

[Personal information hidden]

To: Ducati Customer Service
VIN: ML0KA00AAGT00[partially hidden]

Dear Customer Service,

I am writing once again to enquire about an ongoing issue with Ducati Vietnam.

I bought a brand new Scrambler Sixty2 in May 2017 from the Ducati dealer in Hanoi. After a month of use, a random harmonic sound issue developed within the stock exhaust.

After a year trying to have Ducati seriously investigate the problem, I ended up buying in June 2018 a \$1500 Termignoni slip-on from the dealer in Hanoi, out of patience, as "investigation on the stock exhaust would take a long time" - almost a year later, the stock exhaust is still being investigated in the storage room of the dealer.

After a thousand kilometers of use, an internal welding failed in the resonator. It was quickly and smoothly replaced at the dealer in HCMC in August before the bike had its second Desmo service. At the same time, I was promised "a new stock exhaust to use as a spare".

After a thousand kilometers of use, an internal welding failed in the resonator, again. It was quickly reported to the dealer after returning to Hanoi, by the middle of September. The resonator was removed, we could clearly see and hear the metal plate freely moving inside.

A month later (middle of October), Ducati Hanoi "don't know" and the dealer in HCMC is "preparing to send the first resonator to Italy for investigation, until then we would know whether they accept another time warranty or not".

On November 22, I contacted customer care to enquire about the issue.

The next morning, I received a message from M. Vinh "Ducati has just accepted to replace the Termi exhaust"

On January 30, a new exhaust was installed in Hanoi.

A month later, after a thousand kilometers of use, an internal welding failed in the resonator, again, for the third time.

Exactly the same problem on the same part. It now makes absolutely no doubt that Ducati is knowingly selling defective and/or poorly designed products, I therefore kindly request:

- a full refund of the Termignoni slip-on
- order and installation of a new stock exhaust, as promised by M. Vinh in August 2018.

Warm regards,

Valentin.

<https://www.disappointedducatifan.com/vietnam/>