



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN

Date

Name

Address

City, St, Zip

**Subject:     *Ducati Motorcycle:  
Model Year 2015, 2016 Multistrada 1200***

NHTSA Campaign I.D. Number: 15V637

Transport Canada Safety Recall I.D. Number: 2015-459

***Dealer Bulletin: RCL 15-003***

Dear Ducati Owner,

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

Ducati Motor Holding S.P.A. has decided that a defect which relates to motor vehicle safety exists in M.Y. 2015 - 2016 Multistrada 1200 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.

### ***What is wrong?***

On-going quality testing on the motorcycles as manufactured, as well as analysis of field reports on the motorcycles, has identified a potential safety issue affecting all Model Year 2015 - 2016 Multistrada 1200 motorcycles. Ducati has determined that your motorcycles side-stand support tube may have an improper weld in the area that joins the support tube to the forged upper part of the side-stand. This could result in the side-stand breaking at that weld, which could cause the motorcycle to fall over. The possible consequence of this safety-related defect is potential damage to the motorcycle, and increased risk of injury to the rider and/ or passenger in the event of side-stand failure.



***What will Ducati do?***

To correct this condition, your authorized Ducati dealer will inspect, and if necessary, replace the side-stand support tube with a newly designed equivalent part. The Dealer will perform this repair 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](http://www.ducati.com) and select the "dealer locator" or you may call toll free from the U.S. 1-800-231-6696. Your dealer can complete the required service in less than one hour, if you have an appointment. If your dealer has a number of vehicles awaiting service, additional time may be required.

Federal regulations require that any lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**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:

***For 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).

***For Canadian customers:***

Please contact Ducati customer service at 1-800-253-0499 or for additional information about the recall you can contact Transport Canada at 1-800-333-0510.



***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.

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.

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