

<b><i>Recall Bulletin</i></b>	<b><i>RCL-08-002</i></b>
	<b><i>DNA</i></b>

Date: Wednesday March 26, 2008  
To: Service Manager  
Dealer Principal, North American Ducati Dealer Network

***Subject: Number Plate Holder Support Bracket***

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***Models: Hypermotard 1100/1100 S***

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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: 07V-597  
Transport Canada Safety Recall I.D. Number: 08-104

Ducati Motor Holding S.P.A. has determined that a safety related defect exists on some HYM1100/1100 S Ducati motorcycles.

***Description of defect:***

Ducati Motor Holding S.P.A. has decided that the number plate holder support bracket, installed during production of some HYM1100/1100 S M.Y. 2008 motorcycles, may crack. This non-conformity may cause the number plate holder to detach from the motorcycle. If the number plate holder were to detach while the motorcycle is being driven, it is possible that it could become entangled in the rear wheel. This can result in a crash without prior warning.

***Description of remedy:***

The number plate holder support was modified

***Old/new part numbers of modified components:***

The number plate holder support bracket part no. 82714451B has been superseded by the new one part no. 82714451C.



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**Technical solution implementation:**

Production implemented the revised number plate holder support bracket, as of 10/09/2007, from frame no. ZDM1YACP48B004357.

**Affected VIN range requiring application of the technical solution:**

Motorcycles having a frame number in the range between ZDM1YACP98B000059 and ZDM1YACP38B003894.

**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 a supply of revised number plate holder support brackets part no. 82714451C, based on the unit sales of the dealership. It is the dealer's responsibility to order additional quantities as required.

**Repair instructions:**

- Remove the number plate holder bracket part no. 82714451B from the bike.
- Install the new number plate holder bracket taken from kit part no. 69924071A and use M8 x 20 screws and washers to attach it.

**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	042
Safety code	A
Campaign number	B3
Product line	16
Subject	2
Labor operation (12 min.)	077



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***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



*DUCATINORTH AMERICA, INC*  
**Recall Bulletin RCL-08-002 Number Plate Holder Support Bracket**

*Sample of Customer Letter*

Name  
Address  
City, St, Zip

VIN#

**Subject:       Ducati Motorcycles:  
                  HYM 1100/1100 S  
                  Dealer Bulletin: RCL-08-002**

NHTSA CAMPAIGN I.D. Number: 07V-597  
Transport Canada Safety Recall I.D. Number: 08-104

**Summary of Procedure:** On the above referenced models it is necessary to replace the number plate support bracket

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 model year 2008 Hypermotard 1100/1100 S motorcycles, produced prior to 10/09/2007. Our records indicate that you are the owner of a Ducati motorcycle affected by this safety recall campaign. Please take the time to read this letter and help us take the appropriate steps to ensure that your vehicle is operating properly.

Ducati Motor Holding S.P.A. has decided that the number plate holder support bracket, installed during production of some HYM 1100/1100 S M.Y. 2008 motorcycles, may crack. This non-conformity may cause the number plate holder to detach from the motorcycle. If the number plate holder were to detach while the motorcycle is being driven, it is possible that it could become entangled in the rear wheel. This can result in a crash without prior warning.

To correct this condition, your authorized Ducati dealer will replace the number plate holder support bracket, at no cost to you for parts and labor.

We request that you contact your authorized Ducati dealer and schedule an appointment, so that the required service can be performed without delay. To locate your nearest authorized Ducati dealer, please go to [www.ducatiusa.com](http://www.ducatiusa.com) and select the "dealer locator" or you may call toll free from the U.S. 800-231-6696. Your dealer can complete the required service in under an hour, if you have an appointment. If your dealer has a number of vehicles awaiting service, additional time may be required.



*DUCATINORTH AMERICA, INC*

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Precautions - 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.

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: Customer Service  
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  
1200 New Jersey Avenue, SE  
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 the authorized Ducati dealer network will be considered; however, the procedure must meet Ducati North America's 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. They 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.



*DUCATINORTH AMERICA, INC*

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Ducati North America, Inc. will not reimburse for prior repairs that did not utilize original Ducati parts.

We recommend that your authorized Ducati dealer be your primary contact on this issue. 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; 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. We request that you bring your Ducati motorcycle to your nearest authorized Ducati dealer at your earliest convenience.

Thank you for riding Ducati.

Sincerely,

Ducati North America



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