



February 2, 2011

**Subject:      Ducati Motorcycles:  
                  CORRECTION TO NOTIFICATION  
                  M.Y. 2010 Multistrada 1200 (All Versions)  
                  Dealer Bulletin: RCL-10-004**

NHTSA Campaign I.D. Number: 11V-003  
Transport Canada Safety Recall I.D. Number: TC 2011-005

Dear Ducati Owner,

Due to an administrative error Ducati mailed a letter that contained incorrect data regarding the above noted recall on your motorcycle. The below "Summary of Procedure" contains the correct recall information.

Should you have any questions regarding this matter, we recommend that your authorized Ducati dealer be your primary contact on this issue; however, our Customer Relations Dept. may be contacted at 408-253-0499 opt. 2 for any special assistance required.

We regret any inconvenience to you from this action. Your safety and satisfaction are important to us and we apologize for any inconvenience this may have caused.

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 Multistrada 1200 (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 ECU software to prevent the possibility of engine stalling during downshifting at low engine RPM or whilst operating the motorcycle with the engine at idle, gear engaged and clutch disengaged (lever pulled in). Ducati Motor Holding S.P.A. has determined that after a thorough monitoring of the motorcycles on the road, it was observed that on this model the possibility of engine stalling may occur during the following conditions:

- Downshifting at low engine Revolutions Per Minute
- Operating with engine at idle, gear engaged and clutch disengaged (lever pulled in).

These stalling conditions represent a potential hazard to the rider as they may cause sudden instability of the motorcycle causing a potential for the rider to lose control and balance increasing the risk of an accident.

To correct this condition, your authorized Ducati dealer will install new Engine Control Unit software. The Dealer will perform this replacement 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. 800-231-6696. Your dealer can complete the required service in less than half 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 Bandle 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:**

Transport Canada  
Road Safety  
Telephone: (819) 994-3328 Toll Free 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 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.

Sincerely,

Ducati North America Aftersales Department