:30 PM
To: [REDACTED]
Cc: Jim Wiggins; Rachael Beckner
Subject: Re: Emergency Parts Order for [REDACTED]
Donnie,

The radiators are currently on back order. Please have Nathan submit the Emergency Warranty Parts Request form at his earliest convenience so we can manually manage this order. Thanks.

Elliot Cho

Northeast Service Area Manager

Ducati North America
10443 Bandle Dr.
Cupertino, CA 95014
www.ducatiusa.com

Phone: 408.207.3016
Fax: 408.877.1755

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Sent via Blackberry

From: John Berntsen
Sent: Friday, September 18, 2009 4:30 PM
To: [REDACTED]
Cc: Elliot Cho; Jim Wiggins; Rachael Beckner
Subject: RE: Emergency Parts Order for [REDACTED]

[REDACTED]

Yes, that is correct. The part is on backorder and we would like to prevent his bike sitting for weeks. Best to eliminate any buyback ammo.

Thanks,

John

=== UPDATE Rachael Beckner: 9/21/2009 12:16:13 PM
- 0.02 Hours worked on 21-Sep-09

From: [REDACTED]
Sent: Friday, September 18, 2009 4:25 PM
To: John Berntsen
Cc: Elliot Cho; Jim Wiggins; Rachael Beckner
Subject: RE: Emergency Parts Order for [REDACTED]

This part was order early this week... [REDACTED]

=== UPDATE Rachael Beckner: 9/21/2009 12:14:43 PM
- 0.07 Hours worked on 21-Sep-09

I phoned the dealership and spoke to [REDACTED]
I informed Donnie that we were going to go ahead and extend the P&A credit for this customer because he technically came in and ordered the radiator before the P&A credit expired.
I stated that we were going to extend this for him and I wanted to make them aware.
Donnie stated the radiator was on backorder and they went ahead and did a VOR for the part yesterday.
Donnie stated he understood about the P&A certificate and would take care of it.

I thanked Donnie.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 9/21/2009 8:10:01 AM
- 0.0 Hours worked on 21-Sep-09
- Set Reminder for Rachael Beckner at 9/21/2009 4:00:00 PM

Reply to customer.

=== REQUEST SERVICE Jberntsen: 9/18/2009 4:23:29 PM
- 0.05 Hours worked on 18-Sep-09
- Forwarded to SUPPORT REP: Rachael Beckner
- Email NONE Selected

Hi Cintia (or DNA CS Rep Receiving This),

As you may recall, I had pretty nasty experience when taking delivery of my 848 from Redline about a year back - the owner of the shop who assembled my bike failed to tighten down the bolts holding the Ducati Performance CPU in place, resulting in systemic failure and shut-down about halfway through the 5+ hour ride home.

You folks were kind enough to issue a \$200 Customer Appreciation / Parts and Accessories Credit which, unfortunately, expired two weeks ago, on September 4. On that day, I brought my bike in for an early 7,500 mile service, hoping to take advantage of the credit before it expired. Even more unfortunately, in the course of routine service, the tech identified a hole/leak in the radiator, such as has apparently been happening quite a bit with 848s. Ducati has agreed to replace the radiator under warranty (thanks very much on that score), but when I last spoke with the guys at Duc Pond (on Thursday 9/17), the part had not yet shipped from Italy. Sooooo.... I'm hoping that you kindhearted souls in Cupertino will extend the expiration date of my credit by however long it takes to get the part in from Italy, get it installed, and for me to get out there to pick it up. It's been two weeks in the shop so far, and I'm already going through withdraw!!!!

Please let me know if you can soften the blow, and...

Thanks,

[REDACTED]

Reference: 29565
Title: [REDACTED]
Status: Closed
Requester: [1302 - Fay Myers Motorcycle](#) sales@faymyers.com 303-744-6632-
Department: [Dealership](#)
Time logged: 9/25/2009 3:29:54 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 16 days, 19.06 hours
Hours worked: 2.97

=== UPDATE Rachael Beckner: 10/12/2009 10:45:23 AM
- 0.02 Hours worked on 12-Oct-09

From: Quentin Wilson
Sent: Monday, October 12, 2009 10:36 AM
To: DNA Customer Service
Subject: RE: Contact Request

I will talk to the boys at FM tomorrow.

Quentin Wilson
Northwest Service Area Manager

10443 Bandlely Drive
Cupertino, CA 95014
www.ducatusa.com
Phone: 408 796 8243
Fax: 408 716 3098

=== UPDATE Rachael Beckner: 10/12/2009 10:28:19 AM
- 0.02 Hours worked on 12-Oct-09
- Request CLOSED
- Priority changed from [Low] to [N.A]

****Closed****

-Customer has bike back, concerns with parts and dealer forwarded on to rep.

From: DNA Customer Service
Sent: Monday, October 12, 2009 10:28 AM
To: Quentin Wilson
Subject: FW: Contact Request

QW:

Just FYI on this guys complaint and my response.

Thanks,

Rachael Yamaoka

Customer Service Representative
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Yamaoka@ducati.com

=== UPDATE Rachael Beckner: 10/9/2009 4:14:43 PM
- 0.02 Hours worked on 09-Oct-09

From: DNA Customer Service
Sent: Friday, October 09, 2009 4:14 PM
To: [REDACTED]
Subject: RE: Contact Request

Dear Mr. [REDACTED]

We sincerely apologize for any inconvenience you have experienced due to this situation.

We apologize if your authorized Ducati dealership has not met with your expectations. Please keep in mind, each Dealership is an Independent Franchisee and is responsible for the manner in which they conduct day to day operations. Ducati North America does not have the legal authority to mandate the policies or procedures of our authorized Ducati dealerships. While, we cannot dictate the manner in which the dealership addresses your concern, we are able ask the Regional Representative to discuss the matter with the Dealership so that they may better serve your future needs. I will gladly forward your email on to the Regional Service Manager for his records.

Though we unable to address hypothetical concerns, we would like to reiterate the Ducati Limited Warranty is valid for two years from the date of original retail purchase, which will protect you from defects in workmanship and materials during that period. Our factory warranty assures that we stand behind our product.

I have phoned Fay Myers Motorcycle World and Zach in service informed me that the repairs to your motorcycle have been successfully completed. I also understand that you were able to pick up your 848 today from the dealership.

Again, we apologize for any frustrations throughout this process as this is certainly not how we wish our customers to feel. If you have any future questions or concerns, please do not hesitate to contact us or an authorized Ducati dealership.

Best regards,
Rachael

Customer Service
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== UPDATE Rachael Beckner: 10/9/2009 2:51:25 PM
- 0.03 Hours worked on 09-Oct-09

I phoned the dealership and spoke to [REDACTED]
I stated I was just calling to see if the customer had picked up his bike.
[REDACTED] stated that the customer was picking the bike up right now as we speak.
[REDACTED] stated as soon as he was done they would get the claim filed.
I thanked [REDACTED]

=== PRIVATE MEMO - UPDATE Rachael Beckner: 10/7/2009 4:14:48 PM

- 0.0 Hours worked on 07-Oct-09
- Set Reminder for Rachael Beckner at 10/8/2009 9:00:00 AM

follow up.

=== UPDATE Rachael Beckner: 10/7/2009 4:14:40 PM

- 0.02 Hours worked on 07-Oct-09

zulu

=== UPDATE Rachael Beckner: 10/7/2009 8:24:13 AM

- 0.02 Hours worked on 07-Oct-09

From: [REDACTED]
Sent: Tuesday, October 06, 2009 6:16 PM
To: DNA Customer Service
Subject: Re: Contact Request

RACHEL,

THANK YOU FOR BEING SO PROMPT ON CALLING FEY MEYERS ABOUT THE STATUS OF MY BIKE.
UNFORTUNATELY FOR ME, YOU SEEM TO BE A LITTLE CONFUSED ON WHY I CONTACTED YOU TO BEGIN WITH.
IT WAS MY EXPECTATION THAT YOU COULD SOMEHOW REMEDY HOW OFTEN AND/OR HOW LONG MY BIKE IS
IN THE SHOP .. IT IS MY AND OTHER RIDERS OPINION THAT THIS IS COMPLETELY UNACCEPTABLE AND
SHOULDN'T BE TOLERATED, HOWEVER IT SEEMS THAT NO MATTER WHAT I DO OR WHO I CONTACT IT MAKES
NO DIFFERENCE. IF THESE SAME PROBLEMS WERE TO ARISE WITH MY BRAND NEW AUDI S4 I CAN
GUARANTEE THE DEALERSHIP WOULD NOT ONLY DO THEIR BEST TO MAKE SURE THE VEHICLE IS IN THE SHOP
AS LITTLE AS POSSIBLE BUT WOULD ALSO PROVIDE A RENTAL SO THAT I AM NOT AT A LOSS. IT TOOK 2 WEEKS
TO GET THE RADIATOR AND THEY CANT PUT IT ON FOR 4 MORE DAYS.4DAYS!.DONT YOU THINK THAT IS BAD
CUSTOMER SERVICE? WHY IS IT THAT CERTIFIED DUCATI DEALERSHIP DONT HAVE A TECH TO PUT THIS ON?
IN COLORADO THERE IS LIMITED TIME TO RIDE, AND WITH MY BIKE IN THE SHOP ALL THE TIME FOR OVER 2
WEEKS AT A TIME.. IT SEEMS TO ME THAT I SHOULD HAVE BOUGHT SOMETHING, ANYTHING, OTHER THAN
DUCATI. WHICH I HAD RESEARCHED WAS THE BEST.
IT IS MY UNDERSTANDING THAT YOUR JOB IS CUSTOMER SATISFACTION. AND I AM EXTREMELY UNSATISFIED,
EVEN AFTER CONTACTING YOU WITH MY PROBLEMS WITH YOUR COMPANIES PRODUCT YOU CANNOT OR WILL
NOT DO ANYTHING FOR ME. IF YOU WERE IN MY POSITION WHAT WOULD YOU DO?
I DIDNT NESSECERLY NEED YOU TO CALL THE DEALERSHIP TO ASSESS THE QUICKNESS OF THE
REPAIR..MORE SO TO INSURE THE PROBLEM DOESNT HAPPEN (AGAIN) IN THE FUTURE. OR IN THE VERY LEAST
MAKE SURE THAT THE RADIATOR IS AVAILABLE IN EVERY DEALERSHIP AND MECHANIC SHOP FOR SPEEDY
SERVICE ON YOUR DESIGN ERROR THAT YOU CANT SEEM TO FIND A SOLUTION FOR..
IT'S REALY UNFORTUNATE THAT I CONSTATNLY HAVE TO WORRY ABOUT WHEN MY BIKE WILL BREAK DOWN
NEXT. WILL I BE STRANDED ON THE INTERSTATE ON THE WAY TO OR FROM WORK? SURE CANT TRUST THIS
"TOP OF THE LINE, FINELY TUNED MACHINE" TO RIDE ON A ROAD TRIP, CAN I?
SINCERELY,
[REDACTED]

=== UPDATE Rachael Beckner: 10/6/2009 4:07:36 PM

- 0.08 Hours worked on 06-Oct-09

I phoned the customer back and left a VM:
I advised the customer I had spoken with Zach at the dealership.
I advised that the radiator had come in.
I advised that Zach had stated that he had talked to the customer as well.
I stated I know Zach had let him know the Ducati techs were out until Friday but that when that got back his bike would be one of the first ones to get worked on.
I advised the customer to call me if he had any further questions or needed any further assistance.

=== UPDATE Rachael Beckner: 10/6/2009 4:02:26 PM
- 0.22 Hours worked on 06-Oct-09

I phoned the dealership and spoke to Zach:
Zach informed me:
they just received the radiator today
talked to QW about this, QW had stated we know about this issue with the radiators, at this time there is not a fix for it, but the customer is under warranty and so there should be no problem replacing these, stated to apologize to the customer
Zach stated this is the customer's 2nd radiator that has failed which is why he's upset
parts are sometimes an issue
part was placed on an urgent order status and they have the parts in hand.
customer has been waiting 2 weeks.
now both of his Ducati techs are away at training until Friday.

I asked if the customer knows the part is there.
Zach stated the customer called this morning and he called him back.
Zach stated he informed the customer the part was in and the techs got back on Friday. Zach stated that he told the customer as soon as the techs came in his bike would be one of the first to get worked on and he should have it back by Friday.

I asked when the customer first brought the bike in.
Zach stated it was 9/16/2009.

PN 54840742B ordered 9/23/2009
shipped as of 9/29/2009
Tracking Number:
4922408750

[Track results detail](#) [Print this page](#)

Current status for 4922408750... [Help](#)
Shipment delivered.

[View signature](#)

Delivered on: 10/2/2009 2:36 pm
Delivered to:
Signed for by: R JHONSTONEWhat is this?
Want to get the status of all your shipments in one place? [Learn more about DHL ProView TM](#)

[Tracking history...](#) [Help](#)

Date and time Status Location Service Area

10/2/2009 2:36 pm Shipment delivered. Aurora, CO Why is this?
7:24 am With delivery courier. Aurora, CO
7:21 am Arrived at DHL facility. Aurora, CO
6:13 am Depart Facility Cincinnati Hub, OH
3:05 am Processed at DHL Location. Cincinnati Hub, OH
2:18 am Clearance processing complete Cincinnati Hub, OH
2:18 am Transit through DHL facility Cincinnati Hub, OH
10/1/2009 10:46 pm Depart Facility East Midlands, United Kingdom
5:56 pm Depart Facility Bergamo, Italy
9/30/2009 12:12 pm Clearance Delay Bergamo, Italy
9/29/2009 5:52 pm Clearance Delay Bergamo, Italy
5:18 pm Processed at DHL Location. Bergamo, Italy
4:34 pm Transit through DHL facility Bergamo, Italy
1:55 pm Depart Facility Bologna, Italy
1:25 pm Processed at DHL Location. Bologna, Italy
12:22 pm Picked Up by DHL.

Shipment details... [Help](#)

From
To
Shipment information

Modena - Italy, Italy

FAY MYERS MOTORCYCLE WORLD
Greenwood Vill. Co L, CO 80112
United States

Ship date: 9/29/2009
Pieces: 1
Total weight: 6.6 lbs Note on weight

Service: International Express [More info](#)

[Track new shipment](#)

=== PRIVATE MEMO - UPDATE Rachael Beckner: 10/5/2009 3:06:46 PM
- 0.0 Hours worked on 05-Oct-09
- Set Reminder for Rachael Beckner at 10/6/2009 10:00:00 AM

[call dealership](#)

=== UPDATE Rachael Beckner: 10/5/2009 3:06:16 PM
- 0.07 Hours worked on 05-Oct-09
- Requester changed from [Email via web form] to [1302 - Fay Myers Motorcycle]

Do not see PN 54840741A or PN 69924021A on order for Fay Myers.

10/6/2009 12:02:22 AM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 06/10/2009 At 0.02.02

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840741A	WATER RADIATOR	*SEE 69924021A Not available
69924021A	WATER RADIA.H2O+SLEEVE KIT 848	Not available

=== UPDATE Rachael Beckner: 10/5/2009 2:57:57 PM

- 2.32 Hours worked on 05-Oct-09

Customer phoned me back,
I stated I had called to get some more information on his concern.
I asked the customer if the bike was currently in with the dealership.

Customer stated:

the bike is still in the shop
he has been out a bike for a couple of weeks, bike has been in the shop for 2 weeks
this has happened twice with the radiator
second time the radiator has leaked
was told at the dealership that this is a known issue and that Ducati has not fixed this issue so they will keep replacing the radiators if they break

I asked the customer what dealership the bike was currently at.
Customer stated it was at Fay Myers.

Customer stated he is more concerned with the bike itself than with the bike being in the shop for waiting for the part.
Customer stated he has had the bike for just about a year and it has been in the shop 3 times.
Customer stated he feels he made the wrong decision when he bought it. Customer explained he was thinking about purchasing a 1098 and instead went for the 848 with a new engine.
Customer stated that he is afraid the bike is going to leave him stranded again. Customer stated he has had to use RA 2 times now and is now afraid every time he rides his bike that the radiator will start to leak again and leave him stranded.

I advised that I was sorry the motorcycle hadn't met with his expectations so far.
I advised that I could not speculate on future concerns but I could assist him with the current concern that his bike has been in the shop waiting on the radiator.
I advised that I would contact the dealership to get a status on the part and advised I would follow up with him in a few days when I had some more information.

Customer thanked me.

303-596-8704

=== UPDATE Rachael Beckner: 10/5/2009 9:58:50 AM

- 0.02 Hours worked on 05-Oct-09

waiting for customer reply

=== PRIVATE MEMO - UPDATE Rachael Beckner: 10/5/2009 9:58:48 AM

- 0.0 Hours worked on 05-Oct-09

- Set Reminder for Rachael Beckner at 10/6/2009 11:00:00 AM

Try calling the customer again if he has not called back.

=== UPDATE Rachael Beckner: 10/2/2009 11:50:19 AM
- 0.07 Hours worked on 02-Oct-09

I phoned the customer to follow up and left a VM:
I advised that I had received his email and I had responded.
I stated I was following up to see what dealership the bike was currently at and if he needed any further assistance with concern he was having with his 848.

I advised the customer he could call me back at 408-253-0499 x4411.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 10/1/2009 11:49:33 AM
- 0.0 Hours worked on 01-Oct-09
- Set Reminder for Rachael Beckner at 10/2/2009 10:00:00 AM

Follow up.

=== REQUEST SERVICE Rachael Beckner: 9/25/2009 3:29:54 PM
- 0.08 Hours worked on 25-Sep-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

waiting for customer reply

Claims:

Dealer Account Num	Dealer Name	Customer Number	Customer	Request Number	Request Date
HelpDesk Ticket	Product	Product Description	VIN		
1291	Erico Enterprises, Inc.	83716	[REDACTED]	120404	10/28/2008
	D15004808	08 CAL 848 RED	ZDM1XBGV98E [REDACTED]		GDU0800119
NW: Water Radiator					
1291	Erico Enterprises, Inc.	83716	[REDACTED]	121893	11/26/2008
	D15004808	08 CAL 848 RED	ZDM1XBGV98E [REDACTED]		GDU0800151
NW: Regulator					

recalls:

Serial Number	Bike Description	Owner Name	Campaign Code	Campaign Description	Intervention
Performed					
ZDM1XBGV98E [REDACTED]	08 CAL 848 RED	[REDACTED]	RCL805	Voltage Regulator	N

status:

Contract Number	Coverage Name	Coverage Description	Service Name	Service Description	Warranty
Modifier Number	Status	Start Date	End Date	Termination Date	
69088	Warranty	Warranty for Bikes	WARRANTY 2YR	2 years warranty for bikes	N
	ACTIVE	06/13/2008			
		06/12/2010			

VIN: ZDM1XBGV98E [REDACTED]

From: DNA Customer Service
Sent: Friday, September 25, 2009 3:25 PM
To: 'dupontjack21@yahoo.com'
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you are experiencing with your Ducati 848. If you would like, please inform us which authorized Ducati dealership your bike is currently at. We would be happy to contact the dealer on your behalf to check on the status of repairs to your motorcycle.

If you have any further questions, please feel free to contact us or your Authorized Ducati Dealership.

Regards,

Customer Service
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Thursday, September 24, 2009 1:30 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]

City: Westminster

Country: United States

State/Province:

Zip code: [REDACTED]

[REDACTED]

Gender: M

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin:

Do you own another bike: NO

Subject of message: Other

Questions or Comments: To whom this may concern. I purchased a Ducati 848, so far it has been in the shop 3 times. Once for a regulator and twice now for the radiator. Each time its in the shop...I wait 2 weeks or more to get my bike back. I live in colorado so my season is short anyway and now the last 2 weeks of summer im bikeless...again. I understand the 1098 doesnt have these problems..maybe I shld have bought that. Im trading this bike in to get another one in January..Ive always wanted a Ducati and now that i have one it turned out to be a p.o.s. I was going to trade it for a 1098 but now the dealers wont give me a fair trade..looks like I will be riding a gsxr 1000 next year unless you guys have any ideas..please let me know..

zulu

Reference: 29582
Title: [REDACTED]
Requester: [REDACTED] Closed
Department: [53963 - Gengras Ducati Dealership](#) 860-528-7200
Time logged: 9/28/2009 1:42:16 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 115 days, 20.86 hours
Hours worked: 3.7

=== UPDATE Jberntsen: 1/22/2010 10:32:42 AM
- 0.02 Hours worked on 22-Jan-10
- Request CLOSED
- Priority changed from [Critical] to [N.A]

No customer contact....closing

=== UPDATE Jberntsen: 11/11/2009 4:55:28 PM
- 0.02 Hours worked on 11-Nov-09

=== UPDATE Jberntsen: 11/3/2009 9:21:30 AM
- 0.03 Hours worked on 03-Nov-09

* I called the dealership and spoke to Travis
* I asked if I could please get a copy of the latest RO for this customer
* Travis stated that he would print and fax to me ASAP
* I provided my fax number and the call ended

=== PRIVATE MEMO - UPDATE Jberntsen: 10/30/2009 4:40:48 PM
- 0.0 Hours worked on 30-Oct-09
- Set Reminder for Jberntsen at 11/3/2009 9:00:00 AM

Call Gengras for final repair attempt invoice

=== UPDATE Jberntsen: 10/26/2009 1:06:53 PM
- 0.02 Hours worked on 26-Oct-09

-----Original Message-----

From: Elliot Cho
Sent: Monday, October 26, 2009 11:47 AM
To: John Berntsen; Jon LaForte; Tony Munoz
Cc: Austin Gray
Subject: RE: [REDACTED] 848 Windshield Issue
Importance: High

John,

Sorry about not getting this out on Saturday. Mr. [REDACTED] brought his 848 in with 5 specific complaints on the RO. They were as follows: coolant leak, stalling on start up, windscreen fitment, random stalling, and moisture build up on the seat. Gengras' technician [REDACTED] worked on the motorcycle. Upon conversing with Mr. [REDACTED] he it was that the coolant source was from the overflow of the expansion tank, which was slightly over filled, and Mr. [REDACTED] only noticed the coolant after riding wheelies. Needless to say, there was no coolant leak, but we verified that all of the hose clamps were properly tightened. As for the stalling issues, neither Matt Price, nor myself, were able to replicate these issues. We did take a look at the EGA numbers, and found that the CO levels were bit high at approximately 5.0-5.5%. to address this, we reset the TPS (even though it was spot on) and adjusted the trimmer from 14 down to 11 and brought the vertical air bypass screw in 1/4 turn to 1/4 turn in order to achieve 3.3%-3.6% CO readings on both cylinders (the horizontal air bypass screw remained at 1/2 turn out). This did clean up the idle, even though it was idling quite well to begin with. It should be noted that Mr. [REDACTED] did remove the dB killers from the mufflers after the last time that the bike was at Gengras. I believe that the change in back pressure was what caused the change in CO levels. The bike was extensively road tested before and after the adjustments to the fuel injection and no stalling was observed at any time. The road test included both highway mileage and about 20 minutes of trundling around in an industrial park to simulate stop and go traffic. During the stop and go portion the temperature got up to 200 degrees, so the engine was thoroughly heat soaked. The only time that the motorcycle did not run flawlessly was at 10-12 mph in first gear. That was below 2,000 rpm with little to no throttle opening. This is not within the normal range of operation for an 848. as for the windshield fitment, I have already sent along a photo and it, compared with the other superbike that they have on the showroom floor, has a similar gap between the center windscreen screws as those units. None of these bikes seem to have a perfect fitment that regard. Lastly, the moisture build up on the corners of the seat, that seems to be getting worse as of late, I can come to only one conclusion and that is that it is due to condensation at night. According to Gengras' service department, Mr. [REDACTED] stores the bike outside, uncovered and chained to a light pole. We cannot be held culpable for the weather. I think what Mr. [REDACTED] complaints add up to can be summed up in a statement that he made to Travis Miesik, Gengras' service writer, that the 848 just isn't the same bike as his old CBR600RR. I think it is important to note that Mr. [REDACTED] never complains about any drivability issues directly to the dealership. According to them, every time he has had the bike there, he tells them how great the bike runs. If you have need for any further clarification, please let me know at your convenience. Thanks.

Elliot Cho

Northeast Service Area Manager

DUCATI NORTH AMERICA
10443 Bandley Dr
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408.207.3016
Fax: 408.877.1755

=== UPDATE Jberntsen: 10/26/2009 8:34:51 AM
- 0.08 Hours worked on 26-Oct-09

* Attached windshield image.

=== UPDATE Jberntsen: 10/23/2009 3:08:08 PM
- 0.08 Hours worked on 23-Oct-09

* Customer's motorcycle is at the dealership; below are his concerns

** Stalling - sometimes it starts?

** Coolant leak - fixed last week not sure if it still leaks

** Stalling randomly

** Windshield (windscreen?) is not aligned in the in the front

** Fuel gauge - fuel light comes on with tank half full, should come on with .9 gals. left (then told dealer it is more like 1.2 gals)

** Condensation on the left side of the seat when left outside over night

** Not quite like my Honda

=== UPDATE Tony Munoz: 10/19/2009 11:01:33 AM

- 0.02 Hours worked on 19-Oct-09

From: Tony Munoz

Sent: Monday, October 19, 2009 11:00 AM

To: 'Sanfilippo, Patricia'

Subject: RE: [REDACTED] v. Ducati - NH MVAB #09-051

Pat,

Thank you for the update, much appreciated. We will proceed as if everything is continuing to move forward, in case he changes his mind and continues with the arbitration.

Thank you,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 10/19/2009 11:01:08 AM

- 0.02 Hours worked on 19-Oct-09

From: Sanfilippo, Patricia [mailto:Patricia.Sanfilippo@dos.nh.gov]

Sent: Monday, October 19, 2009 9:46 AM

To: Tony Munoz

Subject: RE: [REDACTED] v. Ducati - NH MVAB #09-051

Tony -

I've received voice mail and e-mail that indicates [REDACTED] may withdraw his request for hearing. I've instructed him to go forward with the final repair by both e-mail and voice mail, so he will then have something to withdraw from and protect his right to reinstate the matter. He has to get this written and mailed to me, but I will accept an e-mail initially, in order to give you folks a heads up at this late date.

I will let you know what I hear from him.

Thanks - Pat Sanfilippo
NH Motor Vehicle Arbitration Board
603-271-6383

=== UPDATE Jberntsen: 10/15/2009 11:26:03 AM

- 0.05 Hours worked on 15-Oct-09

Adding NHDOS email and arbitration info

From: Tony Munoz
Sent: Thursday, October 15, 2009 9:21 AM
To: John Berntsen
Subject: FW: [REDACTED] v. Ducati - NH MVAB #09-051

FYI.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

From: Sanfilippo, Patricia [mailto:Patricia.Sanfilippo@dos.nh.gov]

Sent: Thursday, October 15, 2009 6:07 AM
To: Tony Munoz
Subject: RE: [REDACTED] v. Ducati - NH MVAB #09-051

Thank you, Tony -

Attached is contact information and websites for NH Lemon Law RSA and Rules.

Let me know if you need any more information.

Thanks - Pat (Sanfilippo, NH MVAB, 603-271-6383)

From: Tony Munoz [mailto:Tony.Munoz@ducati.com]
Sent: Wednesday, October 14, 2009 6:05 PM
To: Sanfilippo, Patricia
Cc: Austin Gray; John Berntsen
Subject: RE: [REDACTED] v. Ducati - NH MVAB #09-051

Pat,

Understood, we will do our best to accommodate the customer and complete the final repair as soon as possible.

Thank you again for all your assistance in this matter, it is much appreciated.

Kind regards,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

From: Sanfilippo, Patricia [mailto:Patricia.Sanfilippo@dos.nh.gov]
Sent: Wednesday, October 14, 2009 1:16 PM
To: Tony Munoz; Austin Gray
Subject: [REDACTED] v. Ducati - NH MVAB #09-051

Good Afternoon -

Tony, it was good to speak with you this afternoon. In reference to Mr. Parker's recent e-mail, copied to me, it would be better to get the final repair done before the end of next week, so the consumer would have time to evaluate that repair.

Thank you -

Pat Sanfilippo
NH Motor Vehicle Arbitration Board
603-271-6383

=== UPDATE Jberntsen: 10/15/2009 11:10:23 AM
- 0.03 Hours worked on 15-Oct-09

* Elliot left a voice mail that Gengras will have the customer's motorcycle picked up on 10/23 and will have all day 10/23 and 10/24

=== UPDATE Jberntsen: 10/14/2009 4:20:33 PM
- 0.05 Hours worked on 14-Oct-09

*****adding emails*****

From: [REDACTED]
Sent: Wednesday, October 14, 2009 12:59 PM
To: Austin Gray; Tony Munoz; TJ Kremlick; John Berntsen; customerservice@ducatiusa.com; Elliot Cho
Cc: Sanfilippo, Patricia; tmisiek@gengras.com
Subject: Please schedule "Final Repair" for 848 owned by [REDACTED]

Austin,

Can you please coordinate with your team and Gengras Ducati in East Hartford, CT for a final repair attempt for my motorcycle prior to the court date, Tuesday, October 27th at 9am? I have copied Pat from the NH Arbitration board and Gengras.

Thank you very much.

Best regards,

[REDACTED]

From: Tony Munoz
Sent: Wednesday, October 14, 2009 12:37 PM
To: John Berntsen
Subject: FW: Please Call [REDACTED]

FYI, log into the ticket please.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

From: [REDACTED]
Sent: Wednesday, October 14, 2009 11:58 AM
To: TJ Kremlick; Tony Munoz; anthony.munoz@ducati.com; antonio.munoz@ducati.com; Elliot Cho; Austin Gray
Cc: Sanfilippo, Patricia; customerservice@ducatiusa.com
Subject: Please Call [REDACTED]

Austin,

Thank you for speaking with me today. Attached to this email is the signed delivery confirmation for your record. I just had a missed call from Ducati while speaking with you - I will wait a little bit for you to speak with TJ and Tony. Below is my cell phone, please call me back at your earliest convenience.

I would like to look forward to stay a Ducati customer if we can get this lemon vehicle replaced. Thank you very much.

Best regards,

[REDACTED]

=== UPDATE Jberntsen: 10/14/2009 4:17:20 PM
- 0.32 Hours worked on 14-Oct-09

- * I called the customer as return phone call to the one the customer made to Austin
- * The customer stated that today is his birthday, that he filed for arbitration, saw that it was signed by Nicole, and asked what the next steps are
- * I stated that DNA is in the process of filling out the paperwork and get the \$250 check for filing fee
- * The customer stated if DNA planned on going to court or if this could be worked out before the arbitration court date of 10/27
- * I asked what he meant by worked out?
- * Customer stated that he wanted the bike bought back under the lemon law
- * I stated that if wanted to seek lemon law/legal action, that he would probably want to get a lawyer so DNA's lawyer and his could go through that process
- * Customer stated that he was appalled that DNA would be willing to take the legal approach
- * I stated that DNA has been forced to by his action of filing for arbitration through New Hampshire Dept of Safety
- * I stated that he would need to drop the arbitration in order to not have lawyers involved
- * Customer stated that he would be willing to if DNA would give him a new bike before the 10/27 date
- * I stated that was too short of a time period to go through the process of getting him a new, replacement motorcycle
- * Customer stated "anything is possible"
- * I stated that according the NH Dept of Safety, the manufacturer, DNA, is allowed one final repair attempt
- * I asked him what is keeping him from riding his motorcycle and he stated he works 9-5 and doesn't have time
- * I restated the question by asking him is there something wrong with the motorcycle that is preventing him from riding it
- * Customer stated, where do I start? It stalls randomly before coming to a stop, stalls at take off, fuel gauge doesn't work and it looks coolant
- * Customer stated that the bike looked coolant all over his leg before the recent radiator replacement, had the engine rebuilt 2 times and has been told my DNA customer service that because of his problem, his bike has been a case study
- * The customer asked if i reported to Austin, and I stated that I report to Tony M
- * The customer said thank you and stated that he would call Austin
- * The call ended

=== UPDATE Jberntsen: 10/14/2009 1:18:00 PM
 - 0.02 Hours worked on 14-Oct-09

See Previous Ticket

27074

=== UPDATE Tony Munoz: 10/14/2009 11:58:02 AM
 - 0.02 Hours worked on 14-Oct-09

Customer left V/M.

Called customer back and left V/M. Referred customer back to his Support Rep. JB. Advised customer to call back @ his earliest convenience.

=== PRIVATE MEMO - UPDATE Jberntsen: 10/9/2009 2:02:00 PM

- 0.0 Hours worked on 09-Oct-09
- Set Reminder for Tony Munoz at 10/9/2009 2:16:24 PM
Tony-

See the latest notes. Bike is fixed and scheduled to be delivered to the customer tomorrow.

John

=== UPDATE Jberntsen: 10/9/2009 2:00:41 PM

- 0.05 Hours worked on 09-Oct-09

* Travis called me to let me know that the customer's bike is assembled and ready for delivery

* Travis stated that he planned to deliver it today, but because of a big accident on the freeway, he wouldn't be able to deliver it until tomorrow morning

* Travis stated that the customer has been notified, is aware the bike is repaired and that it will be delivered to him tomorrow

=== UPDATE Jberntsen: 10/9/2009 2:00:27 PM

- 0.03 Hours worked on 09-Oct-09

* Travis called me to let me know that the customer's bike is assembled and ready for delivery

* Travis stated that he planned to deliver it today, but because of a big accident on the freeway, he wouldn't be able to deliver it until tomorrow morning

* Travis stated that the customer has been notified, is aware the bike is repaired and that it will be delivered to him tomorrow

=== PRIVATE MEMO - UPDATE Jberntsen: 10/9/2009 10:51:23 AM

- 0.0 Hours worked on 09-Oct-09
- Set Reminder for Jberntsen at 10/9/2009 11:01:11 AM

Call for follow up

=== UPDATE Jberntsen: 10/8/2009 8:24:06 AM

- 0.07 Hours worked on 08-Oct-09

* I called Travis at the dealership for follow up on this customer's bike

* I asked if the customer's bike was complete, and Travis stated it would be done today

* Travis stated that the customer asked for a specific tech to work on his bike

* Travis stated that the requested tech had multiple bikes to pick and wasn't able to start working on the customer's bike until this morning

* Travis stated that the customer's bike will be complete today

* I stated that I would call tomorrow as a follow up and to update my ticket

* I thanked Travis and ended the call

=== UPDATE Jberntsen: 10/7/2009 1:36:49 PM
- 0.03 Hours worked on 07-Oct-09

- * Travis from the dealership called to tell me they picked up the bike
- * Travis stated that the bike will be repaired and given back to the customer today
- * I thanked Travis and ended the call

=== UPDATE Jberntsen: 10/7/2009 12:03:50 PM
- 0.02 Hours worked on 07-Oct-09

FYI: See below for Matt Parker

-----Original Message-----

From: Elliot Cho
Sent: Wednesday, October 07, 2009 10:10 AM
To: [REDACTED]
Cc: DNA Customer Service
Subject: RE: MATT PARKERS RADIATOR

Travis,

Yes, please repair the motorcycle as soon as possible and notify me when it is ready for pickup by Mr. Parker. Thanks.

Elliot Cho

Northeast Service Area Manager

DUCATI NORTH AMERICA
10443 Bandlely Dr
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408.207.3016
Fax: 408.877.1755

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-----Original Message-----

From: [REDACTED]
[REDACTED] Wednesday, October 07, 2009 8:52 AM
To: Elliot Cho
Subject: [REDACTED] RADIATOR

Elliot,

[REDACTED] radiator has arrived. Is this something that we are still installing? I don't understand why he is doing what he is doing, but he has been in this shop at least twice in the past couple of months talking about how great his bike is running and how happy he is with it and the work we did. He expressed this very sincerely to me and the tech's at the shop. I just called him to ask if he was available for me to pick up his bike and replace the radiator today and he did not know how to answer. He has a lot of miles on this bike, more than most of my 848 customers, so I know he has had a lot of riding time on this bike. You guys at Ducati have gone out of your way to accommodate his needs. I want you to know that I am not in agreement with his decision, and I think that it is low. Please let me know what I should do with this radiator. His bike could be back on the road today. Thanks for your time.

Travis Misiek
Service Writer
Gengras BMW, Triumph, Ducati
860-528-7200

=== UPDATE Jberntsen: 10/7/2009 10:17:30 AM
- 0.07 Hours worked on 07-Oct-09

- * I called the customer to let him know that his radiator arrived
- * Customer stated that Travis called him to pick up and repair the motorcycle
- * Customer stated that he has filed for arbitration with the state of NH and wasn't sure how the repair played into that
- * I stated that I wasn't sure and that my focus is to get his motorcycle repaired
- * Customer stated that the papers were sent to TM and signed for on Monday
- * Customer asked if I could get in touch with TM to see if the repair should still be made
- * I stated that yes I would talk to TM and that my guess is that TM will want the bike repaired
- * Customer asked me to call him back after I spoke with TM

=== UPDATE Jberntsen: 10/7/2009 9:53:08 AM
- 0.1 Hours worked on 07-Oct-09

- * I tracked the radiator order and see it was delivered to the dealership yesterday
- * I called the dealership and spoke to Travis
- * Travis was aware that the radiator arrived
- * Travis stated that he call ed the customer, offered to pick up the bike this morning, and have it repaired and delivered back to him today
- * Travis stated that the customer said "I have something going on with Ducati and not sure I have time"
- * Travis stated he doesn't understand what the issue is
- * Travis stated that the last time the customer was in his shop he stated how much he likes his bike, how well it runs and that everything is great with it
- * I stated that we can just continue to get the bike repaired and returned to the customer
- * I asked Travis to call me if/when he speaks to the customer
- * I gave Travis my call back number 408.343.4431

=== UPDATE Jberntsen: 10/7/2009 9:12:53 AM
- 0.53 Hours worked on 07-Oct-09

* Recalls:

Serial Number	Bike Description	Owner Name	Campaign Code	Campaign Description	Intervention Performed
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ZDM1XBGVX8E		CAL 848 PEARL WHITE-RGB		RCL805 Voltage Regulator N	
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*Warranty Status:

Serial Number	Item Description	Warranty Status	Contract Number	Start Date	End Date	Free Maintenance	Customer Name
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ZDM1XBGVX8E	08 CAL 848 PEARL WHITE-RGB	ACTIVE	65863	03/29/2008	09/28/2010	N	
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*Warranty Claims:

- 112740 Engine stalling at idle (NW)
- 112741 Voltage Regulator (NW)
- 112742 Set of pistons, rings, cyl and base gaskets (NW)
- 112743 Horizontal piston, vertical piston, head gasket and base gasket (NW)
- 112745 Left foot peg and heel guard (NW)
- 112762 Engine stalling at idle (NW)
- 13162 Engine stalling - Spark plug (NW)

=== UPDATE Tony Munoz: 10/6/2009 7:18:30 PM

- 0.03 Hours worked on 06-Oct-09

Attached file to ticket.

* Need to forward to DMH.

=== UPDATE Tony Munoz: 10/6/2009 7:15:18 PM

- 0.07 Hours worked on 06-Oct-09

Received letter from NH Motor Vehicle Arbitration Board notifying DNA that the customer's request for arbitration has been accepted and that we must pay a \$250.00 filing fee immediately.

Spoke with Kristi and she advised that we look into the matter as quickly as possible to see if we can resolve the concern prior to making payment to the board.

* Need to expedite RCA and review state law to determine if bike qualifies for repurchase.

=== UPDATE Tony Munoz: 10/6/2009 8:51:11 AM

- 0.07 Hours worked on 06-Oct-09

- Forwarded to SUPPORT REP: Jberntsen

Need to begin investigation.

- Check Oracle warr. claim history
- Verify R.O. history with dlr.
- Write up RCA
- Write up draft buyback sheet
- Check state LL to determine if bike qualifies

Passed request to JB.

=== UPDATE Tony Munoz: 10/5/2009 6:50:02 PM

- 1.58 Hours worked on 05-Oct-09
- Requester changed from [TKremlick] to [53963 - Gengras Ducati]
- Priority changed from [Medium] to [Critical]

Received Demand for Arbitration for New Hampshire Vehicle Board.

Customer has filed for Arbitration seeking to have his 848 repurchased.

Found that there are (2) previous tickets for this customer, in addition to this one. Customer appears to have had multiple issue with the bike. Need to investigate further.

Scanned and attached the Demand for Arbitration.

=== UPDATE TKremlick: 9/30/2009 5:09:11 PM

- 0.07 Hours worked on 30-Sep-09

spoke with Elliot

- he stated radiator has shipped, albeit a 'stock' order
- he stated the parts should be in soon regardless
- he stated he feels everything in this situation was handled correctly except for the stock order
- he stated he does not know why the customer is so upset about the issue
- i stated i was not sure either
- i stated we would discuss it tomorrow during normal hours

=== UPDATE Rachael Beckner: 9/30/2009 10:15:53 AM

- 0.08 Hours worked on 30-Sep-09

Customer phoned in:

Customer stated he would be sending us legal documents and needed a fax and someone's name who he could send this to.

I asked the customer if he had been in contact with us before.

Customer stated he had contacted us.

Customer stated he has had several issues with his bike and he was going to take us to court.

Customer asked who he could send the legal documents to.

I advised he could send them ATTN: customer service manager.

Customer asked for his name I advised his name was Tony Munoz.

Customer asked for a fax number where he could send the documents.

I gave the customer my efax number 408-716-2696 and stated I would get these to the appropriate person.

Customer stated he is hoping that he won't have to take us to court.

Customer asked if I saw his name in the database.

I advised that I did and it looked like he was working with TJ.

Customer stated TJ was great but could not fix his bike.

Customer stated I might want to have Tony call him.

I advised that I would pass along that he called.

=== UPDATE TKremlick: 9/30/2009 10:14:33 AM

- 0.05 Hours worked on 30-Sep-09

called Elliot, left VM

-stated customer has been calling 'raising hell'

-stated according to JW, the order the dealer placed for the radiator was 'stock', but they have another one coming as 'urgent'

-stated it looks like we have worked to accomodate this customer, dealer has offered to pick up bike

-asked how long the bike was down for

-asked him to call me back

=== UPDATE TKremlick: 9/29/2009 2:36:49 PM

- 0.02 Hours worked on 29-Sep-09

From: Jim Wiggins

Sent: Tuesday, September 29, 2009 2:27 PM

To: [REDACTED]

Cc: Elliot Cho; Austin Gray; Tony Munoz; Dimitre Dimitrov; Daniel Donahue; TJ Kremlick; Rachael Beckner; John Berntsen; Ben MacLean; Jon LaForte
Subject: FW: PN 54840742B RADIATOR for Gengras Ducati Corporate eFax message from "408 253 4099" - 1 page(s)

Hello Travis, Doug,

Please note that both of your Radiator order are now closed as of Today September 29, 2009. The last order placed was a stock order? Future going please be sure all warranty items are placed via Urgent orders not Stock. This will allow proper allocation and shipment priority.

Also, I have attached the 2009 VOR form so please discard the outdated form you are currently using and save the 2009 as attached...

Thank you,
JW

=== UPDATE TKremlick: 9/29/2009 8:59:21 AM
- 0.03 Hours worked on 29-Sep-09

From: TJ Kremlick
Sent: Tuesday, September 29, 2009 8:56 AM
To: [REDACTED]
Subject: RE: FW: Parker - Radiator Broken - 848

Great work guys, thanks. Travis, I really appreciate your willingness to pick the customer up and make this procedure as painless as possible.

I will follow up with Matt this afternoon.

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 29, 2009 7:39 AM
To: [REDACTED]
Cc: TJ Kremlick
Subject: RE: FW: Parker - Radiator Broken - 848

Travis,

Good news! I just checked the VOR parts report and it looks like Matt Parker's radiator shipped today.

[REDACTED]

Northeast Service Area Manager

DUCATI NORTH AMERICA
10443 Bandle Dr
Cupertino, CA 95014
www.ducatiusa.com
Phone: 408.207.3016
Fax: 408.877.1755

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From: Elliot Cho
Sent: Tuesday, September 29, 2009 7:24 AM
To: [REDACTED]
Cc: TJ Kremlick
Subject: Re: FW: [REDACTED] - Radiator Broken - 848

Travis,

Thanks, I appreciate that. Please follow up in regards to the safety aspect of riding the bike. Obviously, it is Matt's choice whether to ride it or not and, for potential liability reasons, neither Gengras nor DNA should advise him that it's ok to ride a bike with a coolant leak. Also, please check with your parts department to see if they have submitted an Emergent Warranty Parts Request form. I know that these radiators are on backorder right now and that will bump to order toward the front of the line. Thanks, again.

Elliot Cho

From: [REDACTED]
[REDACTED] esday, September 29, 2009 7:14 AM
To: TJ Kremlick
Subject: RE: [REDACTED] - Radiator Broken - 848

Hey TJ,

I have told [REDACTED] that we will pick up his bike for him as soon as the part comes in, and will get it fixed the same day. I did not say that there was a "recall", I told him that a few of these radiators have failed before, and that there is an updated part so hopefully it will not happen again.

Travis Misiek

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 29, 2009 9:18 AM
To: Elliot Cho
Subject: RE: FW: [REDACTED] - Radiator Broken - 848

No problem Elliot, we have already talked 3-4 times. I advised him that I have ordered the radiator and as soon as it comes in we will pick up his bike and get the work done the same day.

Travis Misiek

=== UPDATE TKremlick: 9/28/2009 1:44:51 PM
- 0.02 Hours worked on 28-Sep-09
- Title changed from [REDACTED] to [REDACTED] (848 8E [REDACTED]]

see previous ticket for 'stalling' (27074)

=== REQUEST SERVICE TKremlick: 9/28/2009 1:42:16 PM
- 0.02 Hours worked on 28-Sep-09
- Forwarded to SELF: TKremlick
- Email NONE Selected

From: TJ Kremlick
Sent: Monday, September 28, 2009 1:40 PM
To: Elliot Cho; [REDACTED]
Subject: RE: [REDACTED] - Radiator Broken - 848

Thanks Elliot.

I have included [REDACTED] email to DNA. Please advise him not to ride the bike- obviously this could destroy his engine. Further, Travis- anything we can do to accommodate his request for transporting his bike?

Thanks guys,

T.J.

From: [REDACTED]
Sent: Monday, September 28, 2009 1:03 PM
To: TJ Kremlick
Subject: [REDACTED] - Radiator Broken - 848

Hey TJ,

Hope all is well. My 848 has been running fine until recently. It has been leaking coolant when sitting in traffic, and my left fairing was completely covered in dried up coolant. I called Gengras Ducati in East Hartford and they said there's a radiator recall (bad welds?) and that they are ordering a new radiator for me.

Can you confirm that they've placed the order for that part, and could you give me a rough estimate on when it may be delivered to the east coast? 2 weeks?

Can I ride my bike? I fear that I can't, and with how many times it has been in the shop, I don't know what to do know.

Also, when they call me to get it repaired, I don't have a way to get it to them especially if I am advised not to ride it. Could you help me with getting the dealer to pick it up at no charge?

Call me at your earliest convenience - my cell is 203-233-7569, thank you TJ.

Best regards,

[REDACTED]

From: Elliot Cho
Sent: Monday, September 28, 2009 1:11 PM
To: [REDACTED]
Cc: TJ Kremlick
Subject: FW: [REDACTED] - Radiator Broken - 848
Importance: High

Travis,

Can you contact [REDACTED] about his radiator leak? If the bike is warranty, and it's leaking, obviously we'll replace it. If the warranty has expired, we'll most likely replace it as a gesture of goodwill (cover the parts). Either way, please get in touch with him ASAP. Thanks.

Elliot Cho

Northeast Service Area Manager

DUCATI NORTH AMERICA
10443 Bandlely Dr
Cupertino, CA 95014
www.ducatiusa.com <<http://www.ducatiusa.com/>>
Phone: 408.207.3016
Fax: 408.877.1755

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From: [REDACTED]
Sent: Monday, September 28, 2009 3:05 PM

To: Elliot Cho
Subject: FW [REDACTED] - Radiator Broken - 848

Elliot,

My radiator is leaking - sounds like part is on order. Is it advisable to ride, or not ride my bike until the radiator is replaced?
Thank you,
[REDACTED]

Reference: 29759
Title: [REDACTED]
Status: Closed
Requester: [1223 - Mr. Motorcycle](#) mrmotorcycle@mrmotorcycle.com 915.779.8500
Department: [Dealership](#)
Time logged: 10/15/2009 12:42:24 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 6 days, 22.55 hours
Hours worked: 3.57

=== UPDATE Rachael Beckner: 10/22/2009 9:14:10 AM

- 0.1 Hours worked on 22-Oct-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

****Closed****

I phoned the customer back.
I informed the customer that we did receive images of the radiator and this was full inspected by our regional rep. as well as the dealership.
I advised the customer that unfortunately we were not able to cover his radiator.
I advised there was evidence of crash damage or damage from some external force.
I explained that our warranty clearly stated we did not cover repairs as a result of abuse or accidents and therefore we were not going to cover the radiator.
Customer stated ok.
Customer thanked me for looking into it.
I thanked the customer for cooperating with us.
Customer asked about a cable that the dealership had not received.
I apologized to the customer as I did not remember him asking me about a cable.
Customer stated this was fine and that he would ask the dealership about it when he went to get the radiator.
Customer asked if he could call in the future with technical questions about parts and accessories he wanted to add.
I advised his dealership was best to answer any technical questions and we could not provide technical advice. I advised if he had a question about a part number or something like that if he was going to order the parts he could certainly call us for any general questions.
Customer thanked me.

=== UPDATE Rachael Beckner: 10/22/2009 7:59:09 AM

- 0.02 Hours worked on 22-Oct-09

From: Van Singley
Sent: Wednesday, October 21, 2009 6:52 PM
To: DNA Customer Service
Subject: RE: Mr. Motorcycle Ducati 848 Hugo Vazquez #05414

Yes, that is crash damage.

Van Singley
Service Area Manager

Ducati North America
vsingley@ducati.com
www.ducatiusa.com
Phone: 386-871-0129

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=== PRIVATE MEMO - UPDATE Rachael Beckner: 10/21/2009 6:33:00 PM

- 0.0 Hours worked on 21-Oct-09
- Set Reminder for Rachael Beckner at 10/22/2009 9:00:00 AM

Call [REDACTED] if you have not heard from him.

=== PRIVATE MEMO - UPDATE Rachael Beckner: 10/21/2009 10:30:42 AM

- 0.0 Hours worked on 21-Oct-09
- Set Reminder for Rachael Beckner at 10/21/2009 2:00:00 PM

Call customer back.

=== UPDATE Rachael Beckner: 10/21/2009 10:23:37 AM

- 0.02 Hours worked on 21-Oct-09

From: DNA Customer Service
Sent: Wednesday, October 21, 2009 10:23 AM
To: [REDACTED]
Subject: FW: Mr. Motorcycle Ducati 848 [REDACTED] #05414
Importance: High

Hi Van,

I spoke to you about this customer the other day. This customer had a radiator leak and Chop at the dealer was saying this was due to crash damage. Customer was under the impression this should be covered under warranty. Due to the fact that we didn't have pictures or anything on this I asked the dealership for some images of the radiator and bike so that I could be clear with the customer.

After looking at this, it does indeed look like crash damage. I would just like to get your opinion on the images as well before I follow up with the customer.

Thank you,

Rachael Yamaoka
Customer Service Representative
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Yamaoka@ducati.com

=== PRIVATE MEMO - UPDATE Rachael Beckner: 10/21/2009 8:58:57 AM

- 0.0 Hours worked on 21-Oct-09
- Set Reminder for Rachael Beckner at 10/21/2009 10:30:00 AM

Ask TM
Follow up with customer

=== UPDATE Rachael Beckner: 10/21/2009 8:58:33 AM

- 0.07 Hours worked on 21-Oct-09

From: service@mrmotorcycle.net [mailto:service@mrmotorcycle.net]
Sent: Tuesday, October 20, 2009 4:38 PM
To: DNA Customer Service
Subject: Mr. Motorcycle Ducati 848 [REDACTED]

From: Chop
Mr. Motorcycle
6020 Gateway East
El Paso, TX 79905
phone: 915-779-8500
fax: 915-778-4444

The sender has included tags, so you can do more with these photos. Download Photoshop (R) Album Starter Edition-Free!
<http://www.adobe.com/aboutstarteredition>

=== UPDATE Rachael Beckner: 10/20/2009 2:23:21 PM
- 0.55 Hours worked on 20-Oct-09

Customer phoned me and stated that he had the radiator and was returning it to the dealership as we speak.
I thanked the customer for letting me know.
Customer stated that the tube was cracked on the inside of the radiator. Customer stated it was the first tube.
I asked the customer to clarify what he meant but he continued to say the tube was broken.

Customer asked what the next step was.
I stated that we needed to get some further information.
Customer asked who he should bring the radiator to.
I advised that I had spoken to the service manager about this and advised the customer to bring the part to the service dept.
Customer stated he has had issues with the service dept. and has been dealing directly with the general manager of the shop.
Customer asked what the course of action would be.
I stated that we wanted to see images of the radiator.
Customer stated the dealer already took pictures of this.
I advised once we had further information on this we could make a final decision on whether this was something that would or would not be covered under warranty.
Customer stated he wanted to call me and let me know the radiator was back with the dealer.
I thanked him and stated I would call as soon as I knew more.

=== UPDATE Rachael Beckner: 10/20/2009 11:39:07 AM
- 0.15 Hours worked on 20-Oct-09

I phoned the dealership and spoke to Chop:
I advised what we would like to do is get some pictures of this bike and radiator.
I advised that I know they didn't have the radiator at this time.
I stated I have called the customer and asked him to bring the radiator back to the dealership.
I advised I had talked to [REDACTED] and he had stated he knows about this and after listening to the description had denied the claim.

I advised that we would just like to get pictures to have in our ticket from a customer service standpoint so that we can have all of the evidence.

I stated that this way we could let the customer know that we have pictures of this and tell him exactly why this is being denied.

Chop stated he understood.

Chop stated he did take some pictures of the radiator before the customer left with it.

Chop stated he would see if those were clear enough to send.

I advised we also wanted pictures of the bike as well.

Chop asked for my email.

I gave Chop my email to send the files to customerservice@ducati.com

=== UPDATE Rachael Beckner: 10/20/2009 11:30:41 AM

- 0.17 Hours worked on 20-Oct-09

I phoned the customer:

I advised I had been in touch with the dealership and the regional rep. on this.

I advised that we would like to have a little bit more information on this.

I asked the customer if the radiator was still with him.

Customer stated it was.

I stated that we would like to see the radiator back with the dealership so that they can explain to us why this would not be covered.

I advised that we would like to get some further information on this before a final decision is made.

I asked the customer if he could bring the radiator back to the dealership and call or email me when it was there.

Customer stated he could do this.

Customer stated that he took the radiator to a specialist and they told him there was nothing wrong with the radiator and that the tube just popped out because it was weak material.

Customer stated they told him he should bring it back to his dealer.

Customer advised he could pick it up and drop it off at the dealer today.

I advised the customer I would contact the dealer and let them know he would be doing this and that we needed some more information.

I advised again we could not guarantee this would be covered under warranty but we needed it back at the dealer for a final decision.

I thanked the customer for his cooperation.

Customer thanked me for the call.

=== UPDATE Rachael Beckner: 10/20/2009 8:10:04 AM

- 0.02 Hours worked on 20-Oct-09

-----Original Message-----

From: owners@ducati.com [mailto:owners@ducati.com]

Sent: Tuesday, October 20, 2009 3:50 AM

To: DNA Customer Service

Subject: RE: RE: Address change and Ducati Card

Hi Rachael,

we have updated our records with the correct ownership for Mr [REDACTED] and he will be receiving his Ducati Card for this bike.

I take the opportunity to tell you that this may be the last time I answer to you since I'm changing dept! My colleague Beatrice will check this e-mail address. However, I hope to meet you sometime if you happen to come to the headquarters.

Have a nice day!

Cristina

=== UPDATE Rachael Beckner: 10/19/2009 3:34:09 PM

- 0.05 Hours worked on 19-Oct-09

I phoned [REDACTED] and spoke about this.

Van stated that he knew all about this and the bike had been crashed.

Van stated he took the radiator to a specialist to try and have it welded and the guy at the radiator shop told him it ought to be warranted.

I asked [REDACTED] if he got any pictures on this at all.

Van stated he didn't have anything.

Van stated Chop called him and told him about the obvious damage and he had told him right then it wouldn't be covered.

I told [REDACTED] I just wanted to check with him and make sure the dealer was telling me everything.

=== UPDATE Rachael Beckner: 10/19/2009 3:31:51 PM

- 0.08 Hours worked on 19-Oct-09

Customer phoned me about this.

Customer stated I had talked to him last week and said I would follow up with him.

I stated I had called the dealership and was going to call the Service Manager, but hadn't had a chance yet.

I advised that if the customer could give me another day or so.

I advised I would try to call him back by the end of the day and if not tomorrow.

I advised I had not forgotten about him.

Customer thanked me.

=== UPDATE Rachael Beckner: 10/19/2009 8:17:58 AM

- 0.02 Hours worked on 19-Oct-09

-----Original Message-----

From: Rachael Yamaoka

Sent: Monday, October 19, 2009 8:18 AM

To: Owners

Subject: RE: Address change and Ducati Card

Hi Cristina,

Thank you for your reply. Yes, this is a mistake. VIN: ZDM1XBGV48E [REDACTED] should be registered to Mr. [REDACTED]. This is what we had in our records, all I had to do was change the address. It looks like this may have been a mistake of the dealer that was already corrected in our system. If you could update your records that would be great.

Please let me know if you have any further questions.

Thank you!

Rachael Yamaoka
Customer Service Representative
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Yamaoka@ducati.com

-----Original Message-----

From: owners@ducati.com [mailto:owners@ducati.com]

Sent: Monday, October 19, 2009 1:54 AM

To: DNA Customer Service
Subject: RE: Address change and Ducati Card

Hi Rachael,

I have updated the mailing address of Mr. [REDACTED] in our system.
As per the 848 with VIN: ZDM1XBGV48E [REDACTED] I inform you that it is registered under another owner in our records (JASON GRIFFIN). That is why he didn't receive a Card for it. Was it a mistake of the dealer? Should we correct it?

Cristina

=== UPDATE Rachael Beckner: 10/16/2009 9:55:45 AM
- 0.3 Hours worked on 16-Oct-09

I phoned the dealership and spoke to Chop:
I asked Chop about this customer's bike.
I stated I was aware the customer's bike was in with them and that there was an issue with the radiator.
Chop stated:
the customer had an accident, dropped his bike
and bent the radiator all up
customer wanted the dealership to repair this and they informed him that they could not do this.
customer then told them that he knew of a radiator specialist that could repair it
customer took the radiator to a specialist and then contacted them again saying the specialist told him this should be covered under warranty.
Chop stated he told the customer that it was not going to be covered as the bike was dropped and the damage was a result of this.

Chop stated the brackets are all bent on the radiator
Chop stated at first it was leaking fluid and the plastic is pushed up into the radiator.
Later they saw that there was a dent on the radiator found the bent brackets.

I asked if the bike was still there.
Chop stated it was and that it was all apart.
I asked when the bike came in.
Chop stated on 8/27/2009.
I asked why it was there for so long.
I asked if there was other damage to the bike they were repairing.
Chop stated not really. I asked how they knew the bike was crashed and asked if the customer admitted this to them.
Chop said you can tell by looking at the radiator and the damage that this was dropped or something.

Chop stated the customer was taking the radiator to a specialist and crashed his other bike and had to go to the hospital or something.
Chop stated it took the customer a while to get the part.

I asked if [REDACTED] was notified about this situation at all.
Chop stated he thought he did speak to Van about this. (He did not sound sure.)

I thanked Chop for the info.

=== UPDATE Rachael Beckner: 10/15/2009 12:46:21 PM
- 0.02 Hours worked on 15-Oct-09

From: DNA Customer Service
Sent: Thursday, October 15, 2009 12:46 PM
To: Owners
Subject: Address change and Ducati Card

Ciao!

We have a customer who would like to change his mailing address in our system. Customer also did not receive his Ducati Card for the 848 he purchase last October. Can we please send a Ducati Card to his new address?

VIN: ZDM1XBGV48E [REDACTED] (848)
Customer: [REDACTED]

[REDACTED]
El Paso TX [REDACTED]

Please let me know if you have any questions!
Thank you!

Rachael Yamaoka
Customer Service Representative
DUCATI North America
10443 Bandley Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Yamaoka@ducati.com

=== REQUEST SERVICE Rachael Beckner: 10/15/2009 12:42:24 PM
- 2.02 Hours worked on 15-Oct-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

Customer's address changed in Oracle

915-867-3638

Customer phoned in:
customer stated:
he had an 1198 and 848 and never received the Ducati card for his 848.
I asked the customer for the VIN.

VIN: ZDM1XBGV48E [REDACTED]

I stated I would contact Ducati Motor Holding and ask that they send him another card.
I asked for customer to verify address:
Customer gave me a different address that in system.
I stated I had a different address.
Customer gave me the address in the system and stated that he had had trouble with receiving mail at that address.
I asked if he would like our information to be changed in the system reflecting this other address.
Customer stated he would.
Customer provided correct address:

PO BOX 961243
El Paso TX 79996

Customer stated he also had an issue with his 848.
Customer stated:
the radiator was leaking on the bike
dealership told him it was broken on the top and that it was not going to be covered.
radiator was taken out and took to a specialist
he was told by the specialist that the radiator is not damaged that the tube at the top popped off because the material is not good
was told to go back to his dealer to see if this would be covered
customer took radiator back to dealer and they said because there hadn't been problems with this, it would not be covered

customer wanted to know if this was something that would be covered
customer has reason not to fully trust the dealership
customer asked who make warranty decisions

I advised that he would need to follow up with the dealership
I stated the dealership consults with the regional service rep. for warranty pre-authorization
I stated I would contact the dealer to get more information and notify the rep.
I stated that we only covered defects in workmanship and material and if this was not found to be a defect it would not be covered.

I asked if the bike was at the dealership and what dealer.
Customer stated it was at Mr. Motorcycle but the radiator was with him.
I informed the customer that he may need to bring that back to the dealership

I advised the customer I would look into this and follow up with him in 2-3 business days.

Reference: 29799
Title: [REDACTED]
Status: Closed
Requester: [1076 - Del Amo Motorsport](#) 310-220-2223
Department: [Dealership](#)
Time logged: 10/19/2009 4:52:25 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 22 days, 17.12 hours
Hours worked: 0.75

=== UPDATE TKremlick: 11/11/2009 9:35:39 AM

- 0.02 Hours worked on 11-Nov-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

CLOSE

=== UPDATE TKremlick: 10/23/2009 10:56:54 AM

- 0.02 Hours worked on 23-Oct-09

part in CA, should arrive at dealer tomorrow

=== UPDATE TKremlick: 10/22/2009 10:44:33 AM

- 0.12 Hours worked on 22-Oct-09

From: TJ Kremlick
Sent: Thursday, October 22, 2009 10:44 AM
To: [REDACTED]
Cc: 'mlarkin@delamomotorsports.com'
Subject: FW: PN 54840742B RADIATOR

[REDACTED]

Tracking number for your radiator is 4922436481, via DHL. I have copied Michael Larkin at Del Amo on this email, so he is aware of the incoming radiator and can track it as well.

Michael, is it possible for you to coordinate with your team and address this customer's bike as soon as the radiator arrives? The 848 is the customer's only source of transportation, and a turn-around of even one day less would be very very helpful.

Many regards,

T.J.

**package on its way

From: Jim Wiggins
Sent: Thursday, October 22, 2009 6:53 AM
To: Cantelli Carla; De Pellegrin Carlo; Bassotti Fabrizio; Fermi Patrizia; Rossetti Bruna
Cc: Melchiorre Andrea; Austin Gray; Tony Munoz; Dimitre Dimitrov; Daniel Donahue; TJ Kremlick; Rachael Yamaoka; John Berntsen; Ben MacLean; Jon LaForte; Ricardo Olivas
Subject: RE: PN 54840742B RADIATOR for TOO FAST

Grazie Carla...

TJ, please note the item has been shipped via DHL...

Thank you,
JW

Jim Wiggins Technical Support & Inventory Manager
DUCATINORTH AMERICA, INC.
jim.wiggins@ducati.com <mailto:jwiggins@ducati.usa.com>

From: Cantelli Carla
Sent: Thursday, October 22, 2009 9:32 AM
To: Jim Wiggins; De Pellegrin Carlo; Bassotti Fabrizio; Fermi Patrizia; Rossetti Bruna
Cc: Melchiorre Andrea; Austin Gray; Tony Munoz; Dimitre Dimitrov; Daniel Donahue; TJ Kremlick; Rachael Yamaoka; John Berntsen; Ben MacLean; Jon LaForte; Ricardo Olivas
Subject: R: PN 54840742B RADIATOR for TOO FAST
Importance: High

Hi Jim,

Goods delivered yesterday with DHL AWB no. 4922436481. Invoice herewith enclosed.

Carla

=== UPDATE TKremlick: 10/21/2009 3:36:20 PM
- 0.02 Hours worked on 21-Oct-09

From: TJ Kremlick
Sent: Wednesday, October 21, 2009 3:35 PM
To: [REDACTED]
Subject: PN 54840742B RADIATOR

[REDACTED]

I have contacted our parts manager in New Jersey, who in turn has emailed Italy. He has asked the part to be

- a) expedited via DHL
- b) has requested confirmation that the part has been sent
- c) asked specifically for a tracking number

We realize this is a sensitive situation and are doing everything we can to accommodate you. I will follow up tomorrow.

Regards,

T.J.

From: Jim Wiggins
Sent: Wednesday, October 21, 2009 12:22 PM
To: De Pellegrin Carlo; Bassotti Fabrizio; Fermi Patrizia; Cantelli Carla; Rossetti Bruna
Cc: Melchiorre Andrea; Austin Gray; Tony Munoz; Dimitre Dimitrov; Daniel Donahue; TJ Kremlick; Rachael Yamaoka; John Berntsen; Ben MacLean; Jon LaForte; Ricardo Olivas
Subject: PN 54840742B RADIATOR for TOO FAST
Importance: High

Ciao Fabrizio,

Since it is possible Bruna is not available please see what you can do to release the below highlighted order ASAP and ship as DHL...

Dealer #1076 SAEP #650682
Urgent Order #335895 SAEP 32009R_77906
Order placed on October 20, 2009

This is an Urgent situation that needs closure so please advise if this request cannot be completed.

Grazie,
JW

=== UPDATE TKremlick: 10/21/2009 12:20:24 PM
- 0.05 Hours worked on 21-Oct-09

called JW
-he confirmed the info
-he stated Italy might just be sitting on the order for a day
-he stated he had not received a VOR form from the dealer
-he stated he would email the appropriate parties and cc me on them

spoke with customer
-we looked up the pn and order number in Oracle
-still no tracking info
-i stated i would follow up with our people and email him later

on.335895

=== UPDATE TKremlick: 10/20/2009 9:33:48 AM
- 0.1 Hours worked on 20-Oct-09

**follow up with dealer
**follow up with order for tracking number

called customer
-explained part order had been placed correctly, ordered urgent
-stated 90% of the time part arrives in 3-4 days
-he asked why parts manager quoted him 8-10 days; i replied by saying he was more than likely creating an expectation
-further, i stated i am unaware of Del Amo's service schedule and they may not be able to service the bike as soon as the radiator arrives
-i stated i would follow up with the dealer to see if they could get the bike fixed ASAP after the part arrived
-i stated i would follow up with the parts department as well, to see if there was another reason why the customer was quoted 8-10 days

order 335895 shows as 'booked', ordered VOR

=== UPDATE TKremlick: 10/19/2009 5:10:37 PM
- 0.02 Hours worked on 19-Oct-09

spoke with customer
-stated i would follow up on the order tomorrow morning and promptly follow up with him

=== UPDATE TKremlick: 10/19/2009 4:59:05 PM
- 0.02 Hours worked on 19-Oct-09
- Requester changed from [TKremlick] to [1076 - Del Amo Motorsport]

=== REQUEST SERVICE TKremlick: 10/19/2009 4:52:25 PM
- 0.4 Hours worked on 19-Oct-09
- Forwarded to SELF: TKremlick
- Email NONE Selected

spoke with B Walsh
-we looked up the part number in Oracle/ Arco (pn.54840742B)
-he stated Arco shows part as 'available'
-he stated Hattar placed an order only a few days ago and it looks as if that was filled

- he stated we should check the order tomorrow to make sure it has been placed and subsequently filled
- he stated in theory, if the part is available, it should arrive in 3-4 days
- i stated i would follow up

customer called

- he stated he dropped
- his bike off at Del Amo yesterday (Saturday? are they open Sunday?)
- he said his bike was dropped off for a leaking radiator
- he stated he has been told the part should arrive in 8-10 days
- he stated this is difficult for him to accept, as the bike is his only transportation and with the bike down for service, he has to take the bus
- he stated the dealer suggested that if this is an issue, he is welcome to pick up his bike while waiting for the part
- he stated his biggest concern about doing that is he did not want to get coolant on his slacks
- i stated i was surprised the dealer was encouraging this as an option
- he stated the leak is very minor, and would do this if we were unable to get the part expedited
- he asked if we could conference Del Amo in; i said that was alright

spoke with George at Del Amo

- he confirmed part was ordered
- he stated B Walsh was spoken with by parts manager; manager said the 8-10 day estimate was a safeguard as, in theory, if the part was available it should arrive in 3-4 days
- customer stated some sort of 'coolant stain' was evident on the fairing and asked if we would replace it
- George said he had not noted anything like that during check-in, but would double check complaint

customer asked me to call or email him



Reference: 30519
Title: [REDACTED]
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 2/11/2010 11:51:47 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 13 days, 22.05 hours
Hours worked: 0.73

=== UPDATE Jberntsen: 2/25/2010 9:53:49 AM

- 0.27 Hours worked on 25-Feb-10
- Request CLOSED
- Priority changed from [Low] to [N.A]

- * I called the customer as a follow up
- * I stated that a decision has been made and this has been determined to be a dealer customer service issue
- * I stated that if the dealer would have charged to quoted price, DNA customer service would never have been contacted
- * The customer agreed
- * The customer stated that the bike has been towed in several times and this last experience made them disappointed with the motorcycle
- * I apologized and stated that when i talked to Tim, he wasn't receptive to my call
- * I stated that in the future to always get as much detail about a repair quote (parts cost, labor cost, who quoted...etc.) to help avoid these type of issues
- * I stated that if they wanted to pursue this they should contact Tim's boss and try to get the \$100 back
- * The customer stated that they will
- * The customer stated its not really the money, but the fact that Tim treated them so poorly
- * The customer thanked me for following up and that she appreciated DNA taking the time
- * The call ended

Dealer Account Num	Dealer Name	Customer Number	Customer Request Number	Request Date	HelpDesk Ticket	Product
1181 Moto Forza 94014	[REDACTED]	141736	09/29/2009	GDU0900144	D15004809	09 CAL 848 RED
ZDM1XBGV29E	[REDACTED] (NW INSTRUMENT PANEL)					
1181 Moto Forza 94014	[REDACTED]	143167	10/20/2009	GDU0900161	D15004809	09 CAL 848 RED
ZDM1XBGV29E	[REDACTED] (NW)					
1181 Moto Forza 94014	[REDACTED]	148310	02/12/2010	GDU1000009	D15004809	09 CAL 848 RED
ZDM1XBGV29E	[REDACTED] (NW WATER RADIATOR)					

=== UPDATE Jberntsen: 2/23/2010 12:49:10 PM

- 0.02 Hours worked on 23-Feb-10
- Priority changed from [Medium] to [Low]

- * I spoke to JF about this one
- * JF stated that he would be talking to them today if not over the weekend at the dealer meeting

=== UPDATE Jberntsen: 2/17/2010 2:22:03 PM

- 0.07 Hours worked on 17-Feb-10

- * The customer phoned in and left a voice mail
- * I returned the phone call
- * I stated that the regional rep is going to visit the dealership and should be there later today or tomorrow morning
- * I stated that after he talks with they will come to a decision
- * I stated that I will correct the address for her son, too
- * The customer thanked me and the call ended

From: John Berntsen
Sent: Wednesday, February 17, 2010 2:18 PM
To: [REDACTED]
Subject: RE: Ducati Dealers

[REDACTED]

Hope this makes it to you this time.

Thanks,

John

=== UPDATE Jberntsen: 2/17/2010 1:49:52 PM
- 0.08 Hours worked on 17-Feb-10

- * I called SAM John F
- * John stated that he was on his way to this dealership and he would talk to them about this
- * I stated that the customer was most concerned with the extra \$100 they were billed for above the \$150 repair quote
- * John stated that he would follow up with me

=== UPDATE Jberntsen: 2/17/2010 11:53:56 AM
- 0.02 Hours worked on 17-Feb-10

=== UPDATE Jberntsen: 2/17/2010 11:39:31 AM
- 0.05 Hours worked on 17-Feb-10

- * I called the dealership and spoke to Tim
- * Tim stated that he remembers the bike
- * Tim stated that the father borrowed the bike and left the key in the on position and killed the battery
- * Tim stated that the dad is "an asshole" and that he was screaming bloody murder about getting a free battery
- * I asked Time to please fax me a copy of the RO
- * Tim stated that he would print and fax it to me
- * fax number provided

=== UPDATE Jberntsen: 2/11/2010 4:41:19 PM
- 0.02 Hours worked on 11-Feb-10

From: John Berntsen
Sent: Thursday, February 11, 2010 4:41 PM
To: [REDACTED]
Subject: Ducati Dealers

[REDACTED]

It was nice talking to you today. Again we apologize for the experience you had at Moto Forza. As promised, here is a list of alternate dealers. I had to go 150km away from Oceanside to find a dealer other than Moto Forza. Below is what I found using our dealer locator.

Bert's Motorcycle Mall 1151 N. Azusa Avenue Tel.: +1 626 974-6600
Covina, California, United States 91722 Fax: +1 626 915-2607

Beverly Hills Ducati 428 N. La Cienega Boulevard Tel.: +1 310 360-0916
Los Angeles, California, United States 90048 Fax: +1 310 360-0917

Del Amo Motorsports 2500 Marine Ave. Tel.: +1 310 220-2223
Redondo Beach, California, United States 90278 Fax: +1 310 331-1696

Ducati Newport Beach 1601 Newport Boulevard Tel.: +1 949 706-1616
Costa Mesa, California, United States 92627 Fax: +1 949 706-1617

GP Motorcycles 3617 B India street Tel.: +1 619 233-4762
San Diego, California, United States 92103 Fax: +1 619 233-5006

Moto Forza 572 N. Tulip St. Tel.: +1 760 746-6001
Escondido, California, United States 92025 Fax: +1 760 746-6002

Pro-Italia Los Angeles 3319 North Verdugo Road Tel.: +1 818 249-5707
Glendale, California, United States 91208 Fax: +1 818 249-3402

South Bay Motorsports 1890 Auto Park Place Tel.: +1 619 420-2300
Chula Vista, California, United States 91911 Fax: +1 619 420-9204

Southern California Ducati 515 West Lambert Rd. Tel.: +1 714 256-6700
Brea, California, United States 92821 Fax: +1 714 256-6709

Spectrum Motorsports, Inc. 51A Auto Center Drive Tel.: +1 949 951-3611
Irvine, California, United States 92618 Fax: +1 949 951-3657

Regards,

John Berntsen
Technical Customer Service Representative

10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
john.berntsen@ducati.com
408-343-4431
eFax: 408-716-2696

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=== UPDATE Jberntsen: 2/11/2010 2:50:39 PM
- 0.02 Hours worked on 11-Feb-10

From: John Berntsen
Sent: Thursday, February 11, 2010 2:50 PM
To: John French
Subject: FW: Contact Request

John-

I talked to this customer's mother who stated that her son had a battery replaced at Moto Forza. Her son was told by Moto Forza that batteries aren't covered under warranty, which DNA/DMH does consider a wear item. The bike has also had a dash replaced, radiator and voltage regulator. At any rate, when they picked up the bike, they claim they were charged \$100 more for the battery than what her son was quoted. She claims that the service writer, Tim, was super rude and refused to charge them what the son was quoted.

They are looking for credit for the battery, which I told her I would ask. The son bought the bike new in August of 2009. Is there anything that we can do?

Serial Number	Item Description	Warranty Status	Contract Number	Start Date	End Date	Free Maintenance
ZDM1XBGV29E [REDACTED]	09 CAL 848 RED	ACTIVE	80181	09/18/2009	09/17/2011	N
GARRIDO						WAYNE

Thanks,

John

=== UPDATE Jberntsen: 2/11/2010 2:12:18 PM
- 0.17 Hours worked on 11-Feb-10
- Title changed from [REDACTED]]

- * The customer returned my voice mail
- * The customer stated that she is calling behalf of her son
- * The customer stated that her son purchased the bike new in August of 2009
- * The customer stated that her son has had multiple issues with the bike
- * The issues include, dash replacement, leaking/cracked radiator, voltage regulator, and most recently the battery went bad
- * The customer stated that Tim at the dealership was very unprofessional
- * The customer stated that her son was quoted \$150 to replace the battery and when she and her husband went to pick up the bike they were told the bill was \$250
- * The customer tried to dispute the charge, but the dealer would not release the bike unless the \$250 was paid
- * The customer stated that Tim was slamming papers and wouldn't talk to her son when they called him on the phone
- * The customer is asking for a credit for the battery
- * I stated that I would pass that on to the regional rep and also let him know the service experience

* The customer requested a name of another dealer in the area and to email it

New address for owner

[REDACTED]
Oceanside, CA. [REDACTED]

=== UPDATE Jberntsen: 2/11/2010 11:55:08 AM
- 0.02 Hours worked on 11-Feb-10

From: DNA Customer Service
Sent: Thursday, February 11, 2010 11:55 AM
To: [REDACTED]
Subject: RE: Contact Request

Dear [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn that your son's experience with his Ducati 848 has been less than desirable. We have left you a voice mail at the telephone number you provided. Please call us back at your earliest convenience, so we can assist you with resolution.

If you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducati.com and click on "DEALERS AND SERVICES" or utilize our dealer locator by phoning 1-800-231-6696.

Regards,

Customer Service
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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=== REQUEST SERVICE Jberntsen: 2/11/2010 11:51:47 AM
- 0.02 Hours worked on 11-Feb-10
- Forwarded to SELF: Jberntsen
- Email NONE Selected

* Voice mail left Suzette

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Thursday, February 11, 2010 11:21 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]

City: Hayward

Country: United States

State: [REDACTED]

[REDACTED]

Gender: F

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2009

Vin:

Do you own another bike: YES

Brand: YAMAHA

Model: YZF 600 R6

Purchasing date: 2009

Subject of message: Service

Questions or Comments: Hi, I am actually assisting my son Wayne Garrido try to resolve an issue with the service he's received to date with regard to bike performance. He has had a few issues that he's very dissatisfied with considering what he paid for this bike. He recently got out of the Marine Corps and decided he wanted to purchase a bike. His father and other family members all own bikes. We own Yamahas and Suzukis. Wayne insisted on getting a Ducati to show off the style and performance of Ducatis. Well, to his dismay, he's very disappointed with his purchase. I would very much like someone to contact me to help resolve the issues. I appreciate your time [REDACTED]

Reference: 30825
Title: [REDACTED]
Status: Closed
Requester: [1282 - GP Motorsports](#) info@gpmotorcycles.com 619-233-4762 svc 3
Department: [Dealership](#)
Time logged: 3/31/2010 3:36:26 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 40 days, 0.17 hours
Hours worked: 0.25

=== UPDATE TKremlick: 5/10/2010 3:44:21 PM

- 0.02 Hours worked on 10-May-10
- Request CLOSED
- Priority changed from [Medium] to [N.A]

=== UPDATE TKremlick: 3/31/2010 4:16:10 PM

- 0.2 Hours worked on 31-Mar-10
- Requester changed from [Jberntsen] to [1282 - GP Motorsports]

part number 69924021A is showing as 'not available' in Arco

no listing on JWs VOR sheet

spoke with customer

- he explained the situation, that his bike has been at GP and they are waiting on a radiator
- i stated the part was showing as unavailable
- i stated we would do our best to source the part from an alternate dealer
- he did not sound pleased with the response
- i asked for his information; he provided hsi name and number
- 619.417.4807

=== PRIVATE MEMO - UPDATE Jberntsen: 3/31/2010 3:36:27 PM

- 0.0 Hours worked on 31-Mar-10
 - Set Reminder for TKremlick at 3/31/2010 3:41:18 PM
- TJ,

Please add your notes from your conversation with this customer.

John

=== REQUEST SERVICE Jberntsen: 3/31/2010 3:36:26 PM

- 0.03 Hours worked on 31-Mar-10
- Forwarded to SUPPORT REP: TKremlick
- Email NONE Selected

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Wednesday, March 31, 2010 2:22 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]
Address: [REDACTED]
City:
Country: United States

State/Province: California

Zip code: [REDACTED]

Telephone number: [REDACTED]

Gender:

Date of birth:

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 848

Purchasing date: 2008

Vin: ZDM1XBGV89E [REDACTED]

Do you own another bike: YES

Brand: BMW

Model: R1150GS

Purchasing date: 2001

Subject of message: Service

Questions or Comments: On February 27, 2010, I took my 848 to GP Motorcycles to inspect a leaking radiator. I confirmed this was a "known problem" and was told it would be a routine warranty repair. 5 weeks later, I still don't have my bike back. Problem is due to the shop not getting the radiator they ordered. When can I expect to ride my 848 again? Thank you.

Reference: 30869
Title: [REDACTED]
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 4/7/2010 10:34:31 AM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 119 days, 4.62 hours
Hours worked: 0.83

=== UPDATE Jberntsen: 9/10/2010 4:19:35 PM
- 0.02 Hours worked on 10-Sep-10
- Request CLOSED
- Priority changed from [Medium] to [N.A]

=== UPDATE Jberntsen: 5/14/2010 11:43:07 AM
- 0.02 Hours worked on 14-May-10
- Forwarded to SELF: Jberntsen
- Priority set to [Medium]

=== UPDATE Jberntsen: 5/14/2010 10:53:27 AM
- 0.02 Hours worked on 14-May-10

* Voice mail left for customer asking for ROs

=== UPDATE Jberntsen: 5/12/2010 3:41:26 PM
- 0.02 Hours worked on 12-May-10

Warranty Claims:

Dealer Account Num	Dealer Name	Customer Number	Customer Request Number	Request Date	HelpDesk Ticket	Product
1052	Coleman Powersports	86346 [REDACTED]	124990	01/20/2009	GDU0900011	D15005708 08 CAL 848 PEARL-WHITE- RGB ZDM1XBGV48E [REDACTED]
1309	Redline Perf. Motorsports, Inc	86346 [REDACTED]	131579	05/06/2009	GDU0930048	D15005708 08 CAL 848 PEARL-WHITE- RGB ZDM1XBGV48E [REDACTED]

=== UPDATE Jberntsen: 5/12/2010 3:39:21 PM
- 0.03 Hours worked on 12-May-10

=== UPDATE Jberntsen: 5/5/2010 2:48:43 PM
- 0.3 Hours worked on 05-May-10

- * I phoned the customer back
- * I stated that I received confirmation that the regional rep and Conway have spoken
- * I stated that Conway informed me that he contacted him to let him know that his motorcycle is ready for pick-up
- * The customer stated that Conway did call him
- * I stated that the motorcycle was complete last week, but Conway wanted an ok from the regional on his modification of a cable clip
- * The customer stated that he was under the impression that they were waiting for approval on the radiator
- * I stated that the radiator was approved a while back
- * I stated that the dealer wouldn't have ordered a radiator without approval
- * The customer stated that he wasn't aware of that
- * The customer stated that at this point he needs something from Ducati
- * The customer stated that he is looking for a 3 year extension
- * I stated that I would take his request to management, but what would typically happen is that the warranty is extended for the period of time down
- * I stated that according to his claim, he has been without his motorcycle for 2 months
- * The customer stated that looked up the Lemon Law and his bike qualifies
- * The customer stated that in his state the motorcycle would qualify for being down for over 30 days
- * I stated that if he wants us to take his request, I will need time to get all of his ROs and take his request to management
- * I stated that I would be candid and he would need to be prepared for a count of much less than he is requesting
- * The customer stated that his motorcycle is out of warranty in 4 months and doesn't want to be stuck with a large repair bill right after his warranty expires
- * The customer stated that his friend, who is a mechanic, found that his motorcycle was stalling when running at operating temp of +225 degrees told him that it sounds like his motorcycle has major internal damage
- * The customer stated that his clutch is making noise too, and should be because it is a wet clutch
- * I stated that I would start gathering ROs, go to management with his request, and get back to him when I had a response
- * The customer thanked me for looking into this and appreciated my help

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Wednesday, May 05, 2010 11:54 AM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]
[REDACTED]
City: Alexandria
Country: United States
State/Province: Virginia
Zip code: [REDACTED]
[REDACTED]
Gender: M
Date of birth: [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Superbike
Model: 848
Purchasing date: 2008
Vin: ZDM1XBGV48E [REDACTED]
Do you own another bike: YES
Brand: DUCATI
Family: Monster

Model: 695

Purchasing date: 2006

Subject of message: Service

Questions or Comments: In the 20 months since buying my 848 new in 8/08, it's now been in the shop for warranty-specific service for a cumulative total of over 2 of those months - roughly 1 out of every 10 days of ownership. While DNA has agreed to cover my 2nd radiator replacement (which I appreciate), I now have 4 months left on my warranty and zero confidence in the future reliability and merchantability of my bike. I've been in touch repeatedly with John in CS (both leaving messages and 'live' on the phone) to request an equitable resolution, but have yet to hear anything back from you folks. I've checked the fed & state lemon laws, and my bike clearly qualifies. While I have no desire to be a PITA 'problem' customer, I will not be stuck with potentially massive repair bills on a bike that's not run properly since day 1 (it died on my 1st ride home). I am therefore requesting a free 3-year extension of my warranty, transferrable to subsequent owner(s), in writing, without further delay. Failing that, it's Lemon Time.

=== PRIVATE MEMO - UPDATE Jberntsen: 5/5/2010 2:48:20 PM

- 0.0 Hours worked on 05-May-10

- Set Reminder for Jberntsen at 5/7/2010 9:00:00 AM

Start gathering ROs

=== UPDATE Jberntsen: 4/30/2010 4:26:12 PM

- 0.02 Hours worked on 30-Apr-10

* Voice mail left for Eliott

=== UPDATE Jberntsen: 4/30/2010 4:25:53 PM

- 0.08 Hours worked on 30-Apr-10

* I phoned the dealership and spoke to Conway

* I asked if he was waiting on an approval from Eliott

* Conway stated that he was and has attempted to get the approval many times

* I asked what he was waiting for if he had the radiator already

* Conway stated that he hasn't installed the radiator because there is a cable retaining clip that was rubbing on the old radiator and he doesn't want it to puncture the new radiator

* Conway stated that he wants Eliott to approve cutting the clip

* I stated that I would call Eliott

* Conway stated that he understands Eliott is busy, but he really wants Eliott to ok

* I thanked Conway and the call ended

=== UPDATE Jberntsen: 4/30/2010 4:21:46 PM

- 0.28 Hours worked on 30-Apr-10

Customer phoned in

Customer stated that his bike has been at the dealership for 3 weeks for a leaking radiator

Customer stated that the dealership is waiting for a response from Ducati

I asked if the radiator was at the dealer

Customer stated that it is there, but they need an ok from DNA to make an additional repair

Customer stated that he is getting frustrated because this is his 3rd radiator and the bike has been in the shop 1 day for every 10 he has owned

Customer stated that he did some research and he is confident that his motorcycle is eligible under his state's lemon law

Customer stated that he was trying hard not to be a dick to me

Customer stated that he is loyal to the brand, has visited that factory, and drove many hours to see Casey Stoner race at the Indy GP

I stated that i would call the dealer and the regional to see if we can't move this along

I apologized that his bike has been down for so long and that is never our intention

I stated that after I have spoken to the dealer and the rep, I would call him back

Customer thanked me and the call ended

=== PRIVATE MEMO - UPDATE Jberntsen: 4/30/2010 4:21:23 PM

- 0.0 Hours worked on 30-Apr-10

- Set Reminder for Jberntsen at 5/3/2010 9:00:00 AM

call EC

=== UPDATE Jberntsen: 4/7/2010 11:04:10 AM

- 0.02 Hours worked on 07-Apr-10

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840742B	WATER RADIATOR 1198S/09	Critical quantity

=== UPDATE Jberntsen: 4/7/2010 10:57:27 AM

- 0.02 Hours worked on 07-Apr-10

Serial Number	Item Description	Warranty Status	Contract Number	Start Date	End Date	Free Maintenance	Customer Name
ZDM1XBGV48E	08 CAL 848 PEARL WHITE-RGB	ACTIVE	71930	08/16/2008	08/15/2010	N	

=== REQUEST SERVICE Jberntsen: 4/7/2010 10:34:31 AM

- 0.02 Hours worked on 07-Apr-10

- Request CLOSED

- Email NONE Selected

* Voice mail left for the customer

From [REDACTED]

Sent: Tuesday, April 06, 2010 1:53 PM

To: 'customerservice@ducatiusa.com'

Subject: Attn.: Cintia ~~ Another Riding Season, Another 848 Radiator

Hi Cintia,

Not sure if you'll remember me, but I'm the guy who bought his 848 from Redline a couple years back, only to have it die on me, in fairly dramatic fashion, during the long first ride home. (Redline failed to torque down the DP ecu they installed prior to delivery, as subsequently documented by Coleman Powersports of Woodbridge).

Anyway, the hits just keep on coming, as I've since replaced the voltage regulator (on recall), and you folks were kind enough to replace my radiator when it developed its first leak, as has been a common problem in the late model superbikes. Well, it's been about 700 - 800 miles since the replacement, and now the second radiator is leaking as well. This time, it's not at the mounting tabs/top seam, but appears to be coming from the front face of the unit, about 2" below the top. While I initially thought it might be stone damage, I wiped the coolant off and closely examined the baffles around the leak - there's not the smallest ding or scratch, and it seems like the leak is coming from somewhere inside the baffles.

Duc Pond did the first replacement, and everything seemed to be holding up fine (though we had a pretty hard winter out East, and I only got out maybe a dozen times since the repair last fall). The bike is garaged when not in use, and I've put 8010 miles on it in 20 months of ownership. No wheelies, no track days, and all maintenance performed on/ahead of schedule. As I'm concerned about the possibility of overheating due to loss of coolant, and if it's ok with you, I'd like to bring it to Battley Cycles in Gaithersburg (where I bought my Monster), as it's much closer to home, they have a well-respected Duc mechanic (Chris Sanders), and I'd rather not roll the dice. Truth to tell, I can't afford an 80-mile tow out to Duc Pond, and I don't know if roadside assistance would cover that kind of distance with two dealerships much closer at hand. I'll top off the coolant tank with water before setting out, just to play it safe, but if you'd prefer that I return to Duc Pond, I suppose we can figure something out.

So I'm here hat in hand yet again, old friend - unless you advise otherwise, Battley's should be contacting you around the end of the week (I'm bringing her in on Friday), and I hope I've still got some good will left in the bank out in Cupertino. Anything you can do to help out in that regard will surely be appreciated.

Kindest & best,

[REDACTED]

Reference: 31015
Title: [REDACTED]
Status: Closed
Requester: [50398 - Pat Clark Motorsports](#) 702-432-0650 / NV
Department: [Dealership](#)
Time logged: 4/28/2010 9:41:54 AM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Parts issue/question
Time in service: 51 days, 3.32 hours
Hours worked: 0.45

=== UPDATE TKremlick: 6/18/2010 12:51:08 PM

- 0.02 Hours worked on 18-Jun-10
- Request CLOSED
- Priority changed from [Medium] to [N.A]

=== UPDATE TKremlick: 5/17/2010 4:24:55 PM

- 0.03 Hours worked on 17-May-10

from DHL's website:
5/14/2010 10:02 am Shipment delivered. Las Vegas, NV

From: FABIAN VITERI [mailto:FCV@PATCLARKMOTORSPORTS.COM]
Sent: Wednesday, May 12, 2010 10:36 AM
To: TJ Kremlick
Subject: RE: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

We have two on order, the first order submitted for this item was an urgent order for the customer's 848. We ordered the part again for stock at a later date because we want to avoid this problem in the future.

Fabian Viteri

Pat Clark Motorsports
2575 E. Sahara Ave.
Las Vegas, NV 89104

702.432.0650 p
702.432.0652 f
www.PatClarkMotorsports.com

-----Original Message-----

From: TJ Kremlick [mailto:TJ.Kremlick@ducati.com]
Sent: Wednesday, May 12, 2010 9:34 AM
To: FABIAN VITERI
Subject: RE: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

Fabian,

This is the information I have:

Part number 54840742B in Oracle shows a DHL tracking number 4959557260. The part was ordered Stock, unfortunately:

5/12/2010	9:22 am	Clearance processing complete	Bergamo, Italy
	9:22 am	Clearance Delay	Bergamo, Italy
5/11/2010	5:57 pm	Clearance Delay	Bergamo, Italy
	5:25 pm	Processed at DHL Location.	Bergamo, Italy
5/10/2010	4:28 pm	Shipment on Hold.	Bologna, Italy
	2:22 pm	Depart Facility	Bologna, Italy

1:10 pm Processed at DHL Location. Bologna, Italy
12:15 pm Picked Up by DHL.

T.J.
Technical Representative

From: FABIAN VITERI [mailto:FCV@PATCLARKMOTORSPORTS.COM]
Sent: Tuesday, May 11, 2010 5:17 PM
To: TJ Kremlick
Subject: FW: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

Hello TJ -

Just heard an ear full from the customer. Please help...

Thx,

Fabian Viteri

Pat Clark Motorsports

=== UPDATE TKremlick: 5/7/2010 5:32:46 PM
- 0.02 Hours worked on 07-May-10

From: TJ Kremlick
Sent: Friday, May 07, 2010 5:32 PM
To: 'FABIAN VITERI'
Cc: Jim Wiggins; 'Bill Hughes'; John French; tab@patclarkmotorsports.com; John Berntsen
Subject: RE: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

Fabian,

Oracle is showing the order as closed and that it shipped today. However, the 'DMH Airway number' or tracking number brings up no results at DHL.

I understand that it is a holiday over in Italy... perhaps this is why we are seeing some inconsistencies. Regardless, I will follow up Monday.

Have a good weekend.

T.J.

=== UPDATE TKremlick: 5/6/2010 9:07:37 AM
- 0.02 Hours worked on 06-May-10

From: TJ Kremlick
Sent: Thursday, May 06, 2010 9:07 AM
To: 'FABIAN VITERI'
Cc: 'Bill Hughes'; tss@patclarkmotorsports.com; Jim Wiggins; John Berntsen; Dimitre Dimitrov
Subject: RE: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

Fabian,

My apologies- it does not look like you were included on this email string. This is what Ducati Motor Holding is saying:

We'll keep following up until it arrives. If you wouldn't mind, a written reminder from you would be appreciated.

T.J.

From: FABIAN VITERI [mailto:FCV@PATCLARKMOTORSPORTS.COM]

Sent: Wednesday, May 05, 2010 4:28 PM
To: TJ Kremlick
Cc: 'Bill Hughes'; tss@patclarkmotorsports.com
Subject: RE: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

Still no radiator. Please advise...

Thx,
fv

Fabian Viteri

=== UPDATE Jberntsen: 5/4/2010 11:44:12 AM
- 0.03 Hours worked on 04-May-10

- * Customer phoned in looking for status
- * I found the tracking order and DHL shows that it was delivered
- * I then left a voice mail with the service department to verify the parts came in
- * I am waiting for a return call from the dealer

Friday, April 30, 2010 Location Time
18 Delivered - Signed for by : TIFFANY Las Vegas, NV - USA 10:59

=== UPDATE TKremlick: 5/3/2010 10:26:35 AM
- 0.02 Hours worked on 03-May-10

From: TJ Kremlick
Sent: Monday, May 03, 2010 10:26 AM
To: 'FABIAN VITERI'
Cc: Jim Wiggins; 'Bill Hughes'; John French; tab@patclarkmotorsports.com
Subject: RE: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

JW,

I hope you're holding up in Jersey. These are trying times on the parts side, for sure.

Please verify what Fabian has written below as accurate information. Has the radiator been pushed back another two weeks? Is there anything additional any of us can do to ensure a quicker delivery date?

Fabian,

I don't want to suggest robbing from Peter to pay Paul, but I'm going to: do you have any superbikes we could cannibalize this part from?

Any help or guidance at all would be appreciated, as always.

Thanks Jim, Fabian,

T.J.
Technical Representative

From: FABIAN VITERI [mailto:FCV@PATCLARKMOTORSPORTS.COM]
Sent: Saturday, May 01, 2010 4:10 PM
To: TJ Kremlick
Cc: Jim Wiggins; 'Bill Hughes'; John French; tab@patclarkmotorsports.com
Subject: RE: 54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

Hello tj-

You requested we keep you posted as to our backorder status of the radiator in question pertaining to 848 VIN/e 003379 - please see below...

006712 006 54840742B 1 WATER RADIATOR 1198S/09 05/25/2010

006738 001 54840742B 1 WATER RADIATOR 1198S/09 05/10/2010

It seems they pushed our shipping dates back on both units ordered, please advise?

Regards,

Fabian Viteri

=== UPDATE TKremlick: 4/28/2010 3:48:09 PM

- 0.15 Hours worked on 28-Apr-10

spoke with Fabian

- he stated this customer co-owns the motorcycle with Eric Snow
- i stated i spoke with this woman earlier regarding the tank, which we agreed had shipped
- we referred to the attached email from Jw regarding this tank
- we noted JW stated the radiator would ship at the end of this month
- i provided my email address to Fabian for a follow up on Saturday
- i stated if we were seeing that the radiator had not shipped, we would follow up with JW at that point

From: Jim Wiggins

Sent: Wednesday, April 28, 2010 12:02 PM

To: FCV@PATCLARKMOTORSPORTS.COM

Cc: John French; Austin Gray; Tony Munoz; Dimitre Dimitrov; Daniel Donahue; TJ Kremlick; John Berntsen; Ben MacLean; Jon LaForte

Subject: FW:54840742B RADIATOR for PAT CLARK 50398 Form Returned: 04.27.10 E. Snow Radiator.pdf

Hi Fabian,

The radiator unit is scheduled for release by the end of this month so I hope to see the item release on time...

Please discard the 2009 form and save the attached 2010 VOR form for future reference.

Thank you,
JW

-----Original Message-----

From: FABIAN VITERI [mailto:FCV@PATCLARKMOTORSPORTS.COM]

Sent: Tuesday, April 27, 2010 8:33 PM

To: service@ducatiusa.com

Subject: Form Returned: 04.27.10 E. Snow Radiator.pdf

Form Returned: 04.27.10 E. Snow Radiator.pdf

The attached file is the filled-out form. Please open it to review the data.

=== REQUEST SERVICE TKremlick: 4/28/2010 9:41:54 AM

- 0.17 Hours worked on 28-Apr-10

- Forwarded to SELF: TKremlick

- Email NONE Selected

call Pat Clark

- find out why stock order was placed and not VOR
- check tracking info in a cpl days

called customer
-told her tank was en route
-asked her to call me with any concerns in the future

customer called
-she stated her bike has been at Pat Clark for two weeks waiting on a tank
-she mentioned she originally took the bike in for a radiator
-she asked if i could look into it
-i stated i would and would call her back



Oracle info
-58611602BA, "stock" order placed 4/21, on.347426 shipped 4/26
-Current status for 4955100220...
Clearance processing complete

Date and time	Status	Location Service Area
4/28/2010 3:00 pm	Clearance processing complete	Bergamo, Italy

Reference: 31067
Title: [REDACTED]
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 5/5/2010 11:11:11 AM
Urgency: Medium
Priority: Base: Undefined Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 0.02 hours
Hours worked: 0.02

=== REQUEST SERVICE Jberntsen: 5/5/2010 11:11:11 AM

- 0.02 Hours worked on 05-May-10
- Request CLOSED
- Email NONE Selected

From: DNA Customer Service
Sent: Wednesday, May 05, 2010 11:10 AM
To: [REDACTED]
Subject: RE: Contact Request

Dear [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you are having with your Ducati 848. In order to ensure that the concerns with your 848 are properly diagnosed, it is necessary to have your motorcycle inspected by an authorized Ducati dealership.

We apologize for any inconvenience this may have caused.

If you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducati.com and click on "DEALERS AND SERVICES" or utilize our dealer locator by phoning 1-800-231-6696.

Regards,

Customer Service
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

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From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Tuesday, May 04, 2010 4:14 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]
City: Marion
Country: United States
State/Province: Iowa
Zip code: [REDACTED]

Email: [REDACTED]

Gender: M

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Superbike

Model: 1098

Purchasing date: 2009

Vin: ZDM1XBGV28E [REDACTED]

Do you own another bike: NO

Subject of message: Other

Questions or Comments: ***SAFETY ISSUE***DUCATI 848*** On the way home from work today my 2008 Ducati 848 with 4,300 miles began blowing 200 degree coolant/antifreeze all over my left leg. I was less than pleased with Ducati North Americas response. Some one is going to get hurt. When that radiator lets go, it lets go. I had no warning, no previous leaks or drips. It just started blowing all over. No sign of any physical damage to the radiator. Radiator started spraying from the upper left corner near or at the mounting bracket.

Reference: 31155
Title: [REDACTED]
Status: In Service (Tony Munoz)
Requester: [1166 - Spectrum Ducati](#) info@spectrummotorsports.com 949-951-1097 Service
Department: [Dealership](#)
Time logged: 5/14/2010 11:29:08 AM
Urgency: Medium
Priority: Base: Medium Current: Critical
Problem Type: CUS - Bike problem/concern
Time in service: 216 days, 7.67 hours
Hours worked: 3.18

=== UPDATE Jberntsen: 1/4/2011 10:11:49 AM
- 0.02 Hours worked on 04-Jan-11

From: John Berntsen
Sent: Tuesday, January 04, 2011 10:11 AM
To: Rachael Yamaoka; TJ Kremlick
Subject: RE: Buyback?

Rachael,

Yes, that is a buyback that should have gone from the San Jose warehouse to New Jersey for its trip back to DMH.

Regards,

John
From: Rachael Yamaoka
Sent: Tuesday, January 04, 2011 10:08 AM
To: John Berntsen; TJ Kremlick
Subject: Buyback?

John/TJ,

Was the below VIN a buyback?

ZDM1XBGV99E [REDACTED]

The warehouse notified us that they received this return and I am just checking to see what this bike was for.

Thanks,

Rachael Yamaoka
Motorcycle Sales Coordinator

Ducati North America
10443 Bandle Drive
Cupertino, CA 95014
Tel. 408 343 4406
Fax 309 413 7334
rachael.yamaoka@ducati.com
www.ducati.com

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=== UPDATE TKremlick: 12/13/2010 3:53:26 PM
- 0.05 Hours worked on 13-Dec-10

bike shipped from DNA to SJ warehouse today
-bike needs to be shipped to NJ with 4 others

=== UPDATE TKremlick: 12/2/2010 1:47:29 PM
- 0.02 Hours worked on 02-Dec-10

bike in JF's garage
-will come up to DNA on JF's next visit
-keys in DNA file

=== UPDATE Tony Munoz: 10/22/2010 4:57:45 PM
- 0.02 Hours worked on 22-Oct-10
From: Tony Munoz
Sent: Friday, October 22, 2010 4:57 PM
To: Kent Noda
Subject: [REDACTED]

Kent,

I can't recall sending you a request to have this bike ([REDACTED]) picked up at Spectrum Motorsports. This bike is a buyback that needs to be shipped to one of the warehouses. Should I have the dealer prep it for shipping and crate it, or would you prefer that it go to SJ to be prepped and crated at the warehouse? I would prefer that it just go to SJ uncrated via Dan Trotti next time he comes up here, but I'll leave the decision in your capable hands. Just let me know.

Thank you,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA
10443 Bandlely Dr.
Cupertino, CA 95014
408-343-4427 ph
408-253-4099 fax
tony.munoz@ducati.com <mailto:tony.munoz@ducati.com>
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.

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=== UPDATE Tony Munoz: 10/5/2010 2:20:42 PM
- 0.05 Hours worked on 05-Oct-10

Received all BB docs back from the dealer.

- Signed 262
- Signed Dlr. Checklist
- Cond. Report
- (1) black key
- Code card

Placed docs in file.

Placed key & code card in key drawer.

=== UPDATE Tony Munoz: 10/5/2010 2:16:29 PM
- 0.02 Hours worked on 05-Oct-10
From: Tony Munoz
Sent: Tuesday, October 05, 2010 12:16 PM
To: 'Alan Steinberg'
Cc: Kristi Blanchard
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Thanks Alan. I'll send the checks out this afternoon.

Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 10/5/2010 2:15:22 PM

- 0.02 Hours worked on 05-Oct-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, October 05, 2010 12:16 PM

To: Tony Munoz

Cc: Kristi Blanchard

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Looks good to me. Since there is a signed settlement agreement, there is no need to include in the memo that it constitutes full settlement.

Thanks,

Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 10/5/2010 2:14:57 PM

- 0.02 Hours worked on 05-Oct-10

From: Tony Munoz [mailto:Tony.Munoz@ducati.com]

Sent: Tuesday, October 05, 2010 12:04 PM

To: Alan Steinberg

Cc: Kristi Blanchard

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Alan,

Attached are copies of the settlement checks and the attorney letter. We finally received the paperwork back from the dealer and everything is ready to go out today. Please review the letter and let me know if you want me to add anything to it. I thought about putting a statement on there that indicates that the checks constitute full settlement of the agreement, etc. but not sure if that is really necessary.

Thanks,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 10/4/2010 2:35:33 PM

- 0.02 Hours worked on 04-Oct-10

From: Andy Williams

Sent: Monday, October 04, 2010 9:50 AM

To: Austin Gray; Tony Munoz; Kristi Blanchard

Subject: FW: [REDACTED] (848 9E [REDACTED])

We got the approval - have signed the checks.

Thanks,

Andy

Andy Williams
CFO
Ducati North America, Inc.

=== UPDATE Tony Munoz: 10/1/2010 7:12:07 PM
- 0.02 Hours worked on 01-Oct-10
From: Silei Cristiano
Sent: Friday, October 01, 2010 6:22 PM
To: Penazzo Francesco; Tony Munoz; Andy Williams
Subject: Re: [REDACTED] (848 9E [REDACTED])

Please proceed.
C

=== UPDATE Tony Munoz: 10/1/2010 7:11:42 PM
- 0.02 Hours worked on 01-Oct-10
From: Penazzo Francesco
Sent: Friday, October 01, 2010 6:18 PM
To: Tony Munoz; Andy Williams
Cc: Silei Cristiano
Subject: Fw: [REDACTED] (848 9E [REDACTED])

Approved from my side

Ps unfortunately I m not in holiday but in business trip!

=== UPDATE Tony Munoz: 10/1/2010 7:11:03 PM
- 0.02 Hours worked on 01-Oct-10
From: Andy Williams
Sent: Friday, October 01, 2010 4:47 PM
To: Silei Cristiano; Kristi Blanchard
Cc: Tony Munoz; Austin Gray
Subject: RE: [REDACTED] (848 9E [REDACTED])

Cristiano,

I'll hold off on sending any checks. The procedure is to receive the required go ahead from you and Francesco (and Gabriele) first - Austin will email Francesco.

Thanks,

Andy

Andy Williams
CFO
Ducati North America, Inc.

=== UPDATE Tony Munoz: 10/1/2010 7:10:43 PM
- 0.02 Hours worked on 01-Oct-10
From: Silei Cristiano
Sent: Friday, October 01, 2010 3:17 PM
To: Kristi Blanchard
Cc: Andy Williams; Tony Munoz; Austin Gray
Subject: R: [REDACTED] (848 9E [REDACTED])

Kristi,
Francesco is travelling in Asia for Ducati and reading his email.
Please follow the defined procedure.
Ciao
C

=== UPDATE Tony Munoz: 10/1/2010 12:30:35 PM

- 0.02 Hours worked on 01-Oct-10

From: Kristi Blanchard

Sent: Friday, October 01, 2010 11:50 AM

To: Silei Cristiano

Cc: Andy Williams; Tony Munoz; Austin Gray

Subject: FW: [REDACTED] (848 9E [REDACTED])

Cristiano,

I understand Francesco is currently out of the office on vacation until next week. The legal buy/back referenced in the attached documents has been settled, the bike surrendered to the dealer and all documents completed as required under the agreement. In accord with the terms of the Settlement Agreement, payment in full (\$18,903.83) by DNA must be received by Monday, October 4, 2010.

So that Andy can sign-off on and issue payment today, can you please provide your authorization?

Thank you,

Kristi

Kristi M. Blanchard
Legal Affairs Manager

Ducati North America, Inc.
10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
Tel: 408-343-4412
Fax: 408-253-4099
Efax: 408-877-1506
<Kristi.Blanchard@ducati.com>
www.ducatiusa.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.

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=== UPDATE Tony Munoz: 10/1/2010 11:05:41 AM

- 0.02 Hours worked on 01-Oct-10

From: Tony Munoz

Sent: Friday, October 01, 2010 10:58 AM

To: Penazzo Francesco

Cc: Austin Gray

Subject: [REDACTED] (848 9E [REDACTED])

Ciao Francesco,

Attached is the buyback documentation for the [REDACTED] 848. This was a legal matter, as the customer retained an attorney to exercise his Lemon Law rights. Please return the signed documents by email at your earliest convenience.

Should you have any questions, please do not hesitate to ask.

Kind regards,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA
10443 Bandley Dr.

Cupertino, CA 95014
408-343-4427 ph
408-253-4099 fax
tony.munoz@ducati.com <mailto:tony.munoz@ducati.com>
www.ducati.com

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=== UPDATE Tony Munoz: 10/1/2010 11:05:07 AM

- 0.02 Hours worked on 01-Oct-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Thursday, September 30, 2010 8:58 AM

To: Tony Munoz

Cc: Kristi Blanchard

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Tony,

The tax ID is 550293237

-Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 10/1/2010 11:04:23 AM

- 0.07 Hours worked on 01-Oct-10

From: Nat Franklin [mailto:nfranklin@frf1.com]

Sent: Wednesday, September 29, 2010 7:24 PM

To: Tony Munoz

Subject: RE: Repurchase of VIN ZDM1XBGV99E [REDACTED] or [REDACTED]

No problem-See attached

FREEDOM ROAD FINANCIAL
P.O. BOX 18218
RENO NV 89511
Phone: 866-455-7623
Fax: 866-450-4348

Date: 09/29/2010

[REDACTED]
LAGUNA HILLS CA [REDACTED]

Name [REDACTED]
Account number: [REDACTED]
Collateral: 2009 DUCATI 848 -ZDM1XBGV99E [REDACTED]

This letter is in regards to the payoff request. The payoff amount is \$13,164.30. This payoff amount is good through 10/08/2010.

If you have additional questions, please feel free to contact us at [REDACTED]

Sincerely,
FREEDOM ROAD FINANCIAL

=== UPDATE Tony Munoz: 9/30/2010 6:23:35 PM

- 0.02 Hours worked on 30-Sep-10
- Forwarded to SELF: Tony Munoz

=== UPDATE Tony Munoz: 9/29/2010 6:02:59 PM

- 0.02 Hours worked on 29-Sep-10
From: Tony Munoz
Sent: Wednesday, September 29, 2010 5:53 PM
To: Kristi Blanchard
Subject: FW: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Kristi,

Just an FYI on the [REDACTED] lawsuit. I'll need checks on Friday in order to have payment to the attorney on Monday. I am putting together the P.O's. Final total is still unknown as I need payoff data from Freedom Road.

=== UPDATE Tony Munoz: 9/29/2010 5:50:14 PM

- 0.08 Hours worked on 29-Sep-10

Bike surrendered to dealer on 9/24/10

- Payment due by 10/4/10
- Need check for \$3,739.53 payable to [REDACTED]
- Need check for \$2,000.00 payable to Raffi K. Mansourian
- Need payoff from Freedom Road Financial

Regards,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 6:02:34 PM

- 0.02 Hours worked on 29-Sep-10
From: Tony Munoz
Sent: Wednesday, September 29, 2010 6:00 PM
To: 'Alan Steinberg'
Cc: Kristi Blanchard
Subject: FW: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Alan,

I am prepping the final paperwork for the [REDACTED] case and it occurred to me that we have not received a 1099 with tax ID # from Mr. Mansourian. Can you please request one?

Thank you,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 6:01:46 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz
Sent: Wednesday, September 29, 2010 6:01 PM
To: Nat Franklin
Subject: RE: Repurchase of VIN ZDM1XBGV99B [REDACTED]

Nat,

Sorry to have to bother you with this again, but we have settled with Mr. [REDACTED] and we will be sending you payment for his motorcycle within the next week. Can you provide the 10 day payoff so that I can request a check to be sent to Freedom Road? I swear this is the last time I'll ask! =-)

Thank you,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:50:14 PM
- 0.08 Hours worked on 29-Sep-10

Bike surrendered to dealer on 9/24/10

- Payment due by 10/4/10
- Need check for \$3,739.53 payable to [REDACTED]
- Need check for \$2,000.00 payable to Raffi K. Mansourian
- Need payoff from Freedom Road Financial

=== UPDATE Tony Munoz: 9/29/2010 5:39:10 PM
- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz
Sent: Wednesday, September 29, 2010 5:38 PM
To: alan@spectrum-motorsports.com
Subject: FW: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99B [REDACTED])

Alan,

Have you sent the [REDACTED] buyback package back to DNA yet? I haven't received the paperwork or any keys.

Thank you,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:34:52 PM
- 0.02 Hours worked on 29-Sep-10
From: TrackingUpdates@fedex.com [mailto:TrackingUpdates@fedex.com]
Sent: Friday, September 24, 2010 12:38 PM
To: Tony Munoz
Subject: FedEx Shipment 465353529850 Delivered

This tracking update has been requested by:
Company Name: Ducati North America
Name: Front Desk
E-mail: tony.munoz@ducati.com

Message: [REDACTED] buyback docs

Our records indicate that the following shipment has been delivered:

Invoice number: Buyback docs
Reference: Buyback docs
Ship (P/U) date: Sep 24, 2010
Delivery date: Sep 24, 2010 9:52 AM

Sign for by: A.BRAVO
Delivery location: IRVINE, CA
Delivered to: Shipping/Receiving
Service type: FedEx Priority Overnight
Packaging type: FedEx Envelope
Number of pieces: 1
Weight: 0.50 lb.
Special handling/Services: Deliver Weekday

Tracking number: 465353529850

<<https://www.fedex.com/insight/findit/nrp.jsp?tracknumbers=465353529850&opco=FX&language=en&clienttype=ivother>>

Shipper Information Front Desk Ducati North America 10443 Bandlely Dr. Cupertino CA US 95014 Recipient Information ATTN Alan Motts Southcoast Ducati 45 Oldfield Road Irvine CA US 92618

Please do not respond to this message. This email was sent from an unattended mailbox. This report was generated at approximately 2:37 PM CDT on 09/24/2010.

To learn more about FedEx Express, please visit our website at [fedex.com](https://www.fedex.com) <<https://www.fedex.com>>.

All weights are estimated.

To track the latest status of your shipment, click on the tracking number above, or visit us at [fedex.com](https://www.fedex.com) <<https://www.fedex.com>>.

This tracking update has been sent to you by FedEx on the behalf of the Requestor noted above. FedEx does not validate the authenticity of the requestor and does not validate, guarantee or warrant the authenticity of the request, the requestor's message, or the accuracy of this tracking update. For tracking results and [fedex.com](https://www.fedex.com)'s terms of use, go to [fedex.com](https://www.fedex.com) <<https://www.fedex.com>>. Thank you for your business.

=== UPDATE Tony Munoz: 9/29/2010 5:34:16 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Thursday, September 23, 2010 4:44 PM

To: 'Alan Steinberg'; alan@spectrum-motorsports.com

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Buyback package has been sent, tracking # 465353529850 Fed-Ex priority overnight.

Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:33:54 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [<mailto:ASteinberg@gfsacto.com>]

Sent: Wednesday, September 22, 2010 8:53 AM

To: alan@spectrum-motorsports.com

Cc: Tony Munoz

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Thank you.

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <<mailto:asteinberg@gfsacto.com>>
t. 916.448.0448
f. 916.448.8628

From: Alan Mottes [<mailto:alan@spectrum-motorsports.com>]
Sent: Tuesday, September 21, 2010 6:20 PM
To: Alan Steinberg

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Mr. Steinberg

I have already spoke with Mr. Ervoes and he will come in this Friday at 10am.

Have a Great Day

Alan Mottes
Service Manager
Southcoast Ducati
949-951-1097
alan@spectrum-motorsports.com <mailto:alan@spectrum-motorsports.com>

Alan@SouthcoastDucati.com <mailto:Alan@SouthcoastDucati.com>

=== UPDATE Tony Munoz: 9/29/2010 5:33:15 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, September 21, 2010 5:24 PM

To: alan@spectrum-motorsports.com

Cc: Tony Munoz; Kristi Blanchard; Karen Benzler

Subject: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Mr. Motts,

Our firm represents Ducati North America. Tony Munoz at Ducati provided me your contact information. [REDACTED] should be contacting you to schedule a time on Friday to execute the DMV transfer form (which Ducati will provide to you) and return the keys, code card, manual, stock components, etc. It is my understanding that you already have the bike. Tony will also provide you with a checklist for inspection and return of the bike.

Below, for your reference, is a copy of my e-mail to Mr. [REDACTED] attorney instructing him to have Mr. [REDACTED] contact you.

Please let me know when Mr. [REDACTED] sets up an appointment and feel free to contact me if you have any questions or concerns.

Thank you,

Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 5:32:54 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, September 21, 2010 5:11 PM

To: Tony Munoz

Cc: Kristi Blanchard

Subject: RE: [REDACTED]

Okay, thanks. I'll have [REDACTED] arrange a time to go in on Friday.

-Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 5:32:33 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Tuesday, September 21, 2010 3:08 PM

To: 'Alan Steinberg'

Cc: Kristi Blanchard

Subject: RE: [REDACTED]

Alan,

I just spoke with Alan Motts @ Spectrum. Alan stated that the bike has been @ the dealership for about 3 weeks. The customer took it there to have the aftermarket exhaust removed from the bike. Alan stated that the customer told him that he was no longer going to ride the bike, so Alan told him he could just leave it there.

I advised Alan that I would send him the buyback package by this Friday and that we would need to have the customer come in and sign some docs. Alan stated that he is fine with this and will be available to assist the customer anytime on Friday.

Alan can be reached at alan@spectrum-motorsports.com <mailto:alan@spectrum-motorsports.com> or 949-951-3611.

Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:21:23 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, September 21, 2010 10:36 AM

To: Tony Munoz

Cc: Kristi Blanchard

Subject: [REDACTED]

Tony,

I spoke with [REDACTED] attorney. He said the bike can be returned anytime this Friday. Will you please make arrangements with Spectrum?

-Alan

Alan M. Steinberg
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777 12th Street, Suite 250
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=== UPDATE Tony Munoz: 9/29/2010 5:20:57 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, September 21, 2010 10:14 AM

To: Tony Munoz

Subject: [REDACTED]

Tony,

Just want to follow up with you regarding arrangements to return the bike. Perhaps you can see if Spectrum can take the bike on Friday (range of times). I believe you wanted to delay return until then. I can tell [REDACTED] attorney to bring the bike in Friday.

-Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 5:20:14 PM

- 0.02 Hours worked on 29-Sep-10
From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Friday, September 17, 2010 9:09 AM
To: Tony Munoz
Subject: [REDACTED]

Tony,

Attached is the settlement agreement signed by Ervoes.

How do you want to handle return of the bike. Do you want to contact the dealership to arrange for inspection/repurchase. Ervoes' attorney is already asking when they can return the bike.

-Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 5:19:54 PM

- 0.02 Hours worked on 29-Sep-10
From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Thursday, September 16, 2010 5:57 PM
To: Tony Munoz
Subject: [REDACTED]

Tony,

Attached is the proposed settlement agreement. I don't know the loan payoff amount, so I didn't put the precise number in the agreement. Mansourian may want the precise number in there, so you may want to check with the bank.

Thanks,

Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 5:19:31 PM

- 0.02 Hours worked on 29-Sep-10
From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Wednesday, September 15, 2010 5:58 PM

To: Tony Munoz
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Okay. I believe I have all the settlement numbers. All that remains would be arrangements for return of the bike to the dealership, inspection, etc. I'll just use my settlement agreement form, unless you'd like me to use the one you typically use.

-Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 5:19:11 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz
Sent: Wednesday, September 15, 2010 5:54 PM
To: 'Alan Steinberg'
Cc: Kristi Blanchard
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

I want to deal with Mansourian as little as possible at this point. My gut feeling is that he is just going to be difficult if we try to revert back to me dealing with him. I am sure he is not pleased with the beating we have been giving him. Just let me know what you need from me and I'll send it over.

Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:18:14 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Wednesday, September 15, 2010 5:41 PM
To: Tony Munoz
Cc: Karen Benzler; Kristi Blanchard
Subject: FW: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])
Importance: High

Tony,

FYI - see below e-mail to Mansourian. I really toned it down from the initial draft which really ripped into him. Oh well.

-Alan

Alan M. Steinberg
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From: Alan Steinberg
Sent: Wednesday, September 15, 2010 5:40 PM
To: 'Raffi Mansourian'
Subject: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])
Importance: High

Mr. Mansourian:

You did not respond to my last e-mail. And while you cite no legal authority in support of your position, Ducati accepts and agrees to pay the demanded \$2,000.00 in attorney fees in addition to the previously agreed repurchase price. I trust this will dispense of the need for you and your client to proceed with frivolous litigation. Ducati, in agreeing to settle on the demanded terms, does not adopt, concede, or accept the incorrect legal theory asserted by you. Rather, Ducati seeks to resolve this matter so that it may proceed with the repurchase without further obstruction and avoid needlessly costly (and clearly frivolous) litigation.

We will send you the necessary settlement paperwork and arrange for return of the bike subject to the previously agreed conditions for repurchase.

-Alan

Alan M. Steinberg
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Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

From: Alan Steinberg
Sent: Friday, September 10, 2010 3:14 PM
To: 'Raffi Mansourian'
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Mr. Mansourian,

I will discuss your client's most recent demand with my client and get back to you soon. However, you still fail to cite any authority for your position that attorney fees are recoverable when the manufacturer agrees to repurchase the motorcycle prior to litigation. Have you read the Dominguez case? It refutes your reasoning. Ducati is not attempting to circumvent fee shifting provisions. The Appellate Court clearly found that the Song-Beverly Consumer Warranty Act does not shift fees in motorcycle cases prior to litigation. There is a distinction between motorcycles and automobiles; different statutory provisions apply. Ducati's offers to and dealings with you and Mr. Ervoes have been well within the framework and purpose of the law.

-Alan

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=== UPDATE Tony Munoz: 9/29/2010 5:17:18 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Wednesday, September 15, 2010 5:26 PM
To: Tony Munoz
Cc: Kristi Blanchard
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Will do. Do you want to send me all the settlement paperwork or handle it directly with Mansourian? Not sure what the status of the payoff is with the lender.

-Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 5:16:52 PM
- 0.02 Hours worked on 29-Sep-10
From: Tony Munoz
Sent: Wednesday, September 15, 2010 5:22 PM
To: 'Alan Steinberg'
Cc: Kristi Blanchard
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Alan,

Please accept the latest counter offer for \$2,000 in fees and let's just get this one closed out.

Thank you,
Tony Munoz
Customer Service Manager
DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:16:29 PM
- 0.02 Hours worked on 29-Sep-10
From: Tony Munoz
Sent: Monday, September 13, 2010 5:57 PM
To: Austin Gray
Subject: FW: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])
Importance: High

Austin,

We need to discuss this one tomorrow.

Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:16:07 PM
- 0.02 Hours worked on 29-Sep-10
From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Monday, September 13, 2010 5:47 PM
To: Tony Munoz
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Hi Tony,

I think you'll need to make the call. It really is a cost/benefit analysis for Ducati to make. Certainly, \$2,000 is a manageable sum in comparison to the costs of fighting a frivolous action. But he is taking an unreasonable and unsupported position. If Ducati stands at \$1,800, he may very well likely back down, but Ducati better be prepared to fight the action. Of course, if Ducati stands at \$1,800, I'd word it in a manner to convey to Mansourian that absent him providing express authority to the contrary, Ducati will not offer any more than \$1,800. Let me know what you want to do.

-Alan

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=== UPDATE Tony Munoz: 9/29/2010 5:15:41 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Friday, September 10, 2010 7:45 PM

To: 'Alan Steinberg'

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

What do think we should do? We are at a difference of \$200 at this point However, we are well above what we would normally compensate any other attorney in a pre-litigation settlement. Normally we pay between \$700 & \$1200 for this type of situation, so we are basically doubling our usual fee offer if we agree to his most current demand.

Tony Munoz

Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 5:12:06 PM

- 0.15 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Friday, September 10, 2010 3:16 PM

To: Tony Munoz

Subject: FW: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Tony,

The first 2 e-mails below are the most recent correspondence between me and Mr. [REDACTED]. He now demands \$2,000 in fees. Please let me know how Ducati would like to proceed.

-Alan

Alan M. Steinberg

Goldsberry, Freeman & Guzman, LLP

777 12th Street, Suite 250

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asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>

t. 916.448.0448

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From: Alan Steinberg

Sent: Friday, September 10, 2010 3:14 PM

To: 'Raffi Mansourian'

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Mr. Mansourian,

I will discuss your client's most recent demand with my client and get back to you soon. However, you still fail to cite any authority for your position that attorney fees are recoverable when the manufacturer agrees to repurchase the motorcycle prior to litigation. Have you read the Dominguez case? It refutes your reasoning. Ducati is not attempting to circumvent fee shifting provisions. The Appellate Court clearly found that the Song-Beverly Consumer Warranty Act does not shift fees in motorcycle cases prior to litigation. There is a distinction between motorcycles and automobiles; different statutory provisions apply. Ducati's offers to and dealings with you and Mr. Ervoes have been well within the framework and purpose of the law.

-Alan

Alan M. Steinberg

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f. 916.448.8628

From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net]

Sent: Friday, September 10, 2010 3:02 PM

To: Alan Steinberg

Cc: Raffi K Mansourian

Subject: Re: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Mr. Steinberg,

Thank you for your email. My client's final offer to resolve this matter amicably includes the previously agreed upon reimbursement figure and \$2,000.00 in attorneys' fees to cover at least a portion of the attorneys' fees we have incurred to date. A manufacturer's refusal to reimburse reasonable attorneys' fees is an attempt to circumvent the public policy behind the fee-shifting provision of California's Song-Beverly Consumer Warranty Act, which was to enable consumers the ability to enforce their rights without having to be responsible to pay for their own attorneys' fees, which in most cases would prevent the ordinary consumer from having the financial wherewithal to enforce their rights. Please provide us with your client's response as soon as practicable so that we may determine how to proceed.

Regards,

Raffi K. Mansourian, Esq.

The Lemon Law Center

Toll Free: (888) 9-NO-LEMON

Local: (818) 345-AUTO (2886)

Fax: (818) 475-1990

=== UPDATE Tony Munoz: 9/29/2010 5:02:35 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Wednesday, September 08, 2010 2:53 PM

To: Raffi Mansourian

Cc: Tony Munoz; Karen Benzler

Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Importance: High

Mr. Mansourian:

It has been and remains Ducati's preference to resolve this matter in an amicable fashion. Ducati has repeatedly made clear its intention to repurchase Mr. [REDACTED] motorcycle. In a further effort to effectuate the repurchase of Mr. [REDACTED] motorcycle, appease your unfounded fee demands, and avoid your filing a frivolous complaint on Mr. Ervoes' behalf, Ducati will pay you \$1,800 in attorney fees. Please present this offer to your client for serious consideration.

While I appreciate that you have grown accustomed to handling warranty claims in a particular manner over the years, recent developments in case law should give pause for reconsideration of your threatened litigation. I believe the Dominguez case is quite clear both in its holding and ramifications for future practice. Would you please explain the basis for filing a lawsuit given that Ducati agreed to repurchase the motorcycle and accepted your repurchase calculations? Do you have a different interpretation of the case? Are you aware of any subsequent case law that has overruled or distinguished the Dominguez decision? Or do you simply disagree with the current state of the law? I again checked the case today on Westlaw and found no new decisions that in any way altered its applicability to the current situation. I'm trying to understand why Mr. [REDACTED] would proceed with a lawsuit. You have provided no explanation. To proceed with litigation is both unnecessary and frivolous.

Sincerely,

Alan

Alan M. Steinberg

Goldsberry, Freeman & Guzman, LLP

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asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>

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=== UPDATE Tony Munoz: 9/29/2010 5:00:17 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Wednesday, September 08, 2010 2:03 PM

To: Alan Steinberg

Cc: Karen Benzler; Kristi Blanchard
Subject: RE: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Alan,

Thank you for the summary of our options. I think at this time it is appropriate to make one final offer of \$1,800.00 in attorney's fees in order to try to settle the case. Should Mr. Mansourian reject the offer and continue to assert his unreasonable claim for excessive fees, then we should proceed with step # 3.

Thank you,
Tony Munoz
Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:59:34 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Wednesday, September 08, 2010 12:43 PM

To: Tony Munoz

Cc: Karen Benzler

Subject: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Tony,

As you know, Mr. [REDACTED] attorney, Raffi Mansourian, has made repeated and unreasonable demands on Ducati that have interfered with Ducati's ability to repurchase the bike as agreed. Although Ducati disagreed with Mr. Mansourian's repurchase calculations (and indeed offered more than demanded), Ducati accepted the most recent repurchase calculation in hopes of resolving this matter. Despite acceptance of the customer's repurchase calculations, resolution has been thwarted by Mr. Mansourian's attorney fee demands. Ducati offered \$1,500 despite the fact that case law supports Ducati's position that attorney fees are not recoverable in cases such as this where the motorcycle manufacturer agrees to repurchase the bike before a lawsuit is filed (*Dominguez v. American Suzuki Motor Corp.* (2008) 160 Cal.App.4th 53).

Per Mr. Mansourian's latest e-mail (attached is a copy for ease of reference), the customer is prepared to file a lawsuit if the demanded attorneys fees are not paid. The last demand was for \$2,800 in attorney fees, although my conversation with Mr. Mansourian suggested he was prepared to accept \$2,500. The customer is awaiting Ducati's response to the attached e-mail. Ducati's options are as follows:

1. Accept the demand and pay attorney fees of \$2,800 or \$2,500.
2. Pursue further negotiations by increasing the last offer of \$1,500 for attorney fees to a sum less than the last demand (perhaps \$1,800).
3. Make no further offer at this time and instead request Mr. Mansourian provide authority for his position that fees are recoverable.
4. Deny the demand and litigate the issue. In denying the demand, I will respond that should a lawsuit be filed, Ducati will take the position that the lawsuit is frivolous and will seek appropriate sanctions against Mr. Mansourian and his client. As a practical matter, if the lawsuit is filed, it will necessitate a motion for summary judgment on the grounds that Ducati offered to repurchase the bike. At the same time, a motion for sanctions for frivolous action could be filed with a request for sanctions. Summary Judgment motions must be set for hearing at least 75 days out, so it could take months before a decision is made. In the interim, the customer could pursue discovery. So litigation costs pending final resolution could easily exceed \$10,000. While the chances of prevailing on a motion for summary judgment are very good, it is unpredictable whether the court will impose sanctions against plaintiff's counsel. But the *Dominguez* case is pretty clear and mirrors the instant situation, so a very strong argument can be made for imposition of sanctions against Mr. Mansourian in the amount of Ducati's attorney fees.

Please advise as to how you would like to proceed. Let me know if you need any additional information.

-Alan

Alan M. Steinberg
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=== UPDATE Tony Munoz: 9/29/2010 4:59:07 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, September 07, 2010 5:08 PM

To: Tony Munoz

Subject: RE: [REDACTED] v Ducati

Thanks, I'll try to call you tomorrow about Ervoes. Actually, I'll send you an e-mail so that you have in writing what Ducati's options are as to how to proceed with that crazy attorney.

-Alan

Alan M. Steinberg

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=== UPDATE Tony Munoz: 9/29/2010 4:58:41 PM

- 0.02 Hours worked on 29-Sep-10

From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net]

Sent: Friday, September 03, 2010 1:02 AM

To: Alan Steinberg

Cc: Tony Munoz; Karen Benzler; Raffi K Mansourian

Subject: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Mr. Steinberg,

We respectfully disagree with Ducati's interpretation of the Song-Beverly Consumer Warranty Act (the "Act") and your reference to the Dominguez case with respect to the treatment of motorcycles and attorneys' fees under the Act. Our office is prepared to litigate this matter to address Ducati's position as it applies to the facts of this case, unless Ducati makes a reasonable offer, including reasonable attorneys' fees, pursuant to the mandates of the Act. It is very evident that all manufacturers of vehicles and motorcycles have been paying reasonable attorneys' fees in these pre-litigation matters over the past 28 years not because they are charitable, but because the law requires them to do so. As mentioned to you during our conversation, most of these manufacturers pay at least \$3,000.00 in attorneys' fees for such pre-litigation matters, which has been accepted as the industry standard for lemon law firms in Southern California. Please let us know how your client would like to proceed so that we may proceed accordingly. Thank you in advance.

Regards,

Raffi K. Mansourian, Esq.

The Lemon Law Center

Toll Free: (888) 9-NO-LEMON

Local: (818) 345-AUTO (2886)

Fax: (818) 475-1990

=== UPDATE Tony Munoz: 9/29/2010 4:55:54 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Thursday, September 02, 2010 4:41 PM

To: rmansourian@sbcglobal.net

Cc: Tony Munoz; Karen Benzler

Subject: Re: [REDACTED] (2009 Ducati 848 / ZDM1XBGV99E [REDACTED])

Importance: High

Mr. Mansourian:

Ducati agreed to repurchase Mr. Ervoes' motorcycle on July 27, 2010. Since that time, you have had multiple communications with Ducati regarding calculation of the repurchase price, as well as your demand for payment of attorney fees. Per our telephone conversation today, you challenged me to find any inaccuracy in your repurchase calculations. I do not believe comparing, contrasting or arguing over past repurchase calculations is of much use or benefit. It certainly is not an efficient use of our time given that Ducati already agreed to your most recent repurchase calculations (\$3,739.53 payable

to Mr. [REDACTED] plus satisfaction of the existing payoff balance on the loan held by Freedom Road Financial). Nevertheless, by way of example, I note that your Damage Calculation Sheet double counted the registration fees (\$222.00) since that amount was included in the contract price and would be recovered by reimbursing Mr. [REDACTED] for his down payment, payments to the lender, and payoff of the outstanding loan balance. Again, it is a moot point since Ducati accepted your most recent repurchase calculations (please see Mr. Munoz's August 31, 2010 e-mail to you conveying Ducati's most recent re-affirmation of its commitment to repurchase Mr. [REDACTED] motorcycle).

The only reason, as best I can determine, that this matter has not been resolved is your continued demand for excessive attorney fees. I believe your last demand was \$2,800. Ducati offered \$1,500. Ducati's offer to pay attorney fees of \$1,500 is not only reasonable, it is charitable. As explained, Ducati is not liable for attorney fees upon agreement to repurchase a motorcycle before a lawsuit is filed. I call your attention to *Dominguez v. American Suzuki Motor Corp.* (2008) 160 Cal.App.4th 53, a case you said you were familiar with. That case clearly held that motorcycles are not "new motor vehicles" and, as such, attorney fees are only recoverable under Civil Code Section 1794(d), not subsection (e).

"Dominguez's reliance on section 1794

<<http://www.westlaw.com/Find/Default.wl?rs=dfa1.0&vr=2.0&DB=1000200&DocName=CACIS1794&FindType=L>>, subdivision (e), is misplaced. Section 1794

<<http://www.westlaw.com/Find/Default.wl?rs=dfa1.0&vr=2.0&DB=1000200&DocName=CACIS1794&FindType=L>>, subdivision (e), authorizes an award of costs and attorney fees, and in appropriate cases a civil penalty of up to two times the damages, for a violation of section 1793.2

<<http://www.westlaw.com/Find/Default.wl?rs=dfa1.0&vr=2.0&DB=1000200&DocName=CACIS1793.2&FindType=L>>, subdivision (d)(2). However, that section is inapplicable here. As we explain above, section 1793.2

<<http://www.westlaw.com/Find/Default.wl?rs=dfa1.0&vr=2.0&DB=1000200&DocName=CACIS1793.2&FindType=L>>, subdivision (d)(2), does not apply because a motorcycle is not considered a "new motor vehicle" as defined by the statute." *Dominguez v. American Suzuki Motor Corp.* (2008) 160 Cal.App.4th 53, 60.

The distinction being that for new motor vehicles, a violation of the Consumer Warranty Act entitles the consumer to recover attorney fees (pre or post litigation). Civil Code Section 1794(e). Whereas, for motorcycles, fees are only available to the consumer if he prevails in an action under the Consumer Warranty Act.

Finally, I appreciate your willingness to provide me until next Wednesday to respond to these issues per our telephone conversation today, but I wanted to get back to you right away. I will be out of the office until next Tuesday (and am in deposition all day Tuesday), as well as next Thursday and Friday. So if you need to speak with me, next Wednesday is the best day.

Thank you,

Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <<mailto:asteinberg@gfsacto.com>>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 9/29/2010 4:55:34 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [<mailto:ASteinberg@gfsacto.com>]

Sent: Thursday, September 02, 2010 1:59 PM

To: Tony Munoz

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

I left a message. Haven't heard back. I'll try calling again before the end of the day.

-Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <<mailto:asteinberg@gfsacto.com>>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 9/29/2010 4:55:15 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Thursday, September 02, 2010 1:23 PM

To: 'Alan Steinberg'

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Alan,

Any luck reaching Mr. Mansourian today?

Tony Munoz

Customer Service Manager

DUCATI NORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:54:43 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Wednesday, September 01, 2010 3:43 PM

To: 'Alan Steinberg'

Subject: FW: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Importance: High

Alan,

Here is the damage calculation sheet he is referring to. Note that there is no purchase price listed! He also double counted the registration fees, the fees were included in the purchase price of the motorcycle.

We offered \$3,349.78 in our initial settlement letter, he is claiming \$3,489.53 a difference of \$139.75. Really, we are wasting time over \$139.75? If you subtract his double counting of registration fees (\$222.00) by his own calculation we would actually owe \$3267.53. Therefore, our offer was actually \$82.25 in his clients favor!

DAMAGE CALCULATION SHEET

Contract purchase price

Amount paid upon purchase signing \$1,600.00

Payments as of July 29, 2010 \$1,706.89

Registration \$222.00

 Subtotal: \$3,528.89

Less Usage Offset \$(39.36)[1]

Attorneys' Fees Payoff Balance \$3,500.00 \$13,170.67 _____ Total: \$20,160.20

Tony Munoz

Customer Service Manager

DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:54:20 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Wednesday, September 01, 2010 3:26 PM

To: 'Alan Steinberg'

Subject: FW: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Importance: High

Alan,

Can you please call me to discuss this one? We need to close this down ASAP. This attorney is completely off his rocker.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:53:53 PM

- 0.02 Hours worked on 29-Sep-10

From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net]

Sent: Tuesday, August 31, 2010 11:04 PM

To: Tony Munoz

Cc: Raffi K Mansourian

Subject: Re: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Munoz,

This email is in response to your email dated August 31, 2010 in connection with the above-referenced matter, in which you state that our firm never made a demand of \$3,489.53. Please see the email below, dated July 28, 2010, in which we attached a document called "Summary of Reimbursement Figures", in which we clearly stated that the reimbursement should be \$3,528.89 less a usage offset of \$39.36, which yields a reimbursement of \$3,489.53. Moreover, you state that Ducati promptly agreed to repurchase the above-referenced motorcycle. Let me direct you to your email to our firm dated Friday, July 23, 2010, in which you stated "As I am sure you are aware, the Tanner Act specifically excludes motorcycles from its provisions. Therefore, the "Lemon Law" presumption does not apply to the vehicle in question...". This hardly amounts to Ducati promptly agreeing to repurchase the above-referenced motorcycle. Lastly, the main and only reason Ducati was forced to obtain new payment information from the lienholder was because it failed to provide our office with a repurchase offer that complies with California's Song-Beverly Consumer Warranty Act in a timely matter, thus necessitating the need for our client to make an additional payment. Please refer to our email to you dated July 28, 2010, in which we provided the payoff balance, payment history, and summary of reimbursement terms. It was not until your email dated August 11, 2010 (more than 2 weeks later) in which you provided the reimbursement figures proposed by Ducati, which was not in line with either our demand or the mandates of California's Song-Beverly Consumer Warranty Act. In the meantime, there are a few emails in the interim in which you apologized for Ducati taking so much time to get back to us with such reimbursement figures. If there was no such delay, an additional payment would not have been necessary, and Ducati would not be required to obtain new payoff/payment information from the lienholder.

Given the above circumstances, \$1,500.00 in attorney's fees is clearly unreasonable. Our demand letter was received by Ducati on June 25, 2010. It has now been more than 2 months and Ducati still not has provided a reasonable repurchase offer pursuant to the mandates of California's Song-Beverly Consumer Warranty Act. In an effort to resolve this matter amicably, we are prepared to reduce our attorneys' fee demand to \$2,500.00. If such an amicable resolution cannot be reached, we will have no other option but to litigate this matter.

Please let our firm know how Ducati would like to proceed as soon as possible, so that we may determine how to proceed.

Regards,
Raffi K. Mansourian, Esq.
The Lemon Law Center
Toll Free: (888) 9-NO-LEMON
Local: (818) 345-AUTO (2886)
Fax: (818) 475-1990

=== UPDATE Tony Munoz: 9/29/2010 4:53:10 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Tuesday, August 31, 2010 4:22 PM

To: 'Raffi Mansourian'

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Mansourian:

Ducati promptly agreed to repurchase the motorcycle and has been fully cooperative in addressing this matter. At no time has your firm ever made mention of the \$3,489.53 settlement figure you propose in your email below. Additionally, Ducati's ability to respond to your latest demand in a timely manner was hindered due to a lack of financial details concerning your clients loan. Subsequently Ducati was again forced to contact the lender directly to obtain the current payoff. That aside, and in a further good faith effort to repurchase the motorcycle and resolve this dispute, Ducati will agree to your latest demand of the reimbursement of your client in the sum of \$3,739.53. In addition Ducati will satisfy the existing payoff

balance of your clients loan held by Freedom Road Financial, the current sum of which is \$13,048.05, valid through 9/10/2010. If acceptable, please advise so that we may make immediate arrangements to repurchase the motorcycle and transfer the title.

Once again, as part of any settlement, Mr. Ervoes must surrender the motorcycle to an authorized Ducati dealership, along with all keys, code card, stock components included at time of purchase, and documents provided with the motorcycle at time of sale. The parties will enter into a mutually acceptable settlement agreement and release.

As to your attorney's fee claim, Ducati previously offered to compensate your firm a sum of \$1,000. As you know, Ducati disputes both the amount of, and your entitlement to the claimed fees. Nevertheless, in the spirit of cooperation, Ducati will compensate your firm in the amount of \$1,500. Whether or not you drop your unreasonable fee demands, Ducati remains ready and willing to immediately repurchase the motorcycle.

Your prompt attention to this matter is greatly appreciated.

Regards,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:52:19 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Tuesday, August 31, 2010 4:18 PM

To: 'Alan Steinberg'

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

He broke it down in his demand, so I am simply repeating what he has already demanded for the sake of simplicity. I revised the payoff sentence to state that we will satisfy the existing payoff.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:52:01 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, August 31, 2010 4:03 PM

To: Tony Munoz

Subject: Re: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Tony,
That is fine. Don't represent how to allocate any portions, just agree to accept the amount demanded plus the loan payoff (I'm assuming the demand was for payoff of the loan plus a payment to Ervoes to include fees). I'm in Napa for a deposition right now so my file is not available.
-Alan

=== UPDATE Tony Munoz: 9/29/2010 4:51:41 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Tuesday, August 31, 2010 3:09 PM

To: 'Alan Steinberg'

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Importance: High

Alan,

I finally received a new 10 day payoff for this case. Rather than layout all the #' it would be easier to just accept their settlement demand, since it is lower than what we calculated anyway. Does this seem ok to you, or were you hoping that the increase in the settlement offer would entice them to accept the lower attorneys fees offer? I just want to get this one done, so let me know if you think that this needs to be revised.

Mr. Mansourian:

Ducati promptly agreed to repurchase the motorcycle and has been fully cooperative in addressing this matter. At no time has your firm ever made mention of the \$3,489.53 settlement figure you propose in your email below. Additionally, Ducati's ability to respond to your latest demand in a timely manner was hindered due to a lack of financial details concerning your clients loan. Subsequently Ducati was again forced to contact the lender directly to obtain the current payoff. That aside, and in a further good faith effort to repurchase the motorcycle and resolve this dispute, Ducati will agree to your demand of the reimbursement of your client in the sum of \$3,489.53. In addition Ducati will pay off your clients loan held by Freedom Road Financial in the sum of \$13,048.05, which is valid through 9/10/2010. If acceptable, please advise so that we may make immediate arrangements to repurchase the motorcycle and transfer the title.

Once again, as part of any settlement, Mr. [REDACTED] must surrender the motorcycle to an authorized Ducati dealership, along with all keys, code card, stock components included at time of purchase, and documents provided with the motorcycle at time of sale. The parties will enter into a mutually acceptable settlement agreement and release.

As for your attorney's fee claim, Ducati previously offered to compensate your firm a sum of \$1,000. As you know, Ducati disputes both the amount of, and your entitlement to the claimed fees. Nevertheless, in the spirit of cooperation, Ducati will compensate your firm in the amount of \$1,500. Whether or not you drop your unreasonable fee demands, Ducati remains ready and willing to immediately repurchase the motorcycle.

Your prompt attention to this matter is greatly appreciated.

Sincerely,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:51:02 PM

- 0.02 Hours worked on 29-Sep-10

From: Nat Franklin [mailto:nfranklin@frf1.com]

Sent: Monday, August 30, 2010 5:46 PM

To: Tony Munoz

Subject: RE: Repurchase of VIN ZDM1XBGV99B [REDACTED] for [REDACTED]

Tony- sorry for the lag, payoff good through 9/10/2010 =\$13,048.05

Nat Franklin
Director of Operations
FreedomRoad Financial
775-562-3824
866-455-ROAD

=== UPDATE Tony Munoz: 9/29/2010 4:49:35 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Tuesday, August 24, 2010 6:43 PM

To: 'Nat Franklin'

Subject: RE: Repurchase of VIN ZDM1XBGV99B [REDACTED]

Nat,

Sorry to have to ask again, but can you provide the current payoff for this bike [REDACTED] VIN ZDM1XBGV99B [REDACTED] once more? The customer's attorney has been unresponsive and the previous 10 day payoff has expired.

I received the title to the Van Praag bike today. Thank you for sending that out so quickly, much appreciated.

Kind regards,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:47:54 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Friday, August 20, 2010 11:58 AM
To: Tony Munoz
Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Considering he didn't even file a lawsuit, I doubt he has much more than 5 hours invested in the matter. At \$300/hr, that would total \$1,500. I'm sure he claims a much higher hourly fee and probably even got a court to award him a higher fee, but the fact remains his entitlement to fees is suspect.

-Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 9/29/2010 4:47:34 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz
Sent: Friday, August 20, 2010 11:51 AM
To: 'Alan Steinberg'
Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

What do you feel we should be offering in attorneys fees? We already offered 1K, which I felt was pretty generous.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:47:12 PM

- 0.02 Hours worked on 29-Sep-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]
Sent: Friday, August 20, 2010 11:30 AM
To: Tony Munoz
Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Tony,

Avoid any agreement to later resolve attorney fees. You can agree to repurchase the bike now and still discuss the fee issue, but do not agree (without discussing with me first) as part of a settlement/repurchase to resolve the fee issue later. My concern is you may confer upon him a direct claim for fees after settlement with the customer. How about a response to the customer's attorney along the lines of the following:

Mr. Mansourian:

Ducati promptly agreed to repurchase the motorcycle. Our diligent efforts to calculate and convey to you the repurchase price have been complicated by your failure to provide us with Mr. [REDACTED] loan payment and payoff information and delayed responses. That aside, and in a further good faith effort to repurchase the motorcycle and resolve this dispute, Ducati will waive its entitlement to a use offset. As you know, Ducati is entitled to a use offset based upon Mr. [REDACTED] use of the motorcycle prior to bringing it to the dealership for the alleged nonconformity. Ducati's waiver of the use offset will result in a repurchase price of \$_____, calculated as follows:

[fill in calculation details]

Accordingly, your client will net an additional \$_____. If acceptable, please advise so that we may make immediate arrangements to repurchase the bike and transfer title.

As for your attorney's fee claim, Ducati previously offered to pay \$_____. As you know, Ducati disputes both the amount of and your entitlement to the claimed fees. Nevertheless, in the spirit of cooperation, Ducati will pay \$_____. Whether or not you drop your unreasonable fee demands, Ducati remains ready and willing to immediately repurchase the motorcycle.

Your prompt attention to this matter is greatly appreciated.

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 9/29/2010 4:46:44 PM

- 0.02 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Friday, August 20, 2010 10:57 AM

To: 'Alan Steinberg'

Subject: FW: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Importance: High

Alan,

Can you provide your thoughts on this. I am really tired of dealing with these clueless LL attorneys, as you know he did not apply the provisions of the statute properly and did not provide any of the payment/loan info. in his original request. As far as his allegations of delays, he was sent the offer 10 days ago and has only just now responded, we're not the ones causing the delay. Concerning the attorney's fees he is on crack if he thinks we are really going to believe that he has \$2,800 in billable hours invested in this case. He wrote one form letter and has had a couple of email exchanges with me.

As we had discussed previously I am open to dropping the use offset, which would actually increase the payout to the plaintiff over and above what his attorney is demanding, since his attorney calculated the refund incorrectly. I am not willing to meet his demand for \$2,800 in attorney's fees. My thought is to accept the settlement demand for the repurchase so that issue is resolved, leaving the attorneys fees TBD.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 9/29/2010 4:46:22 PM

- 0.02 Hours worked on 29-Sep-10

From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net]

Sent: Wednesday, August 18, 2010 11:48 PM

To: Tony Munoz

Cc: Raffi K Mansourian

Subject: Re: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Munoz,

We are in receipt of your letter dated August 10, 2010, in which you provided our office with Ducati North America's offer to resolve this matter amicably. Our client has instructed our office not to accept this offer, as it falls short of the restitution requirements of California's Song-Beverly Consumer Warranty Act (the "Act"). Our office had previously provided you with the reimbursement figures according to the mandates of Act, which your offer also falls short of. The accurate reimbursement to our client, as provided earlier, should have been \$3,489.53 and reasonable attorneys' fees, as required by the Act. To date, our office has incurred more than \$3,500.00 in attorneys' fees since the inception of this matter (which has now been over two (2) months), and has also incurred needless attorneys' fees in response to Ducati North America's initial claim that the Act doesn't even apply to motorcycles. Moreover, due to Ducati North America's continued delays in providing a reasonable repurchase offer, our client has been forced to make his August payment as well. In the spirit of cooperation and good-faith, our office is willing to discount our attorneys' fees by 20%, thus reducing our demand for attorneys' fees to \$2,800.00. Our demand for \$3,500.00, is however, reasonable in light of current caselaw for prevailing rates in Los Angeles County, CA. Moreover, this rate is not determined by the value "vehicle" being repurchased, and thus would not change even if the repurchase involved a Rolls Royce.

As such, our final demand prior to instituting litigation is for Ducati North America to reimburse our client the following: 1) \$3,739.53 (which includes the August 2010 payment which was just made); 2) \$2,800.00 in attorneys' fees; and 3) satisfaction of the existing payoff balance. Please provide our office with the revised offer no later than the close of business on Tuesday, September 2, 2010. If we do not receive such offer by this date, our client has instructed our office to proceed with litigation, in which case we will demand not only actual damages and attorneys' fees incurred during the course of such

litigation, but also a civil penalty of two (2) times the actual damages for Ducati North American's blatant disregard of the mandates of California's Song-Beverly Consumer Warranty Act. Thank you in advance.

Regards,

Raffi K. Mansourian, Esq.

The Lemon Law Center

Toll Free: (888) 9-NO-LEMON

Local: (818) 345-AUTO (2886)

Fax: (818) 475-1990

=== UPDATE Tony Munoz: 9/29/2010 4:45:54 PM

- 0.03 Hours worked on 29-Sep-10

From: Tony Munoz

Sent: Wednesday, August 11, 2010 10:20 AM

To: 'Raffi Mansourian'

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Mansourian,

Please find attached Ducati's settlement offer in the Lewis Ervoes matter.

Kind regards,

Tony Munoz

Customer Service Manager

DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 8/11/2010 10:30:51 AM

- 0.02 Hours worked on 11-Aug-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Tuesday, August 10, 2010 11:18 PM

To: Tony Munoz

Cc: Kristi Blanchard

Subject: Re: [REDACTED] (848 9B010870) Buyback Demand

Excellent letter Tony. It makes clear Ducati agrees to repurchase, reserves the right to dispute the fee claim, and makes a strong offer while leaving wiggle room to further negotiate the total amount and calculation of the repurchase price.

-Alan

On Aug 10, 2010, at 7:18 PM, "Tony Munoz" <Tony.Munoz@ducati.com <mailto:Tony.Munoz@ducati.com>> wrote:
Alan,

Please review the attached settlement proposal letter and let me know if you suggest any changes.

Tony Munoz

Customer Service Manager

DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 8/11/2010 10:28:49 AM

- 0.05 Hours worked on 11-Aug-10

From: Tony Munoz

Sent: Wednesday, August 11, 2010 10:20 AM

To: 'Raffi Mansourian'

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Mansourian,

Please find attached Ducati's settlement offer in the Lewis Ervoes matter.

Kind regards,

Tony Munoz

Customer Service Manager

DUCATINORTH AMERICA

Copy of letter:

Tony Munoz
Tony.Munoz@Ducati.com

August 10, 2010

Via Electronic Mail
Raffi K. Mansourian
19824 Ahwanee Ln.
Northridge, CA 91326

Re: [REDACTED]
2009 Ducati 848
VIN: ZDM1XBGV99E [REDACTED]

Dear Mr. Mansourian,

Pursuant to your letter dated June 22nd, 2010 and our subsequent discussions concerning your client's request to have Ducati North America, Inc. (hereinafter "Ducati") repurchase his 2009 Ducati 848 VIN: ZDM1XBGV99E [REDACTED] Ducati agrees to repurchase your clients motorcycle.

Based on the documentation your firm has provided, Ducati calculates the amount of the refund to be \$16,520.45 of which \$13,170.67 would be paid directly to the lender and \$3,349.78 would be paid to your client Mr. [REDACTED]. Further, Ducati acknowledges your request for attorney fees of \$3,500, however Ducati disputes that it is liable for such fees, and in the event that fees were warranted, that the amount requested is excessive. In an effort to resolve this matter as quickly as possible, Ducati will offer to compensate your firm the sum of \$1,000.00.

As part of any settlement, Mr. [REDACTED] must surrender the motorcycle to an authorized Ducati dealership, along with all keys, code card, stock components included at time of purchase, and documents provided with the motorcycle at time of sale. The parties will enter into a mutually acceptable settlement agreement and release.

We look forward to promptly resolving this matter.

Sincerely,
Tony Munoz

=== UPDATE Tony Munoz: 8/11/2010 10:26:02 AM
- 0.03 Hours worked on 11-Aug-10

Checked the payment history and payoff amounts. They remain unchanged from the previous history sent by the customer's attorney.

Drafted settlement proposal letter based on these figures.

=== UPDATE Tony Munoz: 8/11/2010 10:24:49 AM
- 0.02 Hours worked on 11-Aug-10
From: Nat Franklin [mailto:nfranklin@frf1.com]
Sent: Tuesday, August 10, 2010 2:51 PM
To: Tony Munoz
Subject: RE: Repurchase of VIN ZDM1XBGV99E [REDACTED]

Tony- I have attached a current 10 day payoff and a revised payment history on Mr. Ervoes account.

Nat Franklin

Director of Operations
FreedomRoad Financial
775-562-3824
866-455-ROAD

From: Tony Munoz [mailto:Tony.Munoz@ducati.com]
Sent: Tuesday, August 10, 2010 2:42 PM
To: Nat Franklin
Subject: Repurchase of VIN ZDM1XBGV99E [REDACTED]
Importance: High

Nat,

We are in the process of repurchasing VIN ZDM1XBGV99E [REDACTED] [REDACTED]. We have a copy of his payment history as provided by Freedom Road to his attorney, however the customer has since made an additional payment. Can you provide the most current payoff and payment history so that we can calculate the correct reimbursement to the customer?

The vital information is:
Model: 848
VIN: ZDM1XBGV99E [REDACTED]
Customer: [REDACTED]
Account #: 20091201199920

Thank you,
Tony Munoz
Customer Service Manager

=== UPDATE Tony Munoz: 8/11/2010 10:23:50 AM

- 0.02 Hours worked on 11-Aug-10

From: Tony Munoz
Sent: Tuesday, August 10, 2010 11:00 AM
To: 'Raffi Mansourian'
Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Mansourian,

I apologize for the delay in responding. I assure you that we are working to resolve this matter as quickly as possible, and we appreciate your continued patience.

Kind regards,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 8/11/2010 10:23:21 AM

- 0.02 Hours worked on 11-Aug-10

From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net]
Sent: Friday, August 06, 2010 3:20 PM
To: Tony Munoz
Cc: Raffi K Mansourian
Subject: Re: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Munoz,

We still have not received the reimbursement figures. My client's next payment is coming up and we will be running around in circles unless we get this matter wrapped up soon.

Regards,
Raffi K. Mansourian, Esq.
The Lemon Law Center
Toll Free: (888) 9-NO-LEMON

Local: (818) 345-AUTO (2886)
Fax: (818) 475-1990

=== UPDATE Tony Munoz: 8/11/2010 10:22:47 AM

- 0.02 Hours worked on 11-Aug-10

From: Tony Munoz <Tony.Munoz@ducati.com>

Date: Fri, 30 Jul 2010 00:30:17 -0700

To: Raffi Mansourian<rmansourian@sbcglobal.net>

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Thank you Mr. Mansourian. I am currently out of the office, but I will forward the information to my associate who can begin processing the file in my absence.

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 8/11/2010 10:22:20 AM

- 0.02 Hours worked on 11-Aug-10

From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net]

Sent: Wednesday, July 28, 2010 10:20 PM

To: Tony Munoz

Cc: Raffi K Mansourian

Subject: Re: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Munoz,

Attached please find the updated Payoff Balance and Payoff Balance you requested. In addition, attached please find a summary of the reimbursement figures pursuant to California's Song-Beverly Consumer Warranty Act. Please provide our office with a Settlement Agreement as soon as practicable so that we may move forward with the settlement. Thanks in advance.

Regards,
Raffi K. Mansourian, Esq.
The Lemon Law Center
Toll Free: (888) 9-NO-LEMON
Local: (818) 345-AUTO (2886)
Fax: (818) 475-1990

=== UPDATE Tony Munoz: 8/11/2010 10:21:29 AM

- 0.03 Hours worked on 11-Aug-10

From: rmansourian@sbcglobal.net [mailto:rmansourian@sbcglobal.net]

Sent: Wednesday, July 28, 2010 9:50 AM

To: Tony Munoz

Subject: Re: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN:ZDM1XBGV99E [REDACTED]

Thank you Mr. Munoz, I will have my client obtain the payoff balance and payment history from the lienholder and I'll get back to you soon.

Regards,
Raffi Mansourian, Esq.
The Lemon Law Center
(888) 9-NO-LEMON
(818) 345-AUTO (2886)
Fax (818) 475-1990

=== UPDATE Jberntsen: 8/2/2010 10:35:24 AM

- 0.02 Hours worked on 02-Aug-10

=== UPDATE Tony Munoz: 7/27/2010 6:00:23 PM

- 0.02 Hours worked on 27-Jul-10

Attached copy of letter.

=== UPDATE Tony Munoz: 7/27/2010 5:59:25 PM

- 0.02 Hours worked on 27-Jul-10

From: Tony Munoz

Sent: Tuesday, July 27, 2010 5:48 PM

To: 'Raffi Mansourian'

Subject: FW: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Mansourian,

Please find attached Ducati's offer to repurchase or replace your clients Ducati 848. We look forward to reaching an amicable resolution to this matter.

Kind Regards,
Tony Munoz
Customer Service Manager

DUCATINORTH AMERICA
10443 Bandley Dr.
Cupertino, CA 95014
408-343-4427 ph
408-716-3247 fax
tony.munoz@ducati.com <mailto:tony.munoz@ducati.com>

=== UPDATE Tony Munoz: 7/27/2010 5:24:12 PM

- 0.02 Hours worked on 27-Jul-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Friday, July 23, 2010 1:11 PM

To: Tony Munoz

Subject: [REDACTED]

Tony,

Attached is a draft letter for repurchase of the bike. As for replacement versus repurchase, Ducati is entitled to elect replacement under the Consumer Warranty Act. However, [REDACTED] could demand repurchase under the Cal. Commercial Code. The Commercial Code does not provide for recovery of attorney fees, whereas the Consumer Warranty Act does. And also, if a lawsuit has not been filed yet, Mr. Ervoes doesn't get to recover attorney fees (per the Dominguez case). Whereas, once the action is filed, recovery of fees is permitted (it is possible that an action was filed but not yet served). You could undercut the fees claim by immediately offering to repurchase. Therefore, I recommend sending this letter right away to establish the fact that Ducati promptly offered repurchase or replacement. Once done, you can negotiation the actual price to be paid.

Let me know if you have any questions or concerns.

-Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 7/27/2010 5:23:48 PM

- 0.02 Hours worked on 27-Jul-10

From: rmansourian@sbcglobal.net [mailto:rmansourian@sbcglobal.net]

Sent: Friday, July 23, 2010 10:37 AM

To: Tony Munoz

Cc: Raffi Mansourian

Subject: Re: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN:ZDM1XBGV99E [REDACTED]

Mr. Munoz,

California's Song-Beverly Consumer Warranty Act and the Tanner Act do apply equally to motorcycles. Your quote from the statutory language ignores the rest of the sentence (which you provided), which states "...which is not registered under the Vehicle Code because it is to be operated or used exclusively off the highways." The motorcycle in question was registered in the State of California as to be used on highways. It is very well settled that motorcycles have the same protection under California lemon law. I just wanted to point this out to you.

Regards,

Raffi Mansourian, Esq.
The Lemon Law Center
(888) 9-NO-LEMON
(818) 345-AUTO (2886)
Fax (818) 475-1990

=== UPDATE Tony Munoz: 7/27/2010 5:23:28 PM

- 0.03 Hours worked on 27-Jul-10

From: Tony Munoz <Tony.Munoz@ducati.com>

Date: Fri, 23 Jul 2010 10:29:04 -0700

To: Raffi Mansourian<rmansourian@sbcglobal.net>

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Mr. Mansourian,

Thank you for your prompt response. As I am sure you are aware, the Tanner Act specifically excludes motorcycles from its provisions. Therefore, the "Lemon Law" presumption does not apply to the vehicle in question, simply because it has been out of service for more than 30 days. Additionally, our records indicate that your clients vehicle was out of service for reason of repair for only 32 days since being purchased.

"New motor vehicle" includes the chassis, chassis cab, and that portion of a motor home devoted to its propulsion, but does not include any portion designed, used, or maintained primarily for human habitation, a dealer-owned vehicle and a "demonstrator" or other motor vehicle sold with a manufacturer's new car warranty but does not include a motorcycle or a motor vehicle which is not registered under the Vehicle Code because it is to be operated or used exclusively off the highways.

That being said it is Ducati's desire to provide its customers with the highest level of customer satisfaction possible. We certainly regret that Mr. [REDACTED] Ducati 848 did not meet with his expectations, and we apologize for any inconvenience he may have endured as a result of the time his vehicle was out of service. As previously stated, we are actively investigating Mr. [REDACTED] claim and are considering his request for repurchase with the utmost urgency. We appreciate your patience in this matter and will provide you with our formal response to your request for repurchase no later than C.O.B. on Friday July, 30th 2010, as you have requested.

Kind regards,

Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 7/22/2010 7:04:49 PM

- 0.07 Hours worked on 22-Jul-10

From: Tony Munoz

Sent: Thursday, July 22, 2010 5:21 PM

To: 'rmansourian@sbcglobal.net'

Subject: RE: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Dear Mr. Mansourian:

This letter is to inform you that Ducati North America ("Ducati") is in receipt of your June 22, 2010 letter purporting to revoke acceptance of Mr. [REDACTED] purchase of his 2009 Ducati 848 motorcycle.

Ducati is currently investigating this matter. According to the representatives at Spectrum Motorsports, Mr. [REDACTED] motorcycle has been satisfactorily repaired. Nevertheless, Ducati is reviewing the documentation you have submitted and will contact you regarding possible solutions within the next (5) five days. We appreciate your patience in this matter. If you have any questions, please do not hesitate to contact us.

Regards,

Tony Munoz
Customer Service Manager

DUCATINORTH AMERICA

=== UPDATE Tony Munoz: 7/22/2010 12:18:07 PM

- 0.02 Hours worked on 22-Jul-10

From: Alan Steinberg [mailto:ASteinberg@gfsacto.com]

Sent: Thursday, July 22, 2010 11:49 AM

To: Tony Munoz

Subject: RE: [REDACTED] buyback demand

Importance: High

Tony,

I agree it is a borderline case. I am not familiar with the radiator issue. What is the issue? Is this a problem that recurs after repair? Or has the repair proven effective once performed?

Radiator issue aside, my recommendation is to repurchase for the following reasons:

First, the cumulative total of days out for service exceeds 30. Although it was in for different repairs, that total over the short span of ownership will work greatly against us if forced to defend the case in court. We can certainly argue that the delay was due to a mistake by the repair center, but in the future it would be better to get a customer to agree in writing to the additional time due to mistake or backordered item. In fact, the Code specifically provides for an extension of the 30 day period but only upon written agreement by the customer. So Ducati and its representatives should be prepared in such circumstances to seek written approval for additional time from customers.

Second, the stall complaint, although seemingly cured, could serve as a trap during litigation. Plaintiff could easily allege continued stalling, even though it is my understanding there was only one stalling complaint. (How sure are we that plaintiff only complained once?). Similarly, if the radiator issue has been proven to recur in some instances, that too will make the case hard to defend.

Third, plaintiff already has counsel and is ready to pursue in court. It is beyond the point of resolving short of buyback or litigation.

If we were only dealing with a delay issue and not established issues such as stalling and the radiator, Ducati would be in a much stronger position. The delay is due to dealer error and manufactured part back order (i.e., dealer and manufacturer can point their finger at one another to some extent). Still, the dealer should, at a minimum, be warned for its failure to meet its obligations. Ducati can reach a settlement with the plaintiff and before finalizing the settlement (before entering into a written agreement), ask the dealer to contribute to the settlement. That may preserve Ducati's ability to seek indemnification from the dealer after settlement. Ducati would need to inform the dealer, before finalizing the settlement, that it intends to repurchase the bike because of the time out for service, that the dealer was responsible for such delay, that Ducati requests contribution from the dealer, and that Ducati reserves its rights upon settlement to seek indemnification from the dealer.

I hope that answers your questions. I'd still appreciate further information regarding the radiator issue and service history, but based upon the limited information available to me, a repurchase (or replacement) seems the best course of action.

-Alan

Alan M. Steinberg
Goldsberry, Freeman & Guzman, LLP
777 12th Street, Suite 250
Sacramento, California 95814
asteinberg@gfsacto.com <mailto:asteinberg@gfsacto.com>
t. 916.448.0448
f. 916.448.8628

=== UPDATE Tony Munoz: 7/21/2010 8:30:51 PM

- 0.02 Hours worked on 21-Jul-10

From: Tony Munoz

Sent: Wednesday, July 21, 2010 8:30 PM

To: 'Alan Steinberg'

Subject: [REDACTED] buyback demand

Alan,

We have completed analysis of this customer's case. Please review the attached RCA and provide your recommendation as to how we should proceed. The bike was down for a total of 32 days. This seems like a border line case for buyback. The bike has had a total of 3 warranty related repairs in the 7 months since being purchased.

Thank you,
Tony Munoz
Customer Service Manager
DUCATINORTH AMERICA

=== UPDATE Jberntsen: 7/20/2010 1:55:12 PM
- 0.02 Hours worked on 20-Jul-10

From: DNA Customer Service
Sent: Tuesday, July 20, 2010 1:54 PM
To: Tony Munoz
Subject: FW: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

FYI...

From: [REDACTED]
Sent: Tuesday, July 20, 2010 9:58 AM
To: helpdesk@ducatiusa.com
Cc: Raffi K Mansourian
Subject: [REDACTED] v. Ducati North America, Inc./2009 Ducati 848/VIN: ZDM1XBGV99E [REDACTED]

Dear Legal Department,

Our office has not received a response to our Demand Letter dated June 23, 2010, in connection with the above-referenced matter ([REDACTED] v. Ducati North America, Inc.). Tracking information confirms that our Demand Letter was received by Ducati North America, Inc. on June 25, 2010 (Tracking Number: 9405 5036 9930 0269 1901 69). Please provide our office with Ducati North America, Inc.'s response as soon as practicable, so that we may determine how to proceed. Thank you in advance.

Regards,
Raffi K. Mansourian, Esq.
The Lemon Law Center
Toll Free: (888) 9-NO-LEMON
Local: (818) 345-AUTO (2886)
Fax: (818) 475-1990

=== UPDATE Tony Munoz: 7/13/2010 12:50:47 PM
- 0.02 Hours worked on 13-Jul-10
- Forwarded to SUPPORT REP: Jberntsen
- Priority set to [Critical]

Placed hard file on JB's desk to write up RCA.

=== UPDATE Tony Munoz: 7/12/2010 7:57:58 PM
- 0.13 Hours worked on 12-Jul-10

* Reopened Ticket

Received letter from customer's attorney demanding that DNA repurchase the customer's bike due to excessive downtime.

Attached files and opened file on CS network drive. Opened new hard file.

Checked Oracle for warranty claims and found none filed for this unit. Per the copies of RO's submitted by the customer's attorney it is clear that the bike has had warranty service on at least 2 separate occasions. Dealer has not filed claims within the allotted time frame.

Checked ticket notes and it appears that the bike was down for an excessive amount of time due to dealer not properly ordering the required parts. Need to research further to verify in & out dates.

- * Need to write up RCA for case.
- * Need to respond to attorney

=== PRIVATE MEMO - UPDATE Tony Munoz: 7/12/2010 7:57:45 PM

- 0.0 Hours worked on 12-Jul-10
 - Set Reminder for Tony Munoz at 7/16/2010 9:00:00 AM
- Need to contact customer's attorney.

=== UPDATE Jberntsen: 6/11/2010 3:35:41 PM

- 0.07 Hours worked on 11-Jun-10
- Request CLOSED
- Priority changed from [Medium] to [N.A]

- * I called the dealership and spoke to Alan
- * Alan confirmed that the customer picked up his bike on 06/09
- * I stated that I left a voice mail for the customer and emailed him, but didn't hear back
- * Alan stated that he has seen the customer since he picked up his bike and he is happy to have it back

=== UPDATE Jberntsen: 6/8/2010 11:12:55 AM

- 0.02 Hours worked on 08-Jun-10

From: John Berntsen
Sent: Tuesday, June 08, 2010 11:13 AM
To: [REDACTED]
Subject: Radiator Update

[REDACTED]

I hope this email finds you well. We are sending this as an update to a voice mail that I left you. Your radiator has arrived and the dealer has your motorcycle scheduled to be worked on today. Without any unforeseen issues, we anticipate that it will be completed today.

We apologize for the delay.

Regards,

John Berntsen
Technical Customer Service Representative

10443 Bandley Drive
Cupertino, CA 95014
www.ducatiusa.com
john.berntsen@ducati.com
408-343-4431
eFax: 408-716-2696

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=== UPDATE Jberntsen: 6/8/2010 11:08:02 AM
- 0.02 Hours worked on 08-Jun-10

Voice mail left for the customer letting him know that his radiator arrived.

=== UPDATE Jberntsen: 6/8/2010 11:06:07 AM
- 0.03 Hours worked on 08-Jun-10

- * I called the dealership and spoke to Alan
- * Alan stated that the radiator is there and the customer walked in 5 minutes after it arrived
- * Alan stated the bike is on a lift and waiting for his mechanic to finish another bike and then he would work on this bike
- * Alan stated that he anticipates it to be completed today
- * I thanked Alan and the call ended

=== UPDATE Jberntsen: 6/8/2010 11:02:23 AM
- 0.02 Hours worked on 08-Jun-10

Signed for by: J HENDERSON Tuesday, June 08, 2010 at 10:23
Origin Service Area: Bologna - Italy
Destination Service Area: Irvine, CA - USA

Tuesday, June 08, 2010 Location Time
24 Delivered - Signed for by : J HENDERSON Irvine, CA - USA 10:23

=== UPDATE Jberntsen: 6/8/2010 8:37:04 AM
- 0.02 Hours worked on 08-Jun-10

Tuesday, June 08, 2010 Location Time
22 Arrived at Delivery Facility in Irvine - USA Irvine, CA - USA 08:33

=== UPDATE Jberntsen: 6/8/2010 8:16:03 AM
- 0.02 Hours worked on 08-Jun-10

Shipping update

=== UPDATE Jberntsen: 6/7/2010 9:44:53 AM
- 0.02 Hours worked on 07-Jun-10

shipping update

Sunday, June 06, 2010 Location Time
12 Departed Facility in Leipzig - Germany Leipzig - Germany 18:53

=== UPDATE Jberntsen: 6/3/2010 8:43:40 AM
- 0.02 Hours worked on 03-Jun-10

Thursday, June 03, 2010 Location Time
6 Clearance delay Bergamo - Italy 17:33

=== UPDATE Jberntsen: 5/26/2010 12:25:34 PM
- 0.33 Hours worked on 26-May-10

* Customer email address [REDACTED]

- * I returned the customer's voice mail
- * I apologized that I didn't answer his calls yesterday
- * I stated that everytime he called i was on the other line and he didn't leave a message
- * The customer stated that he figured as much and knows that we are limited on resources
- * The customer stated that he didn't want to leave a voice mail and come across as angry
- * the customer stated that he knows I a doing what i can
- * I stated that that I have been frustrated with the dealer
- * I stated that we have walked them through the forms 3 times
- * I stated that the result is them ordering the part twice
- * I stated that I contacted 2 dealers who order the part in hopes that we could use it, but they ordered them for other customers
- * the customer stated that he is really frustrated with the dealer
- * the customer stated that techs are good and that they joke with him when he goes to the dealer
- * the customer stated that the service manager gives him attitude
- * the customer stated that after he gets his bike back he will not take it back there if he decides to keep it
- * I stated that I would track the order up to the point it is signed for then I will contact the dealer to let them know the part has arrived and ask them to please install it asap
- * the customer thanked me for my help and the call ended

=== PRIVATE MEMO - UPDATE Jberntsen: 5/26/2010 12:23:22 PM
- 0.0 Hours worked on 26-May-10
- Set Reminder for Jberntsen at 5/28/2010 9:00:00 AM

check order

=== UPDATE Jberntsen: 5/26/2010 12:01:49 PM
- 0.03 Hours worked on 26-May-10

oracle order 349779 and another is on 349824

=== UPDATE Jberntsen: 5/25/2010 9:59:37 AM

- 0.03 Hours worked on 25-May-10

* In order to get this customer back on the road, I called 2 dealers who have radiators on order
* I called Moto Sports....their radiator was already dedicated to a customer
* I called A&S and they have a bike in service waiting for the radiator

=== UPDATE Jberntsen: 5/25/2010 9:35:56 AM

- 0.02 Hours worked on 25-May-10

From: John Berntsen
Sent: Tuesday, May 25, 2010 9:35 AM
To: John French; Michelle O'Leary
Cc: Tony Munoz
Subject: RE: [REDACTED] FORMS

Thank you!

From: John French
Sent: Tuesday, May 25, 2010 9:28 AM
To: John Berntsen; Michelle O'Leary
Cc: Tony Munoz
Subject: Re: [REDACTED] FORMS

Approved!!

=== UPDATE Jberntsen: 5/25/2010 9:25:50 AM

- 0.02 Hours worked on 25-May-10

From: John Berntsen
Sent: Tuesday, May 25, 2010 9:25 AM
To: Michelle O'Leary
Cc: John French; Tony Munoz
Subject: RE: [REDACTED] FORMS
Importance: High

Tony or John,

Please approve this right away so Michelle can order. I have verified that the motorcycle is still under warranty. Helpstar case is 31155. The customer called in to customer service on 05/14/10.

Thanks,

John

Serial Number	Item Description	Warranty Status	Contract Number	Start Date	End Date	Free Maintenance
ZDM1XBGV99E [REDACTED]	09 CAL 848 RED	ACTIVE	81550	12/19/2009	12/18/2011	N
						LEWIS
ERVOES						

From: Michelle O'Leary
Sent: Tuesday, May 25, 2010 9:20 AM
To: John Berntsen
Cc: John French; Tony Munoz
Subject: FW: [REDACTED] FORMS
Importance: High

Hi Guys,

This just needs someone to sign off on so I can enter it. John B is going to look up the info to make sure everything is under warranty and then I will place the order.

Thanks,
Michelle

From: Rob Whitney [mailto:rob@spectrum-motorsports.com]
Sent: Thursday, May 20, 2010 9:49 AM
To: Jim Wiggins; Tony Munoz
Cc: Michelle O'Leary; Lee Cong; Austin Gray; John French; alan@spectrum-motorsports.com
Subject: [REDACTED] FORMS
Importance: High

Please be sure this radiator is ship ASAP ..

Byke down in service for way to long..

Hopefully this will get things handled..

Sorry if we missed getting this to the correct email..

Cheers, R

Rob Whitney
Parts Manager
949.951.3611
949.951.3657 Fax
949.951.1097 Service
rob@spectrum-motorsports.com
www.spectrum-motorsports.com

From: Alan Mottes [mailto:alan@spectrum-motorsports.com]
Sent: Thursday, May 20, 2010 8:33 AM
To: 'Rob Whitney'
Subject: [REDACTED] FORMS

HERE YA GO ROB....

Alan Mottes
Service Manager
Spectrum Motorsports
949-951-1097

alan@spectrum-motorsports.com

=== UPDATE Jberntsen: 5/18/2010 4:52:31 PM

- 0.03 Hours worked on 18-May-10

* Alan from the dealership called and stated that he worked with John French and they got the paperwork filled out for this customer's warranty part

=== UPDATE Jberntsen: 5/18/2010 12:01:41 PM

- 0.02 Hours worked on 18-May-10

* Voice mail left for the dealer

=== PRIVATE MEMO - UPDATE Jberntsen: 5/17/2010 3:57:51 PM

- 0.0 Hours worked on 17-May-10

- Set Reminder for Jberntsen at 5/18/2010 9:00:00 AM

Follow up with the delaer on the radiator

=== UPDATE Jberntsen: 5/17/2010 3:56:19 PM

- 0.1 Hours worked on 17-May-10

* I called the dealership and spoke to Alan

* I stated that I didn't see a parts order for this customer's radiator

* Alan stated that the order was placed on 05/11

* I stated that I don't see any new orders for them and the last order placed was from march

* I had Daniel D confirm there were no orders in Arco for a radiator

* Alan stated that he would check with his parts department and call me back

=== REQUEST SERVICE Jberntsen: 5/14/2010 11:29:08 AM

- 0.37 Hours worked on 14-May-10

- Forwarded to SELF: Jberntsen

- Email NONE Selected

* Customer phoned in and stated that he purchased an 848 in December of 2009

* The customer stated that he has had several problems in his 5 months of ownership

* The customer stated that the latest is icing on the cake

* The customer stated that the latest was the radiator recall

* The customer stated that the first issue was stalling

* The customer stated that he took it to the dealer for stalling and they couldn't fix it

* The customer stated that it is all over the boards that termi pipes and ECU solved the stalling since the mapping richens the air fuel mixture

* The customer stated that he was annoyed that he had to spend so much money on exhaust to resolve an issue that should have been resolved in the factory

* The customer stated that it is unacceptable they stall

* The customer stated that he was having issues with the clutch that the dealer wasn't able to replicate

* The customer stated that he rides with a group called OC Bikes and he is embarrassed when people ask him where his bike is and he has to tell them it is in the shop again

* The customer stated that he bought the bike to ride

* The customer stated that he pays higher insurance and makes payments with his hard earned money

- * The customer stated that he was really angry when he heard that his radiator would not be in for 2-3 weeks
- * I stated that according to our records there hasn't been one warranty claim, which surprises me if he has had so many problems with his bike
- * I stated that for his information there are no recalls against his bike either
- * I stated that I will need to follow up with the dealer to check the order and the type of order that placed
- * I stated that if the part is on back order, they should have placed an emergency parts order, so one could be pulled of production
- * I stated that I would get back to him once I find the order and see where the order is
- * I stated that it may have left Italy already, but i need to investigate
- * I provided my direct call back
- * The customer thanked me and the call ended
- * Customer contact is 949-292-4500

Warranty Status:

Serial Number	Item Description	Warranty Status	Contract Number	Start Date	End Date	Free Maintenance	Customer Name
ZDM1XBGV99E	09 CAL 848 RED	ACTIVE	81550	12/19/2009	12/18/2011	N	

Recalls:

Campaign List: No matching records were found.

Warranty claims:

Incident Headers Region: No matching records were found

Reference: 31268
Title: [REDACTED]
Status: Closed
Requester: [46834 - TT Motorcycles](#) 586-468-8100
Department: [Dealership](#)
Time logged: 5/28/2010 9:30:28 AM
Urgency: Medium
Priority: Base: Undefined Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 0.23 hours
Hours worked: 0.23

=== REQUEST SERVICE Jberntsen: 5/28/2010 9:30:28 AM

- 0.23 Hours worked on 28-May-10
- Request CLOSED
- Email NONE Selected

* The customer phoned in and stated that his bike has been waiting a week for a part
* The customer stated that he wanted to ride over the long weekend, but now he can't
* The customer stated that he is paying for a bike that he can't ride
* The customer asked what we were going to do about the situation
* I stated that I need to investigate the situation
* I asked the customer if he knew what part they were waiting for
* The customer stated that they are waiting for a radiator that is on back order
* I stated that I would look into it
* I asked the customer if he would like to hold while I looked or if he would prefer that I call him back
* The customer stated that he would hold
* I asked what year and model his bike was
* The customer stated that it is a 2008 848
* I looked in Oracle for a radiator part number 54840742B under dealer number 46834
* I found an order from 03/23 that shipped on 03/23
* I stated that I needed to call the dealer's parts department
* The customer passed his cell phone to Jose in parts
* I stated to Jose that the last radiator I see order was from March
* I asked when they ordered it
* Jose stated that it was ordered last week
* I stated that I was looking for part # 54840742B
* Jose stated that Elliott told them to order the 1198 radiator
* I stated that is what the description is
* I stated that they need to place as an urgent order as the part is not on back order
* Jose stated that when they checked it was on back order
* I stated that as of 5 minutes ago it is not
* Jose stated that he will need to talk to the other person in parts who supposedly ordered the radiator
* Jose handed the phone back to the customer
* The customer asked how he will know if the part gets ordered
* I provided my direct line and the call ended

Reference: 31757
Title: [REDACTED]
Status: Closed
Requester: [92992 - Patriot Powersports / San Antonio](#) 210-403-2100
Department: [Dealership](#)
Time logged: 8/26/2010 3:55:46 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 13 days, 18.74 hours
Hours worked: 0.35

=== UPDATE Jberntsen: 9/9/2010 10:35:14 AM

- 0.03 Hours worked on 09-Sep-10
- Request CLOSED
- Priority changed from [Medium] to [N.A]

* I called the dealership and spoke to Ben
* Ben stated that they finished the bike yesterday
* Ben stated that as far as he knew the customer has been contacted and simply needs to pick up the bike
* Closing ticket

=== UPDATE Jberntsen: 9/9/2010 10:31:33 AM

- 0.02 Hours worked on 09-Sep-10

* I phoned the customer to let him know that his radiator arrived
* I stated that I would follow up with the dealership too
* The customer thanked me for the follow up

Tuesday, September 07, 2010 Location Time
14 Delivered - Signed for by : DUCATI ALEJA SAN ANTONIO, TX - USA 10:48

=== UPDATE Jberntsen: 9/9/2010 10:19:33 AM

- 0.02 Hours worked on 09-Sep-10

From: Dimitre Dimitrov
Sent: Thursday, September 09, 2010 8:06 AM
To: Jim Wiggins; John Berntsen; Quentin Wilson
Cc: TJ Kremlick; John French; Steve Hicks; Van Singley; Elliot Cho; Austin Gray; Tony Munoz; Jon LaForte; Ben MacLean
Subject: RE: Radiator Emergency

All:

Just to clarify - 70 pcs have been pulled from production, however there 86 worldwide backorders. FIFO will be applied on all open orders.

JB, the radiators for Eastside and European MC will be shipped on Monday.

-D

From: Jim Wiggins
Sent: Thursday, September 09, 2010 8:03 AM
To: Dimitre Dimitrov; John Berntsen; Quentin Wilson
Cc: TJ Kremlick; John French; Steve Hicks; Van Singley; Elliot Cho; Austin Gray; Tony Munoz; Jon LaForte; Ben MacLean
Subject: RE: Radiator Emergency
Importance: High

All,

I spoke to Fabrizio this morning and was advised that today 70 pcs of *54840742B* have arrived from production and will close pending back orders up until 9/7/2010. More are in process of shipment and should allow the remaining back orders to close within 10 days.

Thank you,
JW

Jim Wiggins, Technical Support
DUCATINORTH AMERICA, INC.
jim.wiggins@ducati.com

From: Dimitre Dimitrov
Sent: Wednesday, September 08, 2010 10:11 PM
To: John Berntsen; Quentin Wilson; Jim Wiggins
Subject: RE: Radiator Emergency

JB:

I need to speak with DMH tomorrow am on this. I will let you know what I find out.

-D

From: John Berntsen
Sent: Wednesday, September 08, 2010 3:12 PM
To: Dimitre Dimitrov; Quentin Wilson; Jim Wiggins
Cc: Austin Gray; Tony Munoz; Daniel Donahue; TJ Kremlick; Ben MacLean; Jon LaForte; Elliot Cho; Van Singley; John French
Subject: RE: Radiator Emergency

Dimitre,

Do you have an update that you can share?

Thanks,

John

=== UPDATE Jberntsen: 9/2/2010 11:02:12 AM
- 0.02 Hours worked on 02-Sep-10

From: Dimitre Dimitrov
Sent: Thursday, September 02, 2010 11:00 AM
To: John Berntsen; Quentin Wilson; Jim Wiggins
Cc: Austin Gray; Tony Munoz; Daniel Donahue; TJ Kremlick; Ben MacLean; Jon LaForte; Elliot Cho; Van Singley; John French
Subject: RE: Radiator Emergency

JB:

We are working on two different options: get parts from production and/ or drop ship them directly from the supplier.

I will let you know once I have more info.

-D

=== UPDATE Jberntsen: 9/2/2010 10:30:22 AM
- 0.05 Hours worked on 02-Sep-10

* I phoned the customer to let him know that we were working on a solution for his radiator
* The customer asked what the release date was...I let him know that 11/24 was the date we were given

- * I stated that it is on an emergency parts order, so hopefully they will pull one from production
- * The customer asked if he could keep him in the loop
- * I stated that I would call him as soon as I have an update

From: John Berntsen
 Sent: Thursday, September 02, 2010 10:14 AM
 To: Dimitre Dimitrov; Quentin Wilson; Jim Wiggins
 Cc: Austin Gray; Tony Munoz; Daniel Donahue; TJ Kremlick; Ben MacLean; Jon LaForte; Elliot Cho; Van Singley; John French
 Subject: RE: Radiator Emergency

Dimitre,

Have you heard any updates on the radiator situation?

Thanks,

John

=== UPDATE Jberntsen: 8/31/2010 2:54:23 PM
 - 0.02 Hours worked on 31-Aug-10

From: John Berntsen
 Sent: Tuesday, August 31, 2010 2:54 PM
 To: Jim Wiggins
 Subject: RE: UPDATE Emergency Parts Inquiries August 31, 2010

I am curious what kind of timeframe they will provide for Superbike radiators. I have 2 customers who are waiting....one bike will be down 3 weeks on Friday and the radiator just got ordered on 08/27. Oracle order 355151.

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840742B	WATER RADIATOR 1198S/09	Available from Wednesday, November 24, 2010

=== UPDATE Jberntsen: 8/31/2010 2:46:58 PM
 - 0.02 Hours worked on 31-Aug-10

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
54840742B	WATER RADIATOR 1198S/09	Available from Wednesday, November 24, 2010

=== UPDATE Jberntsen: 8/27/2010 11:47:40 AM
 - 0.05 Hours worked on 27-Aug-10

- * Van called with update
- * Van stated that he spoke with the dealer and asked why they haven't ordered the radiator
- * The response was they thought they had to provide pictures
- * Van stated that he never told them that and they were assuming
- * Van stated that he advised to place an emergency parts order
- * Van stated that he going to contact them and see if they can patch the hole somehow to get the bike back on the road

=== UPDATE Jberntsen: 8/26/2010 4:29:10 PM
 - 0.02 Hours worked on 26-Aug-10

=== PRIVATE MEMO - UPDATE Jberntsen: 8/26/2010 4:29:06 PM

- 0.0 Hours worked on 26-Aug-10
- Set Reminder for Jberntsen at 8/27/2010 9:00:00 AM

follow up with cusotmer and VS

=== UPDATE Jberntsen: 8/26/2010 4:26:46 PM

- 0.03 Hours worked on 26-Aug-10

- * VS returned my call
- * VS stated that he has not seen a pre auth for this motorcycle
- * VS stated that for a radiator warranty he would only ask for pictures if there was a claim the leak damaged another part of the motorcycle
- * VS stated that he would be contacting them in the morning to get to the bottom this

=== REQUEST SERVICE Jberntsen: 8/26/2010 3:55:46 PM

- 0.08 Hours worked on 26-Aug-10
- Forwarded to SELF: Jberntsen
- Email NONE Selected

- * Customer phoned in
- * Customer stated that his motorcycle has been at the dealership for 2 weeks
- * Customer stated that the dealership is waiting for approval
- * Customer asked if it is normal fur us to ask for pictures
- * I stated that it depends on what the claim is for
- * Customer how long do warranty approvals take
- * I stated that typically 3 days for approval and if the part is in stock it takes 5-7 business days for the part
- * I stated that I would have to follow up with the regional rep who approves the warranty claims
- * The customer asked if he could have the regional reps phone number
- * I stated that I would do that
- * Cusotmer provided a contact number of [REDACTED]

Reference: 32188
Title: [REDACTED]
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 12/1/2010 3:10:38 PM
Urgency: Medium
Priority: Base: Undefined Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 0.02 hours
Hours worked: 0.05

=== UPDATE Jberntsen: 1/5/2011 9:51:45 AM
- 0.02 Hours worked on 05-Jan-11

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, January 05, 2011 9:35 AM
To: DNA Customer Service
Subject: Re: contact request

Hello,
Since it is January and i am not riding, i will not be able to bring the vehicle to the dealership until it warms up in a few months. I will contact you ahead of time infoming you when this might be. At that time i would like for this electrical issue to be resolved at once.
Thank you for your time.
Regards,
Vin

=== UPDATE Jberntsen: 1/4/2011 2:16:31 PM
- 0.02 Hours worked on 04-Jan-11

-----Original Message-----

From: DNA Customer Service
Sent: Tuesday, January 04, 2011 2:16 PM
To: [REDACTED]
Subject: RE: contact request

Dear [REDACTED]

Thank you for the reply.

The only way to address your concerns is working through one of our authorized dealerships. Once the bike is there, we can involve our Regional Service Manager. Once you have taken your bike in, please notify us. We apologize for the inconvenience.

Regards,

Customer Service

-----Original Message-----

From: [REDACTED]
Sent: Wednesday, December 01, 2010 4:07 PM
To: DNA Customer Service
Subject: Re: contact request

Hello,
Cross Country Ducati in NJ has sent pictures and the necessary information to their claims department, but the imperfections are extremely hard to notice and I was told that nothing could be done since they saw nothing in the pictures. Only by personal inspection

can the damage really be diagnosed. As for the wiring problem for the lights, Cross Country has attempted to fix it and has actually replaced the harness and connections, but I have notice this past weekend that the bulb has burned out again so the problem must be ongoing.

I am frustrated that the running lights are again causing me grief and i have to again travel 40 minutes to dealership to have this looked at again.

Is there any other way to have this looked at?

It is extremely absurd all the time that has been spent traveling back and forth to the dealership and not being able to ride.

I would like to speak with someone about this matter.

Please provide a contact and phone so that I may speak with management at Ducati USA.

Thank you.

=== REQUEST SERVICE Jberntsen: 12/1/2010 3:10:38 PM

- 0.02 Hours worked on 01-Dec-10
- Request CLOSED
- Email NONE Selected

From: DNA Customer Service
Sent: Wednesday, December 01, 2010 3:10 PM
To: [REDACTED]
Subject: RE: contact request

Dear [REDACTED]

Thank you for contacting Ducati North America.

We are sorry to learn of your concerns with your motorcycle. To address your concern regarding the imperfections in your fuel tank, we encourage you to have your dealership submit pictures with a warranty claim for replacement. If you let us know which dealership you are working with, we can involve the Regional Service Manager to help diagnose why your running lights are burning out. We are sorry that we don't have more to offer and apologize for the inconvenience.

If you have any further questions, please feel free to contact us or an Authorized Ducati Dealership. To find an Authorized Ducati Dealership, please visit www.ducatiusa.com and click on "DEALERS" or utilize our dealer locator by phoning 1-800-231-6696.

Regards,

Customer Service

Ducati North America
10443 Bandle Drive
Cupertino, CA 95014
Tel. 408 253 0499 xt.4411
Fax. 408 253 4099
customerservice@ducati.com
www.ducatiusa.com

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

From: [REDACTED]
Sent: Sunday, November 14, 2010 9:43 PM
To: helpdesk@ducatiusa.com
Subject: contact request

Surname: [REDACTED]

E-mail: [REDACTED]

Gender: M

Country: UNITED STATES

City: Dumont

Mobile Number: [REDACTED]

Home Phone Number:

Owned Bikes:

Brand: DUCATI Model: 848 Purchase Year: 2008

Severity: Problems

Area: Bikes

Complete Frame N°: ZDM1XBGV28E [REDACTED]

Ducati Dealer: Cross Country Ducati

Message: To Whom It May Concern: November 15, 2010. Hello, I am writing to share my first Ducati experience. I have loved and admired Ducatis since the 916 was unveiled to the public in 1994, I was 10 then. Since then I always dreamed of owning a Ducati and in 2008 it finally came true. I bought my first Ducati as my own birthday present prior to my 24th birthday, also being a native from Sicily, it was obvious that a Ducati was the only motorcycle of choice. The performance of the motorcycle is impeccable, and I am beyond satisfaction. Thanks to my 848, I have grown as a rider and as an admirer of the Ducati philosophy of being different yet beating the competition. From the first moment, the machine has had a difficult life, where a good amount has been spent at the dealership. Apart from my first fall on a motorcycle, all the following problems have been either a manufacturing defect or bad luck. First it was the sensor recall. Then a problem with the fuel tank and radiator leaking. Both were replaced and while at the dealership the vehicle was knocked over. The dealership took blame and replaced all the damaged parts but the after riding for a bit I noticed a slight problem with the rear brake pedal. The dealer checked the issue and assured me that there was nothing wrong with the barking system except that it was not bled properly. The bike spent almost 4 months between a replacement tank and radiator, and then all the broken parts from being knocked down, plus 1 month to check for the leaky gas tank. After 14 months of owning the vehicle, I took my first ever fall while riding. It was a low speed 19 mph skid caused by uneven roads. Again the vehicle went in the shop for 2 months while I waited for replacement parts. 4 months after the repairs, the replacement radiator cracked and once again in the shop for 2 weeks after contacting the dealership and ordering yet another radiator, which took 3 weeks to get from the factory. This summer the motorcycle had its 7500 mile check up performed, and also developed a wiring issue with the running lights which caused the low beam to spark and eventually deteriorate the connection and shorting out the entire system. During the tune-up, the belt was checked and properly tensioned, or so was thought. After the new wiring harness and the tune up work, I arrived home to find out a noise coming from the engine when it was revved up. The dealership advised me to go back, after another diagnose it turns out the manufactured specified tension was wrong and the dealership properly adjusted the belt using their own calibrations. Also this past summer, the motorcycle developed a few bumps around the gas cap. After showing it to the dealership, I was informed the problem arose from the constant use of premium gasoline. That together with heat from weather and engine, it caused the gas to expand and the plastic tank to become soft therefore allowing the deformation (bumps). The dealership attempted to pass this as a manufacturing issue, which in my mind it is, but were unsuccessful, and I am riding around with deformations on the tank. Few months later, the wiring harness failed again and once again this time shorting out the 2 small running lights. After failing to find replacement bulbs, I opted for LED, and after a week those were burned out. Again I brought it back to the dealership. After a week it was determined the harness was wired incorrectly. The dealership was kind enough to only charge me for some pieces and no labor. But it has left me with 2 useless bulbs, and me having to purchase another set. I have been very patient due to my admiration for Ducati and just riding and wanting to ride my machine, but after 2 radiators, 1 tank, and 2 wire harnesses, my patience has turned to disappointment. A lot of time has been lost due to all these nuisances, especially having to drop off the vehicle, and looking for rides to and from the dealership thus inconveniencing not only myself, but family and friends who gave their time to help me out. I still have a substantial outstanding amount to be paid off on this motorcycle, and another disappointment is to know that so much has been spent on this machine, along with my initial price, and there are many factors which should not happen on a machine of this caliber. After spending almost \$19,000, with all the protection and services added to the list that the dealer offered, I am highly disappointed that small insignificant parts such as wiring harnesses, or using premium instead of a lower grade gasoline, or a small defect such as small rubber absorbers that cause a radiator to break, are hindering my experience with this beautiful machine. I now look to you Ducati USA as to how I can keep enjoying this machine in the future. As I stated earlier, apart from my fall and the being knocked over at the dealership, the majority of the problems have been manufacturer defects. I have been patient, and willing to foresee a lot of these issues, but after this most recent problem I am now fed up with having to deal with problems caused by the bike itself. I have a beautiful bike with bumps on the tank, 2 running lights with no bulbs because the system shorted them out, and just a constant worry that something else on this machine will either fail or break as I am riding. I hope to hear your thoughts on this matter soon. Regards, [REDACTED]

Privacy 1: true

Privacy 2: true

DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name: **Ducati Seattle** (Dealer code **1248**)
Date

- ☐ A- New motorbike, upon delivery
☒ B- Motorbike sold less than 6 months ago.
☐ C- Motorbike sold more than 6 months ago.

Model: **848**

Frame serial no. : ZDM **1X8GV58** 

MY: **2008**

Engine serial no. : ZDM

Mileage (US): **2190**

Detected fault:

- | | | |
|---|---|--|
| ☐ Oil leakage | ☒ Coolant leakage | ☐ Fuel leakage |
| ☐ Breakage | ☐ Faulty | ☐ Cracks |
| ☐ Faulty operation | ☐ Hardening | ☐ Paint flaking off |
| ☐ Power failure | ☐ Misfiring | ☐ Noise |
| ☐ Scratches | | |
| ☐ Lack of | | |
| ☐ More | | |

Part no. of the component(s) involved: - **54840741B**

Comments that can help us understand the problem:

Coolant leak from bottom left seam on radiator.

.....

Fault due to: ☒ Production Processes ☐ Transport

The crate was: ☐ Undamaged ☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

DNA Service Area
Manager: **Mike Moran**

Company stamp for fax purposes:

DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name: **Eastside Motosports**

(Dealer code

1284

)

Date 8/24/2008

- ☐ A- New motorbike, upon delivery
☐ B- Motorbike sold less than 6 months ago.
☒ C- Motorbike sold more than 6 months ago.

Model: 848

Frame serial no.: ZDM IX8GV786

MY: 2008

Engine serial no.: ZDM

Mileage (US): 789

Detected fault:

- | | | |
|---|---|--|
| ☐ Oil leakage | ☒ Coolant leakage | ☐ Fuel leakage |
| ☐ Breakage | ☐ Faulty | ☐ Cracks |
| ☐ Faulty operation | ☐ Hardening | ☐ Paint flaking off |
| ☐ Power failure | ☐ Misfiring | ☐ Noise |
| ☐ Scratches | | |
| ☐ Lack of | | |
| ☐ More | | |

Part no. of the component(s) involved:

- 65620031A

-

54840741B

-

.....

-

.....

Comments that can help us understand the problem:

Throttle cable adjusters rubbing on the radiator caused coolant leak.

.....

Fault due to:

☒ Production Processes

☐ Transport

The crate was:

☐ Undamaged

☐ Damaged

Did you make your reservations on transport documents?:

☐ Yes

☐ No

DNA Service Area Manager: Mike Moran

Company stamp for fax purposes:





DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name:		Beverly Hills Ducati	(Dealer code		1807	)	
Date	10/10/2008						
☐	A- New motorbike, upon delivery						
☒	B- Motorbike sold less than 6 months ago.						
☐	C- Motorbike sold more than 6 months ago.						
Model:		848	Frame serial no. : ZDM		ZDMIXBGVOP		
MY:		2008	Engine serial no. : ZDM		*****		
Mileage (US):		1983					
Detected fault:							
☐	Oil leakage	☒	Coolant leakage	☐	Fuel leakage		
☐	Breakage	☒	Faulty	☐	Cracks		
☐	Faulty operation	☐	Hardening	☐	Paint flaking off		
☐	Power failure	☐	Misfiring	☐	Noise		
☐	Scratches						
☐	Lack of	*****					
☐	More						
Part no. of the component(s) involved:		-	54840741B				
-	*****	-	*****	-	*****		
Comments that can help us understand the problem:							
The radiator has a leak at the upper corner near the mounting bracket.							

Fault due to:		☐	Production Processes		☐	Transport	
The crate was:		☐	Undamaged		☐	Damaged	
Did you make your reservations on transport documents?:				☐	Yes	☐	No
DNA Service Area Manager:		Dan Green					
Company stamp for fax purposes:							

DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name:		Moto Meccanica	(Dealer code		1192	)
Date	10/10/2008					
☐	A- New motorbike, upon delivery					
☒	B- Motorbike sold less than 6 months ago.					
☐	C- Motorbike sold more than 6 months ago.					
Model:		848	Frame serial no. : ZDM		ZDMIX8GV388	
MY:		2008	Engine serial no. : ZDM		*****	
Mileage (US):		3428				
Detected fault:						
☐	Oil leakage	☒	Coolant leakage	☐	Fuel leakage	
☐	Breakage	☒	Faulty	☐	Cracks	
☐	Faulty operation	☐	Hardening	☐	Paint flaking off	
☐	Power failure	☐	Misfiring	☐	Noise	
☐	Scratches					
☐	Lack of	*****				
☐	More					
Part no. of the component(s) involved: - 54840741B						
-	*****	-	*****	-	*****	
Comments that can help us understand the problem:						
The radiator has a leak at the upper left side near the mounting bracket.						

Fault due to:		☐	Production Processes	☐	Transport	
The crate was:		☐	Undamaged	☐	Damaged	
Did you make your reservations on transport documents?:				☐	Yes	☐
DNA Service Area Manager:		Dan Green				
Company stamp for fax purposes:						

DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name:		Del Amo Motorsports		(Dealer code		74665		)	
Date		9/23/2008							
☐		A- New motorbike, upon delivery							
☒		B- Motorbike sold less than 6 months ago.							
☐		C- Motorbike sold more than 6 months ago.							
Model:		848		Frame serial no. : ZDM		ZDMIX8GV688			
MY:		2008		Engine serial no. : ZDM		*****			
Mileage (US):		3021							
Detected fault:									
☐	Oil leakage	☒	Coolant leakage	☐	Fuel leakage				
☐	Breakage	☒	Faulty	☐	Cracks				
☐	Faulty operation	☐	Hardening	☐	Paint flaking off				
☐	Power failure	☐	Misfiring	☐	Noise				
☐	Scratches								
☐	Lack of	*****							
☐	More								
Part no. of the component(s) involved:				-		54840741B			
-	*****	-	*****	-	*****				
Comments that can help us understand the problem:									
Radiator is leaking from the upper left side near the mounting bracket.									

Fault due to:		☒	Production Processes	☐	Transport				
The crate was:		☐	Undamaged	☐	Damaged				
Did you make your reservations on transport documents?:				☐	Yes	☐	No		
DNA Service Area Manager:		Dan Green							
Company stamp for fax purposes:									

DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name:		ABS Ducati		(Dealer code)		85124	
Date		11/17/2009					
☐ A- New motorbike, upon delivery							
☐ B- Motorbike sold less than 6 months ago.							
☒ C- Motorbike sold more than 6 months ago.							
Model:		848		Frame serial no. :		ZDMIX86V898008821	
MY:		2009		Engine serial no. :		ZDM	
Mileage (US):		2343					
Detected fault:							
☐	Oil leakage	☒	Coolant leakage	☐	Fuel leakage		
☐	Breakage	☐	Faulty	☐	Cracks		
☐	Faulty operation	☐	Hardening	☐	Paint flaking off		
☐	Power failure	☐	Misfiring	☐	Noise		
☐	Scratches						
☐	Lack of						
☐	More						
Part no. of the component(s) involved:		-		54840742B Radiator			
-		-		-			
Comments that can help us understand the problem:							
Replacement radiator failed leaking coolant. Is the latest type with stiffening plates @ upper mounts.							
Fault due to:		☒	Production Processes	☐	Transport		
The crate was:		☐	Undamaged	☐	Damaged		
Did you make your reservations on transport documents?:		☐	Yes	☐	No		
DNA Service Area Manager:		John French					
Company stamp for fax purposes:							

DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name: **Matison**

(Dealer code **1611**

)

Motorsport

Date 10/10

/08

- ☐ A- New motorbike, upon delivery
☐ B- Motorbike sold less than 6 months ago.
☒ C- Motorbike sold more than 6 months ago.

Model: 848

Frame serial no. : ZDM **1X8GV18**

MY: 08

Engine serial no. : ZDM

Mileage (US): 3852

Detected fault:

- | | | |
|---|---|--|
| ☐ Oil leakage | ☒ Coolant leakage | ☐ Fuel leakage |
| ☐ Breakage | ☐ Faulty | ☐ Cracks |
| ☐ Faulty operation | ☐ Hardening | ☐ Paint flaking off |
| ☐ Power failure | ☐ Misfiring | ☐ Noise |
| ☐ Scratches | | |
| ☐ Lack of | Care during engine assembly | |
| ☐ More | | |

Part no. of the component(s) involved:

- - -

Comments that can help us understand the problem: Small hole in the LH side of the radiator

.....

.....

Fault due to: ☒ Production Processes ☐ Transport

The crate was: ☐ Undamaged ☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

DNA Service Area Van Singley
Manager:

Company stamp for fax purposes:

Please include pictures if at all appropriate!

DNA- FAULT REPORT SHEET

Please e-mail this document to luca.bencivenni@ducati.com or marco.paradisi@ducati.com within 24 hours from fault detection.

Company name: **Bogart Cycle**

(Dealer code **35859**

)

Date 10/10

/08

- ☐ A- New motorbike, upon delivery
☐ B- Motorbike sold less than 6 months ago.
☒ C- Motorbike sold more than 6 months ago.

Model: 848

Frame serial no. : ZDM 1X8GV98

MY: 08

Engine serial no. : ZDM

Mileage (US): 5870

Detected fault:

- | | | |
|---|---|--|
| ☐ Oil leakage | ☒ Coolant leakage | ☐ Fuel leakage |
| ☐ Breakage | ☐ Faulty | ☐ Cracks |
| ☐ Faulty operation | ☐ Hardening | ☐ Paint flaking off |
| ☐ Power failure | ☐ Misfiring | ☐ Noise |
| ☐ Scratches | | |
| ☐ Lack of | Care during engine assembly | |
| ☐ More | | |

Part no. of the component(s) involved:

- - -

Comments that can help us understand the problem: Small hole in the LH side of the radiator

.....
.....

Fault due to: ☒ Production Processes ☐ Transport

The crate was: ☐ Undamaged ☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

DNA Service Area Van Singley
Manager:

Company stamp for fax purposes:

Please include pictures if at all appropriate!