

**DUCATI**NORTH AMERICA, INC  
**Recall Bulletin RCL-08-003 1098 Rear Sprocket**

*Sample of Customer Letter*

Name  
Address  
City, St, Zip

VIN#

**Subject:       Ducati Motorcycles:  
                  1098/1098S/1098 Tricolore  
                  Dealer Bulletin: RCL-08-003**

NHTSA CAMPAIGN I.D. Number: 08V-253  
Transport Canada Safety Recall I.D. Number: 08-175

**Summary of Procedure:** On the above referenced models it is necessary to replace the final drive sprocket.

Dear Ducati Owner,

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

Ducati Motor Holding S.P.A. has decided that a defect that relates to motor vehicle safety exists in certain model year 2007 and 2008 1098/1098S/1098 Tricolore motorcycles, produced prior to 12/5/2007. 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.

Ducati Motor Holding S.P.A. has decided that the final drive sprocket (rear sprocket), installed during production of some M.Y. 2007 & 2008, 1098/1098S/1098 Tricolore motorcycles, may fail. This non-conformity may cause the sprocket to break at the points where it encapsulates the cush drive dampers. If the sprocket were to fail while the motorcycle is being driven, it is possible that the motorcycle will experience a sudden loss of power and/or the chain may become entangled with the chassis. This can result in a crash without prior warning.

To correct this condition, your authorized Ducati dealer will replace the final drive sprocket, 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.ducatiusa.com](http://www.ducatiusa.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



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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 your servicing dealer is unable to perform the correction within a reasonable period of time and without charge, 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:***

Canada Motor Vehicle Safety  
And Motor Vehicle Regulation Office  
Telephone: (613) 993-9542

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN**

Ducati North America, Inc.

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 will inspect the vehicle, if still in your possession, prior to submitting a claim on your behalf to Ducati North America, Inc. for reimbursement.



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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 Department, may be contacted at 408-253-0499 for any special assistance required.

We regret any inconvenience to you from this action however, we request that you bring your motorcycle to your nearest authorized Ducati dealer at your earliest convenience. Your safety and continued satisfaction with your 1098 is important to Ducati.

Thank you for riding Ducati.

Sincerely,

Ducati North America, Inc.

