

<i>Recall Bulletin</i>	<i>RCL-07-006</i>
	<i>DNA</i>

Date: November 10, 2007
To: Service Manager
Dealer Principal, North American Ducati Dealer Network

Subject: Water Pump Impeller

Models: Monster SARs 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-477

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

Description of defect:

Ducati Motor Holding S.P.A. has determined that it is possible that the water pump impeller will not turn, with the engine running, due to the installation of an incorrect layshaft. This condition could cause improper operation of the water pump, therefore overheating the engine and possibly causing engine seizure. If the engine stopped while the motorcycle was being driven, it could increase the risk of a crash.

Description of remedy:

Check the water pump for proper operation and, if required, replace the assembly with P/N: 25120091A

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.



DUCATINORTH AMERICA, INC
Recall Bulletin RCL-07-006

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 affected by this recall, an initial quantity of (1) water pump impeller unit, part number 25120091A. The servicing dealer must reorder additional replacement parts as needed using the ARCO part ordering system.

Repair instructions:

1. Drain all coolant off the cooling system.
2. Remove the water pump cover.
3. Grasp water pump impeller and try to rotate it:
 - If this proves difficult or impossible the shaft is properly engaged with the timing layshaft, no repair is required.
 - If you can rotate the impeller, replace the whole unit (order part No. 25120091A), as the shaft is not engaged with the timing layshaft.
4. Refit all removed parts, as shown in the workshop manual, and refill the engine cooling system making sure the system is bled of excess air.

Special tools:

No special tools required

Time allowance and reimbursement procedure:

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

Water Pump Impeller - Replace or Check

Claim type	PC
Subgroup	2
Fault code	074
Safety code	A
Campaign number	BX
Product line	1
Subject	2
Labor operation (42 min.)	059



DUCATINORTH AMERICA, INC
Recall Bulletin RCL-07-006

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.

Ducati North America, Inc.
Aftersales Department

Dealer Principal	Service Manager	Service Writer	Technician



Sample of Customer Letter

November 14, 2007

Name
Address
City, St, Zip

VIN#

**Subject: *Ducati Motorcycles:
 Monster S4Rs M.Y. 2007
 Dealer Bulletin: RCL-07-06***

NHTSA CAMPAIGN I.D. Number: 07V477000

Summary of Procedure: On the above referenced models it is necessary to check the water pump impeller for proper operation.

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 determined that a defect that relates to motor vehicle safety exists in certain Monster S4Rs and ST3 M.Y. 2007 motorcycles.

- The affected models were manufactured from April 27, 2007 to May 4, 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 water pump impeller will not turn, with the engine running, due to the installation of an incorrect layshaft. This condition could cause improper operation of the water pump, therefore overheating the engine and possibly causing engine seizure. 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; however, if you chose to do so, do not leave this problem unattended.



DUCATINORTH AMERICA, INC
Recall Bulletin RCL-07-006

Description of Remedy:

Check the water pump for proper operation and, if required, replace the assembly with P/N: 25120091A.

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.

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.



DUCATINORTH AMERICA, INC
Recall Bulletin RCL-07-006

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 able to advise you of the manner in which you may 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



DUCATINORTH AMERICA, INC
Recall Bulletin RCL-07-006

Affected VIN List:

ZDM1RB5T07B106508
ZDM1RB5T07B106511
ZDM1RB5T27B106509
ZDM1RB5T97B106507
ZDM1RB5TX7B106516
ZDM1RB5T47B106513
ZDM1RB5T67B106514
ZDM1RB5T87B106515

