



Öhlins Fork
Models: M.Y.'09 1198 S, M.Y. '09 1098 R, M.Y.'10 F1098 STREETFIGHTER S
Recall Bulletin RCL-09-004

Date: Thursday, May 28, 2009
To: Dealer Principal, Service Manager, North American Dealer Network
From: Austin Gray, Technical Director; Jonathan LaForte, Technical Manager

Important: All Dealer Principals, Service Managers, and Parts Managers should read and initial this notice.

Dear Service Manager,

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: **TBA**
Transport Canada Safety Recall I.D. Number: **TBA**

Ducati Motor Holding S.P.A. has determined that a safety related defect exists on some M.Y. 2009 1198 S, M.Y. 2009 1098 R and M.Y.2010 F1098S Streetfighter motorcycles. These motorcycles may have possible cracking and deformation at the right-hand side fork bottom wheel axle pinch bolt area.

Description of defect:

Ducati Motor Holding S.P.A. has determined that the motorcycle fork bottom may crack.

Description of the technical problem diagnosis:

The motorcycle fork end machining does not comply with design specifications.

Description of the technical problem solution:

Fork bottom manufactured as required by design specifications.

Description of remedy:

The dealer will check the VIN list, as shown in the attached documents according to the model: 1198S, 1098 R and F1098S Streetfighter and, if necessary, inspect and replace the right fork. If the right-hand fork bottom does not conform, necessary parts shall immediately be ordered and the faulty part replaced by following the attached instructions, according to model.

New part numbers of modified components in production:

In production there has been no change to the part number.



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Replacement part:

Dealers must order quantity one (1) right-hand fork leg assembly for each affected unit utilizing the VOR parts ordering procedure. Submit a VOR order form for the applicable right-hand fork leg assembly. For multiple affected motorcycles please submit separate orders.

- 1198 S and 1098 R right-hand fork leg assembly part number 34520171B
- F1098S Streetfighter right-hand fork leg assembly part number 34420281B

Note: For F1098S Streetfighter orders placed prior to June 8, 2009 the dealer may receive both right and left fork assemblies. To return the additional new left fork please refer to the shipping instructions detailed on page 11 of this bulletin. Insert a note in the shipments stating the return is an unused left hand side fork related to RCL-09-004.

Technical solution implementation:

The frame numbers specified in the tables below must be inspected and repaired, where necessary, by immediately recalling the vehicles delivered to final customers, during the pre-delivery inspection; and checking all unsold vehicles in your stock.

Affected VIN range requiring application of the technical solution:

<i>MODELS</i> (only USA and CDN)		
<i>Model</i>	<i>from frame no.</i>	<i>to frame no.</i>
1198 S	ZDM1XBLW69B021050	ZDM1XBLW99B024296
STREETFIGHTER S	ZDM11BEW6AB000055	ZDM11BEW7AB002056
1098 R	ZDM1XBHW69B021543	ZDM1XBHW89B022919

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.

Special tools: No special tools are required.



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REPAIR INSTRUCTIONS:

Inspect the fork bottom as follows:

Remove the front wheel and lift the vehicle to inspect the axle shaft seat bore in the right fork leg assembly. Please review [the below pictures](#) to determine if the motorcycle right fork bottom is cracked.

- 1) Case A- Please compare the below pictures with the right fork bottom. If you find no marks or two light stress marks without signs of deformation or cracking, as shown in the below pictures (Case A), the fork bottom is ***conforming***. The right-hand fork leg assembly does not need to be immediately replaced and the motorcycle shall be returned to customer.

Although there is no functional problem, DMH has determined that the component will be replaced to ensure Ducati and Öhlins premium brand product quality. In the near future the dealer will receive a further bulletin detailing customer contact, spare part ordering and replacement for forks experiencing the cosmetic concern.

- 2) Case B- Please compare the below pictures with the right fork bottom. If the fork marks shown contain visible cracks or deformation, as shown in the Case B pictures below circled in red, the fork bottom is ***non-conforming*** and the right-hand fork leg assembly shall immediately be replaced.

After the inspection and/or replacement, reassemble all vehicle components, apply Loctite 243 on pinch bolt threads and torque the front wheel axle pinch bolts to 14 Nm.



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Case A -Conforming: Inspection only





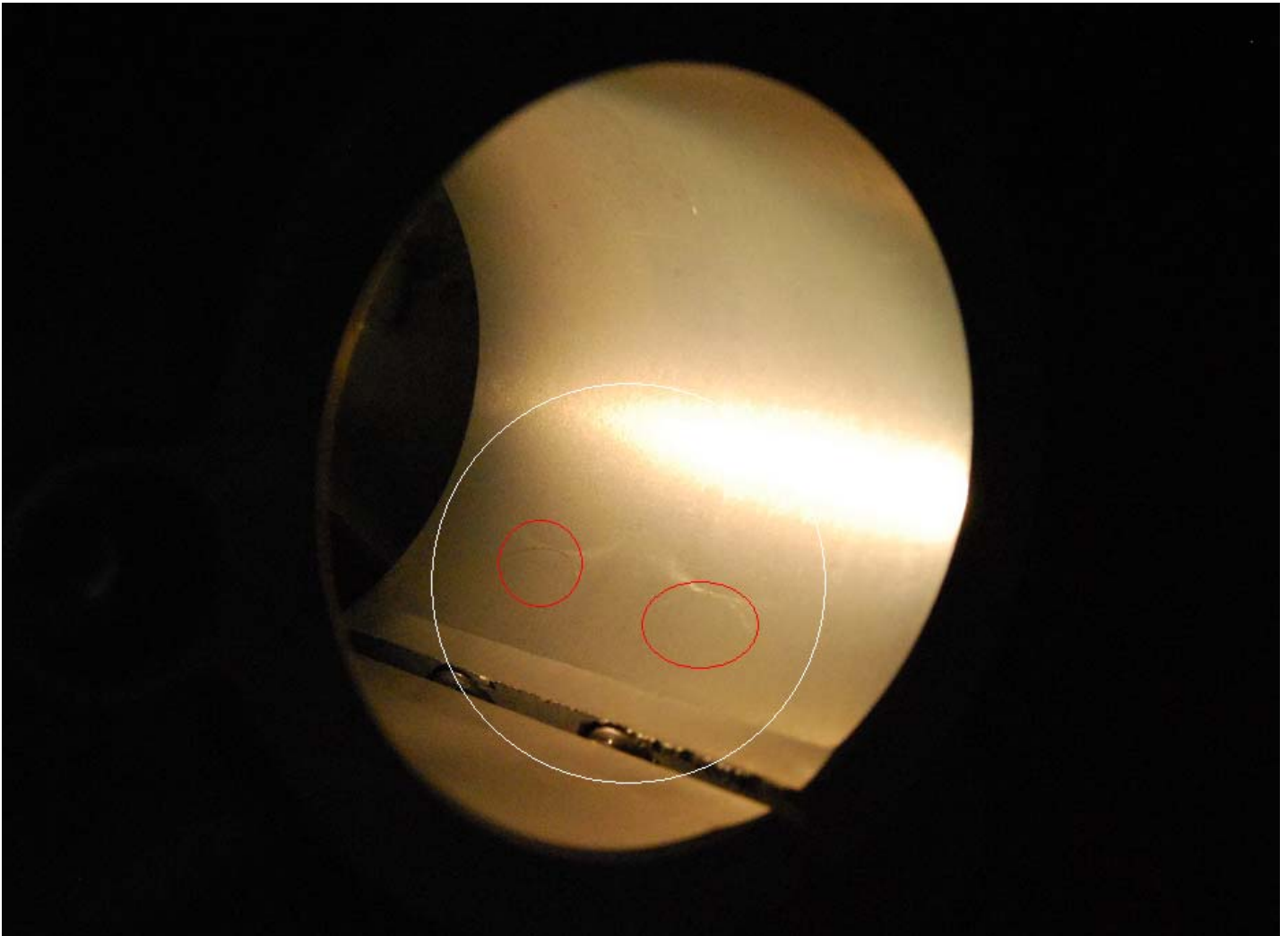
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Case B-Not Conforming: Inspection and Repair



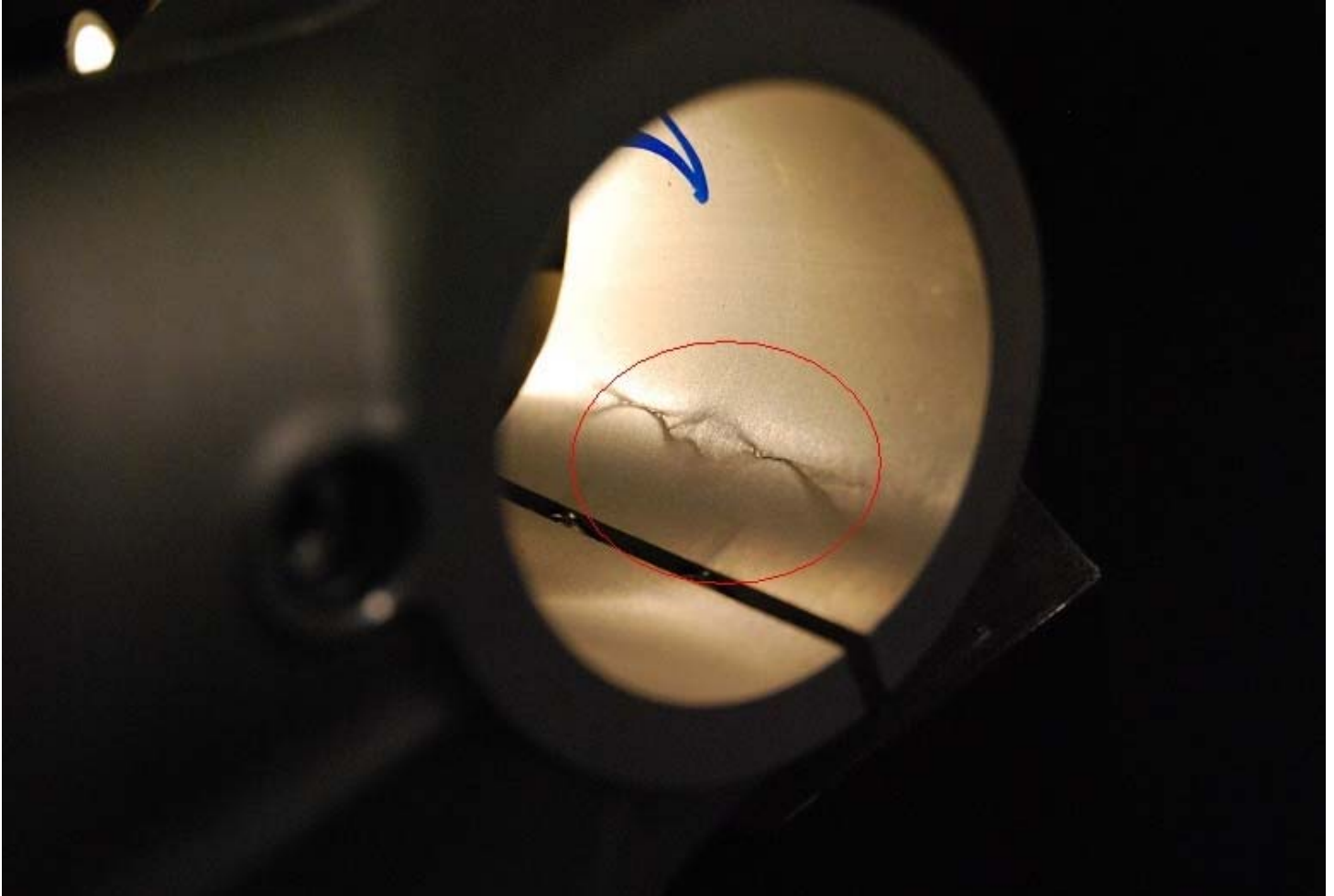


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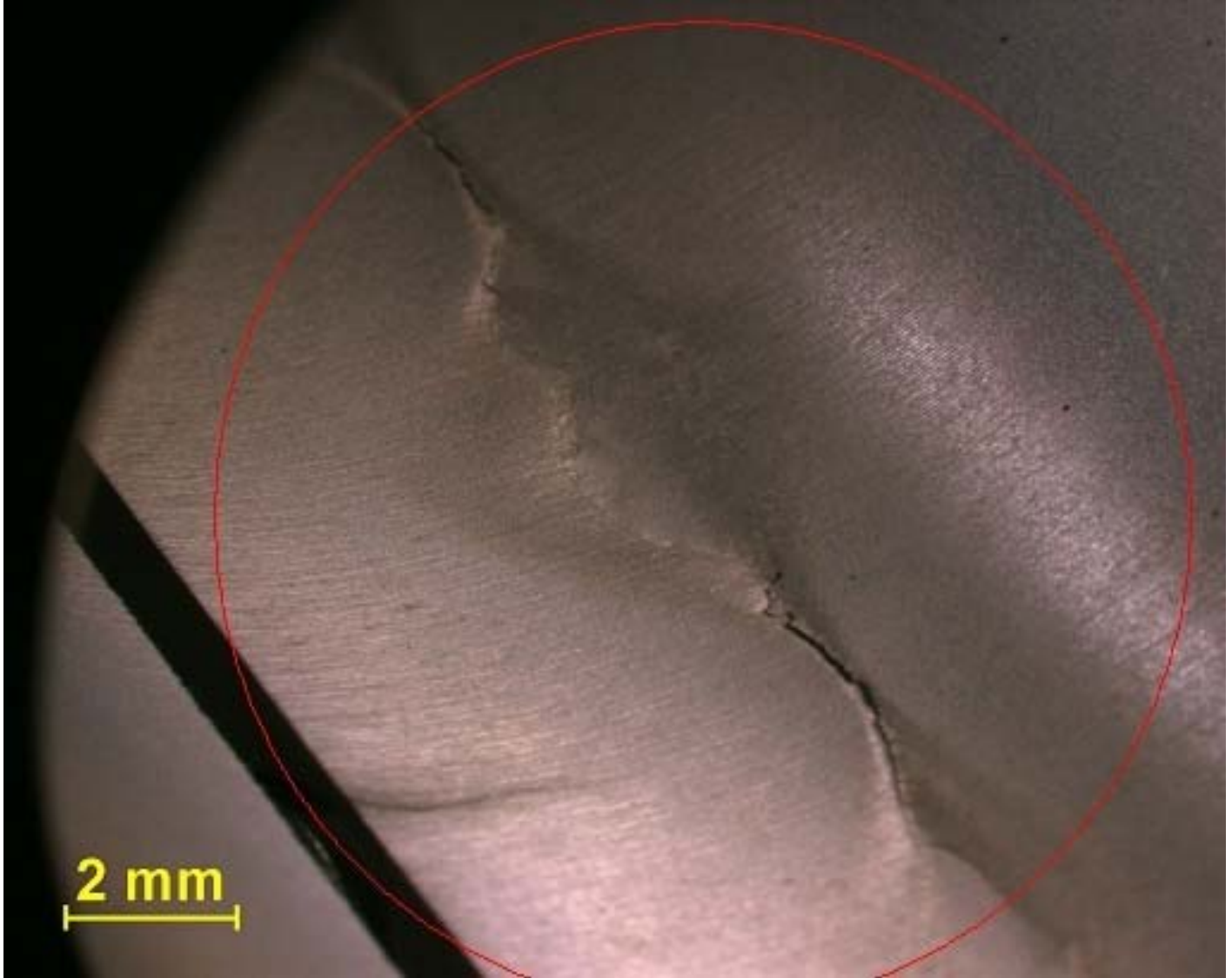


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Time allowance and reimbursement procedure:

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

For the fork bottom inspection (Case A):

Claim type	PC
Subgroup	0
Fault code	061
Safety code	A
Campaign number	TBA
Product line	15 for 1198 S, 17 for 1098 R, 1 for Streetfighter S
Subject	0
Labor operation (45mins)	038

For the replacement of the right fork leg assembly (Case B):

Claim type	PC
Subgroup	2
Fault code	061
Safety code	A
Campaign number	TBA
Product line	15 for 1198 S, 17 for 1098 R, 1 for Streetfighter S
Subject	2
Labor operation (2 hrs.)	080

- ***Please note that it is necessary to enter each repair under warranty as an individual warranty claim, using the specified fault and labor codes. This process ensures that this recall campaign has been completed and will be correctly reported to government agencies. Claims submitted under normal warranty will be rejected.***



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Parts Return:

The defective fork assemblies must be shipped to:

Ducati North America (RCL-09-004)

Attn. Jim Wiggins

1000 Port Carteret Drive

Carteret, NJ 07008

Please carefully package the return and include a note listing the motorcycle VIN #. Use Federal Express Ground Service expense account # 109034940 for shipping fees solely related to this Recall.

For Dealers that require a Federal Express pickup please use their online [site](#) to schedule this.

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. 2009 1198 S, M.Y. 2009 1098 R, M.Y.2010 F1098S STREETFIGHTER
Dealer Bulletin: RCL-09-004*

NHTSA Campaign I.D. Number: **TBA**
Transport Canada Safety Recall I.D. Number: **TBA**

Summary of Procedure: On the above referenced models it is necessary to check the right-hand side fork bottom wheel axle pinch bolt area for possible cracking and deformation; and if necessary, replace the right fork.

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 2009 1198S, 2009 1098 R and 2010 F1098S Streetfighter 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 right fork may have possible cracking and deformation at the right-hand side fork bottom wheel axle pinch bolt area which could result in damage to the motorcycle and a potential hazard to the rider. Any damage to the fork may lead to loss of functionality of the motorcycle steering and suspension systems, and thereby increase the risk of a crash.

To correct this condition, your authorized Ducati dealer will inspect, and replace the right fork 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



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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 two hours, if you have an appointment. If your dealer has a number of vehicles awaiting service, additional 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 Bandley 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.



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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. 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.

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
After Sales Department