

DUCATINORTH AMERICA, INC
Recall Bulletin RCL-05-001

Copy of customer letter below this line:

Subject: Ducati Motorcycles:
999 – 999S MY 2003 and 749S MY 2003

NHTSA CAMPAIGN I.D. Number: 04V585000
Transport Canada Safety Recall I.D. Number: 04V-316

Procedure: On the above referenced models it is necessary to install a retaining clip on the front brake hose.

Dear Ducati Owner,

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 exists in certain MY 2003 model 999, 999S and 749S motorcycles. Model 749S was manufactured from November 20, 2002 to April 4, 2003. Models 999, 999S, were manufactured from September 2, 2002 to July 2, 2003.

Our records show that you are the owner of a Ducati motorcycle affected by this safety recall campaign notice. Please take the time to read this letter and help us take the appropriate steps to ensure that your vehicle is operating properly.

Description of defect:

Ducati Motor S.P.A. has determined that it is possible that the front brake hose will become trapped between the lower steering flange and the steering lock peg when the vehicle is cornering.

This condition could cause a loss of front brake fluid pressure and damage to the brake hose, which consequently could rupture causing front brake failure. This condition can cause vehicle crash without prior warning.

Precautions: Your appointment with your Ducati dealer:

We request that you contact your authorized Ducati dealer as soon as possible and make an appointment so that the required free of charge service can be performed without delay. If you are not the only rider of this motorcycle, please advise all other riders of this important information. You may continue to ride this motorcycle if you choose to do so; however, do not leave this problem unattended.

Description of Remedy:

Your Ducati dealer will inspect your motorcycle and install a retaining clip on the front brake hose. This repair may take up to ten minutes but we kindly request that you contact the servicing dealer to determine the time of repair completion.

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Service Problem Help:

If you believe that your dealer has failed or is unable to perform the service within a reasonable period of time, please write to:

Ducati North America, Inc.
10443 Bandle Drive
Cupertino, CA 95014

If you still cannot obtain satisfaction, you may file a complaint with the Administrator:

National Highway Traffic Safety Administration
400 South Street, S.W.
Washington, D.C. 20590
Or call toll-free hotline at 1-888-327-4236

TREDACT CUSTOMER REIMBURSEMENT PLAN
Ducati North America, Inc.

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized Ducati dealer. Expenses from repair facilities outside of the authorized Ducati dealer network will be considered; however, the procedure must meet Ducati North America standards and use Ducati original replacement parts.

Your authorized Ducati retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle if still in your possession prior to submitting a claim on your behalf to Ducati North America, Inc. for reimbursement.

Please note the following:

Only a repair subject of this safety recall campaign is reimbursable. Ducati North America, Inc will not reimburse consequential expenses such as towing, rental, accommodations, and damage repairs. Towing expenses up to a maximum amount of US \$200 or Canadian \$300 may be considered as refundable by calling your Road Side Assistance provider toll free: 800-234-1353.

Ducati North America, Inc. will not reimburse for prior repairs that did not utilize Original Ducati Parts.

We anticipate that your authorized Ducati dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will be also able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized Ducati dealer be your primary contact on this issue; however, our Customer Relations Dept. may be contacted at 408-253-0499 for any special assistance required.

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We regret any inconvenience to you from this action, however, your safety and satisfaction are important to us and we request that you bring your Ducati motorcycle to your dealer at your earliest convenience.

Thank you for riding Ducati.

Sincerely yours,

Ducati North America, Inc.