INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

CL-11400137-1082

[redacted]

Las Cruces, NM [redacted]

March 12, 2021

Attention Office Defects Investigation

1200 New Jersey Ave. SE

West Bldg.

Washington D. C. 20690

ODI 11400137 Clutch Failure 2018 KTM Duke 690

Dear Office Defects Investigation,

I was directed by NHTSA to send you any backup support for my claim against KTM of North America and it's KTM authorized repair dealer Las Cruces Motorsports 2125 S. Valley Dr. Las Cruces, NM 88005 575 493 7519. Enclosed is a copy of a certified letter sent to KTM on February 27, 2021. It was received and signed for on March 4, 2021. This letter will explain my position. KTM customer service in California, a man named Ryan 440 985 3553 is refusing to order Las Cruces Motorsports to service my KTM Duke 690. It has been sitting my garage since February 27, 2021 unsafe to drive due to clutch failure.

TDG
04/02/21
AS

As for Las Cruces Motorsports owner banning me from his dealership 5 years ago it was over the purchase of a new Kawasaki 800 which I did not buy because they did not agree to the terms of the purchase.

Even if they claim it can be fixed, I would be afraid to ride the motorcycle again and would not sell it to anyone without telling them the issues. KTM has had this problem for at least 9 years. I was not told of it before purchase, I could have been seriously injured or killed. As it was I reinjured a rotator cuff my lest shoulder trying to control the motorcycle and keep from going down. Need any more information please contact me.

Sincerely Yours,

[redacted]

[redacted]

Las Cruces, New Mexic[redacted]

[redacted]

February 27, 2021

Customer Service
KTM North America, Inc.
1119 Milan Ave.
Amherst, Ohio 44001

Re: 2018 KTM Duke 690 Vin VBKLDV405JM[redacted] Clutch Failure

Dear customer Service,

On February 26, 2021 I was backing my 2018 Duke out of the garage in neutral started putting it in first gear with the clutch in to move forward when with no warning the bike moved forward off the paved drive way out of control into my loose gravel yard. I pulled down hard on the hand brake to stall the engine. Still did not know for sure what was going on. Restarted the motorcycle again in neutral with the clutch pulled in toward the handle bar put it in first gear and the back wheel dug a hole in my yard spinning before I could stall it again with the hand brake. I was stuck on the motorcycle with no help. If I got off the bike would fall over the kick stand would not hold it. With no help I was finally able with all the strength I had in my arms able to move the bike forward and back on the driveway toward the street. Unfortunate. I reinjured my left rotator cuff in the process. I still had a problem because my drive way slops down to the street I had to restart the motorcycle in gear and drive what ended up a couple of miles had to run 3 stop signs to get turned around got it in neutral and coasted in an on the driveway and was able to get off and push it to the garage.

Interestingly: the 2017 manual shows a bike with the same markings as my 2018, but the 2018 shows a bike with what I thought were 2017 markings.

· Registered

OK, I stand corrected. I'll still say that brake fluid is not the best thing to have in your crank-case. An oil change after a slave failure that caused loss of fluid would be prudent. Splains why the dealer did the oil change.

[redacted]

· Registered

I actually know and understand where you're coming from, Maguras normally call for mineral oil.

Personally, an oil change wouldn't bother me in that situation either. What would bother me, however, would be for KTM to void warranty work on the clutch system due to not following their instructions. I won't go as far as saying that mineral oil would cause a failure, but they might. Besides, we don't know what modifications, if any, KTM instructed Magura to peform on their systems. IMO, better to follow KTM's instructions.

Edit: I think this may be part of the reason why KTM has replaced mineral oil: the boiling point temp of Magura mineral oil is WAY lower than DOT 4. While this may not be as big a deal on a clutch system as on

As far at KTM not dictating what to use, I think the facts speak for themselves. Magura doesn't list a DOT brake fluid system on their website, so I doubt they pushed this issue to KTM. More likely, KTM requested it. But what do I know.

· Registered

OK, Magura Blood does not boil at 120C. I put about 2 Oz of MB and a candy thermometer in a can and heated with a propane torch. It started smoking a little at a fairly low temp of ~130C, but didn't go full-Rastafarian until about 180C. It was hard to see the thermometer after 180, so I assume that's where it started to boil.

Sorry for the crappy pics. I accidentally put the phone was on the "moment" setting, and the resolution is not so good when converted to a still. The top of the yellow on the thermometer is 200C.

So, bottom line.... 120 and 248 are both WAY wrong.

· Registered

Magura lists MB, DOT4 and DOT5.1 for "clutch control" on page 7 here:

[redacted]

[redacted] · Registered

Well, you certainly go the extra mile in the quest for truth and the perfect shift. I have nothing to add. Maybe we should just ask Sebastian Faistauer his thoughts on this

[redacted] · Registered

Well, I have to admit that I had to look up that name, and I found this article:

Most of that I knew, but the article mentions "DLC coating", which was new to me. Very interesting stuff:

Yet another magic form of carbon that can be added to the list; graphite, Bucky-balls, carbon nano-tubes, diamond, Kevlar. Pretty amazing what our carbon-based life-form has come up with.

[redacted] · Registered

Grease in the clutch cylinders

[redacted]

Hi guys,

I had the same problem last week, suddenly the clutch lost its pressure. The bike is new, in warranty, bought it in September 2018, i drove it around 3000km. You can imagine the disappointment..
So first i was thinking to call the assistance and have it solved by them and the dealer. After a second thought i decided to check it myself first.
I opened the clutch fluid reservoir to check if i need to refill the fluid, but it was full, so no problem there.
I dissembled the OUTPUT CYL. DOT KPL. 27MM (nr. 24 in the picture in the below replies) and i found grease inside mixed with the fluid. That was the problem, because: by the factory assemble the cylinder has been greased. This grease is not soluble with the fluid, it lead to small pieces of grease which caused the pressure loss. (by the factory assemble for the easier process the parts are greased, which is not the best for all the parts, because in this case it caused a miss function.)
The same thing happened with the slave cylinder, grease in the fluid.
I cleaned the cylinders thoroughly from the grease, refilled the fluid and bled the clutch system.

The clutch is working now without any issues, glad that i didn´t called the assistance.

It´s not necessary to change the slave cylinder because of this, this cylinder cannot be defective after 3000km. Of course the dealer will never recognize that he only cleaned the cylinders, if the bike is brought to them with this problem, they will change the cylinder together with the cleaning.
(this is my 5th KTM bike, never had this issue before, only by the Duke 690)

· Registered

My clutch slave failed on my 2017 690 at 4700kms. KTM replaced entire system. Failed again 1800kms later. KTM replaced slave cylinder. Mechanic checked it before install and found it had a slight mark/scratch on rubber seal. He changed it for an aftermarket one and fitted it. No problems since.

Sent from my SM-N960F using Tapatalk

[redacted] · Registered

Just had mine fail yesterday on MY 2018 with less than 1300 miles on it.

[redacted]

It will be headed to the dealer very soon.

Sent from my iPhone using Tapatalk

[redacted] · Registered

Bought my 2018 in jan2020 brand new and had the same issue happen to me last weekend at the track. It's at the dealer now. Awaiting diagnostic results. This seems to be a model year issue. KTM should have done a recall work atleast. Let's see what they say. Thanks to you guys I am armed with some knowledge on this so I can ask them good questions.

Outside of that, what a !@#$% bike!!

1 - 20 of 27 Posts

Join the discussion

Continue with Google

Recommended Reading

[redacted]

227225

Husqvarna Motorcycle authorized dealer for Husqvarna the parent company of KTM motorcycle but will change as miles can "fix" my house.

Ralph Pell 3-12-2021

THE POWER CENTER INC.
2000 N. TELSHOR BLVD.
LAS CRUCES, NM 88011
(575) 522-1050 FAX (575) 522-1168

Contact as k for James as employee had same problem with this Husqvarna 701

Husqvarna's 701 motorcycle has same engine as Duke 690.

KEEP THIS INVOICE AS IT IS YOUR ONLY COPY.

SOLD TO:	SHIP TO:
CASH CUSTOMER THANK YOU FOR YOUR BUSINESS	CASH CUSTOMER THANK YOU FOR YOUR BUSINESS

TERMINAL: 34

SHIPPED VIA: customer
9:21:08 PAGE: 1 OF 1

ACCT. NO.	DATE	INVOICE NO.	SALESMAN	STORE	P/O NUMBER	SPECIAL INFORMATION
0000000	3/11/21	[redacted]	012/012	1		

ORD.	SHIP	B/O	LINE	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1			HQV26632061044	SLAVE CYLINDER DOT CM		166.09	166.09
2	2			L14LABOR	LABOR		95.00	190.00
1	1			HQV58038005100	OIL FILTER LONG		10.11	10.11
1	1			HQV75038046100	OIL FILTER SHORT		8.99	8.99
2	2			HQVU6918034	15W 50 4T		16.99	33.98
1	1			MISDELIVERY	DELIVERY		40.00	40.00
1	1			WES580-0365	DOT 5.1 BRAKE FLUID		12.95	12.95
					ABOVE QUOTE IS FOR THE REPLACEMENT OF THE CLUTCH SLAVE CYLINDER REPLACEMENT INCLUDING OIL AND FILTER SERVICE. NO OTHER ISSUES OR REPAIRS DISCUSSED			

QUOTE ONLY:1

REC'D BY _____

SUB TOTAL ---->	272.12
MISC. ---------->	0.00
LABOR ---------->	190.00
TAX 8.313 ---->	38.42
INVOICE TOTAL->	500.54

IMPORTANT NOTICE

It is agreed as part of the consideration for this sale that the price shown hereon for the goods shall be paid on or before the 10th day of the month following the month of purchase. Any portion of the sale price not paid within said time period shall thereafter bear interest at the **HIGHEST PREVAILING RATE.** All claims and returned goods MUST be accompanied by this invoice. There will be no refund or exchange on electrical parts. The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

STYLE 2-85 (REV. 11-93)

©Systems Software, Inc. - Carrollton, Tx.

or on the front if space permits.

1. Article Addressed to:

Customer Service
KTM North America, Inc
1119 Milan Ave.
Amherst, Ohio 44001

9590 9402 4787 8344 2676 51

2. Article Number *(Transfer from service label)*

[redacted]

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below: ☐ No

3. Service Type

- ☐ Adult Signature
- ☐ Adult Signature Restricted Delivery
- ☐ Certified Mail®
- ☐ Certified Mail Restricted Delivery
- ☐ Collect on Delivery
- ☐ Collect on Delivery Restricted Delivery
- ☐ Insured Mail
- ☐ Insured Mail Restricted Delivery (over $500)
- ☐ Priority Mail Express®
- ☐ Registered Mail™
- ☐ Registered Mail Restricte Delivery
- ☐ Return Receipt for Merchandise
- ☐ Signature Confirmation™
- ☐ Signature Confirmation Restricted Delivery

PS Form 3811, July 2015 PSN 7530-02-000-9053 Domestic Return Receipt

ktm 690 duke clutch failure

ralph 5

ALL IMAGES VIDEOS MAPS NEWS SHOPPING

[redacted]

Sep 20, 2020 KTM 690 Duke clutch problem

[redacted]

Mar 29, 2017 KTM 690 Duke 690

How many gears does a KTM 690 have?

Is KTM 690 twitchy?

Which is better Husqvarna 701 or KTM 690r?

What gearbox does a 690 have?

Feedback

[redacted]

Oct 18, 2020 failures 690 clutchwork

[redacted]

failure KTM KTM Duke KTM 690 DUKE KTM DUKE KTM DUKE clutch

[redacted]

May 12, 2015 KTM Duke clutch failure clutch problem

KTM 690 Duke

Latest Generation

People also search for

KTM 390 series

KTM 690 Enduro

KTM 129 Super Du R

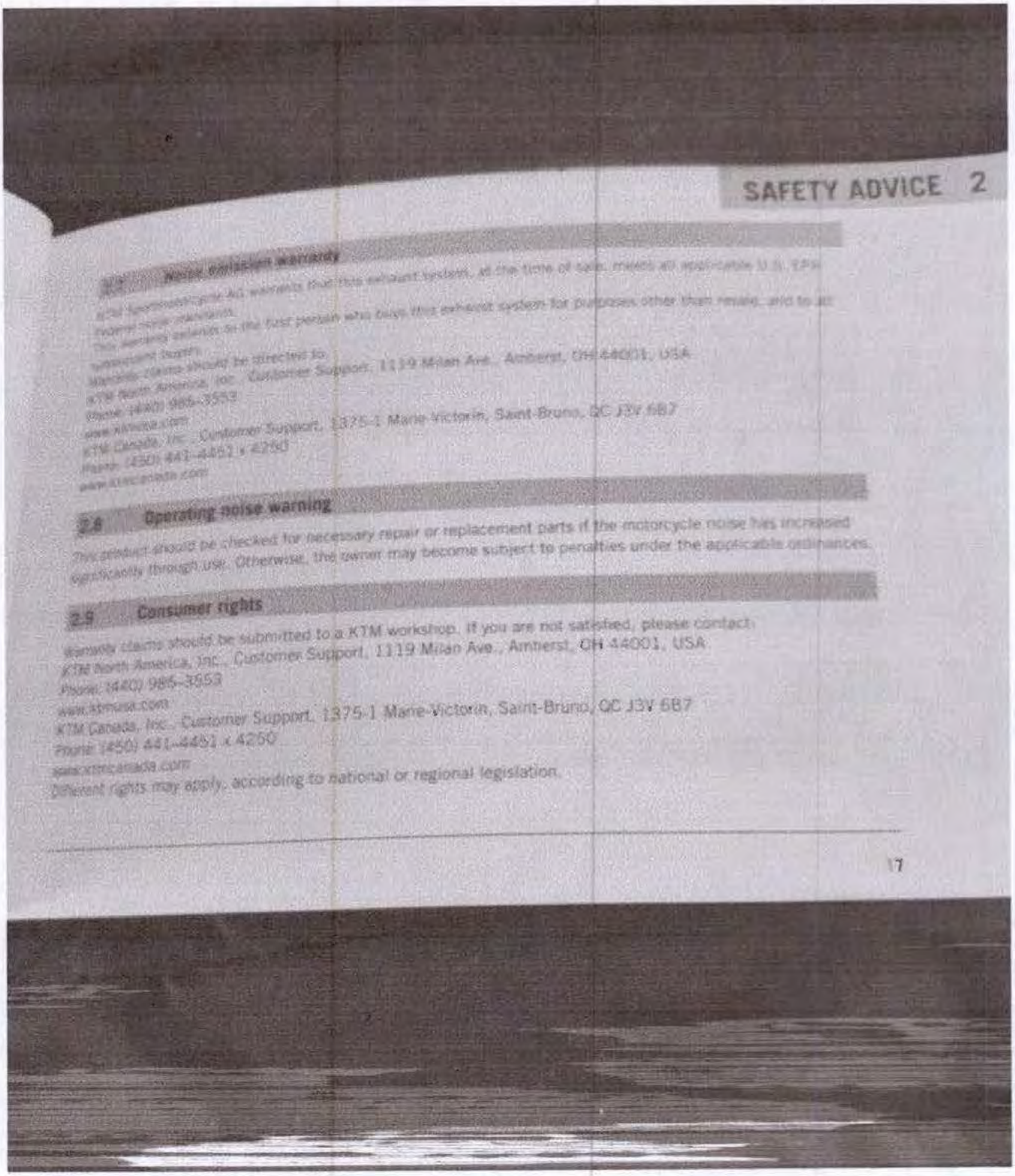
See all (5+)

Data from: Wikipedia

Suggest an edit

[redacted]

hi
From: [redacted]
Sent: Thursday, March 11, 2021 8:01 AM
To: [redacted]
Subject: Resized_[redacted].jpg



SAFETY ADVICE 2

2.7 Noise emission warranty

2.8 Operating noise warning

This product should be checked for necessary repair or replacement parts if the motorcycle noise has increased significantly through use. Otherwise, the owner may become subject to penalties under the applicable ordinances.

2.9 Consumer rights

Warranty claims should be submitted to a KTM workshop. If you are not satisfied, please contact:
KTM North America, Inc., Customer Support, 1119 Milan Ave., Amherst, OH 44001, USA
Phone: (440) 985-3553
www.ktmusa.com
KTM Canada, Inc., Customer Support, 1375-1 Marie-Victorin, Saint-Bruno, QC J3V 6B7
Phone: (450) 441-4451 x 4250
www.ktmcanada.com
Different rights may apply, according to national or regional legislation.

17

From: [redacted]
Sent: Thursday, March 11, 2021 8:02 AM
To: [redacted]
Subject: [redacted]

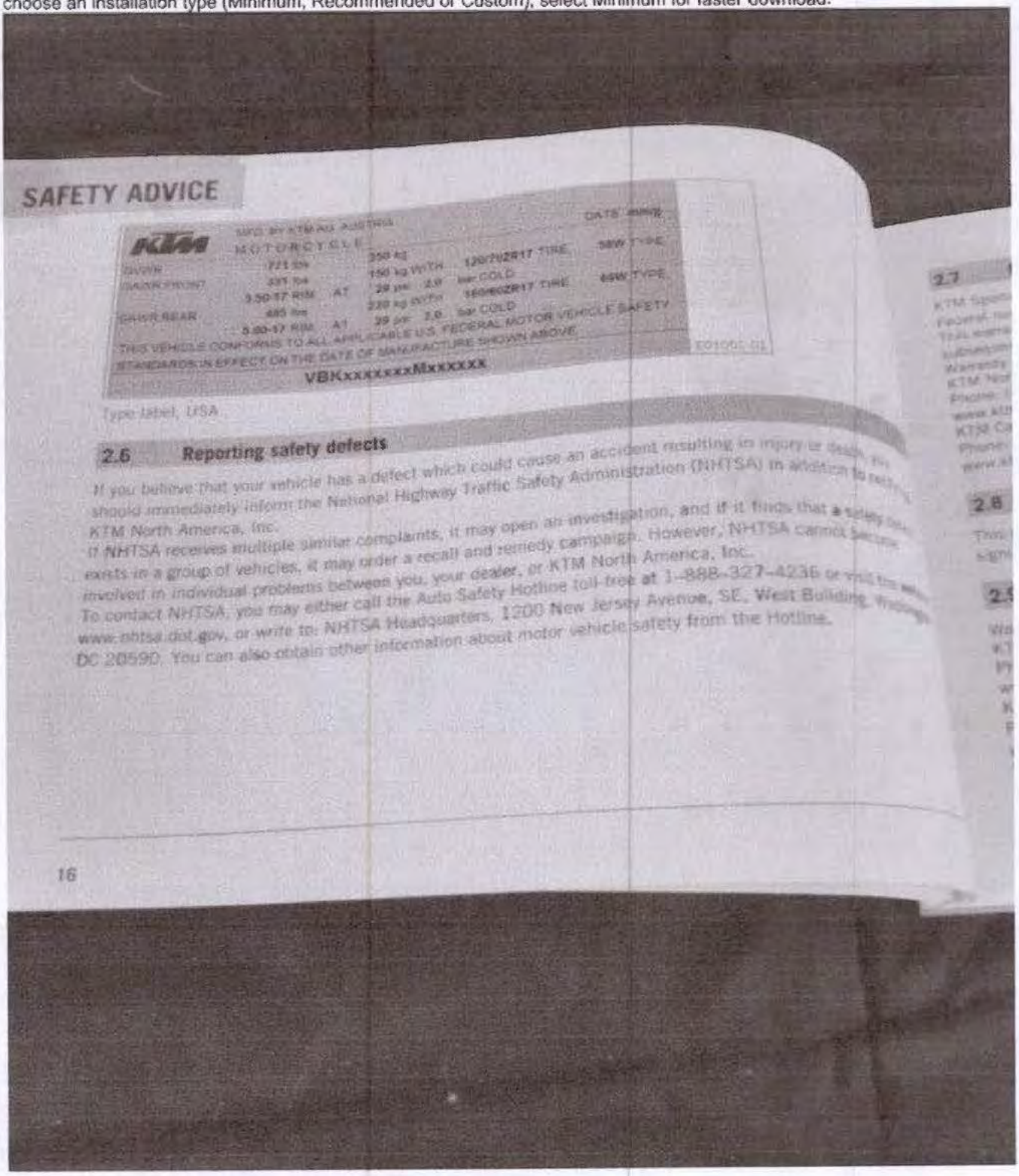
[redacted]

3/10/2021 4:31 PM

To [redacted]

This picture message or video message was sent using Multimedia Messaging Service.

To play video messages sent to email, Apple QuickTime 6.5 or higher is required. Visit [redacted] to download the free player or upgrade your existing QuickTime Player. Note: During the download process when asked to choose an installation type (Minimum, Recommended or Custom), select Minimum for faster download.



[redacted]

The same day I called Las Cruces Motorsports Service Dept., an authorized KTM Dealer Ship. I explained what happened to Service and that the motorcycle was under warranty. They said they would pick it up Tuesday March 2, 2021. The next day March 27, Service called me said they would not service my motorcycle even though it is under warranty per instructions from one of the owners. I called back later to Service and talked with a Chad. Asked who the owner/manager was and he said there were three. Got a first name from him of Richie. Didn't want to give me information about owners. I suspect he was just protecting his job. He was nice to me.

I am enclosing some information I found on the internet and have other information if needed. I am disappointed with KTM for not warning about a serios problem even knowing it before I purchased the Duke 690. I would not have purchased the motorcycle if I had known the issues with the clutch. I would always be afraid to ride it again and will not sell it to someone else. The motorcycle has 1054 miles on it never abused, no dents or scratches always garaged. I hope we can resolve this issue without a lawsuit.

Sincerely Yours,

[redacted]

Magura Blood is just red tinted mineral oil which has a boiling temp of 249C/480F (See below). I doubt KTM had anything to do with the change from mineral oil to DOT5. KTM (like every other motorcycle manufacture) just buys off the shelf components for everything except frames, engines, etc and apparently gas tanks. Snark snark....

I always assumed that Magura used mineral oil due to the risk of polluting the crank-case oil with unsavory fluids when a slave failed. I could be wrong on that reasoning. For what it's worth, I had a slave fail on a Husqvarna years ago, and the fluid did go into the engine.

Anyway, I don't think boiling temp' is even a factor with clutch systems. We know brakes get hot, but if your clutch is boiling the fluid your bike is likely on file, and clutch performance should be way down the immediate priority list.

EDIT: On the other hand, this lists the MUCH lower boilng temp for M-blood:

I think I'll try this for myself. 248F seems really low. That and I really hate being wrong.

EDIT #2: OK, tons of conflicting info available on the (always before very accurate) inter-webz. Some say that Magura blood is just ATF, but automatic transmissions would be frothing up everywhere if ATF boild at 248F.

More incentive to actually boil some MB and see. I'll report back here.

[redacted] · Registered

That second link is the one I couldn't post on account of being an illiterate newb that can't be trusted with a computer. And that's exactly the point, I think: if M Blood boils at what is still engine oil operating temperatures, you could end up losing your clutch (to some extent or another). Since the temps are so close, I suspect the engineers said that wouldn't do.

If the slave fails, the bike will be up for some work; an oil change is peanuts compared to the rest of the repair costs. I'd say oil contamination at that point is also pretty low on your list of concerns.

[redacted]

[redacted]
Las Cruces, NM
[redacted]

EL PASO TX 799
MON 15 MAR 2021 PM

US POS
FIRS
062.5

Attention Office Defects F
1200 New Jersey Ave
West Bldg.
Washington D.C. 20[redacted]
2050

[redacted]
Las Cruces, NM [redacted]

EL PASO TX 799
MON 15 MAR 2021 PM

$1.06
US POSTAGE
FIRST-CLASS

Attention Office Defects Invest.
1200 New Jersey Ave SE
West Bldg.
Washington D.C. ~~20590~~
20590