

DUCATI NORTH AMERICA, INC.

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Corporate Headquarters

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| Service Bulletin | RCL-05-004 |
| | DNA |

Date: June 29, 2005 (Original release date: May 18, 2005)

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

Subject: Update: Monster Rocker Arm Recall *Updated Part Number

Models: Monster 620 - S2R MY 2005

CAMPAIGN CODE UPDATE: The campaign number for this recall campaign has been updated. Please see updated code below.

SPECIAL NOTE: This campaign has been posted for automatic download during normal submission of claims and orders through Arco. In addition it will be included in the June CD. If it does not appear in your system, please contact helpdesk. dealersupport@ducatiusa.com

Updated with Replacement Part number: 37220083A

SPECIAL TECHNICAL NOTE: The replacement part may have an embossed part number which is also 30mm in length. **ONLY** production parts with the 30mm logo that correspond to the affected VIN list need replacement. Should you have any questions, please contact your SAM directly.

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

NHTSA Safety Recall Campaign I.D. No. 05V-219
Canadian Safety Recall Campaign I.D. No. 05-135

Summary of Procedure: On the above referenced models it is necessary to measure the length of the part number code printed on the rear shock absorber rocker arm. If the length of the part number code 37210032A is 21 mm long no part replacement is necessary. If the length of the part number code is 30 mm the rear shock absorber rocker arm must be replaced. (See pictures attached)

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 that relates to motor vehicle safety exist in certain Monster 620, S2R, Monster 1000 and S4R MY 2005 motorcycles.

- Monster 620 models were manufactured from October 1 through October 31, 2004.
- S2R models were manufactured from January 7 through January 31, 2005.

Description of defect:

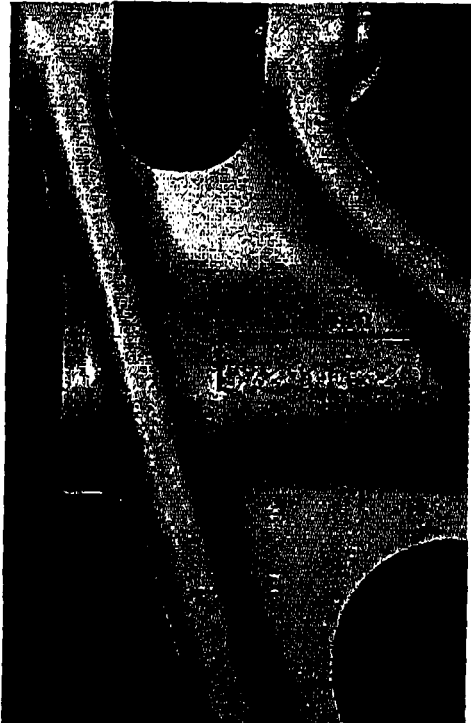
Ducati Motors S.P.A. has determined that it is possible that the incorrect rear shock absorber rocker arm part number 37210032A was installed during production of the above mentioned motorcycle models. The incorrect component could potentially fail causing the vehicle to crash without prior warning.

Description of Remedy:

Review attached affected VIN List to determine if the vehicle is potentially affected by the condition described above. (faxed bulletins will not include list [due to size] Please see dealer portal at ducatiusa.com + a hard copy will be mailed to your dealership. The length of the part number code printed on the rear shock absorber rocker arm must be measured. The correct length of the printed part number must be 21 mm. (See Picture Below)



In the event you find the printed part number to be 30 mm long **the rear shock absorber rocker arm must be replaced. The replacement is part number is 37220083A. It will be of the correct dimensions.**
(See Picture Below)



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 containing names and addresses of owners.

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:

The servicing dealer using the ARCO part ordering system must order replacement parts as needed.



Repair instructions:

Remove the seat and measure the length of the part number printed on the rear shock absorber rocker arm following the procedure described on the **Description of Remedy** paragraph printed above.

Special tools:

No special tools are required.

Time allowance and reimbursement procedure:

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

- Subgroup: 2
- Failure code: 020
- Safety Factory code: A
- Campaign number: **BJ**
- Product line: 8
- Subject: 2
- Operation number: 029

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 of 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 designated 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.

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

Example: Customer notification letter below this line

VIN#

Subject: Ducati Motorcycles:
 Monster 620 – S2R MY 2005

