



Multistrada 1200 Throttle Cable
Models: Multistrada 1200 M.Y. '10-'11-'12-'13-'14 (all country versions, all models)
Recall Bulletin RCL-15-001

Sample of Customer Letter

IMPORTANT SAFETY RECALL

Date

Name

Address

City, St, Zip

VIN#

Subject: ***Ducati Motorcycle:***
 Model Year 2010, 2011, 2012, 2013, 2014 Multistrada 1200

NHTSA Campaign I.D. Number: 15V152

Transport Canada Safety Recall I.D. Number: 2015-119

Dealer Bulletin: RCL 15-001

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 determined that a defect which relates to motor vehicle safety exists in M.Y. 2010 - 2014 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?

Ongoing 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 2010 - 2014 Multistrada 1200 motorcycles. Ducati has determined that your motorcycle's inner sleeve of the throttle opening cable could disengage, which could obstruct the throttle in the closing phase. This could result in the rider being unable to close the throttle properly. The possible consequence of this safety-related defect is potential damage to the motorcycle, increased risk of crash, and potential hazard to the rider in the event of an obstructed throttle.



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What will Ducati do?

To correct this condition, your authorized Ducati dealer will replace the upper throttle cover with a newly designed equivalent. 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 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 two hours, 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 Bandle 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.



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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