

<i>Recall Bulletin</i>	<i>RCL-05-001</i>
	<i>DNA</i>

Date: January 5, 2005

To: Service Manager
 Dealer Principal, North American Ducati Dealer Network

***Subject:* Front Brake Line Retaining Clip**

***Models:* 999/999S M.Y. 2003 and 749S M.Y. 2003**

IMPORTANT: All Dealer Principals, Service and Parts Managers should read and initial this notice.

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

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

Ducati Motor S.P.A. has decided that a defect which relates to motor vehicle safety exists in certain M.Y. 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.

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 a vehicle crash without prior warning.

Description of Remedy:

It is necessary to install a retaining clip on the front brake hose. The replacement clip part number is different for the different models. Please proceed as follows:

- Models 999 and 749S use clip part number 74110301A with screw part number 60N107330 and retaining nut part number 74950021A
- Models 999S use clip part number 74110301B with screw part number 60N107330 and retaining nut part number 74950021A



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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.

Vehicle Allocation:

Prior to owner notification, we will furnish you a list of affected vehicles. (See attached Affected VIN List)

Limitation on sale or lease of certain vehicles:

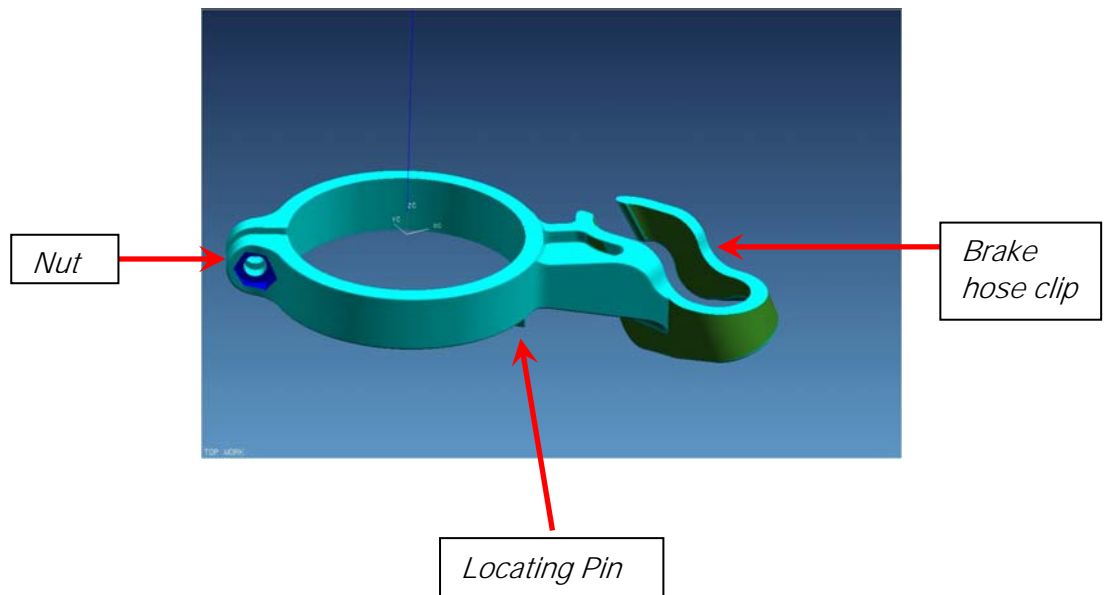
Section 154(d) of National Traffic and Motor Vehicle Safety Act of 1996 mandates that dealers correct, prior to sale or lease, any vehicle which contains a defect relating to motor vehicle safety. It is therefore mandatory that any vehicle in your inventory and affected by this recall be corrected prior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

Part Supply:

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

Repair instructions:

Fit retaining clip part number 74110301A for models 999 and 749S, and retaining clip part number 74110301B for models 749S to the RH fork leg, just above the lower steering flange. For all models described above, secure clip with screw part number 60N107330 and retaining nut part number 74950021A. Tightened nut must be flush with the clip (See picture attached). Slide the front brake hose through the open end of the clip.



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Special tools:

No special tools are required

Time allowance and reimbursement procedure:

A warranty claim must be submitted in ARCO using the following codes:

- Subgroup: 2
- Failure code: 014
- Safety code: A
- Campaign number: BH
- Product line: 11
- Subject: 2
- Operation number: 001

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 requests for duplicate recall campaign repairs will not be accepted.

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

Thank you for your cooperation.

Aftersales Dept.
Ducati North America, Inc.

<i>Dealer Principal</i>	<i>Service Manager</i>	<i>Service Writer</i>	<i>Technician</i>



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

TREADACT 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.

