



CENTER STAND SCREWS
Models: M.Y. 2010 Multistrada 1200 S Touring Edition
Recall Bulletin RCL-10-002

Date: Thursday, July 22, 2010
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: 10V-###
Transport Canada Safety Recall I.D. Number: 10-###

Description of the technical problem

- Possible loosening of central stand retaining pivot screws part no. 779.1.646.1A.



Description of the technical problem solution

- Application of Loctite 243 thread-locker and re-torquing of the center stand screws.

Criteria for application of the technical solution on circulating motorcycles

- This solution has been implemented in the production line starting from the ZDM12BLWXAB005326 frame number.



CENTER STAND SCREWS
Models: M.Y. 2010 Multistrada 1200 S Touring Edition
Recall Bulletin RCL-10-002

Affected VIN range requiring application of the technical solution:

Model	From frame no.	To frame no.
MTS1200ST	ZDM12BLW0AB000067	ZDM12BLWXAB005325

Criteria for application of the technical solution on circulating motorcycles:

- For the designated frame numbers during pre-delivery or regular maintenance, apply Loctite 243 to the center stand screws.

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:

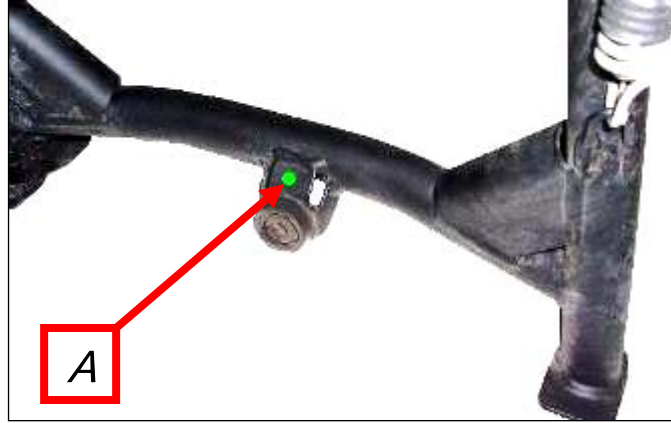
- No auto-shipment is required.

Repair instructions:

- The frames listed in the above table need to be modified immediately by recalling the motorcycles delivered to final customers or during the pre-delivery operations.
- Loosen the above screws, remove the previously applied thread-locker from the thread, apply **Loctite 243** and tighten to **70 Nm ± 10%**.
- After such intervention, use an indelible green felt pen and draw a dot in a visible position on the stand (A) to indicate that the modification was carried out.



CENTER STAND SCREWS
Models: M.Y. 2010 Multistrada 1200 S Touring Edition
Recall Bulletin RCL-10-002



- Old/new part numbers of modified components
Part numbers are unchanged.

Special tools:

No special tools are required.

Time allowance and reimbursement procedure:

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

Sub-group	0
Fault no.	061
Safety	B
Campaign	CR069
Product line	12
Subject	0
Labor Operation (12 mins)	022

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 actually completed and will be correctly reported to government agencies.

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.



CENTER STAND SCREWS
Models: M.Y. 2010 Multistrada 1200 S Touring Edition
Recall Bulletin RCL-10-002

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



CENTER STAND SCREWS
Models: M.Y. 2010 Multistrada 1200 S Touring Edition
Recall Bulletin RCL-10-002

Sample of Customer Letter

Name
Address
City, St, Zip

VIN#

**Subject: Ducati Motorcycles:
 M.Y. 2010 MTS1200ST
 Dealer Bulletin: RCL-10-002**

NHTSA Campaign I.D. Number: 10V-###
Transport Canada Safety Recall I.D. Number: 10-###

Summary of Procedure: On the above referenced models it is necessary to remove and reinstall the center stand screws using the specified thread-locking compound.

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 2010 Multistrada 1200 S Touring Edition 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's center stand mounting screws may come loose during normal operation. This situation could cause the center stand to possibly become displaced from its intended mounting position resulting in damage to the motorcycle and a potential hazard to the rider. Any displacement of the center stand could adversely affect the motorcycles handling and thereby increase the risk of a crash.

To correct this condition, your authorized Ducati dealer will remove the center stand screws apply thread-locking compound and reinstall the screws to the specified torque. The Dealer will perform this service 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



CENTER STAND SCREWS
Models: M.Y. 2010 Multistrada 1200 S Touring Edition
Recall Bulletin RCL-10-002

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.

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 Bandle 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.



CENTER STAND SCREWS
Models: M.Y. 2010 Multistrada 1200 S Touring Edition
Recall Bulletin RCL-10-002

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
Aftersales Department