

<i>Recall Bulletin</i>	<i>RCL-07-004</i>
	<i>DNA</i>

Date: May 8, 2007

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

Subject: Mobile Timing Belt Tensioner Part Number 45120193A

Models: 1098 M.Y. 2007

Important:

All Dealer Principles, Service Managers, 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. 07V-176
Transport Canada Safety Recall I.D. No. N/A

Ducati Motor Holding S.P.A. has determined that a safety related defect exists on some 2007 M.Y. Ducati motorcycles, model listed above.

Description of defect:

Ducati Motor Holding S.P.A. has determined that it is possible that the horizontal and vertical cylinder mobile timing belt tensioner, installed during production of the above mentioned motorcycle, are dimensionally incorrect. It is possible they may come in contact with the timing belt covers, during timing belt tensioning. This condition could cause the timing belts to fail therefore stopping the engine. If the engine stopped while the motorcycle was being driven, it could increase the risk of a crash.

Description of remedy:

Replace the existing horizontal and vertical cylinder mobile tensioners, part number 45120193A, using updated tensioner part number 45120193B.



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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 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) mobile tensioners, part number 45120193B. The servicing dealer must reorder additional replacement parts as needed using the ARCO part ordering system.

Repair instructions:

Remove the horizontal and vertical cylinder mobile tensioners. Replace using the new tensioner, part number 45120193B, and properly re-tension the timing belts to 110 Hz.

Special tools:

DDS plus tensioning kit required.

Time allowance and reimbursement procedure:

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

Claim type	PC
Subgroup	1
Fault code	074
Safety code	A
Campaign number	BV
Product line	9
Subject	1
Labor operation (36 min.)	026

Labor reimbursement for this operation is 36 Min. All replaced recall campaign parts must be properly tagged and kept available for Service Area Manager inspection.



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Campaign authorization:

Ducati North America, Inc. will mail a notification letter to all known owners of affected vehicles. 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.

List of affected frame numbers:

ZDM1XBEW57B000314

ZDM1XBEW77B000315

Thank you for your cooperation.

Renato Aime
DMH Liaison
Ducati North America, Inc.

Dealer Principal	Service Manager	Service Writer	Technician



Sample of customer notification letter below:

Name
Address
City, St, Zip

VIN#

Subject: *Ducati Motorcycles:*
1098 M.Y. 2007
Dealer: RCL-07-004

NHTSA Safety Recall Campaign I.D. No. 07V-176
Transport Canada Safety Recall Campaign I.D. No. N/A

Summary of Procedure: On the above referenced models it is necessary to replace the mobile timing belt tensioners, part number 45120193A, using replacement part number 45120193B.

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 on certain 1098 M.Y. 2007 motorcycles.

- The affected 1098 models were manufactured from September 20, 2006 to October 1, 2006.

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 horizontal and vertical cylinders mobile timing belt tensioner installed during production of the above mentioned motorcycles are dimensionally incorrect, possibly coming in contact during timing belt tensioning with the timing belt covers. This condition could cause the timing belts failure and 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



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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 replace the existing mobile timing belt tensioner 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:

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.



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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

