

Service Bulletin**04V-340****DMH**

Date: December, 2 2004

To: Dealer Principles, Service and Parts Managers, North American
Ducati Dealer Network

Subject: Safety Recall Campaign I.D. No. 04V-340

**Models: 999-999S-999R-999R Fila MY 2003 and 2004
749-749S MY 2003 and 2004**

Procedure: The above referenced models must be inspected to determine which oil cooler is installed on each motorcycle. (KTM or TOYO).
All KTM defective oil coolers must be replaced.

Please review attached affected VIN list. Only those units listed are among the affected group.

Dear Ducati Dealer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ducati Motor S.P.A. has decided that a defect which relates to motor vehicle safety exist in certain MY 2003 and MY 2004 model 999, 999R, 999R Fila, 749, 749S motorcycles.

Models 749 and 749S were manufactured from November 20, 2002 to April 4, 2003. Models 999, 999S, 999R, 999R Fila were manufactured from September 2, 2002 to July 2, 2003.

Description of defect:

Ducati Motor S.P.A. has determined that it possible that the KTM oil cooler may break. A significant quantity of oil lubricant will leak and could get on the rear wheel and tire causing a dangerous riding condition.

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Description of Remedy:

Inspect the motorcycle oil cooler looking for the manufacturing brand stampings on top of the oil cooler itself:

- **If you find KTM P/N 54840421A the oil cooler must be replaced.**
- **If you find KTM P/N 43174 and the oil cooler side caps are not welded, the oil cooler must be replaced. (See sample pictures attached).**
- **If you find the Toyo logo printed in white paint, the oil cooler does not need replacement.**

Customer notification:

Ducati North America, Inc. will notify all known owners of affected vehicles directly by First Class mail. A sample copy of the owner notification letter is enclosed for your information.

Limitation on sale or lease of certain vehicles:

Section 154(d) of National traffic and Motor Vehicle Safety Act of 1996 mandates that dealers correct, prior to sale or lease, any vehicle which contains a defect relating to motor vehicle safety. It is therefore mandatory that any vehicle in your inventory and affected by this recall be corrected prior to sale or lease.

Part Supply:

Ducati North America, Inc. will auto-ship to all authorized Ducati dealers an initial quantity of modified KTM oil coolers. The servicing dealer using the ARCO part ordering system must reorder additional replacement parts.

Repair instructions:

Remove the right fairing and inspect the oil cooler looking for the stamped part number on top of the oil cooler.

- **KTM P/N 54840421A** must be replaced using the modified recall campaign replacement part.
- **KTM P/N 43174** without welding on the oil cooler end-side caps must be replaced using the modified recall campaign replacement part. (See pictures attached)



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IMPORTANT:

- LOCTITE 222 must be used on nipple threads and torque specification of 23 Nm is required.
- Oil tube nut/engine nipple torque specification of 18 Nm is required.

Special tools:

No special tools are required

Time allowance for inspection procedure:

Warranty claim must be submitted in ARCO using the following codes:

- Subgroup: **2**
- Failure code: **015**
- Safety factory code: **A**
- Campaign number: **BG**
- Product line: **11**
- Subject: **2**
- Operation number: **001**

Time allowance and reimbursement procedure:

Warranty claim must be submitted in ARCO using the following codes:

- Subgroup: **2**
- Failure code: **015**
- Safety factory code: **A**
- Campaign number: **BG**
- Product line: **11**
- Subject: **0**
- Operation number: **036**

All replaced recall campaign parts must be properly tagged and kept available for Service Area Manager inspection.

Campaign Authorization:

Ducati North America, Inc. will mail a notification letter to all known owners. If a customer does not present this notification letter, it is important that you confirm the eligibility for recall status on the ORACLE portal (open campaign search), before you commence work. Reimbursement request for duplicate recall campaign repairs will not be accepted.



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Dealer obligation:

This program is designed to complete the necessary repairs and to achieve owner satisfaction. Therefore, we ask you to take prompt and courteous action in accordance with these directives.

Please provide copy of this communication to every person in your dealership who has recall-related responsibilities.

Thank you for your cooperation.

Renato Aime
Dealer Service Manager & Warranty Manager
Ducati North America, Inc.

