

Sample of Customer Letter

Name
Address
City, St, Zip

VIN#

**Subject: Ducati Motorcycles:
 Desmosedici RR
 Dealer Bulletin: RCL-08-004**

NHTSA CAMPAIGN I.D. Number: 08V-563
Transport Canada Safety Recall I.D. Number: 08-380

Summary of Procedure: On the above referenced models it is necessary to replace the fuel filler drain hose and fuel breather hose, and the hose clamps will be replaced and repositioned.

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 Desmosedici RR motorcycles, produced prior to April 25, 2008. 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 determined that the fuel tank drain and breather hose clamps may be installed incorrectly. This non-conformity may cause the fuel lines to weaken and break. This can result in damage to the motorcycle and a potential hazard to the rider.

To correct this condition, your authorized Ducati dealer will replace the fuel filler drain hose and fuel breather hose; the hose clamps will be replaced and repositioned 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 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



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time may be required.

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
Aftersales Department

