

PE10-045

DUCATI

1-23-2011

Q4 PG 3

Q6 PG 66

Q8 PG 110

Q8-12 PG 127

Leakage

Warranties per Family

	Old Monster (plastic fuel tank)	Old MTS
Total Warranties	66	189
Total Sellout	10.246	3.843
PPM	6.441	49.180

Following this chart we see that the leakage percentage on old Monster is 0,64 % vs 4,9% of MTS old (in fact on MTS Old we agreed to do a safety recall).



PE10-045

DUCATI

1-23-2011

Q4

045 Field Reports

PART 1 OF 2

&

045 HelpStar

PE10-045

DUCATI

1-23-2011

Q4

045 Field Reports

PART 1 OF 2

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**
Indianapolis

(Dealer code : **67067**

)

Date :
1/20/09

- ☐ A- New motorbike, upon delivery
☒ B- Motorbike sold less than 6 months ago.
☐ C- Motorbike sold more than 6 months ago.

Model: 696

Frame serial no. : ZDM IRADN098002651

MY: 2009

Engine serial no. : ZDM

Mileage (US): 213

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: 586317118

Comments that can help us understand the problem: Fuel leakage at top front of fuel tank. Tank is porous.

.....
.....
.....

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: Karl Berwer

Company stamp for fax purposes:

FileID	Category	OwnerName	OwnerAddress	wnerPhone1 (Hr	wnerPhone2 (W
Hall's_M695_fuel	Field Report	N/A	N/A	N/A	N/A
MCC_S2R_warp	Field Report	N/A	N/A	N/A	N/A
Motocorsa_S2R1	Field Report	N/A	N/A	N/A	N/A
696 - Ducati Indi	Field Report	N/A	N/A	N/A	N/A
FR GPMC M696	Field Report	N/A	N/A	N/A	N/A
FR M696 RADNC	Field Report	N/A	N/A	N/A	N/A
FR PI M696 RAD	Field Report	N/A	N/A	N/A	N/A
Salem Ducati_M	Field Report	N/A	N/A	N/A	N/A
MTS620 Fuel Ta	Field Report	N/A	N/A	N/A	N/A
MTS1100 Fuel L	Field Report	N/A	N/A	N/A	N/A
Singley-MTS100	Field Report	N/A	N/A	N/A	N/A
Singley-MTS100	Field Report	N/A	N/A	N/A	N/A
Singley-MTS100	Field Report	N/A	N/A	N/A	N/A
Singley-MTS100	Field Report	N/A	N/A	N/A	N/A
SFYM1100S-081	Field Report	N/A	N/A	N/A	N/A

VIN	ModelMY/Mode	Mileage	IncidentDate	DateReported	Fire
ZDM1RADM37B	2007 Monster 69	6158	N/A	5/1/2007	No
ZDM1RABP46B	2006 Monster S2	1224	N/A	3/19/2007	No
ZDM1RABP57B	2007 Monster S2	2602	N/A	8/19/2008	No
ZDM1RADN09B	2009 Monster 69	213	N/A	1/20/2009	No
ZDM1RADN09B	2009 Monster 69	7587	N/A	9/22/2009	No
ZDM1RADN09B	2009 Monster 69	1219	N/A	6/28/2009	No
ZDM1RADN49B	2009 Monster 69	3420	N/A	10/19/2009	No
ZDM1VA2K56B	2006 Multistrada	6220	N/A	8/15/2008	No
ZDM1VA2K36B	2006 Multistrada	824	N/A	8/20/2007	No
ZDM1VACPX7B	2007 Multistrada	96	N/A	8/20/2007	No
ZDM1VABP15B	2005 Multistrada	10032	N/A	1/11/2009	No
ZDM1VABP24B	2004 Multistrada	N/A	N/A	3/26/2009	No
ZDM1VABP45B	2005 Multistrada	8320	N/A	3/10/2009	No
ZDM1VABP05B	2005 Multistrada	3938	N/A	1/11/2009	No
ZDM1RACP99B	2009 Monster 11i	1329	N/A	7/4/2010	No

PropertyDamage	Injuries	Fatalities	Summary
No	0	0	Fuel tank distorted- the shape has swelled out and t
No	0	0	warped at fuel
No	0	0	Distortion of plastic fuel tank on right side as shown
No	0	0	Fuel Leakage at top front of fuel tank. Tank is poro
No	0	0	It would appear that the heat from the exhaust has s
No	0	0	Severe distortion of tank @ pump flange. Dealer alr
No	0	0	Extreme distortion of fuel tank around pump flange. Si
No	0	0	Deformation of the fuel tank plastic. See attached pi
No	0	0	Leaking from fuel pump flange onto top of engine ar
No	0	0	Leaking from fuel pump flange onto top of engine ar
No	0	0	Fuel tank is leaking under the seat
No	0	0	The fuel tank is leaking from the rear mount.
No	0	0	The fuel tank is leaking at the fuel pump flange.
No	0	0	Fuel tank is leaking at the fuel pump flange.
No	0	0	Customer brought motorcycle to dealership because

the tank won't fit properly between the upper frame tubes. The dealer inspected the vent lines- all okay.

in pictures below

us.

softened the plastic of the tank and the weight of fuel in it has caused it to bend so the pump flange cover
already removed pump to attempt repair as customer was waiting. Have ordered new tank. RCL 901 open-
significant leak on to exhaust. Started leaking while motorcycle parked in the sun.

ictures. Authorization approved for dealer to replace tank

nd exhaust system. Material of tank very thin around pump flange which is distorted. Tried relieving bolt
nd exhaust system. Material of tank very thin around pump flange which is distorted. Tried relieving bolt

3 of an apparent gas leak. Upon inspection the technician found the likely source to be a significant def

Possible internal venting pipe problem. Advised dealer to replace fuel tank and emissions cannister.

er contacted the exhaust. No fuel leakage at this time but I feel this is imminent.
-will perform during this visit to dealer.

holes in pump flange to suit mounting bolts to no avail. Leak is due to tank distortion from lack of streng
holes in pump flange to suit mounting bolts to no avail. Leak is due to tank distortion from lack of streng

ormation of the tank at the fuel pump mounting flange (see attache photo).

jth (possibly engine heat also)

jth (possibly engine heat also) Stained crankcase and alternator cover from fuel

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:		GPMC San Diego		(Dealer code		1282		)	
Date		09/22/2009							
☐ A- New motorbike, upon delivery									
☐ B- Motorbike sold less than 6 months ago.									
☒ C- Motorbike sold more than 6 months ago.									
Model :		M696		Frame serial no. :		ZDM1RADN09B003900			
MY :		2009		Engine serial no. :		ZDM			
Mileage (US):		7587							
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:				-	58631711B Fuel Tank				
-	24713285° Cover	-		-					
Comments that can help us understand the problem:									
It would appear that the heat from the exhaust has softened the plastic of the tank and the weight of fuel in it has caused it to bend so the pump flange cover contacted the exhaust. No fuel leakage at this time but I feel this is imminent.									
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

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Company name:		DELAMO		(Dealer code		1076		)	
Date		06/28/2009							
☐		A- New motorbike, upon delivery							
☒		B- Motorbike sold less than 6 months ago.							
☐		C- Motorbike sold more than 6 months ago.							
Model :		M696		Frame serial no. :		ZDM1RADN09B005100			
MY :		2009		Engine serial no. :		ZDM			
Mileage (US):		1219							
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:				-	586311711B Fuel Tank				
-		-		-					
Comments that can help us understand the problem:									
Severe distortion of tank @ pump flange. Dealer already removed pump to attempt repair as customer was waiting. Have ordered new tank. RCL 901 open-will perform during this visit to dealer.									
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:		Pro Italia Motors	(Dealer code		1317	)	
Date	10/19/2009						
[]	A- New motorbike, upon delivery						
[]	B- Motorbike sold less than 6 months ago.						
[X]	C- Motorbike sold more than 6 months ago.						
Model :	M696	Frame serial no. :		ZDM1RADN49B008193			
MY :	2009	Engine serial no. :		ZDM			
Mileage (US):	3420						
Detected fault:							
[.]	Oil leakage	[.]	Coolant leakage	[X]	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:		-	58631711B Fuel Tank				
-		-		-			
Comments that can help us understand the problem:							
Extreme distortion of fuel tank around pump flange. Significant leak on to exhaust. Started leaking while motorcycle parked in the sun.							
Fault due to:		[X]	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

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Company name: Hall's Ducati Husqvarna (Dealer code 1250)
Date 5/1/2007

- ☐ A- New motorbike, upon delivery
☐ B- Motorbike sold less than 6 months ago.
☒ C- Motorbike sold more than 6 months ago.

Model: M695

Frame serial no. : ZDM 1RADM37B092754

MY: 2007

Engine serial no. : ZDM

Mileage (US): 6,158

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: - 58610451BT

Comments that can help us understand the problem:

Fuel tank distorted- the shape has swelled out and the tank won't fit properly between the upper frame tubes.

The dealer inspected the vent lines- all okay. Possible internal venting pipe problem. Advised dealer to replace fuel tank and emissions cannister.

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: M.C.C. (Dealer code 1207)
Date 3/19/2007

- ☐ A- New motorbike, upon delivery
☐ B- Motorbike sold less than 6 months ago.
☒ C- Motorbike sold more than 6 months ago.

Model: S2R1000

Frame serial no. : ZDM 1RA8P46B083329

MY: 2006

Engine serial no. : ZDM

Mileage (US): 1,224

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: - 58610441CJ

Comments that can help us understand the problem:

Fuel tank plastic warped at fuel pump flange with approx. 3mm gap between flange and tank causing fuel leak.
Advised dealer to replace fuel tank and check alignment of screw holes between flange and tank- may need to ovalize holes in flange so screws do not cause side load stress to thread inserts in fuel tank.

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: **Motocorsa**

(Dealer code

1253

)

Date 8/19/2008

- ☐ A- New motorbike, upon delivery
☐ B- Motorbike sold less than 6 months ago.
☒ C- Motorbike sold more than 6 months ago.

Model: S2R1000

Frame serial no.: ZDM IRABP57BD19417

MY: 2007

Engine serial no.: ZDM

Mileage (US): 2,602

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 Distortion | | |

Part no. of the component(s) involved:

-

58610441CZ

-

-

-

Comments that can help us understand the problem:

Distortion of plastic fuel tank on right side as shown in pictures below.

.....

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: **Honda Peninsula** (Dealer code **1160**)
Ducati

Date **8/20/2007**

- ☐ A- New motorbike, upon delivery
☒ B- Motorbike sold less than 6 months ago.
☐ C- Motorbike sold more than 6 months ago.

Model: **MTS 1100S**

Frame serial no. : ZDM **1VACPX78018481**

MY: **2007**

Engine serial no. : ZDM

Mileage (US): **96**

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: - **58610461AA**
- -

Comments that can help us understand the problem:

Leaking from fuel pump flange onto top of engine and exhaust system. Material of tank very thin around pump flange which is distorted. Tried relieving bolt holes in pump flange to suit mounting bolts to no avail. Leak is due to tank distortion from lack of strength (possibly engine heat also) Stained crankcase and alternator cover from fuel.

.....
.....

Fault due to: ☒ Production Processes ☐ Transport

The crate was: ☐ Undamaged ☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

DNA Service Area John French
Manager

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: **Modesto** (Dealer code **1316**)
Date **8/20/2007**

- ☐ A- New motorbike, upon delivery
☒ B- Motorbike sold less than 6 months ago.
☐ C- Motorbike sold more than 6 months ago.

Model: **MTS620**

Frame serial no. : ZDM **1VA2K368017077**

MY: **2006**

Engine serial no. : ZDM

Mileage (US): **824**

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: - **586106218A**
- -

Comments that can help us understand the problem:

Leaking from fuel pump flange onto top of engine and exhaust system. Material of tank very thin around pump flange which is distorted. Tried relieving bolt holes in pump flange to suit mounting bolts to no avail. Leak is due to tank distortion from lack of strength (possibly engine heat also)

.....
.....

Fault due to: ☒ Production Processes ☐ Transport

The crate was: ☐ Undamaged ☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

DNA Service Area **John French**
Manager

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: **Salem Honda-Ducati**

(Dealer code **1064**

)

Date **8/15/2008**

- ☐ **A- New motorbike, upon delivery**
☐ **B- Motorbike sold less than 6 months ago.**
☒ **C- Motorbike sold more than 6 months ago.**

Model: **MTS 620D**

Frame serial no.: **ZDM IVA2K56B016576**

MY: **2006**

Engine serial no.: **ZDM**

Mileage (US): **6,220**

Detected fault:

- | | | |
|---|--|--|
| ☐ Oil leakage | ☐ Coolant leakage | ☐ Fuel leakage |
| ☐ Breakage | ☐ Faulty | ☐ Cracks |
| ☐ Faulty operation | ☐ Hardening | ☐ Paint flaking off |
| ☐ Power failure | ☐ Misfiring | ☐ Noise |
| ☐ Scratches | | |
| ☒ Lack of | The part holding the original shape | |
| ☐ More | | |

Part no. of the component(s) involved:

-

58610621BK

-

-

-

Comments that can help us understand the problem:

Deformation of the fuel tank plastic. See attached pictures. Authorization approved for dealer to replace tank.

.....

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 sergio.guazzaloca@ducati.com or niko.baldini@ducati.com within 24 hours from fault detection.

Dealer Name: **Cross Country** Dealer Number **53171**
Date **07.04.2010**

- ☐ **A- New motorbike, upon delivery**
☐ **B- Motorbike sold less than 6 months ago.**
☒ **C- Motorbike sold more than 6 months ago.**

Year: **2009**
Model: **M1100S**

Frame serial no.: ZDM **1RACP99B014199**

Engine serial no.: ZDM **RAC9000255**

Mileage (US): **1329**

Detected fault:

- | | | |
|--|--|--|
| ☐ Oil leakage | ☐ Coolant leakage | ☒ Fuel leakage |
| ☐ Breakage | ☐ Faulty | ☐ Cracks |
| ☐ Faulty operation | ☐ Hardening | ☐ Paint flaking off |
| ☐ Power failure | ☐ Misfiring | ☐ Noise |
| ☐ Scratches | | |
| ☐ Lack of Clearance | | |
| ☐ More | | |

Part no. of the component(s) involved: - **58631711B**
- -

Comments that can help us understand the problem.

Customer brought motorcycle to dealership because of an apparent gas leak. Upon inspection the technician found the likely source to be a significant deformation of the tank at the fuel pump mounting flange (see attached photo).

Fault due to: ☒ Production Processes ☐ Transport

The crate was: ☐ Undamaged ☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

Service Area **Elliot Cho**
Manager:

Company stamp for fax purposes:



DNA FAULT REPORT SHEET

Please e-mail this document to marco.paradisi@ducati.com, francesco.penazzo@ducati.com, or luca.bencivenni@ducati.com within 24 hours from fault detection.

Dealer Name: **Touring Sport**

Dealer Number **1810**

Date: **03/10/2009**

☐ **A- New motorbike, upon delivery**

☐ **B- Motorbike sold less than 6 months ago.**

☒ **C- Motorbike sold more than 6 months ago.**

Year: **2005**

Model:

MTS1000

Frame serial no.: ZDM **1VABP458009547**

Engine serial no.:

Mileage (US): **8320**

Detected fault:

☐ Oil leakage

☐ Coolant leakage

☒ Fuel leakage

☐ Breakage

☐ Faulty

☐ Cracks

☐ Faulty operation

☐ Hardening

☐ Paint flaking off

☐ Power failure

☐ Misfiring

☐ Noise

☐ Scratches

☐ Lack of Power

☐ More

Part no. of the component(s) involved:

-

Comments that can help us understand the problem: The fuel tank is leaking at the fuel pump flange.

Fault due to:

☒ Production Processes

☐ Transport

The crate was:

☐ Undamaged

☐ Damaged

Did you make your reservations on transport documents?:

☐ Yes

☐ No

Service Area Manager: Van Singley

Insert pictures below; resize as necessary

DNA FAULT REPORT SHEET

Please e-mail this document to marco.paradisi@ducati.com, francesco.penazzo@ducati.com, or luca.bencivenni@ducati.com within 24 hours from fault detection.

Dealer Name: **Baseline**

Dealer Number **74009**

Specialist

Date: 01/11/2009

☐ **A- New motorbike, upon delivery**

☐ **B- Motorbike sold less than 6 months ago.**

☒ **C- Motorbike sold more than 6 months ago.**

Year:

2005

Model:

MTS1000

Frame serial no.: ZDM **1VABP05B009772**

Engine serial no.:

Mileage (US): 3938

Detected fault:

☐ Oil leakage	☐ Coolant leakage	☒ Fuel leakage
☐ Breakage	☐ Faulty	☐ Cracks
☐ Faulty operation	☐ Hardening	☐ Paint flaking off
☐ Power failure	☐ Misfiring	☐ Noise
☐ Scratches		
☐ Lack of Power		
☐ More		

Part no. of the component(s) involved: -

Comments that can help us understand the problem: Fuel tank is leaking at the fuel pump flange.

Fault due to:	☒ Production Processes	☐ Transport
The crate was:	☒ Undamaged	☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

Service Area Manager:Van

Singley

Insert pictures below; resize as necessary

DNA FAULT REPORT SHEET

Please e-mail this document to marco.paradisi@ducati.com, francesco.penazzo@ducati.com, or luca.bencivenni@ducati.com within 24 hours from fault detection.

Dealer Name: **Baseline**

Dealer Number **74009**

Specialist

Date: 01/11/2009

☐ **A- New motorbike, upon delivery**

☐ **B- Motorbike sold less than 6 months ago.**

☒ **C- Motorbike sold more than 6 months ago.**

Year:

2005

Model:

MTS1000

Frame serial no.: ZDM **1VABP15B011031**

Engine serial no.:

Mileage (US): 10,032

Detected fault:

☐ Oil leakage	☐ Coolant leakage	☒ Fuel leakage
☐ Breakage	☐ Faulty	☐ Cracks
☐ Faulty operation	☐ Hardening	☐ Paint flaking off
☐ Power failure	☐ Misfiring	☐ Noise
☐ Scratches		
☐ Lack of Power		
☐ More		

Part no. of the component(s) involved: -

Comments that can help us understand the problem: Fuel tank is leaking under the seat.

Fault due to:	☒ Production Processes	☐ Transport
The crate was:	☒ Undamaged	☐ Damaged

Did you make your reservations on transport documents?: ☐ Yes ☐ No

Service Area Manager:Van

Singley

Insert pictures below; resize as necessary

DNA FAULT REPORT SHEET

Please e-mail this document to marco.paradisi@ducati.com, francesco.penazzo@ducati.com, or luca.bencivenni@ducati.com within 24 hours from fault detection.

Dealer Name: Pure Ducati

Dealer Number **63498**

Date: March 26, 2009

☐ A- New motorbike, upon delivery

☐ B- Motorbike sold less than 6 months ago.

☒ C- Motorbike sold more than 6 months ago.

Year: 2004

Model: MTS1000

Frame serial no.: ZDM **1VABP24B006449**

Engine serial no.:

Mileage (US):

Detected fault:

☐ Oil leakage

☐ Coolant leakage

☒ Fuel leakage

☐ Breakage

☐ Faulty

☐ Cracks

☐ Faulty operation

☐ Hardening

☐ Paint flaking off

☐ Power failure

☐ Misfiring

☐ Noise

☐ Scratches

☐ Lack of Power

☐ More

Part no. of the component(s) involved: 58610461AT

-

Comments that can help us understand the problem: The fuel tank is leaking from the rear mount.

Fault due to:

☒ Production Processes

☐ Transport

The crate was:

☐ Undamaged

☐ Damaged

Did you make your reservations on transport documents?:

☐ Yes

☐ No

Service Area Manager: Van Singley

Insert pictures below; resize as necessary

PE10-045

DUCATI

1-23-2011

Q4

045 HelpStar

Reference: 18408
Title: Chris Sendra (MTS 1000DS)
Status: Closed
Requester: [Cintia Schutt](#) cschutt@ducatiusa.com x 4411
Department: [Customer Support](#)
Time logged: 4/4/2007 2:50:23 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 12 days, 5.3 hours
Hours worked: 0.08

=== UPDATE Cintia Schutt: 4/17/2007 3:13:40 PM
- 0.02 Hours worked on 17-Apr-07

From: Chris Sendra [mailto:csendra@dieste.com]
Sent: Tuesday, April 17, 2007 2:59 PM
To: Ducati Helpdesk
Subject: Re: MTS leaking fuel-TWICE!!

Thank you for your assistance. I appreciate it.

On 4/17/07 4:10 PM, "Ducati Helpdesk" <helpdesk@ducatiusa.com> wrote:
Hello Chris,

I just followed up with the Service Manager at Advanced Motorsport. Your tank came in (ordered from Italy) and he is currently working on your Multistrada. You should be hearing from him soon.

Kind regards,
Cintia

=== UPDATE Cintia Schutt: 4/17/2007 2:10:51 PM
- 0.02 Hours worked on 17-Apr-07
- Request CLOSED
- Priority changed from [Low] to [N.A]

From: Ducati Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Tuesday, April 17, 2007 2:10 PM
To: 'Chris Sendra'
Subject: RE: MTS leaking fuel-TWICE!!

Hello Chris,

I just followed up with the Service Manager at Advanced Motorsport. Your tank came in (ordered from Italy) and he is currently working on your Multistrada. You should be hearing from him soon.

Kind regards,
Cintia

From: Chris Sendra [mailto:csendra@dieste.com]
Sent: Tuesday, April 17, 2007 12:02 PM
To: Ducati Helpdesk
Subject: Re: MTS leaking fuel-TWICE!!

It was transported on the 7th, 11 days ago and no word yet. I have a hard time digesting the fact that I paid \$230 (motorcycle loan payment) for a bike that is in the shop for two weeks. In essence I am paying not to use the bike. I still don't know when to expect the bike. Frustrating.

On 4/17/07 12:51 PM, "Ducati Helpdesk" <helpdesk@ducatiusa.com> wrote:
Hello Chris,

I'm just following up to see how things are going with your Multistrada. Was Roadside Assistance able to arrange transport to your Ducati Dealer?

Regards,
Cintia

=== UPDATE Cintia Schutt: 4/5/2007 12:21:42 PM

- 0.02 Hours worked on 05-Apr-07
- Priority changed from [Medium] to [Low]

From: Chris Sendra [mailto:csendra@dieste.com]
Sent: Thursday, April 05, 2007 12:02 PM
To: Ducati Helpdesk
Subject: Re: MTS leaking fuel-TWICE!!

Thank you for your assistance. I will call them right now.

=== UPDATE Cintia Schutt: 4/5/2007 8:53:57 AM

- 0.02 Hours worked on 05-Apr-07
- Forwarded to SELF: Cintia Schutt
- Priority set to [Medium]

From: Ducati Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Thursday, April 05, 2007 8:53 AM
To: 'Chris Sendra'
Subject: RE: MTS leaking fuel-TWICE!!

Dear Mr. Sendra,

I apologize if my e-mail came across as apathetic and am aware that resolving your concern is important for your safety. Please do call your roadside assistance at 800.234.1353 to transport your Multistrada to the nearest dealer.

Also, if you could provide me with the following:

- " Which dealer has your bike
- " The VIN on your bike
- " A phone number where you can be reached

The service area manager provides technical assistance to Ducati Service Technicians. Since you're dealing with a concern that was not resolved the first time around, he will investigate what happened and work with the servicing dealer to ensure it is resolved. I should have elaborated this in my previous e-mail as well.

Kind regards,
Cintia

=== REQUEST SERVICE Cintia Schutt: 4/4/2007 2:50:23 PM

- 0.02 Hours worked on 04-Apr-07
- Request CLOSED
- Email NONE Selected

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

From: Ducati Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Wednesday, April 04, 2007 2:50 PM
To: 'Chris Sendra'
Subject: RE: MTS leaking fuel-TWICE!!

Dear Mr. Sendra,

Thank you for contacting Ducati North America.

I'm sorry that you've had this concern twice now with your Multistrada. Please take your Multistrada back to your dealer as soon as possible for inspection.

Your e-mail has also been forwarded to the local service area manager.

Kind regards,
Cintia

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

From: Chris Sendra [mailto:csendra@dieste.com]

Sent: Wednesday, April 04, 2007 1:03 PM

To: customerservice@ducatiusa.com

Subject: MTS leaking fuel-TWICE!!

I have been a Ducati owner for over 8 years now. Started with a 750ss, bought a MTS 1000ds in 06' and just picked up your 1098 as well. The bikes are awesome and overall the reliability has been pretty good. I purchased the Multistrada because of the rave reviews and reliability. However, this past Monday proved differently. The bike has only 1000 miles on it and in pristine condition. Never wrecked and routinely serviced. This is the second time my 2006 MTS 1000 leaks fuel. This happened several months ago when I was riding with my wife. At speed I smelled fuel and discovered a continuous stream of gasoline coming out of the fuel reliability, onto the rear shock and motor. The bike was "fixed" at a Ducati dealer here in Dallas. This past Sunday I drove 70 miles to Motorsports Ranch in Cresson Texas for a track day only to find the same issue again. Luckily I discovered it before riding this time. As am sure you realize how this poses a tremendous safety issue and the consequences of a fire while riding at speed are not good. I understand a blown fuse, maybe a bad starter. But this is ridiculous.

Reference: 19385
Title: Joseph Mangham [MTS1000 5B009730 Resell]
Status: Closed
Requester: [1011 - Advanced Motorsports](#) Jeff@advancedmotorsports.com 817-790-0200
Department: [Dealership](#)
Time logged: 6/12/2007 11:37:10 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in queue: 139 days, 14.64 hours
Time in service: 35 days, 6.26 hours
Hours worked: 21.02

=== UPDATE Jeanette Khayali: 12/5/2007 9:31:03 AM

- 0.02 Hours worked on 05-Dec-07
- Request CLOSED
- Priority changed from [Medium] to [N.A]

=== UPDATE Jeanette Khayali: 12/5/2007 9:25:52 AM

- 0.02 Hours worked on 05-Dec-07
updated buyback spreadsheet. case closed!

=== UPDATE Jeanette Khayali: 12/4/2007 2:48:42 PM

- 0.02 Hours worked on 04-Dec-07
- Forwarded to QUEUE: Resales
- Priority set to [Medium]
bike was invoiced to Munroe Motors by accounting dept (Lee) Doc # 273973

invoice is in file

=== UPDATE Jeanette Khayali: 12/3/2007 1:41:42 PM

- 0.02 Hours worked on 03-Dec-07
- Request CLOSED
- Priority changed from [Critical] to [N.A]

=== UPDATE Jeanette Khayali: 11/30/2007 1:32:07 PM

- 0.02 Hours worked on 30-Nov-07
emailed Lee to invoice the dealer in the dollar amount of \$4500.00

From: Jeanette Khayali [mailto:jkhayali@ducatiusa.com]
Sent: Friday, November 30, 2007 11:20 AM
To: 'Lee Cong'
Subject: Lemon Law resale bike

Hello Lee,

Can you please invoice Munroe Motors for the attached bike? The vin number and invoice amount is noted on the sales document. Please send me a follow up email with the invoice memo attached. I would like to fax it to them today if possible. Let me know if you have any questions.

Thank you,

=== UPDATE Jeanette Khayali: 11/30/2007 1:30:44 PM

- 0.02 Hours worked on 30-Nov-07
completed a Notice of Transfer and Release of Liability online through the CA DMV

=== UPDATE Jeanette Khayali: 11/30/2007 1:26:15 PM

- 0.03 Hours worked on 30-Nov-07
bike was sold to Munroe Motors in the amount of \$4500.00.

attached BB Dealer Sales agreement, and BB Lemon Law disclosure agreement

recieved check from Munroe Motors and placed copy in file

=== UPDATE Jeanette Khayali: 11/15/2007 3:56:18 PM

- 0.03 Hours worked on 15-Nov-07

Jason has repriced the bike at \$4500.00 for employees and the dealer network.
sent out email to employees with the updated pricing.

=== UPDATE Jeanette Khayali: 10/25/2007 4:41:20 PM

- 0.02 Hours worked on 25-Oct-07

No employees were interested in purchasing the bike.

Jason Chinnock has released this bike to the CA dealer network for purchase

=== UPDATE Jeanette Khayali: 10/22/2007 12:06:14 PM

- 0.02 Hours worked on 22-Oct-07

Jason Chinnock priced the bike at \$6495.00 for employees, \$6995.00 for dealers

created resell PDF.

Distributed the PDF to all DNA employees

=== UPDATE Tony Munoz: 9/27/2007 5:24:07 PM

- 0.03 Hours worked on 27-Sep-07

* Bike to be re-sold. Need to pick up from warehouse.

* Need to check into possible DMH charge back for price difference.

=== UPDATE Daniel Donahue: 9/5/2007 6:11:42 PM

- 0.02 Hours worked on 05-Sep-07

- Title changed from [Joseph Mangham [Retitle MTS1000 5B009730]] to [Joseph Mangham [MTS1000 5B009730 Resell]]

- Priority changed from [Medium] to [Critical]

DNA title received.

Bike in temp storage, ready to resell.

=== UPDATE Tony Munoz: 9/1/2007 3:14:41 PM

- 0.02 Hours worked on 01-Sep-07

Title sent to DMV service.

=== UPDATE Daniel Donahue: 7/30/2007 4:55:28 PM

- 0.28 Hours worked on 30-Jul-07

VIN verification completed.

Title, VIN Verification, CA262 sent to TM for processing.

=== UPDATE Daniel Donahue: 7/30/2007 8:47:19 AM

- 0.02 Hours worked on 30-Jul-07

- Title changed from [Joseph Mangham [Transport MTS1000 5B009730]] to [Joseph Mangham [Retitle MTS1000 5B009730]]

- Priority changed from [Low] to [Medium]

Bike received by DNA.

=== UPDATE Daniel Donahue: 7/20/2007 12:19:44 PM

- 0.05 Hours worked on 20-Jul-07

Tara @ AMS left VM.

DD called Tara @ AMS:

-bike not picked up

DD called Levi Bona:

-pickup is supposed to be for today

DD called Tara @ AMS:

-pickup is today

=== UPDATE Daniel Donahue: 7/18/2007 5:35:54 PM

- 0.02 Hours worked on 18-Jul-07
- Title changed from [Joseph Mangham [MTS1000 5B009730]] to [Joseph Mangham [Transport MTS1000 5B009730]]
- Priority changed from [Medium] to [Low]

=== UPDATE Daniel Donahue: 7/18/2007 4:27:37 PM

- 0.1 Hours worked on 18-Jul-07
- Received credit memo copy from Marta/accounting.

Adding to cs costs.

=== UPDATE Daniel Donahue: 7/17/2007 5:45:30 PM

- 0.02 Hours worked on 17-Jul-07
- Forwarded to QUEUE: Resales
- Priority changed from [Critical] to [Medium]

=== UPDATE Daniel Donahue: 7/17/2007 5:45:14 PM

- 0.43 Hours worked on 17-Jul-07
- DD received paperwork from AMS:
- invoice for \$10751.10+\$450 freight, \$500 handling (dealer fee), \$20 inspection fee, \$690.74 tax, \$50 doc, \$85 license fee
- total is \$12546.84
- checklist
- disclosure agreement
- title signed by customer
- CA262 signed by customer

DD writing credit memo request:

- signed off by CFO
- request dropped off at Marta/accounting's desk

=== UPDATE Daniel Donahue: 7/17/2007 9:22:45 AM

- 0.05 Hours worked on 17-Jul-07
- From: Daniel Donahue [mailto:ddonahue@ducatiusa.com]
- Sent: Tuesday, July 17, 2007 9:22 AM
- To: Levi Bona
- Subject: Advanced Motorsports (1011) / Crated buyback pickup / Joseph Mangham 05 MTS1000 ZDM1VABP65B009730

Levi,

I need a pickup made for this unit for tomorrow (7/18/2007) from Advanced Motorsports (1011).

Buyback unit is an 05 Multistrada 1000, VIN: ZDM1VABP65E [REDACTED]

Let me know if this can be done, or if we need an alternate plan.

Daniel Donahue
Technical Representative
Customer Service
DUCATINORTH AMERICA

=== UPDATE Daniel Donahue: 7/17/2007 9:20:16 AM

- 0.05 Hours worked on 17-Jul-07
- DD called AMS:
- Jeff Nash not in, in transit to DNA?
- Tera says bike is crated up and ready for pickup

=== UPDATE Daniel Donahue: 7/12/2007 2:14:17 PM

- 0.32 Hours worked on 12-Jul-07
- Tera @ AMS called DD:

-has all paperwork
-DD explained options on payoff of replacement bike
-Jeff Nash wants payoff through parts account, will send invoice

=== UPDATE Daniel Donahue: 7/11/2007 1:35:46 PM

- 0.2 Hours worked on 11-Jul-07
DD called Jeff @ AMS:
-bike almost ready, just putting in oil now
-DD requested Jeff call DD, so UPS freight can be arranged

=== UPDATE Daniel Donahue: 6/27/2007 9:47:41 AM

- 0.07 Hours worked on 27-Jun-07
DD called dealer:
-Jeff Nash
-crank and rods lunched, gearbox is good
-parts on order, will get done when parts are in
-paperwork will be sent back after his staff gets back from lightspeed training

=== PRIVATE MEMO - UPDATE Daniel Donahue: 6/26/2007 5:28:32 PM

- 0.0 Hours worked on 26-Jun-07
- Set Reminder for Daniel Donahue at 6/27/2007 11:00:00 AM
f/u with AMS

=== UPDATE Daniel Donahue: 6/19/2007 11:55:59 AM

- 0.17 Hours worked on 19-Jun-07
DD called Jeff Nash @ AMS:
-transaction done
-bike won't be fixed until maybe next week, two weeks?
-most parts are in stock, but there may be other damage that dealer has not found yet

=== UPDATE Daniel Donahue: 6/15/2007 5:26:04 PM

- 0.18 Hours worked on 15-Jun-07
Verbal signoff from ML.

DD fedex priority overnight saturday delivery:
-9391 3054 9211

DD called Jeff Nash:
-priority saturday delivery
-should be ready to go
-JN thanked DNA-CS for getting done so quickly, customer will be stoked

=== UPDATE Daniel Donahue: 6/15/2007 3:38:40 PM

- 0.02 Hours worked on 15-Jun-07
From: Daniel Donahue [mailto:ddonahue@ducatiusa.com]
Sent: Friday, June 15, 2007 3:37 PM
To: Tony Munoz
Subject: Advanced Motorsports (1011) / Buyback request / Joseph Mengham 05 MTS1000 ZDM1VABP65B009730

Tony,

Here is the basic breakdown of warranty claims made against this bike:

6/29/2006	Warranty Claim	Sidestand replaced
6/29/2006	Warranty Claim	Cylinders/Pistons replaced (nikasil plating came off cylinder walls) @ 2285 miles
9/21/2006	Repair Order	6k service done @ 8494 miles
10/17/2006	Warranty Claim	Fuel leak, fuel pump replaced
3/22/2007	Warranty Claim	All valve guides worn, replaced
4/20/2007	Warranty Claim	Starter motor replaced
5/18/2007	Warranty Claim	Complete top end destruction of vertical cylinder and head
6/9/2007	Dealer reports	Complete top end destruction of horizontal cylinder and head; valve head broke off

Attached: Buyback cover sheet, pictures of most recent cylinder head destruction

Daniel Donahue
Technical Representative
Customer Service
DUCATINORTH AMERICA

=== UPDATE Daniel Donahue: 6/15/2007 3:36:32 PM

- 1.5 Hours worked on 15-Jun-07
- Title changed from [MTS1000 Joseph Mangham VIN: 5B[REDACTED]] to [Joseph Mangham [MTS1000 5B009730]]
Received documentation from Jeff Nash.

DD writing up buyback sheet.

=== UPDATE Tony Munoz: 6/15/2007 10:13:26 AM

- 16.77 Hours worked on 14-Jun-07
Attached photos and forwarded to D.D.

=== PRIVATE MEMO - UPDATE Daniel Donahue: 6/14/2007 5:26:53 PM

- 0.0 Hours worked on 14-Jun-07
- Set Reminder for Daniel Donahue at 6/15/2007 11:00:00 AM
F/u with AMS regarding bike and replacement

=== UPDATE Tony Munoz: 6/13/2007 4:44:35 PM

- 0.02 Hours worked on 13-Jun-07
Received the following information.

From: Jared English [mailto:jenglish@ducatiusa.com]
Sent: Wednesday, June 13, 2007 4:33 PM
To: 'Tony Munoz'
Subject: RE: MTS1000 ZDM1VABP56B[REDACTED]

Tony,

Pricing for the invoicing of this VIN is as follows:

Invoice: \$9,956
Freight: \$295
Total: \$10,251

Best regards,
Jared

From: Tony Munoz [mailto:tmunoz@ducatiusa.com]
Sent: Tuesday, June 12, 2007 10:57 AM
To: jenglish@ducatiusa.com
Subject: MTS1000 ZDM1VABP56B[REDACTED]

Jared,

Can you tell me what Advanced Motorsports was invoiced for this bike (ZDM1VABP56B[REDACTED])?

Tony Munoz
Customer Service Manager

=== UPDATE Tony Munoz: 6/13/2007 4:15:43 PM

- 0.02 Hours worked on 13-Jun-07
- Forwarded to SUPPORT REP: Daniel Donahue
Assigning to D.D. to assist with replacement.

=== UPDATE Tony Munoz: 6/13/2007 4:15:11 PM

- 0.1 Hours worked on 13-Jun-07

- Priority changed from [High] to [Critical]

Called Jeff and let him know that we are working towards a buyback on this bike. Requested that he send all repair orders for the motorcycle. Jeff states that it may take a few days, but he will have Tara look them up. Jeff also states that he pulled the engine yesterday and found that a valve had failed and destroyed the top end again. He states that the bike will need a top end and possibly a new rod, states that the engine is a real mess this time.

Advised Jeff that I have given Jared the VIN of the bike on his floor and Jared is researching the VIN so that we can decide if this bike will be used to replace the customers bike. Advised Jeff that he can let the customer know that DNA is working toward replacing his motorcycle and that it will take some time to make this happen. Jeff states that he has spoken to the customer and that he is ok so far.

Requested info. from Jared about replacement bike again. Awaiting response.

=== UPDATE Tony Munoz: 6/12/2007 11:53:00 AM

- 0.27 Hours worked on 12-Jun-07

Called Jeff to discuss this case. The MTS1000 in question has been into the shop many times for serious mechanical engine issues. It is currently @ Advanced for a blown engine. The crank has failed and the engine will require a complete rebuild. I am investigating our options, but buyback looks to be imminent. Jeff does not believe that this customer will be satisfied with any comps such as free services or parts/acc. credits.

Jeff states that the bike will take @ least a week and a half to repair, if all the parts are in stock in Italy. Jeff states that he has a 2006 MTS1000 on the floor and that he would be willing to use as a swap. Jeff states that he will sell DNA the bike for his cost + the incentive. VIN on the bike is ZDM1VABP56B009168. Asked Jeff if he knows if the customer has financed the bike? Jeff pulled customers file and confirmed that the customer paid cash.

Customer bike is VIN: ZDM1VABP65B009730

21 K miles

Purchased: 06/06/2006

1011 Advanced Motorsports Ducati Alvarado 60473 Joseph Mangham 76714 06/29/2006 GDU0600139 D10000505 05 CAL
MTS1000 RED ZDM1VABP65B [REDACTED]

1011 Advanced Motorsports Ducati Alvarado 60473 Joseph Mangham 76716 06/29/2006 GDU0600140 D10000505 05 CAL
MTS1000 RED ZDM1VABP65B [REDACTED]

1011 Advanced Motorsports Ducati Alvarado 60473 Joseph Mangham 83511 10/17/2006 GDU0600231 D10000505 05 CAL
MTS1000 RED ZDM1VABP65B [REDACTED]

1011 Advanced Motorsports Ducati Alvarado 60473 Joseph Mangham 95877 04/20/2007 GDU0700117 D10000505 05 CAL
MTS1000 RED ZDM1VABP65B [REDACTED]

1011 Advanced Motorsports Ducati Alvarado 60473 Joseph Mangham 94066 03/22/2007 GDU0700066 D10000505 05 CAL
MTS1000 RED ZDM1VABP65B [REDACTED]

1011 Advanced Motorsports Ducati Alvarado 60473 Joseph Mangham 96990 05/18/2007 GDU0700138 D10000505 05 CAL
MTS1000 RED ZDM1VABP65B [REDACTED]

=== REQUEST SERVICE Tony Munoz: 6/12/2007 11:37:10 AM

- 0.12 Hours worked on 12-Jun-07

- Forwarded to SELF: Tony Munoz

- Email NONE Selected

Received the following email.

From: Michael Lock [mailto:mlock@ducatiusa.com]

Sent: Tuesday, June 12, 2007 8:14 AM

To: 'Tony Munoz'

Subject: Advanced Motorsports

Tony,

I spoke to Jeff Nash this morning and he has a horror MTS1000, which has multiple failures on it. The customer has been good so far, but with over 2 months down time Jeff thinks it is time for us to do the right thing. I said that I would ask you to call him, get up to date with the details and if you agree then to offer the customer a bike exchange with a MTS1000 Jeff has on the floor. His cell is [REDACTED]. Please let me know how you get on.

Thanks,
M.

Reference: 20057
Title: Charlie Yow (MTS 1000sDS 5B011791)
Status: Closed
Requester: [Cintia Schutt](mailto:cschutt@ducatiusa.com) cschutt@ducatiusa.com x 4411
Department: [Customer Support](#)
Time logged: 8/8/2007 1:16:03 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 5 days, 19.36 hours
Hours worked: 0.05

=== UPDATE Cintia Schutt: 8/14/2007 8:35:36 AM

- 0.02 Hours worked on 14-Aug-07
- Request CLOSED
- Priority changed from [Medium] to [N.A]

From: Ducati Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Wednesday, August 08, 2007 1:25 PM
To: 'McLaren.F1@SBCGlobal.net'
Subject: RE: Contact Request

Dear Mr. Yow,

Thank you for contacting Ducati North America.

Eurosports contacted the Regional Service Manager regarding the fuel tank on your Multistrada. Your tank will be replaced under warranty.

If you have any further questions, please feel free to contact us.

Kind regards,
Cintia
Thank you!

Cintia
Customer Service

Ducati North America

10443 Bandley Drive
Cupertino, CA 95014

www.ducatiusa.com
Tel: (408) 253-0499 x4411
Fax: (408)253-4099

From: Van Singley [mailto:vsingley@ducatiusa.com]
Sent: Wednesday, August 08, 2007 1:17 PM
To: 'Ducati Helpdesk'
Subject: RE: Contact Request

Hello Cintia,

I approved a goodwill warranty for this customer this morning.

Thanks,

Van Singley
Service Area Manager

=== REQUEST SERVICE Cintia Schutt: 8/8/2007 1:16:03 PM

- 0.03 Hours worked on 10-Aug-07
- Forwarded to SELF: Cintia Schutt
- Email NONE Selected
- Memo edited on 8/10/2007 3:35:38 PM by Daniel Donahue
From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Monday, August 06, 2007 7:52 PM
To: helpdesk@ducati.com
Subject: Contact Request

First name: Charlie
Last name: Yow
Address: 4732 Grant Park Ave
City: Fort Worth
Country: United States
State/Province: Texas
Zip code: 76137
Email: McLaren.F1@SBCGlobal.net
Telephone number: 817 937 0732
Gender: M
Date of birth: 17/07/1971
Privacy: true
Do you own a Ducati: YES
Family: Multistrada
Model: 1000s DS
Purchasing date: 2005
Vin: zdm1vabp35b011791
Do you own another bike: NO
Subject of message: Service

Questions or Comments: I have had a fuel leak at the fuel pump assembly and the tank flange on three separate occasions with my '05 multi 1000sDS. Repaired by EuroSport of Fort Worth Texas while under warranty. Never replacing parts, just reassembly of defective parts. This weekend big leak again. Gas all over in garage and now out of 2-year warranty window. Bike is now with EuroSport. I would like to see the defective tank and flange replaced ASAP. Please email or call cell at 817 937-0732. Thanks Charlie.

Reference: 20202
Title: Charles Ott MTS1100s VIN: 7B018481
Status: Closed
Requester: [John French](#) 818-384-8653
Department: [After Sales](#)
Time logged: 8/20/2007 4:05:41 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 18.0 hours
Hours worked: 0.28

=== UPDATE Jeanette Khayali: 8/21/2007 9:57:46 AM

- 0.08 Hours worked on 21-Aug-07
- Request CLOSED
- Priority changed from [Medium] to [N.A]
Spoke with Murray of Honda Peninsula and obtained an address for Mr. Ott:
60 Flood Circle
Atherton, CA 94027

Certificate mailed out today to the above address.

=== UPDATE Jeanette Khayali: 8/21/2007 9:12:13 AM

- 0.07 Hours worked on 21-Aug-07
Credit cert generated (approved by TM). The credit cert is on my desk. I will confer with John on method of delivery, since there is no address to mail it to. I've attached the cert for our records.

=== REQUEST SERVICE Tony Munoz: 8/20/2007 4:05:41 PM

- 0.13 Hours worked on 20-Aug-07
- Forwarded to SUPPORT REP: cs_temp
- Email NONE Selected
Received the below emails from J.F. J.F. requests that DNA C.S. provide a \$500.00 P&A credit to this customer. He purchased a MTS1100s and the fuel tank leaked after less than 100 mi., damaging the paint on the cases and staining the cat converter.

Forwarded to Santos to create certificate.

From: John French [mailto:jfrench@ducatiusa.com]
Sent: Friday, August 17, 2007 12:55 PM
To: cs_temp@ducatiusa.com
Cc: 'Tony Munoz'
Subject: FW: MTS Fuel Leak

John French
Service Area Manager Area 16

Ducati North America
10443 Bandlely Dr.
Cupertino, CA 95014
818-384-8653 ph
408-716-3135 fax
jfrench@ducatiusa.com <mailto:jfrench@ducatiusa.com>
www.ducatiusa.com

From: HONDA PENINSULA [mailto:hondapeninsula@sbcglobal.net]
Sent: Thursday, July 26, 2007 9:02 AM
To: John French
Subject: RE: MTS Fuel Leak

John,

Customer - Charles Ott
h# 650-324-4241 w# 650-842-5244

vin ZDM1VACPX7B018481
MTS1100S
mi 96

Thanks, Murray

John French <jfrench@ducatiusa.com> wrote:

Murray,
Please send all relevant information (VIN Owners contact info etc) to me and I'll get the process started.
Thanks,

John French
Service Area Manager Area 23
DUCATINORTH AMERICA
10443 Bandley Dr.
Cupertino, CA 95014
818-384-8653 ph
408-716-3135 fax
jfrench@ducatiusa.com <mailto:jfrench@ducatiusa.com>

From: HONDA PENINSULA [mailto:hondapeninsula@sbcglobal.net]
Sent: Tuesday, July 24, 2007 2:35 PM
To: John French
Subject: Re: MTS Fuel Leak

John,

The customer said he will probably go with the gift cert. What will that be, something he can only use here?

Would I write a claim for \$500.

Murray

John French <jfrench@ducatiusa.com> wrote:

Murray,
Finally I have an OK to proceed with the catalyst replacement (ridiculous though it may be) if it will keep your customer happy. We can also offer him a \$500 gift certificate if he would prefer. He can have either/or but not both.

Sorry for the delay.

Regards,

John French
Service Area Manager Area 23
DUCATINORTH AMERICA
10443 Bandley Dr.
Cupertino, CA 95014
818-384-8653 ph
408-716-3135 fax
jfrench@ducatiusa.com <mailto:jfrench@ducatiusa.com>

Reference: 21954
Title: Spencer Yeo (MTS1000 2005)
Status: Closed
Requester: [1052 - Coleman Powersports](#) Bwilliams@wherethepowersis.com 703-497-1500 / Kelly direct
703-564-4340
Department: [Dealership](#)
Time logged: 2/4/2008 3:24:46 PM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 6 days, 16.27 hours
Hours worked: 0.6

=== UPDATE Cintia Schutt: 2/12/2008 9:12:55 AM

- 0.03 Hours worked on 12-Feb-08
- Request CLOSED
- Priority changed from [Low] to [N.A]

I called the customer and left a VM indicating that his tank has arrived and to follow up with the Dealership for a completion date.

I also advised in the VM to call me should he have any further questions.

Close.

=== UPDATE Cintia Schutt: 2/12/2008 9:11:01 AM

- 0.03 Hours worked on 12-Feb-08
DHL shows tank delivered today.

I called Coleman and spoke with Josh in Service who confirmed that tank has arrived.

Per Josh the tank will likely be installed tomorrow.

=== UPDATE Cintia Schutt: 2/11/2008 12:39:57 PM

- 0.02 Hours worked on 11-Feb-08
Current status for 4851966556...

Per DHL:

2/11/2008	8:29 am	With delivery courier.	Alexandria, VA
	7:41 am	Arrived at DHL facility.	Alexandria, VA
	12:19 am	In transit.	Allentown Hub, PA
	12:19 am	In transit.	Allentown Hub, PA

Will likely arrive tomorrow.

=== UPDATE Cintia Schutt: 2/7/2008 12:23:04 PM

- 0.02 Hours worked on 07-Feb-08
Found VOR order in Oracle, order number 296256

=== UPDATE Cintia Schutt: 2/6/2008 12:27:47 PM

- 0.02 Hours worked on 06-Feb-08
-----Original Message-----

From: Spencer YEO [mailto:spenceryeo@peninsula.com]
Sent: Wednesday, February 06, 2008 11:56 AM
To: helpdesk@ducatiusa.com
Subject: RE: leaking fuel tank - Multistrada

Thank you very much indeed. That is very good news. I look forward to hearing from you soon.

Spencer.

=== UPDATE Cintia Schutt: 2/6/2008 11:38:58 AM

- 0.02 Hours worked on 06-Feb-08

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

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

Sent: Wednesday, February 06, 2008 11:39 AM

To: 'Spencer YEO'

Subject: RE: leaking fuel tank - Multistrada

Dear Mr. Yeo,

I have spoken with the Regional Service Manager who has been in touch with Coleman. A replacement tank has been approved for your Multistrada as the tank is considered part of the emissions system. We are trying to expedite your tank from Italy, but are currently confirming availability.

I hope to have an update from Ducati Motor Holding within the next two business days and will have a parts status for you within that time frame.

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

=== UPDATE Cintia Schutt: 2/6/2008 10:29:51 AM

- 0.02 Hours worked on 06-Feb-08

I called Casey at Coleman's and advised tank available in critical quantity.

He stated he is ordering it VOR.

=== UPDATE Cintia Schutt: 2/6/2008 9:57:54 AM

- 0.03 Hours worked on 06-Feb-08

Silver Fuel Tank 58610461AE

2/6/2008 6:57:39 PM

TRANSMISSION TO DUCATI MOTOR HOLDING S.P.A. INTERNET PARTS/ACC/APP
Data were received on 06/02/2008 At 18:57:25

ANSWER TO ITEM AVAILABILITY

Code	Description	Availability
58610461AE	TANK *GREY* 1000MTS/03	Critical quantity

=== UPDATE Cintia Schutt: 2/6/2008 9:52:58 AM

- 0.03 Hours worked on 06-Feb-08

ZDM1VABP05E

05 CAL MTS1000 SILVER

Campaign List: No matching records were found.

=== UPDATE Cintia Schutt: 2/6/2008 9:34:02 AM

- 0.05 Hours worked on 06-Feb-08

KB called and stated he spoke with Casey in service department.

KB stated he has approved replacement of fuel tank, but realizes narrow focus of time due to customer's move.

KB stated that if necessary, Coleman will prepped for shipment of the bike and warranty concern will be resolved after the move.

KB worried that parts may be an issue...

I advised KB I would check on status of tank in Arco and do what I can to expedite.

=== UPDATE Cintia Schutt: 2/6/2008 8:31:00 AM

- 0.03 Hours worked on 06-Feb-08
Service Manager is Dan Morrison; I left a VM asking him to call.

=== UPDATE Cintia Schutt: 2/5/2008 4:57:27 PM

- 0.03 Hours worked on 05-Feb-08
- Requester changed from [Email via web form] to [1052, Coleman Powersports]
- Forwarded to SELF: Cintia Schutt
- Priority set to [Low]
Bike is at Coleman's.

Leak from the Fuel Pump...

=== UPDATE Cintia Schutt: 2/5/2008 12:56:20 PM

- 0.22 Hours worked on 05-Feb-08
I called the customer and left a VM advising that he will need to take his bike in to a dealership for inspection and that once he had done that, to call me (gave phone and ext) and I would be advise the Regional Service Manager.

=== UPDATE Cintia Schutt: 2/5/2008 12:43:23 PM

- 0.02 Hours worked on 05-Feb-08

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

From: Spencer YEO [mailto:spenceryeo@peninsula.com]
Sent: Tuesday, February 05, 2008 12:16 PM
To: helpdesk@ducatiusa.com
Subject: RE: leaking fuel tank - Multistrada

I have managed to get Coleman Power Sports to assess the bike. There service repair order reads:
"Fuel Leaking from fuel pump sealing area. Area wrapped at least 1mm. Found same problem on other units. Appears could be caused by excessive exhaust heat."

I am more than happy to fax you the order. As I mentioned prior, the dealer has pointed out also that this problem has occurred on other units! Has there been a recall due to this re-occurring problem?

Please let me know if you'd like more information.

Thanks for your assistance.

Spencer.

=== UPDATE Cintia Schutt: 2/5/2008 10:00:43 AM

- 0.02 Hours worked on 05-Feb-08

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

From: Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Tuesday, February 05, 2008 10:00 AM
To: 'Spencer YEO'
Subject: RE: leaking fuel tank - Multistrada

Dear Mr. Yeo,

Mileage is irrelevant as far as the Limited Warranty is concerned. As stated, in order to determine what kind of flaw it is; it will need to be inspected by an Authorized Ducati Dealership. An Authorized Dealership will be able to assist you.

Best regards,
Customer Service

=== REQUEST SERVICE Cintia Schutt: 2/4/2008 3:24:46 PM

- 0.02 Hours worked on 04-Feb-08
- Request CLOSED
- Email NONE Selected

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

From: Helpdesk [mailto:helpdesk@ducatiusa.com]
Sent: Monday, February 04, 2008 3:24 PM
To: 'Spencer YEO'
Subject: RE: leaking fuel tank - Multistrada

Dear Mr. Yeo,

Thank you for contacting Ducati North America.

I'm sorry to hear of the concern you having with your Multistada. All Ducati Motorcycles are covered worldwide by a 24 months limited warranty from the date of original purchase, regardless of mileage.

Ducati Customer Service is unable to provide technical assistance. To ensure that the concern you are experiencing is diagnosed correctly please schedule an appointment with your local Authorized Ducati Dealership. To find your nearest authorized dealer, 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.

Should you have any further questions, please do not hesitate to contact us.

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

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

From: Spencer YEO [mailto:spenceryeo@peninsula.com]
Sent: Monday, February 04, 2008 12:41 PM
To: customerservice@ducatiusa.com
Subject: leaking fuel tank - Multistrada

I am the proud owner of a 2005 Multistrada 1000. I purchased the bike from Coleman SupersPort, your official Ductai dealer, with additional items including boxes. being on the east coast I've not ridden in much, in fact it only has 1526 miles on the clock! You can imagine my excitement now that I've been posted to the West coast, to LA! I'm having the bike shipped on the 21st Feb only to find out that the tank is leaking at a joint under the seat. Speaking with my other Ducati buddies and reading online I find that this is a manufacturing flaw. With the amount of miles the bike has done and knowing this information I would like to know what Ducati USA can do to help. Please note that I have the move date confirmed, they will not take it with a leaking tank. I need to get this fixed soon!

Please help.

Spencer Yeo

Spencer Yeo
Director of Marketing
The Peninsula Beverly Hills
9882 South Santa Monica Boulevard
Beverly Hills, CA 90212

Tel: (1-310) 551 2888
Fax: (1-310) 788 2319

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(2009)

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Mail master
mailmaster@peninsula.com
The Hongkong and Shanghai Hotels, Limited

Reference: 27946
Title: Scott Smith (MTS1000S 6B017789)
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 5/28/2009 9:02:07 AM
Urgency: Medium
Priority: Base: Undefined Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 0.02 hours
Hours worked: 0.03

=== UPDATE Rachael Beckner: 6/10/2009 2:45:29 PM

- 0.02 Hours worked on 10-Jun-09
zulu

=== REQUEST SERVICE Rachael Beckner: 5/28/2009 9:02:07 AM

- 0.02 Hours worked on 28-May-09
- Request CLOSED
- Email NONE Selected

From: DNA Customer Service
Sent: Thursday, May 28, 2009 9:01 AM
To: 'scott_smith@msn.com'
Subject: RE: Contact Request

Dear Mr. Smith,

Thank you for contacting Ducati North America.

We are sorry to learn of the concern you are experiencing with your Ducati Multistrada. 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 Multistrada 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.

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 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: Wednesday, May 27, 2009 5:24 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

City: Bellevue

Country: United States

State/Province: Washington

Zip code [REDACTED]

Gender: M

Date of birth [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Multistrada

Model: 1000s DS

Purchasing date: 2006

Vin: ZDM1VABP06E [REDACTED]

Do you own another bike: NO

Subject of message: Service

Questions or Comments: I have a serious problem with my gas tank on my Ducati. It's leaking from on top of the tank (under the seat). There are 2 points on the tank where the seat is attached. On the left side of the bike, this point is leaking fuel. It's enough fuel that I cannot ride the bike and it's a serious hazard. The bike has never been crashed or laid down. And this leak is in a spot that you can't get to unless the seat is taken off. I think this is a manufacturing defect and should be replaced. Who at Ducati USA should I talk to about taking care of this.

Reference: 29150
Title: Perry Strait (MTS 1000 4B006632 fuel tank)
Status: Closed
Requester: [74009 - MelilliMoto](#) 352-307-0299
Department: [Dealership](#)
Time logged: 8/24/2009 1:01:39 PM
Urgency: Medium
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 7 days, 1.36 hours
Hours worked: 0.48

=== UPDATE [REDACTED]: 8/31/2009 2:20:15 PM

- 0.23 Hours worked on 31-Aug-09
- Request CLOSED
- Priority changed from [Medium] to [N.A]

Customer phoned me back.

Customer stated he was returning my call.

I stated that I had talked with the regional service rep. and I wanted to inform him that we would be covering his replacement tank under goodwill.

I stated that the emissions warranty was expired but that this would be covered under emissions goodwill.

I stated I didn't know if the dealership had informed him of this.

Customer stated Sebastian called him from the dealer and advised him that Ducati would be taking care of the tank.

Customer thanked me for my help.

Customer also asked if there was a way for him to purchase a Ducati in Italy and have it delivered to the US later.

I stated we no longer had a European Delivery program.

I stated I did not know the status of this program in the future.

Customer stated maybe he could purchase one here and bring it over with him.

I advised that this was tricky because of the emissions laws in different countries and that it was often hard to deal with the import/export issues.

Customer stated he may see if his dealership in the US could get in touch with one over in Europe.

I advised the customer that there was a tour program in Europe where he could tour in Italy on a Ducati.

I advised the customer to call us with any future questions.

Customer thanked me again.

=== UPDATE [REDACTED]: 8/31/2009 11:17:18 AM

- 0.03 Hours worked on 31-Aug-09

I phoned the customer and left a VM:

I informed the customer that I was calling to follow up with him regarding his MTS.

I advised the customer to call me back at [REDACTED]

=== PRIVATE MEMO - UPDATE Rachael Beckner: 8/28/2009 2:13:16 PM

- 0.0 Hours worked on 28-Aug-09
- Set Reminder for [REDACTED] at 8/31/2009 10:00:00 AM

Call customer.

=== UPDATE [REDACTED]: 8/28/2009 8:14:42 AM

- 0.02 Hours worked on 28-Aug-09

From: Jon LaForte

Sent: Friday, August 28, 2009 6:45 AM
To: Rachael Beckner
Subject: Fw: MTS 1000 leaky fuel tank

Fyi

From: Jon LaForte
To: Van Singley
Cc: Ben MacLean; 'Rachel.Beckner@ducati.com'
Sent: Fri Aug 28 06:38:58 2009
Subject: Re: MTS 1000 leaky fuel tank

Thanks Van, unfortunately, with MTS and SportClassic tanks we have told the gov't that we will continue to replace them for leaking, warpage and porosity indefinitely. DMH understands this. Please have Sebastian replace this tank under emissions Goodwill.

Thanks,

Jon

From: Van Singley
To: Jon LaForte; Ben MacLean
Sent: Fri Aug 28 06:31:12 2009
Subject: FW: MTS 1000 leaky fuel tank

Hello Jon,

The emissions warranty was denied on this fuel tank because the bike is more than 5 yrs. out of warranty.
Thanks,

Van Singley
Service Area Manager

Ducati North America
vsingley@ducati.com
www.ducatiusa.com
Phone: 386-871-0129

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From: Sebastian DiDato [mailto:sdidato1@yahoo.com]
Sent: Friday, August 28, 2009 9:16 AM
To: Van Singley
Subject: Re: FW: MTS 1000 leaky fuel tank

Van,

Here you go!

Seb

=== UPDATE Rachael Beckner: 8/27/2009 3:23:27 PM
- 0.02 Hours worked on 27-Aug-09

From: Rachael Beckner
Sent: Thursday, August 27, 2009 3:23 PM

To: 'Perstrait@aol.com'
Subject: RE: Contact Request

Dear Mr. [REDACTED]

Thank you for your response and your patience.

Please be assured that I have not forgotten about your inquiry. I am still looking into this with management. Please allow me some more time to hear back regarding this determination and I will follow up with you as I have more details.

In the interim, if you have any further questions, please feel free to contact us.

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: 8/27/2009 3:04:01 PM

- 0.02 Hours worked on 27-Aug-09
- Requester changed from [1104 - Barnett Suz/Duc Center] to [74009 - MelilliMoto]

=== UPDATE Rachael Beckner: 8/27/2009 2:59:16 PM

- 0.02 Hours worked on 27-Aug-09

From: Perstrait@aol.com [mailto:Perstrait@aol.com]
Sent: Thursday, August 27, 2009 2:56 PM
To: DNA Customer Service
Subject: Re: Contact Request

Dear Rachael,

Thanks for your reply. You mentioned in your e reply to also contact a Ducati dealer. I had done that and Ducati refused the request by the dealer for warranty replacement as I stated in my original inquiry.

The bike is at the Ocala, FL dealer. Hopefully he has started dismantling the gas tank.

The dealer is Melillimoto
6810 S. E. 58th Ave.
Ocala, FL 34480
ph 352-307-0277

Sebastian is the contact at the dealer.

Thanks for your attention to this concern.

Perry Strait

=== UPDATE Rachael Beckner: 8/27/2009 2:31:47 PM
- 0.08 Hours worked on 27-Aug-09

Status:

Serial Number	Item Description	Warranty Status	Contract Number	Start Date	End Date	Free Maintenance	Customer Name
ZDM1VABP44B	04 CAL MTS1000 STD R	EXPIRED	34883	01/02/2004	01/01/2006	N	PERRY STRAIT

Recalls:

Campaign List: No matching records were found.

Claims:

Dealer Account Num	Dealer Name	Customer Number	Customer Request Number	Request Date	HelpDesk Ticket	Product	Product Description	VIN
--------------------	-------------	-----------------	-------------------------	--------------	-----------------	---------	---------------------	-----

1104	Barnett's Suzuki Center, Inc.	39150	PERRY STRAIT	39772	10/02/2004	GPU0400020	D10000504	04 CAL MTS1000
RED	ZDM1VABP44B006632							
NW: Improper clearance – Loose								

From: DNA Customer Service
Sent: Thursday, August 27, 2009 2:31 PM
To: Jon LaForte; Van Singley
Subject: RE: MTS 1000 leaky fuel tank

Van,

Just checking up on this...

I will respond to the customer today letting him know that I am still waiting on information of why this Goodwill was denied.

Thanks!

Rachael Beckner
Customer Service Representative
DUCATI North America
10443 Bandlely Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Beckner@ducati.com

=== PRIVATE MEMO - UPDATE Rachael Beckner: 8/26/2009 10:01:54 AM
- 0.0 Hours worked on 26-Aug-09
- Set Reminder for Rachael Beckner at 8/27/2009 11:00:00 AM

follow up with customer.

=== UPDATE Rachael Beckner: 8/25/2009 5:29:07 PM
- 0.02 Hours worked on 25-Aug-09

From: Jon LaForte
Sent: Monday, August 24, 2009 7:54 PM
To: Van Singley
Cc: Rachael Beckner
Subject: FW: MTS 1000 leaky fuel tank

Van,

I checked the Goodwill database and can't find a Goodwill submission regarding this. Can you, or Sebastian, shed any light on why customer Perry Straits 2004 MTS1000 was denied Goodwill for a leaking fuel tank?

Thanks,

Jonathan LaForte
Technical Manager
DUCATI NORTH AMERICA

=== PRIVATE MEMO - UPDATE Rachael Beckner: 8/25/2009 1:31:13 PM

- 0.0 Hours worked on 25-Aug-09
- Set Reminder for Rachael Beckner at 8/26/2009 10:00:00 AM

follow up.

=== REQUEST SERVICE Rachael Beckner: 8/24/2009 1:01:39 PM

- 0.05 Hours worked on 24-Aug-09
- Forwarded to SELF: Rachael Beckner
- Email NONE Selected

From: DNA Customer Service
Sent: Monday, August 24, 2009 12:59 PM
To: 'perstrait@aol.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 Multistrada. Please allow me 2-3 business 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 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.

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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From: DNA Customer Service
Sent: Monday, August 24, 2009 12:57 PM
To: Jon LaForte
Subject: RE: MTS 1000 leaky fuel tank

Jon,

Per our discussion, can you please look into this to see why this was denied?

Thank you!

Rachael Beckner
Customer Service Representative
DUCATI North America
10443 Bandle Drive
Cupertino, CA 95014
Phone: (408) 343-4404
Rachael.Beckner@ducati.com

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Thursday, August 20, 2009 4:32 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name [REDACTED]
[REDACTED]
City: Astor
Country: United States
State/Province: Florida
Zip [REDACTED]
[REDACTED]
Gender: M
Date of birth [REDACTED]
Privacy: true
Do you own a Ducati: YES
Family: Multistrada
Model: 1000
Purchasing date: 2004
Vin: ZDM1VABP44E [REDACTED]
Do you own another bike: YES
Brand: BMW
Model: R 1200 RT
Purchasing date: 2005
Subject of message: Other

Questions or Comments: I purchased this bike from Barrett's in Raleigh, NC. Have since taken it to my FL home. I have it serviced at the Ducati dealer in Ocala, FL. I have been on several projects in Canada the past few years and as a result the Duc has very few miles on it. (2700) It is presently at the Ocala, FL dealers with a leaking gas tank. Sebastian the dealer contacted Ducati for a warranty replacement and was refused. This bike has 2700 miles and a leaking gas tank. Understand the warranty has expired however with the bike in my garage for two years with very little riding on it during that time. I would

suppect there is an issue with the tank that should be cover under warranty. I have owned many bikes over the last 40 years and have never had a leaking gas tank issue. I currenty own six motorcycles and no gas tank issues except the Duc. I love this Ducati and have talked to the dealer about an additional Ducati. Your consideration is appreciated. Help Please!

zulu

Reference: 30747
Title: Michael Browning (MTS1100DS 4B007985)
Status: Closed
Requester: [Email via web form](#)
Department: [Customer Support](#)
Time logged: 3/19/2010 9:44:05 AM
Urgency: Medium
Priority: Base: Low Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in service: 10 days, 5.32 hours
Hours worked: 0.05

=== UPDATE Jberntsen: 3/29/2010 3:01:21 PM

- 0.02 Hours worked on 29-Mar-10
- Request CLOSED
- Priority changed from [Low] to [N.A]

=== REQUEST SERVICE Jberntsen: 3/19/2010 9:44:05 AM

- 0.03 Hours worked on 19-Mar-10
- Forwarded to SELF: Jberntsen
- Email NONE Selected

From: DNA Customer Service
Sent: Friday, March 19, 2010 9:43 AM
To: 'michaelbrowning@johnpaulihs.org'
Subject: RE: Contact Request

Dear Michael,

Thank you for contacting Ducati north America.

As a recap of our conversation, you will need to take your motorcycle to an Authorized Ducati Dealership for inspection. Upon completion of the inspection that confirms your fuel tank is leaking, the dealership will be required to submit some paperwork to their DNA regional representative for approval of a good will replacement.

Please let us know when your motorcycle has been dropped off at the dealership, so we can make the regional representative aware of your situation.

Regards,

John Berntsen
408-343-4431

From: ducati@ducati.com [mailto:ducati@ducati.com]
Sent: Thursday, March 18, 2010 1:08 PM
To: helpdesk@ducatiusa.com
Subject: Contact Request

First name: [REDACTED]

[REDACTED]

City: Plano

Country: United States

State/Province: Texas

Zip code: [REDACTED]

Gender: [REDACTED]

Date of birth: [REDACTED]

Privacy: true

Do you own a Ducati: YES

Family: Multistrada

Model: 1000 DS

Purchasing date: 2004

Vin: ZDM1VABP94E [REDACTED]

Do you own another bike: YES

Brand: BMW

Model: K 1200 LT

Purchasing date: 2005

Subject of message: Service

Questions or Comments: My Multistrada gas tank has warped and is leaking fuel where the tank and the fuel pump join. It is also separating at the filler neck. I understand this is known issue with these motorcycles. I love this bike, I ride it all the time, but cannot ride due to the fuel leak. My local dealer advised that I should contact Ducati US with the issue. This is a great machine, I really miss riding it. Please advise. Sincerely, [REDACTED]

Reference: 31895
Title: Trey Morita MTS 1200AB006963
Status: Closed
Requester: [1191 - Speeds Cycle](#) speedcycle@earthlink.net 410-379-0106
Department: [Dealership](#)
Time logged: 9/22/2010 3:53:08 PM
Urgency: High
Priority: Base: Medium Current: Undefined
Problem Type: CUS - Bike problem/concern
Time in dispatch: 0.06 hours
Time in service: 47 days, 18.69 hours
Hours worked: 0.1

=== UPDATE TKremlick: 11/9/2010 10:34:11 AM

- 0.02 Hours worked on 09-Nov-10
- Request CLOSED
- Priority changed from [Medium] to [N.A]

=== UPDATE Jberntsen: 9/22/2010 3:57:00 PM

- 0.02 Hours worked on 22-Sep-10
- Forwarded to SUPPORT REP: TKremlick
- Priority set to [Medium]

=== REQUEST SERVICE TKremlick: 9/22/2010 3:53:08 PM

- 0.07 Hours worked on 22-Sep-10
- Forwarded to DISPATCH
- Email NONE Selected

see DCS 3496

bike down with leaking fuel tank
-tank shown as unavailable

customer called
-stated his bike is down for a leaking tank
-stated he had planned to take a trip this weekend, but would not be able to because of this issue and waiting for repairs
-he asked if we could expedite the situation
-i stated it is unlikely we could have this resolved before week's end
-i stated all the same, we would do what we could to expedite the situation

ZDM12BLW5AE [REDACTED]

PE10-045

DUCATI

1-23-2011

Q6

Warranty Problem

Code &

Warranty Labour

Operation Code PG 7

PE10-045

DUCATI

1-23-2011

Q6

Warranty Problem

Code

DEFECT CODE LIST**Alphabetical sequence:**

CODE No.	DESCRIPTION	CODE No.	DESCRIPTION
042	Abnormal noise	077	Improperly machined
045	Abnormal vibration	067	Insuff.generating/charg.
103	Alternator nut loosening	060	Leakage(Coolant,Gasoline)
002	Bent	061	Loose
030	Binding or sticking	025	Loss of bonding
083	Blistered	102	Maintenance
018	Broken	078	Missing parts
022	Burned or melted	051	Oil leak
072	Circuit remains closed	068	Open circuit
084	Color mismatched	036	Out of balance
101	Commercial warranty	087	Oversprayed, drip
081	Contaminants	105	Part non - conformity
008	Corroded	104	P.D.I.
017	Cracked	086	Peeling
070	Dead cells(battery only)	007	Perforation
010	Defective plating	092	Poor accel,lack of power
001	Dented	066	Poor connection contact
011	Deteriorated	091	Poor engine performance
033	Difficult disengagement	054	Restricted
031	Difficult engagement	055	Run out, excessive
009	Discolored	050	Scored or pitted
085	Discolored, faded	019	Scratched(not for paint)
004	Distorted	023	Seized
053	Dragging	064	Shorted/Grounded
093	Engine stalled	034	Slippage
082	Exc.clos.force required	037	Slips out of gear
096	Excess.fuel consumption	095	Smoking
094	Excess. oil consumption	003	Stretched
079	Exc.open.force required	028	Stripped thread
049	Excessive play	021	Torn or split
076	Faulty casting	099	Transport damages
100	Faulty spare part	035	Unadjustable
013	Fogged	088	Undersprayed, bare
014	Glazed	097	Unstable steering
090	Hard to start	059	Water (Rain) leak
020	Holed	012	Weak, reduced efficiency
098	Hunting	024	Welding or solder defect
039	Inaccur.instrum.reading	056	Wind noise (Air leak)
074	Improper assembly/adj.	005	Worn

		080	Wrong parts
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DEFECT CODE LIST**Numerical sequence:**

CODE No.	DESCRIPTION	CODE No.	DESCRIPTION
	(Deformation)		
001	Dented	055	Run out, excessive
002	Bent	056	Wind noise (Air leak)
003	Stretched	059	Water (Rain) leak
004	Distorted	060	Leakage (Coolant, Gasoline)
005	Worn	061	Loose
	(Material)		
007	Perforation		(Electrical)
008	Corroded	064	Shorted/Grounded
009	Discolored	066	Poor connection contact
010	Defective plating	067	Insuff. generating/charg.
011	Deteriorated	068	Open circuit
012	Weak, reduced efficiency	070	Dead cells (battery only)
013	Fogged	072	Circuit remains closed
014	Glazed		
	(Destruction)		(Manufacture)
017	Cracked	074	Improper assembly/adj.
018	Broken	076	Faulty casting
019	Scratched (not for paint)	077	Improperly machined
020	Holed	078	Missing parts
021	Torn or split	079	Exc. open. force required
022	Burned or melted	080	Wrong parts
023	Seized	081	Contaminants
024	Welding or solder defect	082	Exc. clos. force required
025	Loss of bonding		
028	Stripped thread		(Paint)
	(Malfunction)	083	Blistered
030	Binding or sticking	084	Color mismatched
031	Difficult engagement	085	Discolored, faded
033	Difficult disengagement	086	Peeling
034	Slippage	087	Oversprayed, drip
035	Unadjustable	088	Undersprayed, bare
036	Out of balance		
037	Slips out of gear		(Performance)
039	Inaccur. instr. reading	090	Hard to start
	(Noise and vibration)	091	Poor engine performance
042	Abnormal noise	092	Poor accel, lack of power
045	Abnormal vibration	093	Engine stalled
	(Improper clearance)	094	Excess. oil consumption
049	Excessive play	095	Smoking
050	Scored or pitted	096	Excess. fuel consumption
051	Oil leak	097	Unstable steering
053	Dragging	098	Hunting
054	Restricted		
		099	Transport damages
		100	Faulty spare parts
		101	Commercial warranty
		102	Maintenance
		103	Alternator nut loosening
		104	P.D.I.
		105	Part non – conformity

L MOTOR S.P.A.



PE10-045

DUCATI

1-23-2011

Q6

Warranty Labour

Operation Code

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696		M		1200S
Code	Opération	MS4RS	750M	800 SS	748		ST4 S		M620	998S		999R03/04	MTS110		999 R	848	HYM1100		M 796		M 1100		MTS
Code	Arbeit		900M	1000 SS			ABS		M800	998R		749	MTS620			848	HYM1100		M 796		M		1200
Código	Operación			Paul Smart					M1000								HYM796						
				Sport 1000					MS2R														
				GT1000					M695														
#.0.000	Controllo diagramma di distribuzione Timing diagram check Contrôle diagramme de Kontrollwert Steuerzeiten Control diagrama distribución	0,9	0,9	0,9	1,3	1	1,5	1,3	0,9	1,3	0,9	1,2	1,3	1,5	1,2	1,2	1	1,2	1	2,5	1	1,5	2
#.0.001	Prova compressione cilindri Engine cylinders compression Essai de compression des cylindres moteur Kompression in Zylindern prüfen Prueba compresión cilindros	0,4	0,3	0,4	0,5	0,5	0,6	0,5	0,3	0,5	0,3	0,5	0,2	0,6	0,5	0,5	0,3	0,5	0,3	0,4	0,3	0,7	1,2
#.0.002	Registrazione gioco valvole Valve clearance adjustment Réglage du jeu aux soupapes Ventilspiel einstellen Regulación juego válvulas	4	2,5	3	4,5	3,5	5	4,5	2,5	4,5	3	4,5	2,7	4,5	8,5	3,5	2,5	8,5	2,7	11	2,7	3,7	4,3
#.0.003	Registrazione cinghie Timing belts adjustment Réglage des courroies de distribution Steuerriemen regulieren Regulación correas de	0,6	0,5	0,6	0,7	1	0,9	0,7	0,5	1	0,6	0,5	0,5	0,8	0,5	0,5	0,5	0,5	0,8		0,8	0,7	1,9
#.0.004	Rilievo pressione olio motore Engine oil pressure measurement Mesure de la pression de l'huile moteur Motoröldruck messen Comprobación presión aceite	0,3	0,3	0,4	0,3	0,5	0,5	0,3	0,3	0,4	0,3	0,4	0,3	0,5	0,4	0,4	0,3	0,4	0,3	0,2	0,3	0,3	0,3
#.0.005	Controllo candela accensione Spark plug check Contrôle bougie d'allumage Zündkerzen kontrollieren Control bujía de encendido	0,2	0,2	0,2	0,4	0,4	0,5	0,4	0,2	0,4	0,2	0,4	0,2	0,6	0,4	0,4	0,2	0,4	0,2	0,4	0,2	0,6	0,2
#.0.006	Controllo anticipo accensione (stroboscopica) Spark advance check (stroboscopic light lamp) Contrôle de l'avance à l'allumage (lampe stroboscopique) Zündeinstellung kontrollieren (Stroboskoplampe) Control avance de encendido (estroboscópica)		0,2																/	/	/	/	/

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB S	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/ 04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS		
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS		
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796						
#.0.007	Registrazione pick-up accensione (iniezione)																						
	Ignition pick-up adjust ment (injection)																						
	Réglage 'pick-up' d'allum age (injection)	0,3	0,8	0,4	0,4	0,6	0,6	0,4	0,3	0,4	0,3	1	0,3	0,6	1	0,3	0,2	0,3	/	/	/	/	/
	Pick-up für Zündung einstellen (Einspritzung)																						
	Regulación pick-up encendido (inyección)																						
#.0.008	Regolazione valvola allo scarico																						
	Exhaust butterfly valve																						
	Réglage vanne à l'échappement															0,2	0,2	0,2	0,2	0,2	0,2	0,2	/
	Einstellung der Auslasssteuerung																						
	Regulación válvula en el escape																						
#.0.009	Registrazione carburatori o corpi farfallati + controllo C.O																						
	Carburetors adjust ment or throttle body + CO rate check																						
	Réglage des carburateurs ou corps à papillon + contrôle du CO	0,5	0,4	1,3	0,6	1,5	1	0,7	1,2	0,6	1,3	0,5	0,5	1	0,5	0,5	0,5			0,5	/	/	/
	Vergaser einstellen oder Drosselkörper + CO-Wert kontrollieren																						
	Regulación carburadores o cuerpo mariposa + control CO																						
#.0.010	Pulizia o sostituzione filtro aria																						
	Air filter cleaning or replacement																						
	Contrôle ou nettoyage du filtre à	0,1	0,1	0,1	0,4	0,2	0,2	0,4	0,1	0,4	0,3	0,3	0,6	0,2	0,3	0,3	0,6	0,3	0,3	0,4	0,3	0,1	0,3
	Luftfilter reinigungen oder austauschen																						
	Limpieza o sustitución filtro del																						
#.0.011	Sostituzione filtro benzina																						
	Fuel filter replacement																						
	Nettoyage du filtre à essence	0,4	0,2	0,4	0,5	0,5	0,5	0,5	0,4	0,5	0,4	0,6	0,8	0,5	0,6	0,6	0,6	0,6	0,6	0,6	0,6	0,7	1,5
	Benzinfilter austauschen																						
	Sustitución filtro de la gasolina																						
#.0.013	Sostituzione olio motore e filtro a cartuccia																						
	Engine oil and cartridge filter change																						
	Vidange huile moteur et filtre à cartouche	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,5	0,3	0,3	0,3	0,5	0,3	0,3	0,3	0,3	0,3	/
	Wechsel von Motoröl und Filtereinsatz																						
	Sustitución aceite motor y filtro de cartucho																						

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB S	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/ 04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS		
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS		
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796						
#.0.014	Sostituzione liquido Coolant change Renouvellement liquide Kühlfüssigkeit wechseln Cambio líquido refrigerante	0,3			0,3	0,8	0,8	0,3		0,3		0,4		0,8	0,4	0,3		0,3	/	0,3	/	0,5	0,6
#.0.015	Controllo batteria Battery check Contrôle de la batterie Batterie kontrollieren Control batería	0,1	0,1	0,1	0,1	0,2	0,2	0,1	0,1	0,1	0,3	0,1	0,3	0,2	0,1	0,2	0,1	0,2	0,4	0,3	0,4	0,2	0,2
#.0.016	Controllo semplificato impianto ricarica Charging system check - abbreviated procedure Contrôle simplifié du système de recharge Einfache Kontrolle der Batterieladung Control facilitado del equipo de recarga	0,2	0,2	0,2	0,2	0,3	0,3	0,1	0,1	0,2	0,2	0,2	0,2	0,3	0,2	0,2	0,2	0,2	0,4	0,4	0,1	0,1	0,1
#.0.017	Controllo semplificato impianto accensione Ignition system check - abbreviated procedure Contrôle simplifié du système d'allumage Einfache Kontrolle der Control facilitado del equipo de encendido		0,4	0,4															/	/	/	/	/
#.0.018	Controllo circuito iniezione / accensione con DDS/ cancellazione errori in memoria Injection/ignition circuit check with DDS/ deleting error from the memory Contrôle circuit d'injection allumage avec DDS/ effacement des erreurs en mémoire Kontrolle des Einspritz-/Zündsystems mit DDS/ Fehlerlöschung aus Speicher Control circuito inyección / encendido con DDS/ cancelación errores en memoria	0,1		0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,2	0,3	0,1	0,2	0,2	0,2	0,2	0,2		0,2	0,2	0,2
#.0.019	Registrazione comando acceleratore Throttle Bowden cable Réglage du câble d'accélérateur Gasgriff einstellen Regulación mando acelerador	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,3	0,1	0,1	0,1	0,1	0,1	0,1	0,2	0,1	0,1	0,1

[illegible]

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB S	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/ 04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS		
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS		
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796						
#.0.026	Registrazione pedale comando marce Gear change lever adjustment Réglage pédale de changement de vitesses Schalt pedal einstellen Regulación pedal mando marchas	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1
#.0.027	Registrazione tensione catena Chain tension adjustment Réglage de la tension de la chaîne sec. Kettenspannung einstellen Regulación tensión cadena secundaria	0,2	0,2	0,2	0,1	0,2	0,2	0,1	0,2	0,1	0,1	0,2	0,1	0,2	0,2	0,1	0,1	0,1	0,2	0,2	0,1	0,1	0,1
#.0.028	Controllo allineamento ruote Wheel alignment check Contrôle alignement des roues Räderflucht kontrollieren Control alineado ruedas	0,2	0,2	0,2		0,2	0,2		0,2			0,2		0,2	0,2				0,2	0,2	/	/	/
#.0.029	Registrazione gioco cuscinetti di sterzo Steering bearing play adjustment Réglage du jeu aux roulements de direction Lenkkopflagerspiel einstellen Regulación juego casquillos de dirección	0,1	0,2	0,2	0,1	0,1	0,1	0,1	0,2	0,1	0,2	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,2	0,2	0,2	0,2	0,2
#.0.030	Controllo cuscinetti ruote Wheel bearings adjustment Contrôle des roulements des Radlager kontrollieren Control casquillos ruedas	0,8	0,5	0,5	0,8	0,5	0,5	0,8	0,5	0,8	0,8	0,5	0,8	0,5	0,5	0,8	0,8	0,8	0,8	0,5	0,8	0,8	0,8
#.0.031	Sostituzione olio forcelle Front fork oil change Vidange huile de fourche AV Öl der Vorderradgabel wechseln Cambio aceite horquillas	0,6	0,7	0,6	0,5	0,6	0,6	0,5	0,5	0,5	0,5	0,5	0,7	0,6	0,5	0,5	0,7	0,5	0,7	/	0,5	0,5	0,8

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS		
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS		
Código	Operación																						
#.0.032	Registrazione precarico molla																						
	ammortizzatore posteriore																						
	Preload adjustment of rear shock																						
	absorber spring																						
	Réglage de la précharge ressort	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1
#.0.033	amortisseur AR																						
	Vorspannungseinstellung am																						
	Feder der hinteren																						
	Stoßdämpfer																						
	Regulación precarga muelle																						
#.0.034	amortiguador trasero																						
	Equilibratura ruota anteriore																						
	Front wheel balancing																						
	Equilibrage roue avant	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3
	Vorderrad auswuchten																						
#.0.035	Equilibrado rueda delantera																						
	Equilibratura ruota posteriore																						
	Rear wheel balancing																						
	Equilibrage roue arrière	0,4	0,4	0,4	0,3	0,4	0,4	0,3	0,4	0,3	0,3	0,4	0,3	0,4	0,4	0,3	0,3	0,3	0,4	0,4	0,3	0,3	0,3
	Hinterrad auswuchten																						
#.0.036	Equilibrado rueda trasera																						
	Controllo serraggio bulloneria																						
	motociclo																						
	Nuts and boltstightening check																						
	Contrôle du serrage boulonnerie	0,3	0,3	0,4	0,4	0,6	0,6	0,4	0,3	0,4	0,4	0,4	0,3	0,6	0,4	0,4	0,3	0,4	0,3	0,4	0,3	0,3	0,3
#.0.037	motocycle																						
	Anzugsmoment der Schrauben																						
	kontrollieren																						
	Control ajuste tuercas y tornillos																						
	motocicleta																						
#.0.038	Campagna di richiamo 696																		0,2				
#.0.039	Campagna di richiamo D16																			0,5			
#.0.040	SERVICE 1000km / 600miles																						1,5
#.0.040	OIL SERVICE MTS1200																						1,4
#.0.040	DESMO SERVICE MTS1200																						6,5

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696		M		MTS	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S		M620	998S		999R03/04	MTS110		999 R 05	848	HYM1100 EVO		M 796		M 1100		1200	
Code	Arbeit		900M	1000 SS			ABS		M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796		M			
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796				ABS			
#.1.007	243XXXXXXX	SO RE SO ER SO																						
	Coperchio frizione																							
	Clutch cover																							
	Couvercle d'embrayage		0,9	0,4	0,5	0,9	0,9	0,9	0,9	0,4	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,4	0,9	0,9	0,9	0,4
	Kupplungsdeckel																							
	Tapabrugue																							
#.1.008	195XXXXXXX	SO RE SO ER SO																						
	Gruppo pistoncino reggispinta																							
	frizione																							
	Clutch thrust piston assembly		0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3	0,3
	Groupe piston de butžė																							
	Gruppe																							
	Grupo pist—n de empuje																							
#.1.009	702XXXXXXX	SO RE SO ER SO																						
	Cuscinetti campana frizione																							
	Clutch housing bearings																							
	Roulements de la cloche d'embrayage		0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	0,9	1	0,9	0,9	0,8
	Lager fŸr Kupplungsglocke																							
	Casquillos campana embrague																							
#.1.010	170XXXXXXX	SO RE SO ER SO																						
	Coppia ingranaggi alb. mot. friz. (trasmis. primaria)																							
	Clutch drive shaft gear set (primary drive)																							
	Couple engrenages arbre cmde. embrayage (transmission		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0,7	1	1	1	1
	Zahnradpaar fŸr Kupplungssteuerwelle (Hauptr antrieb)																							
	Par engranajes cigŸe—al (transmisi—n primaria)																							
#.1.011	198XXXXXXX	SO RE SO ER SO																						
	Campana frizione																							
	Clutch housing																							
	Cloche d'embrayage		0,4	0,4	0,4	0,4	0,6	0,6	0,4	0,7	0,4	0,4	0,4	0,4	—	0,4	0,4	0,4	0,4	0,7	0,4	0,4	0,4	0,8
	Kupplungsglocke																							
	Campana embrague																							
#.1.012	463XXXXXXX	SO RE SO ER SO																						
	Paraolio campana frizione																							
	Clutch housing oil seal																							
	Joint d'huile sur cloche		0,5	0,5	0,5	0,5	0,7	0,7	0,5	0,5	0,5	0,5	0,5	0,5	—	0,5	0,5	0,5	0,5	/	0,5	0,5	0,5	/
	...ldichtung fŸr Kupplungsglocke																							
	Anillo de retŹn aceite para campana embrague																							

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS		
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS		
Código	Operación								M1000								HYM796						
				Paul Smart					MS2R														
				Sport 1000					M695														
				GT1000																			

#.1.020	120XXXXXX	SO RE SO ER SO	3,3	3	5,4	3,3	4	4	3,3	3	3,3	5,4	3,3	3,3	4	3,3	3,3	3	3,3	4,5	/	4,5	4,5	9,3	
	Cilindro verticale																								
	Vertical cylinder																								
	Cylindre vertical																								
	Senkrechter Zylinder																								
Cilindro vertical																									
#.1.021	120XXXXXX	SO RE SO ER SO	3,5	2,4	2,6	3,3	4,2	4,2	3,3	3	3,3	3,3	3,6	2,5	4,2	3,6	3,3	1,5	3,3	1,5	/	/	1,5	3,2	4,3
	Cilindro orizzontale																								
	Horizontal cylinder																								
	Cylindre horizontal																								
	Waagrechtter Zylinder																								
Cilindro horizontal																									
#.1.022	120XXXXXX	SO RE SO ER SO	6,3	4,8	7,2	6,3	7	7	6,6	4,8	6,6	7,2	6,9	6,2	7	6,9	6,3	4	6,3	5,5	13	5,5	5,5		
	Gruppi cil. pistone oriz. e vert. (solo pistoni per D16 RR)																								
	Horizontal and vertical cylinder- piston assembly (only pistons for D16 RR)																								
	Groupes cyl. piston horiz. et vert. (uniquement pistons pour D16																								
	Waag. u. senk. Zylinder- /Kolbeneinheiten (nur Kolben fŷr D16 RR)																								
Grupos cil. Pist—n horiz. y vert. (solo pistones para D16 RR)																									
#.1.023	171XXXXXX	SO RE SO ER SO	0,9	0,7	0,8	1	1,5	1,5	1	0,7	1	0,8	1,1	0,7	1,5	1,1	1,1	0,7	1,1	0,7	7	0,7	1,6	14,2	
	Coppia ingranaggi distrib.																								
	Timing gear set																								
	Couple engrenages de distrib.																								
	Steuerzahnŷder																								
Par engranajes distribuci—n																									
#.1.024	255XXXXXX	SO RE SO ER SO	0,4	0,3	0,4	0,5	0,6	0,6	0,5	0,3	0,6	0,3	0,8	0,3	0,6	0,8	0,8	0,3	0,8	0,8	/	0,8	0,8	1,5	
	Puleggia comando cinghia distribuzione																								
	Timing belt drive roller																								
	Poulie de commande courroie de distribution																								
	Riemenscheibe fŷr Steuerriemen																								
Polea de mando correa distribuci—n																									
#.1.025	737XXXXXX	SO RE SO ER SO	0,4	0,3	0,4	0,5	0,7	0,7	0,5	0,3	0,6	0,3	0,8	0,3	0,7	0,8	0,8	0,3	0,8	0,8	—	0,8	0,9	1,5	
	Cinghie dentate distribuzione																								
	Timing belts																								
	Courroies crantŷes de																								
	Steuerzahnriemen																								
Correas dentadas distribuci—n																									

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S			
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB S	749R	1098 S	HYM1100S		M 696 ABS		M 1100 1100S		MTS 1200			
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/ 04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS					
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS					
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796									
#.1.026	451XXXXXX Tenditore cinghie Belt tensioning roller Tendeur de courroie Riemenspanner Tensor correas	SO RE SO ER SO	0,4	0,3	0,4	0,6	1	1	0,8	0,3	0,6	0,3	0,8	0,3	0,5	0,8	0,8	0,3	0,4	0,8	—	0,8	0,9	1,5		
	301XXXXXX Testa verticale nuda Stripped vertical head Culasse vert. nue Senk. Zylinderkopf nackt Culata vertical desnuda	SO RE SO ER SO	4,6	4,2	6,6	4,8	4,8	4,8	4,8	4,2	4,8	6,6	4,8	4,3	4,2	4,8	4,5	4,3	4,8	4,2	10	4,2	4,4	11		
	037XXXXXX Albero distribuzione testa vert. Vertical head cam shaft Arbre de distribution culasse Nockenwelle - senkr. Zylinderkopf Arbol de distribuci—n culata	SO RE SO ER SO	3,4	2,4	3	3,7	3,2	3,7	3,7	2,4	3,3	3	3,3	2,4	3,7	4,8	3	2,4	4,8	2,4	9	2,4	1,5	2,5		
	037XXXXXX Albero distribuzione testa oriz. Horizontal head cam shaft Arbre de distribution culasse Nockenwelle - waag. Zylinderkopf Arbol de distribuci—n culata horizontal	SO RE SO ER SO	3,4	2,2	3	3,7	3,6	4	3,7	2,2	3,2	3	3,2	2,2	3,7	4,8	2,5	2,2	4,8	2,2	9	2,2	1,5	1,5		
	#.1.030	037XXXXXX Bilanciere apertura testa orizz. e vert. Vertical and horizontal head rocker arm Culbuteur ouverture culasse horizontale et verticale ...ffnungsschlepphebel waag. u. senk. Zylinderkopf Balanc'n apertura culata horizontal y vertical	SO RE SO ER SO	2,2	1,2	1,4	2,4	1,8	2,4	2,4	1,2	3	1,1	3,2	1,4	2,4	3,2	3	1,4	3	1,2	9	1,2	1,9	8	
#.1.031		066XXXXXX Bilanciere chiusura testa orizz. e vert. Vertical and horizontal head rocker arm Culbuteur ferm. culasse horizontale et verticale Schließkipphebel waag. und senk. Zylinderkopf Balanc'n de cierre culata horizontal y vert.	SO RE SO ER SO	3,4	1,2	1,8	3,6	1,9	3,6	3,6	1,2	3,8	1,8	3,8	1,4	3,6	7,5	3,1	1,4	7,5	1,2	11	1,2	2	8	
		#.1.032	210XXXXXX Valvole motore testa orizzontale Horizontal head valves Soupapes de la culasse Ventile waag. Zylinderkopf Válvulas motor culata horizont.	SO RE SO ER SO	3,4	2,4	2,6	4,8	3	4,2	3,6	2,4	3,8	2,6	4,8	2,4	4,2	4,8	4,5	2,4	4,5	2,4	10	2,4	4,4	5

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB 0 S	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
Código	Operación			Paul Smart					M1000								HYM796							
				Sport 1000					MS2R															
				GT1000					M695															
#.1.033	211XXXXXX Valvole motore testa vert. orizz. Vertical and horizontal head Soupapes de la culasse vert. / Ventile senk./waag. Zylinderkopf Vřlvulas motor culata vert.	SO RE SO ER SO	5,8	4,2	6,6	6	4,8	6,6	6	6	6,6	7,5	6	6,3	7,5	6	4,2	7,5	6	12	6	7	13	
#.1.034	210XXXXXX Valvole motore testa verticale Vertical head valves Soupapes de la culasse verticale Ventile senk. Zylinderkopf Vřlvulas motor culata vert.	SO RE SO ER SO	3,4	2,4	5,4	4,8	3	3,6	3,6	4,2	3,7	5,4	4,8	4,2	3	4,8	4,5	2,4	4,5	4,2	10	4,2	4,4	11
#.1.035	303XXXXXX Guidavalvole testa orizzontale Horiz. head valve guides Guide de soupape culasse horiz. Ventilřřhrungen waag. Gu'a-vřlvulas culata horizontal	SO RE SO ER SO	5,8	4,8	5	6	5,4	6,2	6	3	6	5	6	3	6	6	6	4,8	6	3	12	3	4,4	5,5
#.1.036	037XXXXXX Guidavalvole testa verticale Vertical head valve guides Guide de soupape culasse vert. Ventilřřhrungen senk. Gu'a-vřlvulas culata vertical	SO RE SO ER SO	5,8	4,8	7	6	5,4	6,2	6	4,8	6	7	6	4,8	6	6	6	4,8	6	4,8	12	6	4,4	11,5
#.1.037	303XXXXXX Guidavalvole testa orizz. e vert. Horiz. and vertical head valve Guide de soupape culasse horiz. et vert. Ventilřřhrungen waag./senk. Zylinderkopf Gu'a-vřlvulas culata horiz. y vert.	SO RE SO ER SO	7	6	7,8	7,2	6,6	7,2	7,2	6,2	7,2	7,8	7,8	6,2	7	7,8	7	6,2	7	6,2	13	6,2	7	13
#.1.038	301XXXXXX Testa orizzontale nuda Stripped horizontal head Culasse horizontale nue Nackter waag. Zylinderkopf Culata horizontal desnuda	SO RE SO ER SO	4,6	3,6	3,6	4,8	4,4	4,8	4,8	3	4,8	3,6	4,8	3,8	4,8	4,8	4,5	3,8	4,5	3	10	3	4,4	5
#.1.039	131XXXXXX Carburatore completo o corpo farfallato Carburetor assy or throttle body Carburateur complet ou corps à papillon Vergaser komplett. oder Drosselkřrper Carburador completo o cuerpo mariposa	SO RE SO ER SO	0,7	1,5	1,5	0,8	1,5	1	0,7	1	0,8	1,5	1	1,5	1	1	1	1,5	1	1	2	1	1,5	2

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110 OS		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796							
#.1.040	249XXXXXX	SO RE SO ER SO	0,5	0,5	0,7	0,6	0,8	0,8	0,5	0,5	0,6	0,5	0,6	0,5	0,8	0,6	0,6	0,5	0,6	0,5	3	0,5	1	1
	Pompa olio																							
	Oil pump																							
	Pompe à huile																							
	...lpumpe																							
	Bomba aceite																							
#.1.041	066XXXXXX	SO RE SO ER SO	0,2	0,2	0,3	0,2	0,3	0,3	0,2	0,2	0,2	0,3	0,3	0,4	0,3	0,3	0,3	0,4	0,3	0,2	2	0,2	0,3	0,3
	Filtro aspirazione olio a rete																							
	Intake net oil filter																							
	Filtre admission d’huile en																							
	...lansaugnetzfilter																							
	Filtro aspiraci—n aceite de red																							
#.1.042	225XXXXXX	SO RE SO ER SO	9,6	9,6	9,7	9,8	10	10,2	9,8	9,6	9,8	9,6	9,8	9,8	10,2	9,8	9,8	9,8	9,8	9,6	13	9,6	10	10,2
	Coppia semicarter completi																							
	Engine casings																							
	Carter complet																							
	GehŠusehŠſftepaar komplett																							
	Par semi-carter completos																							
#.1.043	236XXXXXX	SO RE SO ER SO	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,4	0,2	0,2	0,2	0,4	0,2	0,2	0,2	—	0,2	0,2	1,5
	Valvola sfiao																							
	Breather valve																							
	Reniflard																							
	EntlŠftungsv ventil																							
	VŠlvula de alivio																							
#.1.044	037XXXXXX	SO RE SO ER SO	3,6	2,6	2,9	3,3	4,2	4,2	3,8	2	3,8	2,9	3,4	2,6	4,2	3,4	3,3	2,6	3,3	2	8	2	4	4
	Prigioniero fissaggio cil. test.																							
	orizzontale																							
	Horiz. head-to-cylinder stud bolt																							
	Prisonnier fixation cyl. culasse																							
	Štehbolzen f. Befest. waag.																							
	Zvlinderkopf																							
	EspŠrrago fijaci—n cilindro culata horiz.																							
#.1.045	037XXXXXX	SO RE SO ER SO	3,6	3,2	5,6	3,3	4,2	4,2	3,8	3,2	3,8	5,6	3,4	3,2	4,2	3,4	3,3	3,2	3,3	3,2	8	3,2	4	9
	Prigioniero fissaggio cil. test.																							
	verticale																							
	Vertical head-to-cylinder stud																							
	Prisonnier fixation cyl. culasse																							
	Štehbolzen f. Befest. senk.																							
	Zylinderkopf																							
	EspŠrrago fijaci—n cilindro culata vertic.																							
#.1.046	751XXXXXXX	SO RE SO ER SO	9	8,8	9	9,2	9,6	9,6	9,2	8,8	9,2	9	9,2	9	9,6	9,2	9,2	9	9,2	8,8	3	8,8	10	
	Cuscinetti alb. cambio																							
	Gearbox shaft bearings																							
	Roulements arbre changement de vitesse																							
	Lager fŠr Schaltwelle																							
	Casquillos eje cam bio																							

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696		M		MTS	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S		M620	998S		999R03/	MTS110		999 R	848	HYM1100		M 796		M 1100		1200	
Code	Arbeit		900M	1000 SS			ABS		M800	998R		749	MTS620			848	HYM1100		M 796		M			
Código	Operación			Paul Smart					M1000								HYM796				ABS			
				Sport 1000					MS2R															
				GT1000					M695															
#.1.047	751XXXXXX	SO RE SO ER SO	9,6	9,6	9,7	9,8	10	10,2	9,8	9,6	9,8	9,7	9,8	9,8	10,2	9,8	9,8	9,8	9,8	9,6	11	9,6	10	12
	Cuscinetti albero motore																							
	Crankshaft bearings																							
	Roulements de vilebrequin																							
	Kurbelwellenlager																							
Casquillos cigüeal																								
#.1.048	593XXXXXX	SO RE SO ER SO	0,6	0,6	0,8	0,7	0,9	0,9	0,6	0,6	0,7	0,6	0,7	0,6	0,9	0,7	0,7	0,6	0,7	0,6	3	0,6	1	1
	Valvola by-pass pompa olio																							
	By-pass valve																							
	Soupape by-pass																							
	By-pass-Ventil																							
Valvula by-pass																								
#.1.049	264XXXXXX	SO RE SO ER SO	0,8	0,7	0,8	1	1,5	1,5	1	0,7	1	0,8	1,2	0,7	1,5	1,2	1	0,7	1	0,7	0,8	0,7	1,5	1,5
	Alternatore																							
	Alternator																							
	Alternateur																							
	Lichtmaschine																							
Alternador																								
#.1.050	242XXXXXX	SO RE SO ER SO	0,6	0,5	0,6	0,7	1	1	0,7	0,5	0,7	0,6	0,7	0,5	1	0,7	0,7	0,5	0,7	0,5	0,5	0,5	2	2
	Cop. lato catena completo																							
	Complete chain side cover																							
	Couv. c ^{te} é cha ^{ne} complet																							
	Deckel f. Kettenseite komplett																							
Tapalado cadena completa																								
#.1.051	270XXXXXX	SO RE SO ER SO	0,7	0,6	0,7	0,8	1,1	1,1	0,8	0,6	0,8	0,7	1	0,6	1,1	1	0,8	0,6	0,8	0,6	0,6	0,6	1,7	1,7
	Motorino avv. completo																							
	Complete starter motor																							
	Džmarreur complet																							
	Anlaßmotor komplett																							
Motor de encendido completo																								
#.1.052	260XXXXXX	SO RE SO ER SO	0,4	1,4	0,4	0,5	0,5	0,5	0,5	0,4	0,5	0,4	1	0,4	0,5	1	0,4	0,4	0,4	0,1	0,2	0,1	0,5	0,3
	Pick-up completi (sensore R.P.M.)																							
	Complete pick-ups (RPM sensor)																							
	Pick-up compl. (capteur de tours)																							
	Pick-up-Geber kpl.																							
Pick-up completo (sensor R.P.M.)																								
#.1.053	176XXXXXX	SO RE SO ER SO	0,9	0,6	0,7	1	1,2	1,2	1	0,6	1	0,7	1,2	0,6	1,2	1,2	1	0,6	1	0,6	0,6	0,6	1,5	1,5
	Gruppo ingr. intermedio																							
	Intermediate starter gear																							
	Groupe pignon intermžd.																							
	Gruppe mittleres Anlaßrad																							
Grupo engranaje intermedio de arranque																								

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB 0 S	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796							
#.1.054	701XXXXXX	SO	0,7	0,6	0,7	0,9	1,1	1,1	0,9	0,6	0,9	0,7	1,1	0,6	1,1	1,1	0,9	0,6	0,9	0,6	0,6	0,6	1,5	
	Gabbia a rulli ruota libera																							
	avviamento																							
	Starter clutch roller bearing																							
	Cage à aiguilles roue libre																							
#.1.055	701XXXXXX	SO	0,7	0,6	0,8	0,9	1,1	1,1	0,9	0,6	0,9	0,8	1,1	0,6	1	1,1	1	0,6	1	0,6	0,6	0,6	1,5	1,5
	Ruota libera per avviamento																							
	Starter clutch																							
	Roue libre pour dŽmarreur																							
	Starterfreilauf																							
#.1.056	276XXXXXX	SO	0,7	0,6	0,8	0,9	1,1	1,1	0,9	0,6	0,9	0,8	1,1	0,6	1	1,1	0,9	0,6	0,9	0,6	0,7	0,6	1,5	1,5
	NadelkŠfig am Starterfreilauf																							
	Jaula de rodillos rueda libre encendido																							
	Volano per accensione																							
	Ignition flywheel																							
#.1.057	002XXXXXX	SO	2,5	2,4	2,5	2,6	2,8	2,8	2,6	2,4	2,6	2,6	2,6	2,6	2,8	2,6	2,6	2,6	2,6	2,4	5	2,4	4	6
	Volant d'allumage																							
	Zřndungsschwungrad																							
	Volante para encendido																							
	Motore completo																							
#.1.058	—	RE	17,2	16,8	17,4	17,4	17	17,6	17,4	16,8	17,4	17,2	17,4	17	17	17,4	17,4	17	17,4	16,8	20	16,8	18	20
	Complete engine																							
	Moteur complet																							
	Motor komplett																							
	Motor completo																							
#.1.059	570XXXXXX	SO	0,5	0,6	0,7	0,6	0,8	0,8	0,6	0,6	0,6	0,7	0,5	1	0,8	0,5	0,6	1	0,6	0,6	1,1	0,6	0,9	1
	Impianto di scarico completo																							
	Complete exhaust system																							
	Systeme d'Žchappement complet																							
	Auspuffanlage komplett																							
Sstema de escape completo	SO																							

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB S	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/ 04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
Código	Operación			Paul Smart					M1000								HYM796							
				Sport 1000					MS2R															
				GT1000					M695															
#.1.060	570XXXXXX	SO RE SO ER SO																						
	Tubo scarico testa orizz.																							
	Horizontal head exhaust pipe																							
	Tuyau d'Žchapp. culasse		0,4	0,3	0,5	0,5	0,5	0,5	0,5	0,3	0,5	0,3	0,5	0,2	0,5	0,5	0,5	0,2	0,5	0,2	0,4	0,2	0,9	1
	Auspuff waag. Zylinderkopf																							
	Tubo de escape culata horizontal																							
#.1.061	571XXXXXX	SO RE SO ER SO																						
	Tubo scarico testa vert.																							
	Vert. head exhaust pipe																							
	Tuyau d'Žchapp. culasse verticale		0,5	0,5	0,5	0,6	0,5	0,5	0,6	0,5	0,6	0,6	0,4	0,5	0,5	0,4	0,4	0,5	0,4	0,3	0,6	0,3	0,9	1
	Auspuff senk. Zylinderkopf																							
	Tubo de escape culata vertical																							
#.1.062	573XXXXXX	SO RE SO ER SO																						
	Silenziatore																							
	Slencer																							
	Slencieux		0,2	0,2	0,2	0,3	0,2	0,2	0,3	0,2	0,3	0,5	0,3	0,3	0,2	0,3	0,3	0,3	0,3	0,1	0,3	0,1	0,2	0,2
	SchalldŠmpfer																							
	Silenciador																							
#.1.063	699XXXXXX	SO RE SO ER SO																						
	Pressostato olio																							
	Oil pressure switch																							
	Pressostat huile		0,1	0,1	0,3	0,1	0,2	0,2	0,2	0,1	0,2	0,1	0,1	0,1	0,2	0,2	0,1	0,1	0,1	0,1	0,2	0,1	0,1	0,3
	...ldruckschalter																							
	Pres—stato aceite																							

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16	M 1100	Streetfighter	MTS
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696		M		MTS
Code	Opération	MS4RS	750M	800 SS	748		ST4 S		M620	998S		999R03/	MTS110		999 R	848	HYM1100		M 796		M 1100		1200S
Code	Arbeit		900M	1000 SS			ABS		M800	998R		749	MTS620		05	848	HYM1100		M 796		M		1200
Código	Operación			Paul Smart					M1000								HYM796				ABS		
	624XXXXXX																						
#.2.014	Pompa freno ant. Front brake master cylinder Ma"tre-cylindre de frein AV Hauptbrenszylinder f"yr Bomba freno delantera	SO RE SO AU SO	0,5	0,5	0,5	0,5	0,5	0,5	0,3	0,5	0,5	0,5	0,3	0,5	0,5	0,5	0,3	0,5	0,3	0,5	0,3	0,3	0,3
	610XXXXXX																						
#.2.015	Pinza freno ant. sx o dx completa L.H. or R.H. front brake calipper Pince frein AV. o G. ou R. L. oder R. Bremssattel vorne Izquierda o derecha pinza freno delantera	SO RE SO AU SO	0,4	0,4	0,4	0,4	0,4	0,4	0,3	0,4	0,4	0,4	0,4	0,4	0,4	0,5	0,4	0,5	0,3	0,5	0,3	0,3	0,3
	610XXXXXX																						
#.2.016	Pinza freno anteriore sx e dx Front RH and LH brake caliper Etrier de frein avant gche et drt Vorderer LI und RE Bremssattel Pinza freno delantera izq y der	SO RE SO AU SO	0,7	0,7	0,7	0,7	0,7	0,7	0,5	0,7	0,7	0,7	0,7	0,7	0,7	0,6	0,7	0,6	0,5	0,6	0,5	0,4	0,4
	630XXXXXX																						
#.2.017	Pompa comando frizione Clutch lever pump Ma"tre-cylindre d'embrayage Pumpe f"yr Kupplungshebel Bomba mando embrague	SO RE SO AU SO	0,4	0,6	0,6	0,4	0,6	0,6	0,6	0,3	0,6	0,6	0,6	0,3	0,6	0,6	0,4	0,3	0,4	0,3	0,4	0,3	0,3
	360XXXXXX																						
#.2.018	Coppia semimanubri Handlebars Demi-guidons Lenkerh"ftenpaar Par semi-manillares	SO RE SO AU SO	0,5	0,5	0,5	0,5	0,5	0,5	0,4	0,5	0,5	0,5	0,4	0,5	0,5	0,5	0,4	0,5	0,4	0,5	0,4	0,4	0,5
	655XXXXXX																						
#.2.019	Cavo comando starter Throttle Bowden cable C"ble de commande starter Starterzug Cable mando starter	SO RE SO AU SO	0,4	0,4	0,4	—	0,6	0,6	—	0,4	0,5	0,4	1	—	0,6	1	—	—	0,4	—	—	—	—

#.2.020	656XXXXXX																							
	Trasmissione comando gas	SO																						
	Throttle transmission	RE																						
	Transmission commande gaz	SO	0,3	1	0,3	0,3	0,5	0,5	0,3	0,3	0,3	0,3	1,1	0,7	0,5	1,1	0,6	0,7	0,6	0,3	0,5	0,3	0,5	2,5
	Gaszug	AU																						
	Transmisi—n mando acelerador	SO																						
#.2.021	340XXXXXX																							
	Sostituzione gamba dx o gamba forcella	SO																						
	R.H. or L.H. fork leg change	RE																						
	Remplacement fourche D. ou G.	SO	0,7	0,7	1	1	1	1	1	0,5	1	1	1	0,7	1	1	0,8	0,7	0,8	0,5	0,7	0,5	0,4	0,5
	Austausch der R. oder L.	AU																						
	Sustituci—n tubo horquilla l. o D.	SO																						
#.2.022	340XXXXXX																							
	Forcella completa	SO																						
	Complete front fork	RE																						
	Fourche compl�te	SO	1,5	1,5	2	1,5	2	2	2	0,7	2	1,5	1,5	1,5	2	1,5	1,3	1,5	1,3	0,7	1,1	0,7	0,7	0,7
	Radgabel komplett	AU																						
	Horquilla completa	SO																						
#.2.023	069XXXXXX																							
	Sostituzione cuscinetti sterzo	SO																						
	Steering bearings change	RE																						
	Remplacement roulements de direction	SO	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
	Austausch der Lenkkopflager	AU																						
	Sustituci—n casquillos de direcci—n	SO																						
#.2.024	340XXXXXXX																							
	Revisione forcella	RE																						
	Fork overhaul	OV																						
	R�vision de la fourche	RE	2,8	2,8	3	3	3	3	3	2,8	3	2,8	3	2,8	3	3	3	2,8	3	2,8	—	2,8	2,8	3
	Gabel�berholung	UB																						
	Revisi—n horquilla	RE																						
#.2.025	340XXXXXXX																							
	Revisione gamba sinistra o destra	RE																						
	Left or right fork legs overhaul	OV																						
	R�vision du tube de fourche gauche ou droit	RE	1,8	1,8	2	2	2	2	2	1,8	2	2	2	1,8	2	2	2	1,8	2	1,8	—	1,8	1,8	2
	�berholung des linken oder Gabelholms	UB																						
	Revisi—n tubo izquierdo o	RE																						

[illegible]

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16	M 1100	Streetfighter	MTS
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696	RR	M		MTS
Code	Opération	MS4RS	750M	800 SS	748		ST4 S		M620	998S		999R03/	MTS110		999 R	848	HYM1100		M 796		M 1100		MTS
Code	Arbeit		900M	1000 SS			ABS		M800	998R		749	MTS620		05	848	EVO		M 796		M		MTS
Código	Operación			Paul Smart					M1000								HYM796				1100S		1200
				Sport 1000					MS2R												ABS		
				GT1000					M695												ABS		
#.2.038	800XXXXXX Disco freno anteriore Front brake disc Disque de frein AV Brems Scheibe vorne Disco freno delantero	SO RE SO AU SO	0,5	0,5	0,5	0,5	0,5	0,5	0,3	0,5	0,5	0,5	0,5	0,5	0,5	0,5	0,5	0,5	0,3	0,5	0,3	0,4	0,4
#.2.039	613XXXXXX Pastiglie freno anteriore Front pads pair Pair de plaquette AV Paar bremsbelŠge vorne Par pastillas delantero	SO RE SO AU SO	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,3	0,2	0,3	0,2	0,3	0,2	0,3	0,3
#.2.040	498XXXXXX Rinvio conta km h Speedometer relay Prise de compteur de vitesse Tachometervorgelege Reenv'o cuentakil—metros	SO RE SO AU SO	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	—	—	—	—	—	—	—	—	—	—	—	—	—
#.2.041	470XXXXXX Telaio Frame Cadre Rahmen Bastidor	SO RE SO AU SO	9	8	10	10	10	10	8	10	8	10	10	10	10	10	10	10	8	10	8	10	13
#.2.042	442XXXXXX Scatola filtro Air box Bo"te à filtre Filterkasten Caja filtro	SO RE SO AU SO	0,5	0,5	0,6	0,3	0,8	0,8	0,3	0,5	0,3	0,7	0,8	0,8	0,8	0,8	0,8	0,8	0,5	0,8	0,5	1	2
#.2.043	585XXXXXX Serbatoio sfiato olio Oil breather reservoir RŽservoir reniflard d'huile ...lentlŸftungsbehŠter Dep—sito purga aceite	SO RE SO AU SO	0,2	0,2	0,2	0,3	0,4	0,4	0,3	0,2	0,3	0,4	0,3	0,8	0,4	0,3	—	—	—	0,5	1,1	0,5	— 2

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110 OS		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796							
#.2.069	372XXXXXX	SO																						
	Bilanciere am mortizzatore posteriore	RE																						
	Rear shock absorber rocker arm	SO	—	0,5	—	0,4	0,5	0,5	0,4	0,5	—	—	0,5	0,5	0,5	0,5	0,4	0,5	0,4	—	0,3	—	0,3	
	Balancier amortisseur AR.	AU																						
	Umlenkhebel am	SO																						
	Balanc'n amortiguador trasero																							
#.2.070	471XXXXXX	SO																						
	Telaio posteriore	RE																						
	Rear frame	SO	0,8	—	—	0,7	—	—	0,7	—	0,5	1	0,8	—	—	0,8	0,8	0,8	0,8	2,4	1,5	2,4	2	3,5
	Cadre arrière	AU																						
	Hinterer Rahmen	SO																						
	Bastidor trasero																							
#.2.071	590XXXXXX	SO																						
	Tubi benzina	RE																						
	Fuel pipes	SO	0,8	1	1	0,8	1	1	0,8	0,5	1	—	1,5	0,8	1	1,5	0,8	0,8	0,8	0,5	0,4	0,5	0,5	1,5
	Tubulures à essence	AU																						
	Benzinleitungen	SO																						
	Tubos gasolina																							
#.2.072	588XXXXXX	SO																						
	Linea benzina completa	RE																						
	Fuel fitting	SO	—	—	—	0,4	0,3	0,3	0,4	—	—	0,6	0,4	0,5	0,3	0,4	1,5	0,5	1,5	0,3	0,4	0,3	1,5	
	Raccord essence	AU																						
	Benzinanschluß	SO																						
	Empalme gasolina																							
#.2.073	760XXXXXX	SO																						
	Gancio fissaggio serbatoio	RE																						
	Hook to anchor fuel tank	SO	0,1	0,1	0,1	0,3	0,2	0,2	0,3	0,1	0,3	—	0,4	—	0,2	0,4	0,4	—	0,4	0,3	—	0,3	0,4	/
	Levier d'ancrage du rŕservoir	AU																						
	Verankerung fŕr	SO																						
	Gancho anclaje depŕsito																							
#.2.074	895XXXXXX	SO																						
	Tappo serbatoio	RE																						
	Tank cap	SO	0,1	0,3	0,3	0,1	0,1	0,1	0,1	0,3	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,1	0,3	0,1	0,3	0,1	0,6
	Bouchon de rŕservoir	AU																						
	Tank Verschluŕ	SO																						
	Tapŕn depŕsito																							

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Op�ration	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
C�digo	Operaci�n			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796							
#.2.075	732XXXXXX	SO RE SO AU SO																						
	Serratura sella																							
	Seat lock																							
	Serrure selle		0,3	0,2	0,3	0,2	0,4	0,4	0,2	0,1	0,2	�	0,2	0,3	0,4	0,2	0,5	�	�	0,3	�	0,3	0,3	
	Sattelschlo�																							
#.2.076	598XXXXXX	SO RE SO AU SO																						
	Kit chiavi																							
	Keys kit																							
	Kit kl��s		0,8	0,8	0,8	0,5	0,8	0,8	0,5	0,8	0,5	�	0,5	1,5	0,8	0,5	0,7	0,5	0,5	0,8	0,5	0,8	0,6	
	Schl��ssel set																							
#.2.077	556XXXXXX	SO RE SO AU SO																						
	St am pella laterale																							
	Side stand																							
	B��quille laterale		0,2	0,2	0,3	0,2	0,6	0,6	0,2	0,2	0,2	0,2	0,2	0,6	0,2	0,2	0,2	0,2	0,2	0,1	0,2	0,1	0,2	0,3
	Seitenst�nder																							
#.2.078	800XXXXXX	SO RE SO AU SO																						
	Manicotto entrata acqua cilindro orizzontale																							
	Water inlet to horizontal cylinder		0,3	�	�	0,4	0,6	0,6	0,4	�	0,4	�	1	�	0,6	1	0,8	�	0,8	/	/	/	1	1
	Monchon d'entr�e d'eau au horizontal																							
	Wasseranschlu� am waagrechter Zylinder																							
#.2.079	XXXXXXXXXX	SO RE SO AU SO																						
	Campagna di richiamo D16																							
	D 16 recall campaign		�	�	�	�	�	�	�	�	�	�	�	�	�	�	�	�	�	2	�	�	�	
	Campagne de reappel D16																							
	R�ckrufkampagne D16																							
#.2.080	XXXXXXXXXX	SO RE SO AU SO																						
	Tubi benzina impianto di alimentazione																							
	Tubulures carburant installation d'alimentation		0,5	�	�	�	�	�	�	�	�	�	�	�	�	0,5	�	0,5	�	�	�	�	�	
	Fuel system - fuel lines																							
	Benzinleitungen der kraftstoffversorgungsanlage																							
	Tubos combustible sistema de alimentacion																							

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696		M		MTS	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S		M620	998S		999R03/04	MTS110		999 R 05	848	HYM1100 EVO		M 796		M 1100		1200	
Code	Arbeit		900M	1000 SS			ABS		M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796		M			
Código	Operación			Paul Smart					M1000								HYM796				ABS			
				Sport 1000					MS2R															
				GT1000					M695															
#.2.081	XXXXXXXXXX	SO RE SO AU SO																						
	Sostituzione gamba destra																							
	Fourche avant ohlins																							
	Ohlinsfront fork		2	—	—	—	—	—	—	—	—	—	—	—	—	—	2	—	2	—	—	—	—	—
	Vorderradgabel ohlins																							
	Horquilla delantera ohlins																							
#.2.082	555XXXXXX	SO RE SO AU SO																						
	Cavaletto centrale																							
	Central stand																							
	Béquille centrale		—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	0,3	
	Mittlerer Ständer																							
	Caballette central																							
#.2.083	364XXXXXX	SO RE SO AU SO																						
	Ammortizzatore di sterzo																							
	Steering damper																							
	Amortisseur de direction		—	—	0,1	0,1	—	—	0,1	—	0,1	0,1	0,1	—	—	0,1	0,1	—	0,1	—	0,3	—	0,1	—
	Lenkungs­dämpfer																							
	Amortiguador de dirección																							
Impianto Elettrico																								
#.3.001	540XXXXXX	SO RE SO ER SO																						
	Regolatore																							
	Rectifier																							
	Régulateur		0,2	0,2	0,2	0,2	0,6	0,6	0,2	0,2	0,2	0,6	0,3	0,5	0,3	0,6	0,3	0,3	0,5	0,3	0,2	1	0,2	0,4
	Regler																							
	Regulador																							
#.3.002	510XXXXXX	SO RE SO ER SO																						
	Cablaggio centrale																							
	Wiring harness																							
	Câblage central		3	2	2	2	3,5	4	3	3	3	3	3	3	3	4	3	3	3	3	3	4,5	3	4,2
	Zentralkabelbaum																							
	Cables centrales																							
#.3.003	036XXXXXX	SO RE SO ER SO																						
	Centralina di accensione /																							
	Controllo motore																							
	Engine / ignition control unit		0,2	0,1	0,2	0,2	0,2	0,4	0,2	0,2	0,2	0,2	0,4	0,5	0,4	0,4	0,3	0,5	0,3	0,3	0,3	0,3	0,3	1,5
	Centrale d'allumage/ Contrôle																							
	moteur																							
	Zünd-/Motorsteuergerät																							
	Central de encendido/ Control																							

[illegible]

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110	ST3SAB	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
Código	Operación												M1000 MS2R M695				HYM796							
#.3.029	530XXXXXX Indicatori di direzione post. dx o sx compl. R.H. or L.H. rear turn indicators Clignotant ARgauche ou droite Fahrtrichtungsanzeige hinten R. oder L. Indicador de direcci—n trasero l. o D.	SO																						
		RE																						
		SO	0,1	0,1	0,1	0,2	0,1	0,1	0,1	0,1	0,1	0,2	0,2	0,1	0,1	0,2	0,2	0,2	0,2	0,3	0,3	0,3	0,2	0,4
		ER																						
#.3.030	542XXXXXX Centralina A.B.S. ABSunit Centrale ABS ABSSteuergehŠuse Centralita ABS	SO																						
		RE																						
		SO	—	—	—	—	—	1	—	—	—	—	—	—	1	—	—	—	—	1,5	—	1,5	—	2
		ER																						
#.3.031	552XXXXXX Sensore di velocità A.B.S. anteriore/controllo di trazione Traction control / front ABS speed sensor Transmetteur de vitesse A.B.S. avant/contr™e de traction Vorderer ABS- Geschwindigkeitssensor / Antriebskontrolle Sensor de velocidad A.B.S. delantero /control de tracci—n	SO																						
		RE																						
		SO	—	—	—	—	—	0,2	—	—	—	—	—	—	0,2	—	—	—	0,2	0,2	—	0,2	—	0,3
		ER																						
#.3.032	552XXXXXX Sensore di velocità A.B.S. posteriore Rear ABS/ speed sensor Transmetteur de vitesse A.B.S. arriŠe Speed sensor ABShinten Speed sensor ABStrasero	SO																						
		RE																						
		SO	0,2	—	0,2	—	—	0,2	—	0,2	—	—	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,2	0,3	0,4
		ER																						
#.3.033	552XXXXXX Attuatore valvola allo scarico Exhaust butterfly valve actuator Actionneur vanne à Hinterer ABS- Geschwindikeitssensor Sensor de velocidad / A.B.S. trasero	SO																						
		RE																						
		SO	—	—	—	—	—	—	—	—	—	—	—	—	—	—	0,5	0,6	0,5	0,6	1	0,6	0,3	1
		ER																						
#.3.034	286XXXX Centralina controllo di trazione Traction control system uni Centrale contr™e de traction Antriebskontroll-SteuergerŠt Central control de tracci—n	SO																						
		RE																						
		SO	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	0,5	—	—	—	0,2	—
		ER																						
#.3.034	286XXXX Centralina controllo di trazione Traction control system uni Centrale contr™e de traction Antriebskontroll-SteuergerŠt Central control de tracci—n	SO																						
		RE																						
		SO	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
		ER																						

Codice	Operazione	MS4	400M	750 SS	996	ST2	ST4	748R	M900 IE	996R	MHE	999	MTS100 0	ST3	749S	1098	HYM1100	1098R	M 696	D 16 RR	M 1100	Streetfighter	MTS 1200S	
Code	Operation	MS4R	600M	900 SS	916		ST4 S		M750 IE	998		999S	MTS110 0	ST3SAB S	749R	1098 S	HYM1100S		M 696 ABS		M 1100S		MTS 1200	
Code	Opération	MS4RS	750M	800 SS	748		ST4 S ABS		M620	998S		999R03/ 04	MTS110 0S		999 R 05	848	HYM1100 EVO		M 796		M 1100 ABS			
Code	Arbeit		900M	1000 SS					M800	998R		749	MTS620			848 EVO	HYM1100 EVO SP		M 796 ABS		M 1100S ABS			
Código	Operación			Paul Smart Sport 1000 GT1000					M1000 MS2R M695								HYM796							
#.3.035	460XXXX	SO RE SO ER SO																						
	Bobina A.T. orizzontale																							
	Horizontal H.V. coil																							
	Bobine A.T. horizontale																							
#.3.036	460XXXX	SO RE SO ER SO	0,2	0,2	0,2	0,4	0,5	0,5	0,4	0,2	0,4	0,5	0,2	0,8	0,5	0,2	0,2	0,8	0,2	0,2	1	0,2	0,2	0,3
	Waagrechte HS-Spule																							
	Bobina A.T. horizontal																							
#.3.037	385XXXXXX	SO RE SO ER SO																						
	Centralina sospensioni																							
	Suspension control unit																							
	Boîtier électronique suspensions																							
#.3.038	385XXXXXX	SO RE SO ER SO	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	0,2	
	Fahrwerk-Steuergerät																							
	Central suspensiones																							
#.3.039	286XXXXXX	SO RE SO ER SO	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2	
	Central BBS																							
#.3.040	286XXXXXX	SO RE SO ER SO	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	2	
	Manopole riscaldate																							
	Heated handgrips																							
	Poignées chauffantes																							
	Beheizte Lenkergriffe																							
	Puños calefaccionados																							

PE10-045

DUCATI

1-23-2011

Q8

Answer 8 Report 1

&

Investigation about
Monster fuel tank
returned from USA

PE10-045

DUCATI

1-23-2011

Q8

Answer 8 Report 1



TECHNICAL REPORT

Report
RTSTR734

Data: 22/12/2010

Pagina: 1 di 8

Subject: **Application of X-Ring gasket on MTS1100 fuel pump assembly**

Author: Di Piazza Simone

1. SUMMARY

The purpose of this document is to summarize the activities done on MTS1100 tanks with regards to the gasket of fuel pump assembly.

2. DESCRIPTION

Start of activity: February 2010

End of activity: May 2010

Team: Di Piazza Simone - vehicle design manager

Malaguti Michele – vehicle designer

Paradisi Marco – field quality manager

Varignana Emanuele - mechanic

The analysis was performed on two MTS1100 tanks received from USA (#9772 “rosso”, #9547 “grigio”) that were said to leak from the fuel pump assembly; they were provided with the original fuel pump assembly installed so we could check if they actually leak. The verification was done filling the tanks with fuel; both tanks showed leakage from the fuel pump gasket.

Then the fuel pump assembly was disassembled in order to check the dimensions of the flange. The flatness of the surface of the flange was measured on 3 diameters in order to catch the shape of the whole area of coupling between fuel pump assembly and tank:

		<i>flatness</i>			
		<i>interna</i>	<i>tra i fori</i>	<i>esterna</i>	<i>totale</i>
diameter		Ø111	Ø128	Ø138	
<i>tank</i>	<i>rosso</i>	0.8383	0.6752	0.7185	1.2058
	<i>grigio</i>	0.8008	0.7605	0.7617	1.3199

The total values measured in both tanks were out of tolerance - 1.2058 and 1.3199mm vs. 1mm. See below for measurements reports and extract of tank 2D drawing.



TECHNICAL REPORT

Report
RTSTR734

Data: 22/12/2010

Pagina: 2 di 8

Measurements on tank #9772 "rosso":

ZEISS Calypso



Piano di misura
serbatoi multi

Data
12 Marzo 2010

Nr. di disegno.
* drawingno *

Ora
9:52:53

Ordine
Serbaio_multi_nero

Operatore
Master

MMC
C32Bit

Numero pezzo incrementale
Reso3

	Attuale	Nominale	Toll. superiore	Toll. inferiore	Deviazione
 Planarità sez interna	0.8383	0.0000	0.0000		0.8383
 Planarità sez. tra i fori	0.6752	0.0000	0.0000		0.6752
 Planarità esterna	0.7185	0.0000	0.0000		0.7185
 Planarità_totale	1.2058	0.0000	0.0000		1.2058



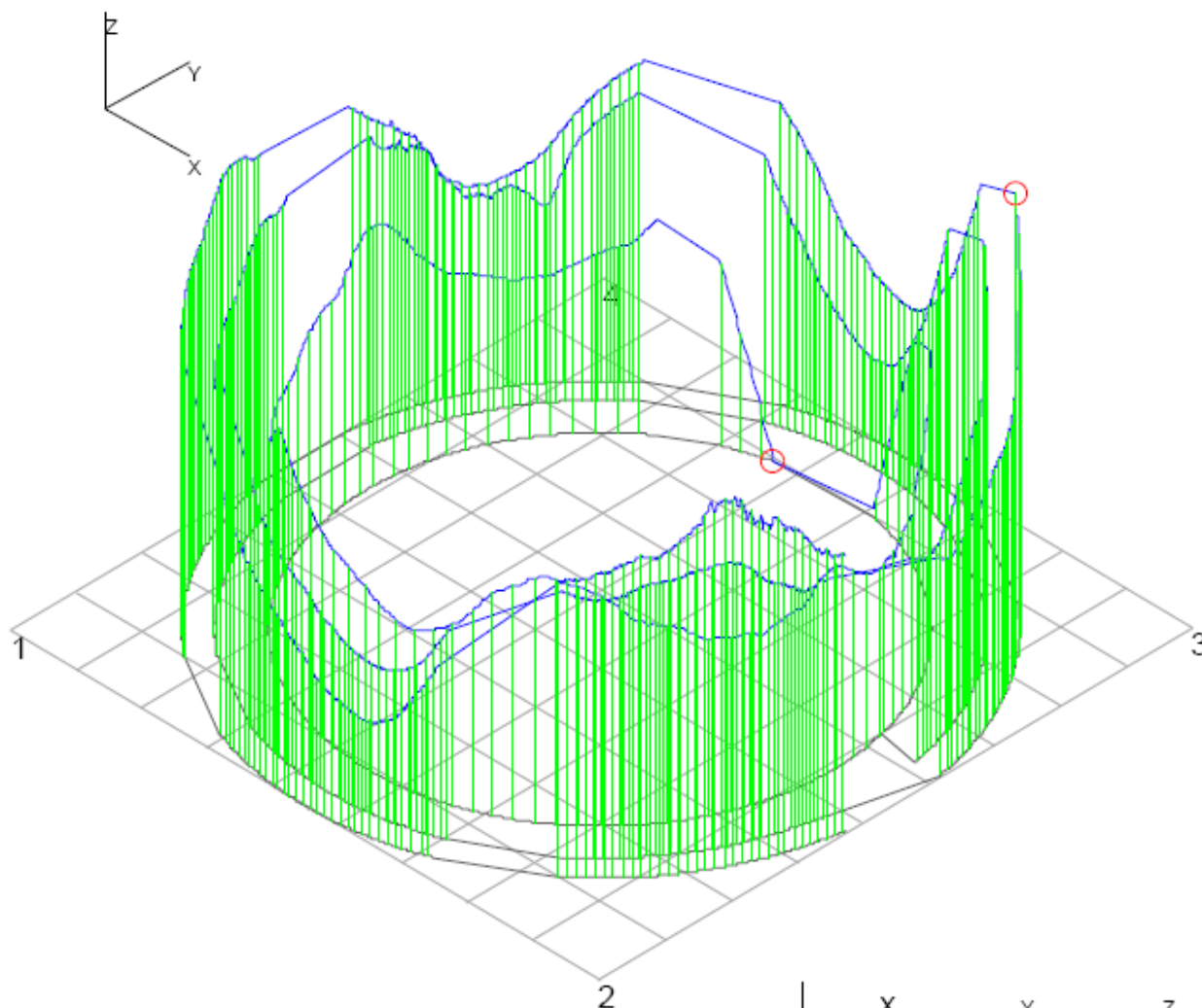
TECHNICAL REPORT

Report
RTSTR734

Data: 22/12/2010

Pagina: 3 di 8

		Calypso 4.2.08		Carl Zeiss		Data Ordine	12 Marzo 2010 Serbaio_multi_nero
Numero pezzo Reso3		MMC CONTURA		Nr. di disegno. * drawingno *		Reparto: Operatore Firma:	Master
Piano di misura serbatoi multi						Planarità_totale	



Spigoli

		X	Y	Z
1		-88,8133	-89,5314	-0,8853
2		68,8169	-89,5314	-0,5957
3		68,8162	69,4700	-0,2393
4		-88,8140	69,4700	-0,5088
Max	0,4962	41,9143	55,4162	0,8778
Min	-0,7096	-12,9013	53,3998	-0,4405

Ingrandimento 50.0

N.	Identificazione	Valore attuale	Toll.	Punti	Vel.	RagTast	TipoFilt	L-C	UPR
1	Planarità_totale	1,2058	0,0000	4737		1,5285			



TECHNICAL REPORT

Report
RTSTR734

Data: 22/12/2010

Pagina: 4 di 8

Measurements on tank #9547 "grigio":

ZEISS Calypso



Piano di misura
serbatoi multi

Data
12 Marzo 2010

Nr. di disegno.
* drawingno *

Ora
9:00:38

Ordine
Serbaio_multi_nero

Operatore
Master

MMC
C32Bit

Numero pezzo incrementale
Reso2

	Attuale	Nominale	Toll. superiore	Toll. inferiore	Deviazione
 Planarità sez interna	0.8008	0.0000	0.0000		0.8008
 Planarità sez. tra i fori	0.7605	0.0000	0.0000		0.7605
 Planarità esterna	0.7617	0.0000	0.0000		0.7617
 Planarità_totale	1.3199	0.0000	0.0000		1.3199



TECHNICAL REPORT

Report
RTSTR734

Data: 22/12/2010

Pagina: 5 di 8



Calypso
4.2.08

Carl Zeiss

Data 12 Marzo 2010
Ordine Serbaio_multi_nero

Reparto:
Operatore Master
Firma:

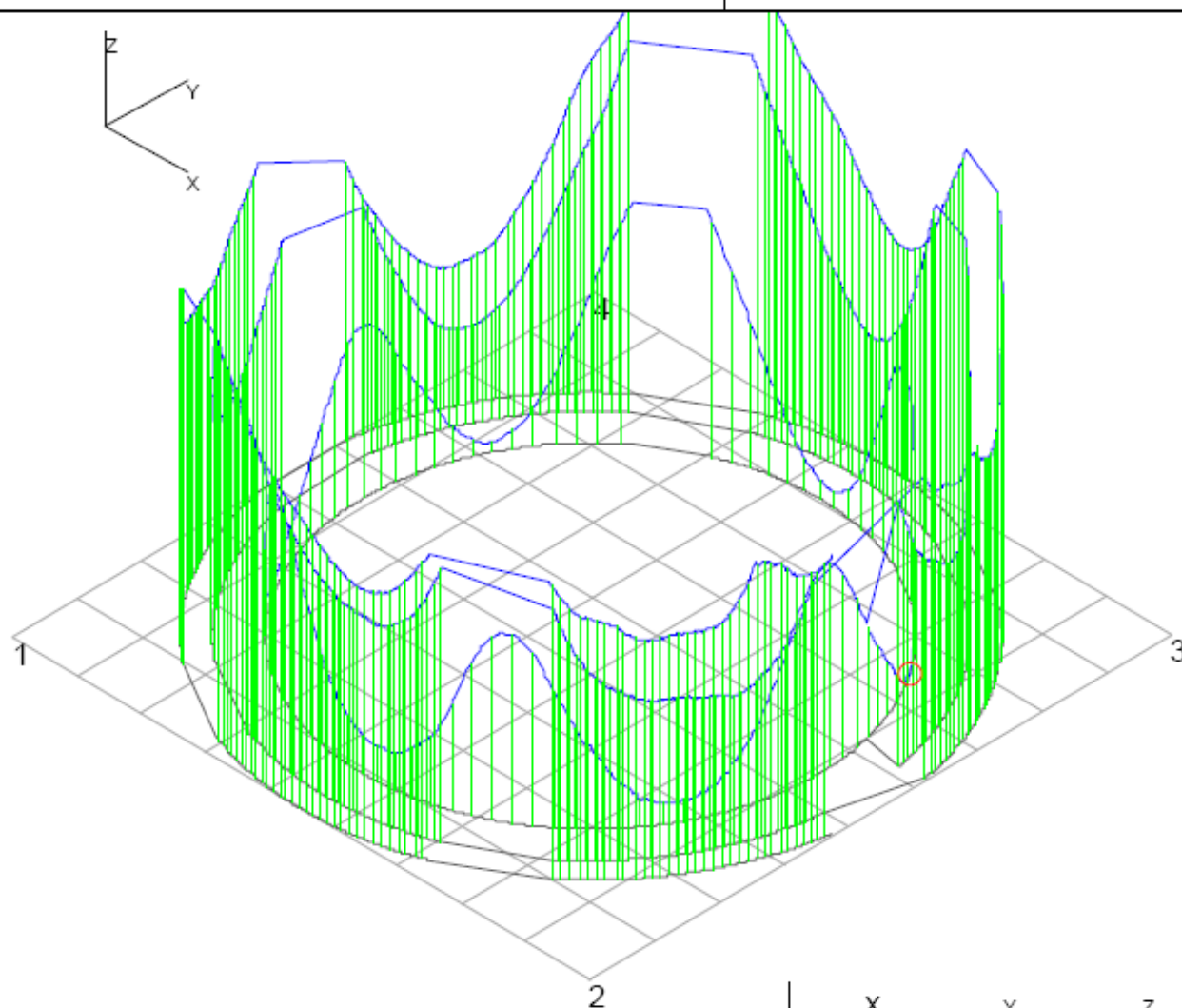
Numero pezzo
Reso2

MMC
CONTURA

Nr. di disegno.
* drawingno *

Piano di misura
serbatoi multi

Planarità_totale



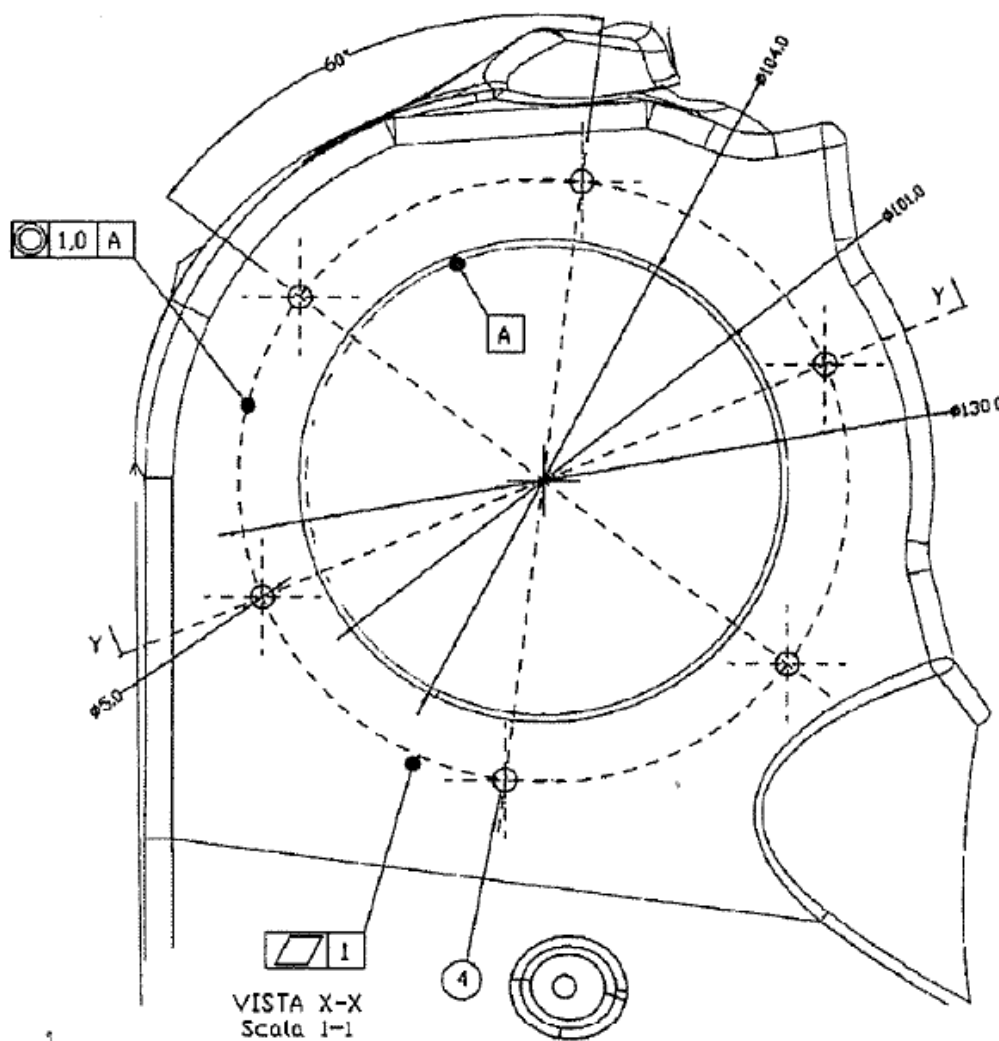
Spigoli

		X	Y	Z
1		-88,8090	-69,5139	-0,6171
2		68,8382	-69,5139	-0,4679
3		68,8380	69,4664	-0,2598
4		-88,8092	69,4664	-0,4090
Max	0,6632	-23,6777	65,2976	0,9536
Min	-0,6567	45,7793	30,4107	-0,3433

Ingrandimento 50.0

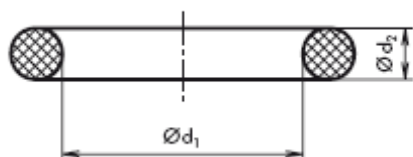
N.	Identificazione	Valore attuale	Toll.	Punti	Vel.	RagTast	TipoFilt	L-C	UPR
1	Planarità_totale	1,3199	0,0000	4810		1,5285			

Extract of 2D drawing of MTS1100 tank:



Next step was the analysis of the fuel pump assembly project made by Bitron (160.2.369.1A) in order to find a possible modification of the gasket that could solve the problem of leakage.

The original gasket is an O-Ring 107,2x5,34 FPM NT 60.7 Sh A:

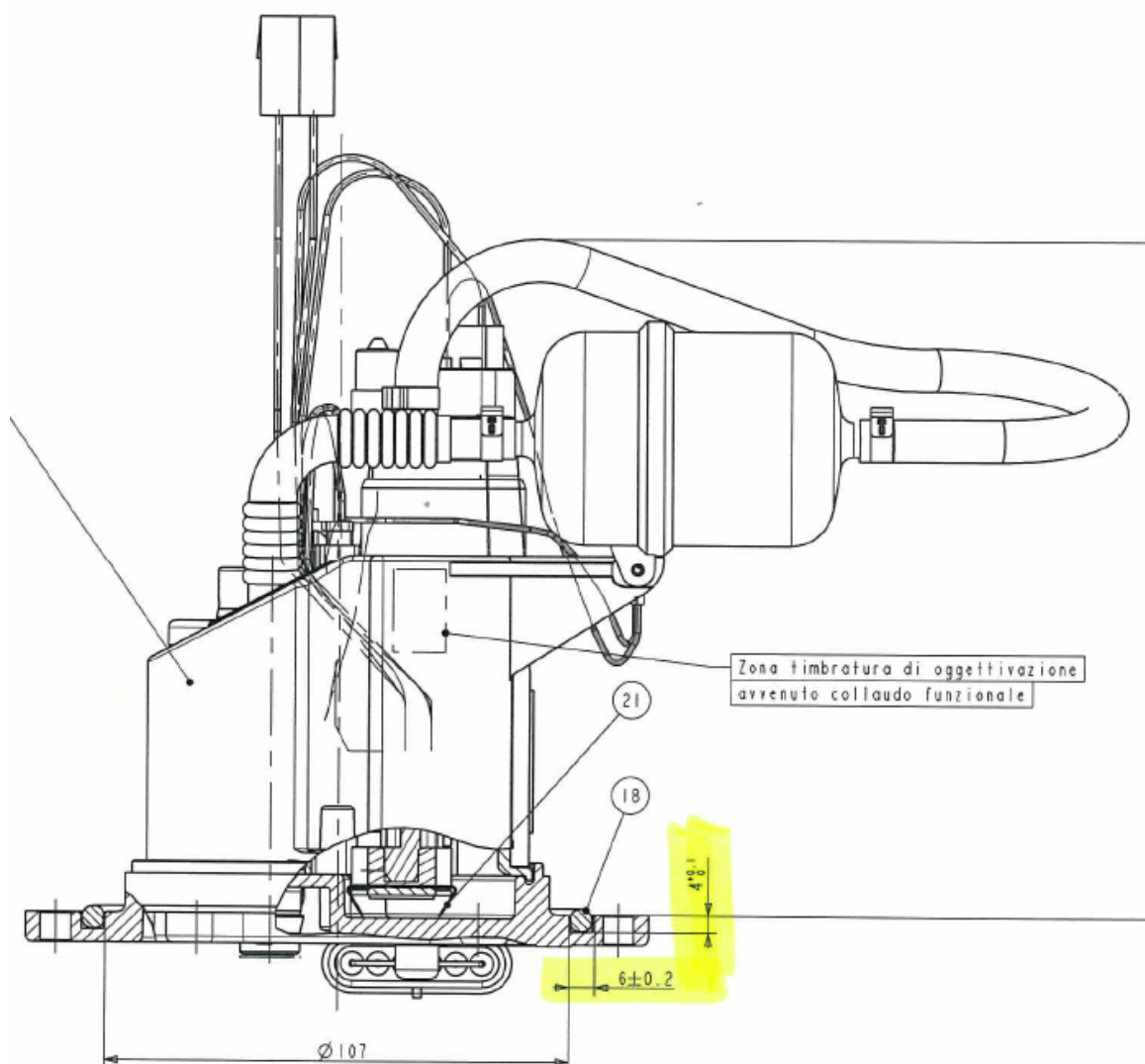


O-Ring dimensions

$\varnothing d_1$	d_2
107.20	5.34

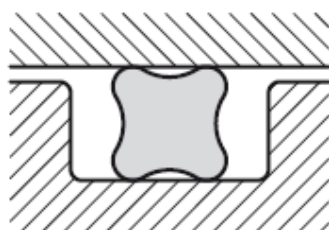
The O-Ring housing dimensions and compression were then analyzed in order to identify an alternative gasket that would fit.

Extract of 2D drawing of fuel pump assembly:

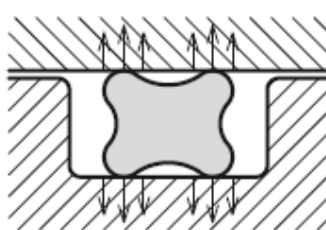


It was found a commercially available gasket that will fit in the same housing of the O-ring and could be most effective with respect to leakage; it is an X-ring 107,32 x 5,34 FKM 70.45-02. Compared to the O-Ring, the four-lipped sealing geometry of the X-Ring offers the following advantages that are important in our application:

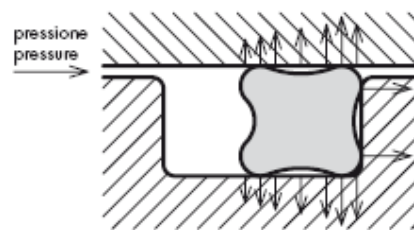
- it provides more sealing surfaces than standard O-Ring thanks to its multi-lobed design
- the lip shape requires less squeeze to maintain an effective seal
- can be used in all O-Ring installation grooves



non compressa
unpressurised

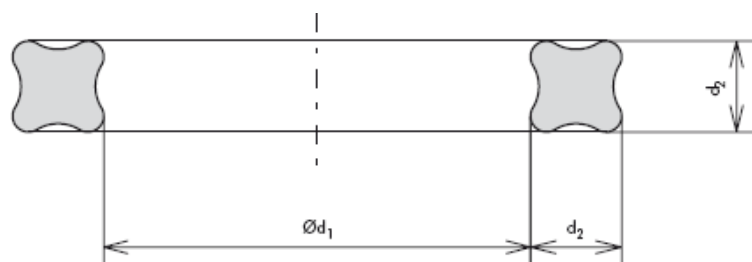


non soggetti a pressione
without pressure

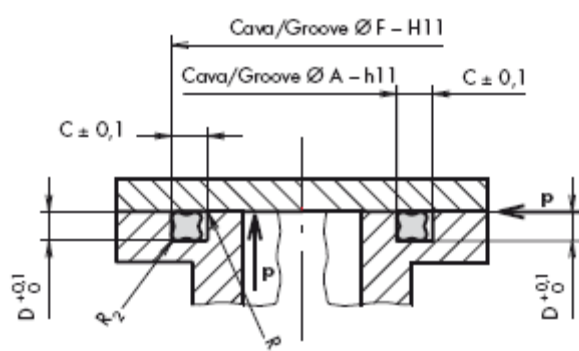


soggetti a pressione
under pressure

X-Ring drawing (from Angst-Pfister catalogue):



d_1 = diametro interno/Internal diameter
 d_2 = larghezza/altezza della guarnizione/Seal width/height



X-Ring dimensions

$\varnothing d_1$	d_2
107.32	5.34

groove dimensions

$\varnothing F$	C	D	$\varnothing A$
[mm]	[mm]	[mm]	[mm]
117	6.4	4.5	107

We asked some samples to Angst-Pfister and they provide us with some X-Ring that were in stock. The parts had the desired dimensions but were made of NBR instead of FKM; for the purpose of our testing that was not relevant.

We tested the X-ring on the two tanks; we performed both static and dynamic (road) tests reporting no leakage on both tanks. To verify the results, we put again the original O-Ring on the fuel pump assembly of the two tanks and noted that they showed leakage.

3. CONCLUSIONS

The analysis conducted on two MTS1100 tanks returned from USA showed that using an alternative gasket (X-Ring) it was possible to avoid leakage from the fuel pump assembly.

The X-Ring gasket could compensate the loss of flatness of the flange surface at least to the amount showed by the two tanks that were analyzed.

We need to complete the test of the X-Ring solution during a long term mileage test.

When other tanks will be available, we will measure the flatness of the flange surface; if it will be more than 1.3199mm (maximum value found on the two tanks analyzed), we will test again the effectiveness of the X-Ring solution.

PE10-045

DUCATI

1-23-2011

Q8

Investigation about
Monster fuel tank
returned from USA

Bologna, 14th January 2011

Investigation about Monster fuel tank returned from USA

Fuel tank subject of current investigation was originally fitted on Monster S2R 800 VIN 105183, and replaced by Dealer Corsa MotorSports at 4.211 miles, because of "deformation and leakage".

Fuel tank is shown in the picture here below.



Since one of the reasons of replacement was "deformation", in order to check "the amount" of the alleged deformation, fuel tank was installed on a "reference bike" available in Ducati, in order to check if the tank would fit the bike or not.

Reference bike : **Monster S2R 800 VIN : 086781**

Original fittings of the reference bike were used.

Results are shown in the pictures here below.



front right support



front left support



rear bracket



front hook



distance between handlebar and tank at right side full steering



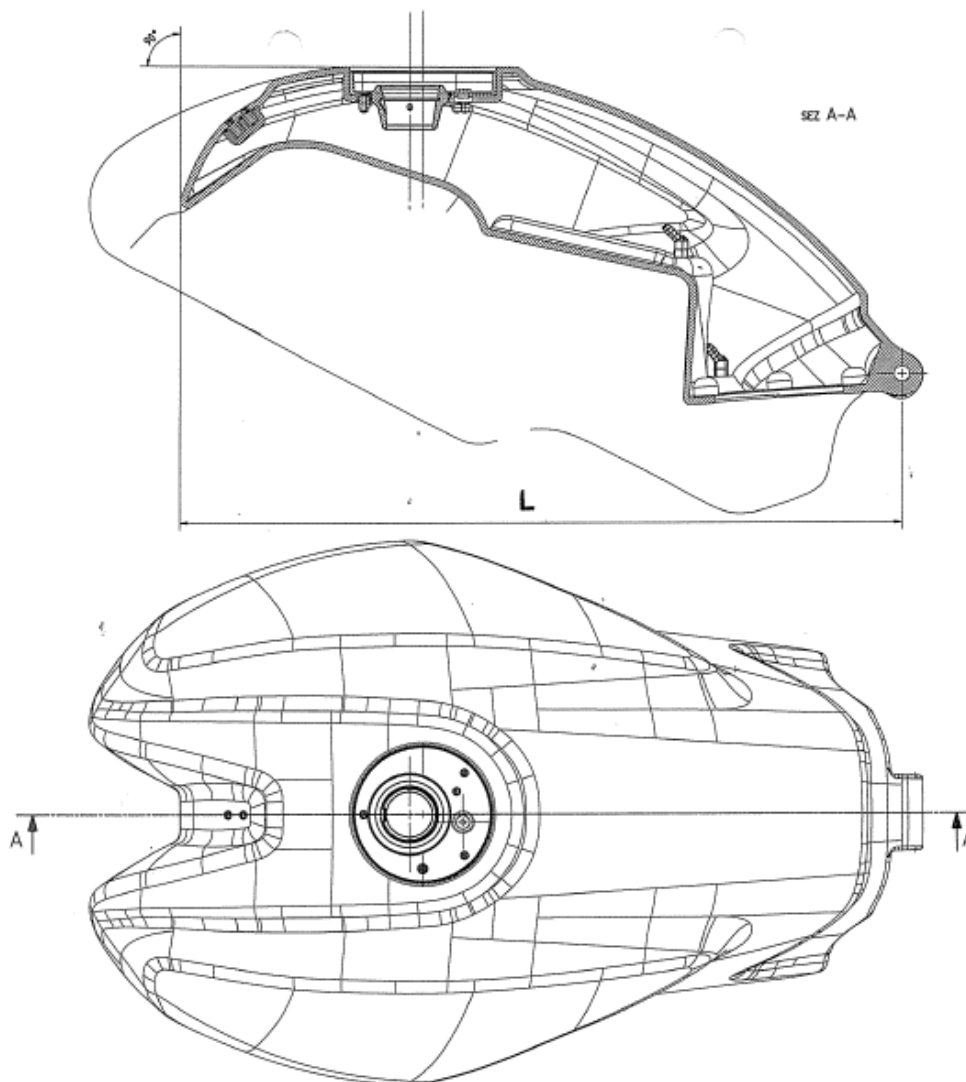
distance between handlebar and tank at left side full steering

Result : the fuel tank fits perfectly the reference bike without any functional and/or aesthetic drawback

In order to perform more accurate measurements, fuel tank was put on 3D Coordinate Measurement Machine (see pictures here below).



In order to assess the amount of the alleged deformation, the dimension "L" shown in the sketch here below was measured on the replaced tank and on the original tank of the reference bike (i.e. the "reference fuel tank").



Results of the measurements :

	dimension "L" (mm)	Comments
fuel tank returned from USA	570	returned fuel tank is 3,4 mm longer = 0,6 %
"reference fuel tank"	566,6	

Clearly, the true indication of the alleged deformation would be measuring the same tank at zero miles and at the moment of replacement, but, obviously, it's not possible.

Therefore, the comparison with a tank that has always been in contact only with gasoline (and no ethanol at all) is the only meaningful comparison.

From the evidences obtained by installation test and measurement above, it's possible to conclude that the deformation, if existing, is negligible and irrelevant.



The second reason of replacement of the tank was "leakage".

We checked that the tank, with it's original pump flange was actually leaking, with a rate of **about 1 drop every 20 seconds**. We also checked with another pump flange removed from another tank (therefore a used pump flange), and the result didn't change: was still leaking with more or less the same leaking rate.

In order to establish the reason(s) of leaking, we performed more measurements on CMM machine, again comparing the measurements with the "reference tank" (that was not leaking with it's original flange pump).

The flatness of the area on which the seal is pressed was measured on both tanks, and results are shown the table and in the pictures here below.

	Replaced fuel tank	Reference fuel tank
flatness in the "working area" of the sealing	1,04 mm	0,51 mm

The flatness of the replaced fuel tank exceed (by a little) the specification about flatness in that area (that is = 1,0 mm).

Probably it's borderline for accurate sealing and, with a new seal (as in the early miles of "life" of the bike) the sealing was in any case guaranteed, but as soon as the original seal of the bike become old (and therefore a little "crushed") it was no more capable to ensure perfect sealing.

Therefore we installed a different shape seal (X-Ring) made by Angst-Pfister and identified by :

- Ducati part number = 886.4.188.1A

- Angst-Pfister part number = 107.2 x 5.34 FKM 70.45-02

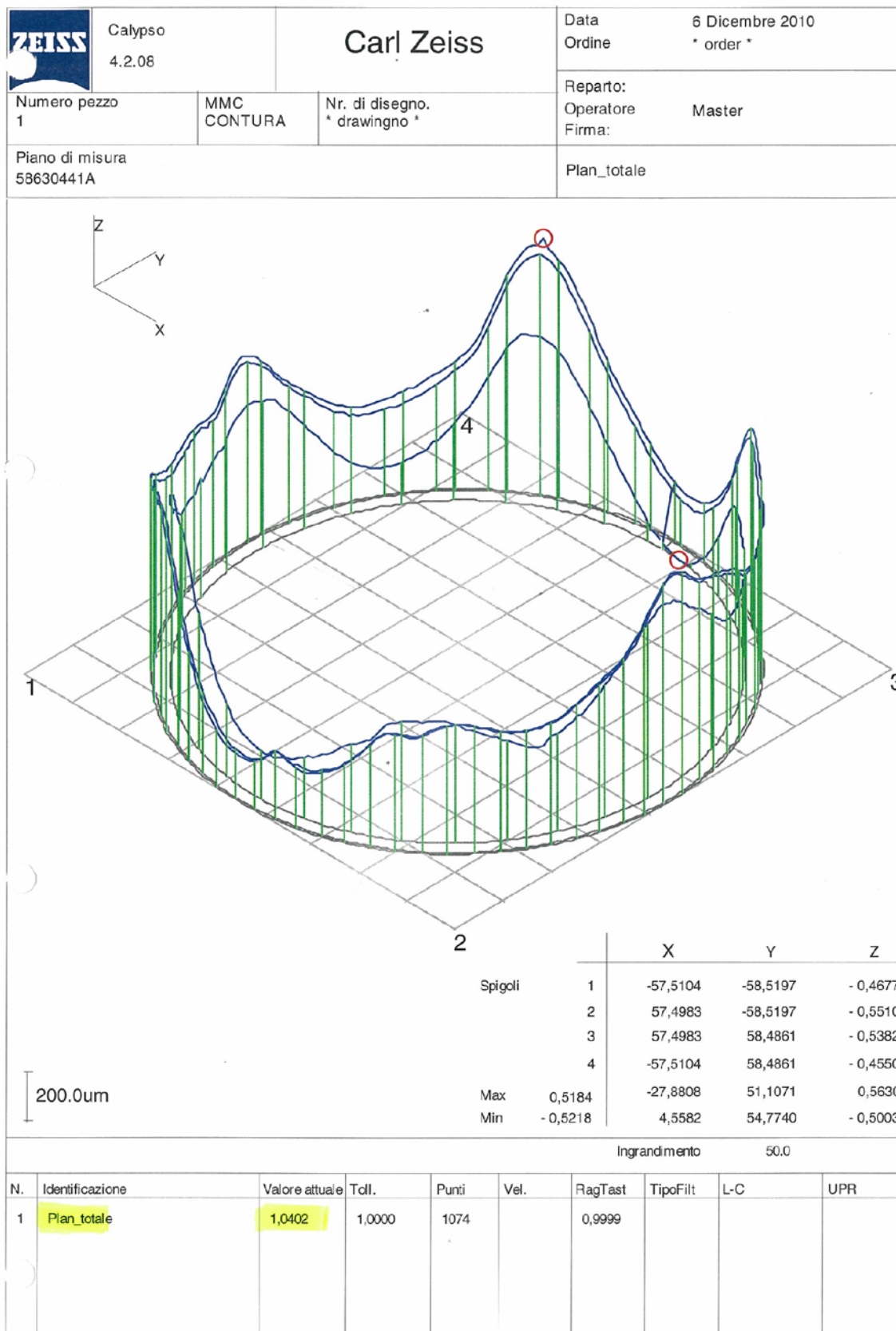
Because of its higher elasticity, X-Ring has superior capability to compensate for higher planarity errors, in comparison with an O-Ring of the same installing dimensions.

The practical test confirmed the theory, and with X-Ring the sealing was perfect.

Andrea Forni

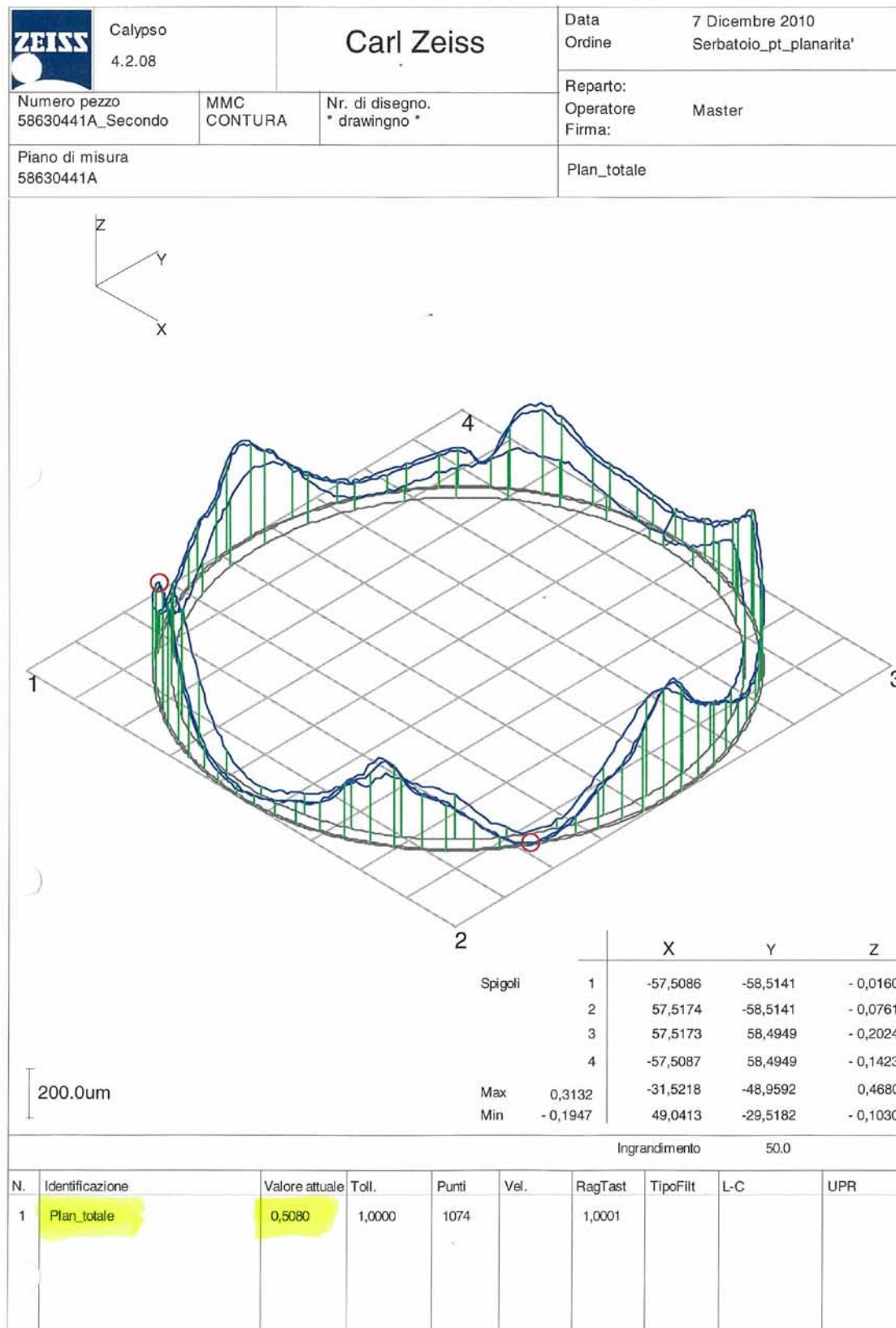


Replaced fuel tank flatness in the "working area" of the sealing = 1,042 mm





Reference fuel tank flatness in the "working area" of the sealing = 0,51 mm



PE 10-045 - IR on Monster Old

Pto 8

- a. Action title or identifier = Investigation about Monster fuel tank returned from USA (enclosed)
- b. the actual start date = 1st December 2010
- c. the actual end date = 10th December 2010
- d. brief summary of the subject and objective of the action = to investigate about alleged expansion and leakage of the above tank
- e. Engineering group responsible for designing and for conducting the action = Andrea Forni
- f. Brief summary of the findings and conclusions resulting from the action = expansion was negligible and irrelevant ; leakage was existing and deleted with adoption of X-Ring

Pto 9

Old Monster fuel tank was never modified during the whole production period

Pto 10

Old Monster is out of production

Pto 11

X-Ring (Ducati part number = 886.4.188.1A ; Angst-Pfister part number = 107.32 x 5.34 FKM 70.45-02) will be provided as a replacement/service part by Ducati.

Pto 12

Ducati's assessment of the alleged defect :

- a. The causal or contributory factor for the leakage = flatness of the surface of the fuel tank, in the area where the seal works, was insufficient for the sealing capacity of a conventional O-Ring
- b. The failure mechanism = because of insufficient flatness of the surface, also the contact pressure between O-Ring and fuel tank surface is not enough to ensure perfect sealing
- c. The failure mode = loss of one drop of fuel each 20 seconds (more or less)
- d. The risk to motor vehicle safety that it poses = nothing, because of the very small amount of leakage
- e. What warnings a motorcycle owner would have that the alleged defect was about to occur = fuel smell