

<i>Recall Bulletin</i>	<i>RCL-08-005</i>
	<i>DNA</i>

Date: December 4, 2008  
To: Service Manager  
Dealer Principal, North American Ducati Dealer Network

***Subject:* Voltage Regulator**

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***Models:* 1098, 1098 S, 1098 TRICOLORE, 1098 R M.Y.'07 AND '08  
848 M.Y.'08 AND '09**

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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: 08V-638  
Transport Canada Safety Recall I.D. Number: 08-428

Ducati Motor Holding S.P.A. has determined that a safety related defect exists on some M.Y. 2007 and 2008 1098, 1098S, 1098 Tricolore, 1098 R, and some M.Y. 2008 and 2009 848s. This non-conformity may cause loss of power to the electrical system, possibly resulting in the engine unexpectedly losing power and stalling. If the engine stops while the motorcycle is being driven, it could increase the risk of a crash.

**Description of defect:**

Ducati Motor Holding S.P.A. has determined that the motorcycle charging system may be adversely affected by engine heat and stop operating. This results in damage to the voltage regulator and ensuing battery discharge. The engine starting system will not operate; and, during riding, the vehicle diagnostic light illuminates and battery LO light begins flashing when voltage decreases to less than 9.9 Volts.



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**Description of remedy:**

The voltage regulator has been replaced with a new design. A heat guard between the voltage regulator and the engine exhaust system has been introduced to lower the regulator temperature. Also the battery support has been modified.

**New part numbers of modified components in production:**

In production, the voltage regulator part no 54040271A has been superseded by the regulator part no. 54040191A. A kit , part no. 69924371A, containing new voltage regulator heat guard and modified battery support protection has been introduced.

**Technical solution implementation:**

Production implemented the modifications on the following frame numbers:

- o 1098, 1098S, 1098 Tricolore from frame no.ZDM1XBEX8B019217
- o 1098 R from first frame no. MY 2009
- o 1198 from first frame no. MY 2009
- o 848 from frame no. ZDM1XBGV99B007709

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

1098/ 1098 S/ 1098 Tricolore motorcycles having a frame number in the range between ZDM1XBEX57B000314 produced Nov 29, 2006 to ZDM1XBEX8B019216 produced May 9, 2008

1098R motorcycles having a frame number in the range between ZDM1XBHW38B015391 produced Jan 23, 2008 to ZDM1XBHW68B019547 produced May 22, 2008

848 motorcycles having a frame number in the range between ZDM1XBGV88B000247 produced Oct 8, 2007 to ZDM1XBGV89B006969 produced Jun 12, 2008

**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 initial



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quantity of the regulator protection kit no. 69924371A and voltage regulator no. 54040191A. Each dealer shipment will be individualized and be based on the number of wholesaled superbikes. Additional quantities may be ordered as required.

**Repair instructions:**

The frames listed in the following table need to be modified immediately by recalling the motorcycles delivered to final customers or during the pre-delivery operations; components must be ordered from Ducati Motor Holding following the current standard procedures. The voltage regulator protection kit part no. 69924371A must be installed on all the listed vehicles, while the voltage regulator part no. 54040191A only need be installed where specified in the following table:

Note- On motorcycles that have been previously repaired with new voltage regulator part no. 54040191A, install only voltage regulator protection kit part no. 69924371A

<b>MODEL</b>	<b>FROM FRAME NO.</b>	<b>TO FRAME NO.</b>	<b>INSTALL KIT</b>	<b>REPLACE REGULATOR</b>
1098/1098S/1098TC	ZDM1XBEW57B000314	ZDM1XBEW88B018596	YES	YES
1098/1098S/1098TC	ZDM1XBEW78B019058	ZDM1XBEWX8B019216	YES	NO
1098 R	ZDM1XBHW38B015391	ZDM1XBHW08B016286	YES	YES
1098 R	ZDM1XBHW78B019539	ZDM1XBHW68B019547	YES	NO
848	ZDM1XBGV88B000247	ZDM1XBGV88B005450	YES	YES
848	ZDM1XBGV89B005854	ZDM1XBGV89B006969	YES	NO



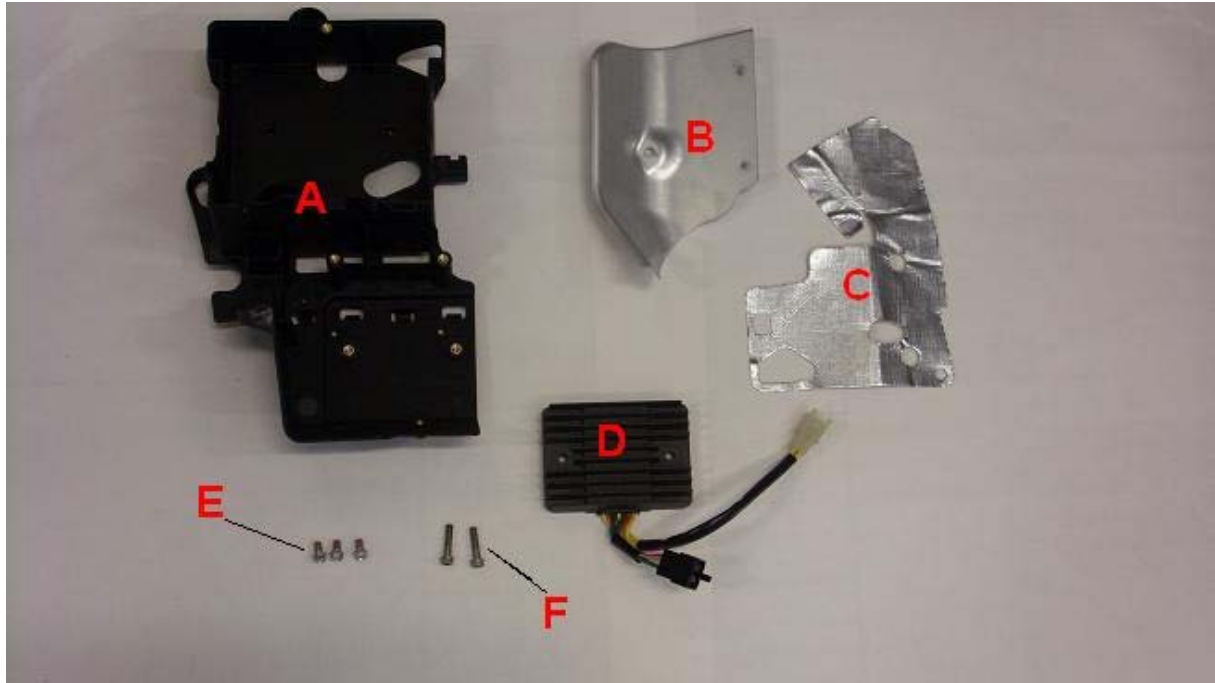
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**Repair procedure:**

Remove the left hand fairing

Remove the battery and the battery support

Assemble kit components no. 69924371A below and the voltage regulator



A) Battery support

B) Heat guard

C) Battery compartment protection

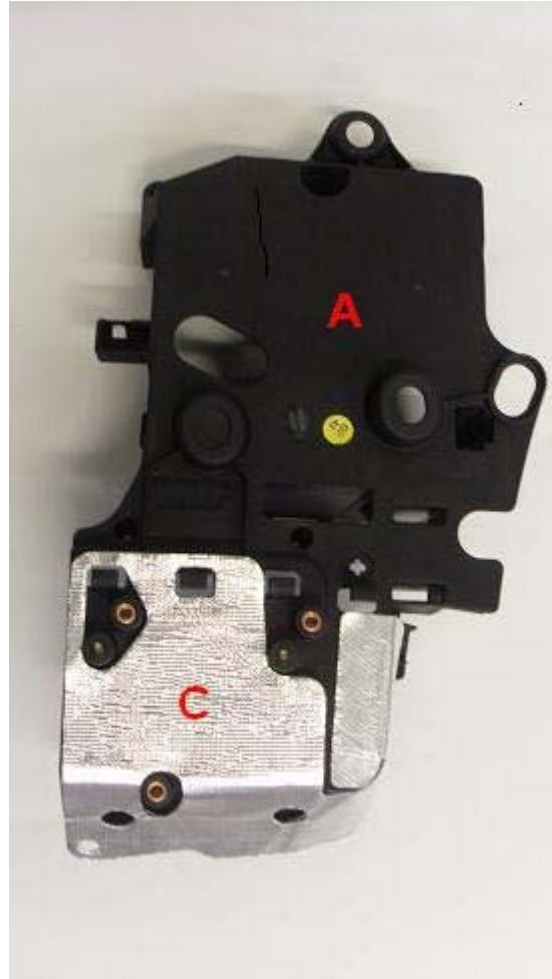
D) Voltage regulator

E) Screws M 6 x 10

F) Screws M 6 x 22



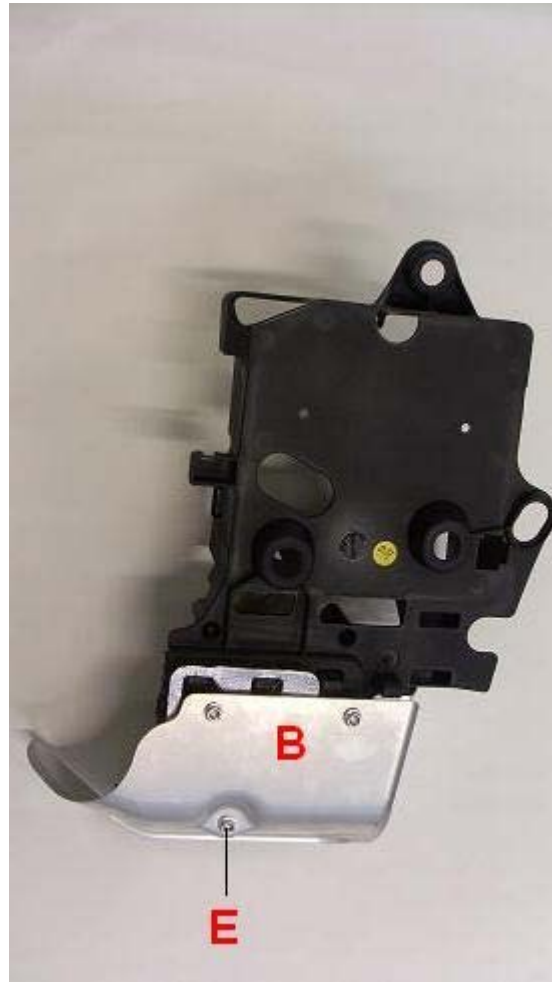
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Install the adhesive protection C on the battery support A as shown in the picture.



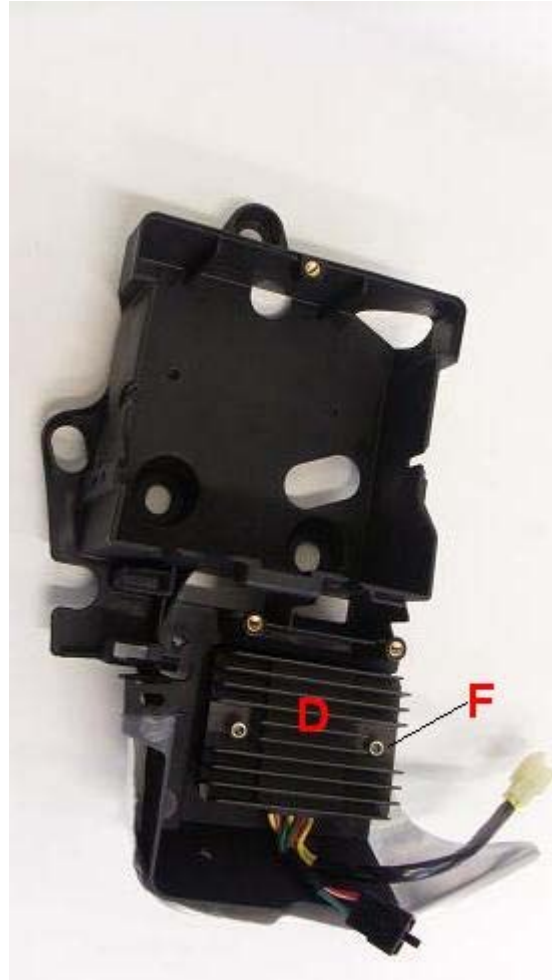
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Install the heat guard B on the battery support using the three screws E



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Install the voltage regulator D on the battery support using the two screws F.

Install the new battery support and refit all components.



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**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	055
Safety code	B
Campaign number	C1
Product line	15
Subject	2
Labor operation (30 min.)	075

**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.  
Service Department





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*Sample of Customer Letter*

Name  
Address  
City, St, Zip

VIN#

**Subject:       Ducati Motorcycles:  
                  M.Y.'07 AND '08 1098, 1098 S, 1098 TRICOLORE, 1098 R  
                  M.Y.'08 AND '09 848  
                  Dealer Bulletin: RCL-08-005**

NHTSA Campaign I.D. Number: 08V-638  
Transport Canada Safety Recall I.D. Number: 08-428

**Summary of Procedure:** On the above referenced models it is necessary to replace the voltage regulator, and install a heat guard between the voltage regulator and the engine exhaust. Also, the modified battery support will be installed.

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 2007, 2008 1098, 1098 S, 1098 TRICOLORE, 1098 R and 2008, 2009 848 motorcycles. 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 motorcycle charging system may be adversely affected by engine heat and stop operating. This results in damage to the voltage regulator and ensuing battery discharge. 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 voltage regulator, install a heat guard between the voltage regulator and the engine exhaust system, and install a modified battery support 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



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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.



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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

