



Date

Name

Address

City, St, Zip

VIN#

**Subject: Ducati Motorcycle Models:
 Multistrada 1200 MY2010 and MY2011 (all versions),
 Diavel MY2011 (all versions)**

Dealer Bulletin: RCL-11-001

NHTSA Campaign I.D. Number: 11V-253

Transport Canada Safety Recall I.D. Number: 2011-164

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 2010 and model year 2011 Multistrada 1200 (all versions) motorcycles and model year 2011 Diavel (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.

Summary of Procedure:

On the above referenced models it is necessary to update the software of the Hands Free control unit. Ducati Motor Holding S.P.A. has determined that under very specific conditions the electronic steering lock may fail to disengage during the motorcycle "key-on" process. This anomaly has been linked directly to a certain revision of the hands free device software. It could result in the possibility of a situation where the motorcycle's engine might be able to start the motorcycle while the steering lock is still engaged. Therefore, there is a possibility that one could start the motorcycle and attempt to ride while the steering is still locked. The resulting potential inability to steer poses an increased risk of low speed tip-over or collision, thus increasing the potential for injury to the rider.

To correct this condition, your authorized Ducati dealer will update the software of the Hands free control unit. The Dealer will perform this update 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 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).



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
Service Department