



Steering Head Screw
Models: M.Y. 2010 Multistrada 1200 (all versions)
Recall Bulletin RCL-10-003

Date: Monday, July 26, 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

- On a production lot, an M8x25 8.8 screw has been incorrectly installed onto the steering head instead of the required M8x28 10.9 screw.



Description of the technical problem solution

- Replace the steering head screw with the above-mentioned M8X28 10.9 screw, **Part. No. 771.5.726.8C**, and tighten to **18 Nm $\pm$ 5%** with graphitized grease.

Criteria for application of the technical solution on circulating motorcycles

- This solution has been implemented in the production line starting from the ZDM12BLWXAB004872 frame number.



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Affected VIN range requiring application of the technical solution:

Model	From frame no.	To frame no.
MTS1200 (all versions)	ZDM12BLW8AB004429	ZDM12BLWXAB004871

Criteria for application of the technical solution on circulating motorcycles:

- For the designated frame numbers during pre-delivery or regular maintenance, replace the steering head screw with **Part. No. 771.5.726.8C**.

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:

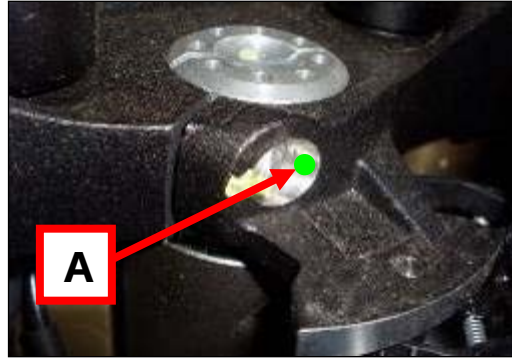
- No auto-shipment is required.

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.
- Replace the steering head screw with the above-mentioned M8X28 10.9 screw, **Part. No. 771.5.726.8C**, and tighten to **18 Nm $\pm$ 5%** with graphitized grease.
- After such intervention, use an indelible green felt pen and draw a dot in a visible position on the steering head (A) to indicate that the modification was carried out.



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- 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	2
Fault no.	080
Safety	D
Campaign	CR070
Product line	12
Subject	2
Labor Operation (12 mins)	077

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.



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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. 2010 Multistrada 1200 (All Versions)
Dealer Bulletin: RCL-10-003

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 replace the steering head screw with one of the proper specification.

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 (all versions) 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 during production an incorrect screw may have been installed in the motorcycle's steering head. This situation could cause the steering head to possibly become loose during normal operation of the motorcycle resulting in damage to the motorcycle and a potential hazard to the rider. Any loosening of the steering head could adversely affect the motorcycle's handling and thereby increase the risk of a crash. To correct this condition, your authorized Ducati dealer will replace the steering head screw with the correct screw. The Dealer will perform this replacement 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



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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 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.

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.



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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