

Thank you for your cooperation.

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

Example: Customer notification letter below this line

<Date>

<Customer Address>

Subject: Ducati Motorcycles:
 ST3 – ST4 S –ST4 S ABS MY 2004

Safety Recall Campaign: ST Airbox Breather Hose

Summary of Procedure: On the above referenced models it is necessary to shorten and reposition the air box breather hose part number 87720042A.

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 that relates to motor vehicle safety exists in certain MY 2004 model ST3, ST4S and ST4S ABS MY 2004 motorcycles. Models ST3 MY 2004 were manufactured from October 1 through October 31, 2003. Models ST4S were manufactured from July 1 through July 31, 2003. Model ST4S ABS were manufactured from September 1 through September 30, 2004.

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 air box breather hose may become in contact with the horizontal cylinder exhaust pipe creating a potential fire hazard.

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 chose to do so; however, do not leave this problem unattended.

Description of Remedy:

Your Ducati dealer will shorten the air box breather hose securing it away from the horizontal cylinder exhaust pipe.

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.
600 Sylvan Avenue
Englewood Cliffs, NJ 07632

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 authorized Ducati dealers 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.

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.

