

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report³

07V-474
(22 Pages)

On OCTOBER 8, 2007, DUKATI MOTOR [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. 577) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: OCTOBER 8, 2007

Furnish the manufacturer's identification code for this recall (if applicable): TBA

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

DUKATI MOTOR HOLDING SPA
VIA CAVALIERI DUKATI 3 . 40132 BOLOGNA ITALY

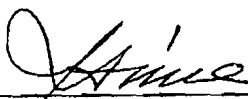
Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

RENATO AIME
DUKATI MOTOR HOLDING LIAISON

Telephone Number: 201 264-8327 Fax No.: NA

Name and Title of Person who prepared this report.

RENATO AIME
DUKATI MOTOR HOLDING LIAISON

Signed: 

10/8/2007

³Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): DUCATI Model Years Involved: 2008 Model(s): HYPERMOTARD

Production Dates: Beginning: 3/7/2007 Ending: 6/29/2007

VIN Range: Beginning: EB000059 Ending: EB002491

Vehicle Type: HYPERMOTARD Bodystyle: HYPERMOTARD MOTORCYCLE

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

VISIBLE ONLY BY BATTERY MOUNTING BRACKET
AND VELCRO STRIP ON THE BATTERY BOTTOM

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. 40% TO 50%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model DUKATI #YPSELNOTARD Year 2008 Number of Vehicles Potentially Involved

USA STARTING FRAME # ZDH1YACP98B000059
TO FRAME # ZDH1YACP98B002491

Total Number Potentially Affected by the Recall: 385

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

QUALITY CONTROLS DETERMINED THAT THE BATTERY WAS MOVING SIDE TO SIDE INSIDE THE FUEL TANK MOUNTING COMPARTMENT. THIS MOVEMENT COULD CAUSE DAMAGE TO THE WIRING HARNESS BATTERY CABLES POTENTIALLY CREATING AN ELECTRIC SHORT CIRCUIT. THIS CONDITION COULD CAUSE THE ENGINE TO STOP RUNNING. THIS NON COMPLIANCE CONDITION WAS PRESENT STARTING PRODUCTION 3-7-2007 UP TO PRODUCTION 6-29-2007 AFFECTING A TOTAL OF 2350 MOTORCYCLES WORLD WIDE.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

WIRING HARNESS CABLE TO BATTERY COULD
BE AFFECTED BY SHORT CIRCUIT STOPPING THE
ENGINE. (MAIN FUSE FAILURE)

Describe the cause(s) of the defect or noncompliance condition.

INSUFFICIENT FASTENING OF THE BATTERY

Describe the consequence(s) of the defect or noncompliance condition.

POSSIBLE WIRING HARNESS SHORT CIRCUIT STOPPING
THE ENGINE

Identify any warning which can (a) precede or (b) occur.

NONE UNTIL ELECTRICAL SHORT CIRCUIT WILL OCCUR.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

THE VELCRO STRIP AND BATTERY BRACKET ARE
MANUFACTURED BY DUCATI MOTOR HOLDING SPA.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

WIRING HARNESS DAMAGED DISCOVERED DURING
MOTORCYCLE TESTING AND QUALITY CONTROL TESTING

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

INSTALLATION OF A MOUNTING BRACKET AND
VELCRO STRIP INSTALLED ON THE BOTTOM OF THE
BATTERY. NO BRACKET WAS PRESENT ON
MOTORCYCLES PRODUCED FROM AYD TO FRAME
NUMBER RANGE PROVIDED.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

VISIBLE MOUNTING BRACKET ON TOP OF THE
BATTERY SECURING IT TO THE MOUNTING
COMPARTMENT LOCATED UNDER THE FUEL TANK.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

STARTING WITH FRAME # ZDM1YACP98B002492
PRODUCTION INSTALL VELCRO STRIP AND
BATTERY MOUNTING BRACKET ON ALL HYPERMOTARD
MY 2008 MOTORCYCLES.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

NO FORSEEABLE PROBLEMS WITH RC
IMPLEMENTATION.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A *DRAFT* copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

October 8, 2007

Name
Address
City, St, Zip

VIN#

**Subject: Ducati Motorcycles:
 HYPERMOTARD MY 2008
 Dealer: RCL-07-TBA**

NHTSA Safety Recall Campaign I.D. No TBA
Transport Canada Safety Recall Campaign I.D. No. TBA

Summary of Procedure: On the above referenced models it is necessary to install a battery mounting bracket and two dual-lock Velcro strips on the bottom of the battery.

Dear Ducati Owner,

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

Ducati Motor Holding S.P.A. has decided that a defect that relates to motor vehicle safety exists in certain HYPERMOTARD MY 2008 motorcycles.

- The affected HYPERMOTARD models were manufactured from 3-07-07 to 6-29-07

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 Holding S.P.A. has determined that the battery can move in its housing located inside the fuel tank and this movement could result in main wiring harness damage at the battery terminal. This condition could cause an electrical short consequently stopping the engine. If the engine stops while the motorcycle is being driven, it could increase the risk of a crash.

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 install a battery mounting bracket and two double lock Velcro strips on the bottom of the battery.

Service 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.
Attn: Aftersales
10443 Bandle Drive
Cupertino, CA 95014

You can also contact us by email at:
customerservice@ducatiusa.com

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

USA Customers:

National Highway Traffic Safety Administration
400 South Street, S.W.
Washington, D.C. 20590
Or call toll-free hotline at 1-888-327-4236
(TTY 1-800-424-9153), or go to [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV).

Canadian Customers:

Canada Motor Vehicle Safety
And Motor Vehicle Regulation Office
Telephone: (613) 993-9542

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 dealer's 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 the repair subject to 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



| | |
|------------------------|------------------------|
| Recall Bulletin | RCL-07- TBA |
| | DNA |

Date: October 8, 2007

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

Subject: Battery Fastening

Models: HYPERMOTARD 1100 MY 2008

Important:

All Dealer Principles, and 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 Safety Recall I.D. No. TBA
Transport Canada Safety Recall I.D. No. TBA

Ducati Motor Holding S.P.A. has determined that a safety related defect exists on some 2008 M.Y. Ducati motorcycles models listed above.

Description of defect:

Ducati Motor Holding S.P.A. has determined that it is possible that the battery can move in its housing in the fuel tank and this condition could cause damage to the wiring harness battery cable terminals.

This condition could cause a loss of electrical power, possibly stopping the engine. If the engine stopped while the motorcycle was being driven, it could increase the risk of a crash.

Description of remedy:

Installation of a battery mounting bracket and two Velcro strips that will prevent the battery from moving inside its housing.



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 affected by this recall be corrected prior to sale or lease.

Auto-ship replacement part:

Ducati North America, Inc. will auto-ship to all authorized Ducati dealers an initial quantity of (2) battery fastening kit part number 69924041A. The servicing dealer must reorder additional replacement parts as needed using the ARCO part ordering system.

Repair instructions:

Remove the original battery and install the fastening kit as per instructions attached.

Special tools:

No special tools are required.

Time allowance and reimbursement procedure:

The labor time required to perform this operation is **0.2** hour.

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

- Warranty type: PC
- Subgroup: 2
- Failure code: 038
- Safety factory code: A
- Campaign: TBA
- Product line: 12
- Subject: 2
- Operation: 077

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 (Dealer Bikes, Recall Campaign), 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.

Renato Aime
DMH Liaison
Ducati North America, Inc.

List of affected frame number:

List of affected motorcycle frames is attached to this bulletin.

Customer letter sample:

Name
Address
City, St, Zip

VIN#

Subject: Ducati Motorcycles:
HYM MY 2008
Dealer: RCL-07-TBA

NHTSA Safety Recall Campaign I.D. No TBA
Transport Canada Safety Recall Campaign I.D. No. TBA

Summary of Procedure: On the above referenced models it is necessary to install a fastening kit preventing the battery from moving inside its housing.

Dear Ducati Owner,

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

Ducati Motor Holding S.P.A. has decided that a defect that relates to motor vehicle safety exists in certain HYM MY 2007 motorcycles.

- The affected HYM models were manufactured from March 7, 2007 to June 29, 2007.

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 Holding S.P.A. has determined that it is possible that the battery can move in its housing in the fuel tank and this condition could cause damage to the wiring harness battery cable terminals. This condition could cause a loss of electrical power, possibly stopping the engine. If the engine stopped while the motorcycle was being driven, it could increase the risk of a crash.

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 install a battery fastening kit using updated components.

Service 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.
Attn: Aftersales
10443 Bandlely Drive
Cupertino, CA 95014

You can also contact us by email at:
customerservice@ducatiusa.com

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

USA Customers:

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400 South Street, S.W.
Washington, D.C. 20590
Or call toll-free hotline at 1-888-327-4236
(TTY 1- 800-424-9153), or go to [HTTP://WWW.SAFERCAR.GOV](http://WWW.SAFERCAR.GOV).

Canadian Customers:

Canada Motor Vehicle Safety
And Motor Vehicle Regulation Office
Telephone: (613) 993-9542

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 dealer's 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 the repair subject to 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

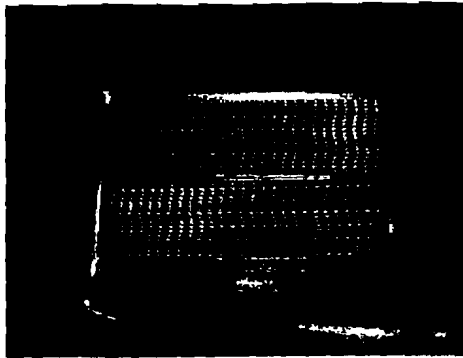


HYPERMOTARD Battery Fastener Safety Recall Campaign Instructions

During Pre Delivery Inspection or during normal service operation remove the battery from the battery box located on the fuel tank.

Remove the double lock Velcro strips located under the battery bottom and the fuel tank battery box surface. Clean both surfaces using solvent.

Attach the new Velcro strips supplied in the kit part number 69924041A on the battery bottom and the fuel tank surface allocating the battery. (See pictures below)



Fit the battery in its housing and push it down to insure that the two Velcro strips are sticking correctly. (See Picture below)



Change the front retaining screw from left side body panel part number 77914871A with M5x40 screw supplied with the kit. Also use the supplied plastic washer part number 85611281A and tighten screw to 3 Nm. (See picture below)



Install the mounting bracket, the 5 mm spacers, the 1 mm washer and the M 5 nut ensuring that the mounting bracket contacts the battery top surface and prevents its vertical movement. The required number of spacers and washer may vary according to the clearance between the affected parts. Tighten nut to 3 Nm. (See picture below)



