

<i>Recall Bulletin</i>	<i>RCL-07-005</i>
	<i>DNA</i>

Date: November 13, 2007  
To: Service Manager  
Dealer Principal, North American Ducati Dealer Network

***Subject: Revised Battery Fastening***

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***Models: HYPERMOTARD 1100 M.Y. 2008***

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***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 CAMPAIGN I.D. Number: 07V474000  
Transport Canada Safety Recall I.D. Number: 07-327

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. This could result in main wiring harness cable damage at the battery 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.



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***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.

1. Replace the dual-lock present on fuel tank and on battery bottom with the new one supplied with the kit, carefully cleaning all surfaces



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2. At the bottom of the battery, the dual-lock should be glued on the side corresponding to negative pole.



3. Fit the battery in its housing and push it to ensure that the two parts of dual-lock stick correctly



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4. Change the front retaining screw from left side body panel part no. 77914871A with M 5 x 40 screw supplied with the kit, also use nylon washer part no. 85611281A (tighten screw to 3 Nm).



5. Install the bracket, the (5 mm) spacers, the (1 mm) washers and the M 5 nut, ensuring that bracket contacts the battery top surface and prevents its movement in vertical. The number of spacers and washers varies according to the tolerances of the affected parts size (tighten nut to 3 Nm).



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6. Final result



***Special tools:***

No special tools are required.

***Time allowance and reimbursement procedure:***

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

Claim type	PC
Subgroup	2
Fault code	038
Safety code	A
Campaign number	BY
Product line	16
Subject	2
Labor operation (12 min.)	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.



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***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 Department  
Ducati North America, Inc.

Dealer Principal	Service Manager	Service Writer	Technician



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*Sample of customer notification letter below:*

November, 13 2007

Name  
Address  
City, St, Zip

VIN#

**Subject:**        *Ducati Motorcycles:*  
                      *HYPERMOTARD M.Y. 2008*  
                      *Dealer Bulletin Number: RCL-07-005*

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**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 M.Y. 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 it is possible that the battery can move in its housing in the fuel tank. This could result in main wiring harness cable damage at the battery 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.



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

Description of Remedy:  
Your Ducati dealer will install a battery mounting bracket and two Velcro strips that will prevent the battery from moving inside its housing.

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.  
Attn: Aftersales  
10443 Bandlely Drive  
Cupertino, CA 95014

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.



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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



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