



**Customer Support Package CR207: Routine
maintenance refund procedure**
Multistrada V4 Model Year 2021
Service Repair Bulletin SRV-SRB-21-029

Date: April 26, 2021
To: Dealer Principal, General Manager, Service Manager, North American Dealer
Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

We are pleased to inform you that the Customer Support Package process for the owners of eligible Multistrada V4 S models affected by safety campaign CR207 announced a few weeks ago is now up and running.

Vehicles eligible for a Customer Support Package

The vehicles eligible for the below listed complementary routine maintenance are for those Customers already in possession of a Multistrada V4 S included in the recall before the bulletin release of March 29, 2021. Please refer to the attached Annex 1 for the list of eligible VINs.



NOTE

This extraordinary action is designed to reduce the inconvenience caused to Customers as much as possible – please be sure to stress that this is a substantial effort on our part.



Customer Support Package CR207: Routine maintenance refund procedure

Multistrada V4 Model Year 2021

Service Repair Bulletin SRV-SRB-21-029

Customer notification

Ducati Motor Holding sent an e-mail confirmation to all Customers as proof of eligibility for a complementary 600 mile 1st Service, 1st Annual Service, and 2nd Annual Service including oil change. A screen shot of the e-mail with the text concerning this matter is provided below.



“Complimentary 600-mile 1st Service, 1st Annual Service, and 2nd Annual Service, including oil change, as published in the Ducati Scheduled Maintenance Intervals.”

Validity period

As of today, you may submit claims for Complementary Maintenance **performed between March 30, 2021 until September 30, 2023** on vehicles that meet the requirements outlined below (see PHASE 1). Reimbursement request claims must be submitted within 7 days after the specific service is carried out.

Compensation Package reimbursement

Complementary maintenance can only be obtained at official Ducati Dealers in the country where the vehicle was purchased (any exceptions are subject to approval by the Service Area Manager).



Customer Support Package CR207: Routine maintenance refund procedure

Multistrada V4 Model Year 2021

Service Repair Bulletin SRV-SRB-21-029

Change of title, total loss, theft, and failure to redeem package

Compensation Packages are attached to the vehicle. If a bike is re-sold, eligibility for the complementary maintenance is transferred to the new owner. Regardless of whether redeemed or not, the package cannot be transferred to other bikes.

In the event of vehicle theft or total loss, the Customer shall not be entitled to any compensation. The same is true in the event any services are not carried out by September 30, 2023.

Obligation to comply with routine maintenance schedule

The services must be carried out **according to the intervals of the maintenance schedule for the Multistrada V4**, respecting it in its entirety without anticipating or delaying services by more than 1 month and/or by 600 miles/1,000 km. We take this opportunity to remind you that each service must be recorded through DDS 2.0/3.0 in order to prove that the bike has been correctly serviced (see SRV-SRB-19-030 bulletin).

Refundable services

Refundable services are as follows:

- First Service at 600 miles/1,000 km
- First Annual Service
- Second Annual Service, including oil change as published in the Ducati scheduled maintenance intervals.

PHASE 1 of 3 - Dealer operating procedure to check eligibility

Before performing service and applying for reimbursement, it is the **Dealer's responsibility to ensure that:**

- The VIN is included in Annex 1
- Safety campaign CR207 has been completed and warranty claim has been submitted
- Vehicle has undergone all services and inspections as per maintenance schedule
- Requested service complies with the intervals of the maintenance schedule and is not in advance or delayed by more than 1 month and/or 600 miles/1,000 km
- Vehicle is operating and in good working order (for instance, it does not require any changes as would make it impossible to comply with expected refund timing).



Customer Support Package CR207: Routine maintenance refund procedure

Multistrada V4 Model Year 2021

Service Repair Bulletin SRV-SRB-21-029



NOTE

If a vehicle is not operating or in good working order and as such not eligible for the regular scheduled maintenance, the Customer will first need to have it repaired at his/her charge or reviewed for warranty repair.



NOTE

Please remember to enter the following text in the Service/Repair Order during the check-in process to indicate that vehicle is to undergo free service: "Compensation Package under campaign CR207".



NOTE

If the above procedure and requirements are not complied with, your Service Area Manager may reject the warranty claim or a warranty claim that is initially approved may be charged back to Dealer at a later time.

PHASE 2 of 3 – Service execution and entry into DDS 2.0/3.0

After ensuring that the requirements of PHASE 1 are met, Dealer may:

- Inform the Customer that service will be performed free of charge
- Perform service operations
- Enter service details into DDS 2.0/3.0
- Deliver the vehicle back to the Customer



NOTE

As a general rule, we would ask you to obtain a pre-approval before performing the repairs. However, as the service involved in this case is part of routine maintenance, Dealer may proceed to perform service if PHASE 1 requirements are met. Dealer will then submit a reimbursement claim to Ducati (PHASE 3).



Customer Support Package CR207: Routine maintenance refund procedure

Multistrada V4 Model Year 2021

Service Repair Bulletin SRV-SRB-21-029

PHASE 3 of 3 – Reimbursement claims for refundable services – new “CARE” type in DCS

1. To request service reimbursement, submit a warranty claim using DCS in the section “New Warranty Claim”. Select claim type “CARE” from the related drop-down menu.



NOTE

It is not necessary to create a Youtech, nor is it possible to convert a Youtech claim into a “CARE” claim draft. For this reason, you need to use the New Warranty Claim function in DCS.

NEW WARRANTY CLAIM

CLAIM #	---	DEALER	
CLAIM STATUS	NEW	CREAT. DATE	04/07/2021
CLAIM TYPE	---	VIN NUMBER	XXXXXXXXXXXX
REP. DATE		UNITS	1 <input checked="" type="radio"/> KM <input type="radio"/> MILE
UPLOAD FILE		DEMO POINT	DEMOPOINT, S.L.U.
TEXT			
DEFECT			
SUBGROUP	---	DEFECT CODE	---
DEFECT TYPE	---		?
ADD +			




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Multistrada V4 Model Year 2021

Service Repair Bulletin SRV-SRB-21-029

4. Enter mileage and "defect" details. More specifically, please select the following items:
 - Subgroup: **0 - Maintenance**
 - Defect Code: **114 – Care Customer Appreciation**
 - Defect Type: **Functional**

5. You can then complete the claim by clicking  and select the EXP item in the pull-down menu to enter a Service.

TYPE	PARTS N. / OPERATION	QTY	DESCRIPTION	REFUND	CAUSAL	PART RET.	
MAT - SPARE ...		1	--	-	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none">MAT - SPARE PARTS, MATERIALEXP - SERVICE MAINTENANCEFR - LABOR VALUESUBL - OTHER COSTTR - TIMERESARCH							

6. When you have selected the EXP item, you can choose a service from the following options. Service selection includes the necessary labor and spare parts as detailed below.

TYPE	PARTS N. / OPERATION	QTY	DESCRIPTION	REFUND	CAUSAL	PART RET.	
EXP - SERVIC...	ANNUAL SERVICE - ANNUAL S...	1	ANNUAL SERVICE (ONLY LAB)	-	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none">ANNUAL SERVICE - ANNUAL SERVICE (OIL)FIRST SERVICE - FIRST SERVICE 1000KMOIL SERVICE - OIL SERVICE (MAT+OIL+LAB)							



NOTE

The system will reject any other addition to the warranty claim (such as accessories, any spare parts not included in the service, troubleshooting time, etc.).

7. Submit the filled-out claim. This starts the pre-approval process, and the Service Area Manager may pre-approve, amend and pre-approve, or reject the claim as per the usual procedure.



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Multistrada V4 Model Year 2021

Service Repair Bulletin SRV-SRB-21-029

Reimbursement of components and prices

The reimbursement of services included in the Customer Support Package covers:

1. Spare parts

Reimbursement occurs according to the criteria applicable to the other types of warranty claims (such as NORM, SPAR, etc.). Depending on the specific service, the following components will be reimbursed:

- First Service at 600 mi/1,000 km: engine oil filter, oil
- First Annual Service: none
- Second Annual Service, including oil change as published in the Ducati scheduled maintenance intervals: engine oil filter, oil

Shell Advance Ducati engine oil is included in the refund and it is mandatory to use this oil. It will be refunded at the refund prices shown in the table below.

Currency	Price/liter
USD	21.60
CAD	28.80
MXN	495.00



NOTE

The complementary maintenance does not cover any components used for additional maintenance or consumables such as brake fluid, brake pads, tires, etc.

2. Labor

Reimbursement occurs according to the same hourly labor rate applicable to the other types of warranty claims.



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Service Repair Bulletin SRV-SRB-21-029



NOTE

Any extra charges due to non-OEM changes or customizations with components and/or accessories will not be covered in the reimbursement and will be the Customer's responsibility. Any servicing or repair that is not part of routine maintenance and is not covered by the warranty terms and conditions shall be at the Customer's charge.

Reimbursement

Approved Warranty Claims will be reimbursed under the standard procedure: twice a month, every 15 days.

Annexes

- **Annex 1:** see the attached VIN list for eligible units.

For questions about this Service Bulletin,
please contact your Service Area Manager.