



Date

Name

Address

City, St, Zip

VIN#

Subject: Ducati Motorcycles:
MTS 620 (MY2006);
MTS 620 Dark (MY2006);
MTS 1000 (MY2003, MY2004, MY2005, MY2006)
MTS 1000S (MY2005, MY2006);
MTS 1100 (MY2007);
MTS 1100S (MY2007, MY2008, MY2009)

Dealer Bulletin: RCL-10-005

NHTSA Campaign I.D. Number: 11V020

Transport Canada Safety Recall I.D. Number: TC2011-031

Dear Ducati Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act & Canada Motor Vehicle Safety Act.

Ducati Motor Holding S.P.A. has decided that a defect that relates to motor vehicle safety exists in certain model year 2003-2009 Multistrada 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.

Summary of Procedure: On the above referenced models it is possible that there may be a fuel seepage/leak in the area of the fuel tank-pump flange. This is due to a limited number of vehicles demonstrating a non compliant coupling between the fuel pump and the fuel tank. A new seal called X-RING has been designed to avoid sealing problems; this ring shall be installed on all the motorcycles listed.

Ducati Motor Holding S.P.A. has determined that in specific cases the motorcycles listed above may demonstrate a seep or leak of fuel caused by failure of the seal between the fuel pump flange and the fuel tank. Fuel leakage, in the presence of an ignition source, could result in a fire causing property damage and/or personal injury. To correct this condition, your authorized Ducati dealer will replace the original flange to tank



seal with a specifically designed replacement that has a cross section of an X. 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.ducati.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 less than 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 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:

Transport Canada
Road Safety
Telephone: (819) 994-3328 Toll Free 800-333-0510



TREADACT CUSTOMER REIMBURSEMENT PLAN

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.

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