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Sent: Thursday, May 22, 2014 3:15 PM
To: Young, Robert (NHTSA)
Subject: SVC-14-016 Battery Warranty Replacement Instructions



May 22, 2014

Battery Warranty Replacement Instructions
Service Bulletin SVC-14-016

Ducati's warranty policy ensures that batteries installed on all Ducati motorcycles shall be free of manufacturing defects for the duration of 12 months from initial retail purchase, or they shall be replaced at no cost to the customer. Through the warranty, Ducati North America will cover batteries if they have been properly maintained with an appropriate charger while the motorcycle is not in regular use. (See specific instructions in the Ducati Owner's Manual). This Limited Warranty is void if the failure of the battery resulted due to a lack of maintenance. Batteries that exhibit signs of neglect (sulfation), or overcharging (mossing, shedding, or buckled positive plates) are excluded from the terms of the battery warranty.

According to Ducati's experience and the feedback provided by the supplier, battery manufacturing faults will generally occur within the first three months of battery's in service date. Ducati's Quality Department analysis has determined that the majority of batteries replaced after such a period of time did not suffer from manufacturing faults and did not conform to proper deep-cycle charging procedures using suitable chargers.

Going forward, batteries will only be replaced under Warranty exclusively upon authorization of the Service Area Manager who will assess the relevant technical data sheet containing assessment criteria for the battery replacement. Ducati reserves the right to request the return of the batteries replaced under warranty.

Download the complete bulletin in the DCS for details.

All service related materials referred to in this email are located within the Dealer Communication System found at <https://ndcs.ducati.com/NDCS>.

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