



RECALL: This modification has top priority and must be performed immediately to insure customer safety.

Subject: Factory Direct Modification Campaign - Retrofit, Chain Slider Guard Mounting Bolts

Affected models: 2007 990 Adventure, 990 Adventure S and certain 950 Super Enduro

Initial Information:

- » KTM North America has determined that a defect which relates to motor vehicle safety exists in all 2007 990 Adventure, 990 Adventure S and certain 950 Super Enduro models. To ensure the highest level of performance, reliability and customer satisfaction, it is necessary to have inspected the chain slider guard mounting bolts.
- » On affected models, during use the chain slider guard mounting bolts may become loose and possibly fall out; this could result in the possibility of the chain slider guard becoming detached. The chain slider guard could become caught in the drive chain and subsequently lead to an accident which could cause injury or death to the rider or others.
- » It has been determined that the cause of the defect involves an assembly error at the factory. During assembly the chain slider guard mounting bolts should have been installed with the use of Loctite 243 on the threads. If Loctite 243 was not used during the assembly process the bolts could loosen and fall out. To remedy this; it is required that the 2 bolts that attach the chain slider guard to the swingarm (see Pic 1) are secured with Loctite 243 and torque to 6Nm.
- » **Please note:** Check for the correct length of the chain slider guard mounting bolts on the 950 Super Enduro. The correct mounting bolts are 6mm x 1.0 x 16mm long. If the bolts are not the correct length, please order a replacement bolt from the dealer net fiche finder.

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KTM NORTH AMERICA, INC.
Technical Department

EAST » 1119 Milan Avenue » Amherst » Ohio 44001 » Phone 440-985-3553 » Fax 440-985-3060

WEST » 27635 Diaz Road » Temecula » CA 92590 » Phone 951-676-4576

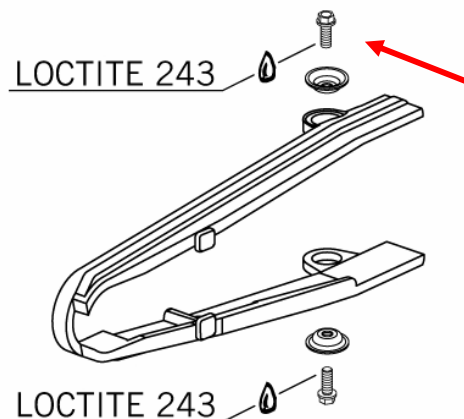
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Continued on Next Page

- » KTM has notified all registered owners of the above affected motorcycles by mail. A copy of the customer letter is included in this bulletin. The customer should take the letter along with the affected motorcycle to a KTM dealer for the modification.
- » You must perform this modification on all affected motorcycles in your inventory prior to customer delivery. Any 2007 990 Adventure, 990 Adventure S and certain 950 Super Enduro's sent directly from KTM will require this modification prior to customer delivery. Units acquired in dealer transfers or trades must be checked in Dealer.Net to ensure the modification has been performed.
- » Motorcycles that are affected should not be operated until they are modified. It is a violation of KTM policy for your dealership to deliver any affected motorcycle to customers until the procedure in this bulletin has been performed.
- » KTM must report to the federal government on a regular basis how many units have been modified during this campaign. Be sure to submit your Warranty Request for Reimbursement on every unit modified to ensure accurate compliance numbers.

Procedure for Remedy:

- » Please remove the 2 bolts that attach the chain slider guard to the swingarm (see Picture 1) and secure them with Loctite 243 and torque to 6Nm.



Picture 1

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» **NOTE: This Technical Bulletin only affects certain VIN numbers! The dealer must perform a Motorcycle History search under the Dealer Technical Service and Warranty tab. The bulletin can be viewed in the search results. KTM North America will not warranty units whose VIN numbers are not listed as this bulletin does not apply to them. It is the responsibility of the dealer to determine if the unit requires this update by checking the unit history**

» **Warranty input information:**

- » Please note that when entering a warranty claim on an affected model, you will choose **TI Warranty Inc. Campaign Code** from the drop down list and then enter the vehicles **VIN** in the box to the right and click **NEXT**
- » You can now choose the TI Number from the drop down box. The TI number for this repair is **04_07_110/G.07.070.04** and click **NEXT**
- » The Warranty Claim is automatically entered for you; this saves you time and money. You must enter additional information in the required fields before submitting the claim to KTM. The flat rate for this repair is 15 minutes.

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SAFETY RECALL NOTICE

KTM Model: «Model»

6/xx/2007

Affected VIN: «Vin»

«PdiFirstName» «PdiLastName»

«PdiAddress1»

«PdiCity», «PdiState» «PdiZip»

Dear KTM Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. KTM North America has decided that a defect which relates to motor vehicle safety exists on all 2007 990 Adventure, 990 Adventure S and certain 950 Super Enduro models.

On affected models, during use the chain slider guard mounting bolt may become loose and possibly fall out; this could result in the possibility of the chain slider guard to become detached. Subsequently, the chain slider guard could become caught in the drive chain which may lead to an accident and may cause injury or death to the rider or others. The cause of the defect involves an assembly error at the manufacture with the chain guard slider bolts. The chain slider guard mounting bolts must be inspected and properly secured by an authorized KTM dealer.

It is mandatory that you discontinue riding your motorcycle until the defect has been repaired. Please contact your Authorized KTM North America Dealer (log onto www.ktmusa.com for a complete dealer listing) as soon as possible to arrange an appointment to repair the defect. Instructions for the repair have been sent to every authorized KTM dealer. Please plan on leaving your motorcycle at the dealership for the necessary repairs and allow ample time for scheduling in the service department. There will be no charge for the dealer's services. To ensure the highest level of safety, performance, and reliability, it is necessary to have your motorcycle repaired immediately.

If you experience difficulties in scheduling or servicing the required repair from an authorized KTM Dealership please contact KTM North America Customer Relations at (440)985-3553 for assistance. Furthermore, you may contact the National Highway Traffic Safety Administration's Motorcycle Safety hotline at 1-888-327-4236 (TTY 1-800-424-9153) or go to <http://www.safercar.gov> if you are unable to receive the repair within a reasonable period of time and free of charge.

If you have repaired your chain slider guard mounting bolts prior to receiving this letter you may be eligible to receive reimbursement for the cost. For reimbursement details contact KTM North America Customer Relations at (440)985-3553 for details.

If you have sold, traded or no longer own this motorcycle it is important for the safety of the current owner that you inform KTM of the current ownership or unknown ownership status by returning the second page of this letter in the enclosed self addressed prepaid postage envelope.

We apologize for any inconvenience and want to assure you that our commitment together with KTM North America Dealers is to provide you with the highest level of service, support and customer satisfaction.

Best Regards,
Customer Support and Warranty Department
KTM North America, Inc.

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**NOTICE:**

If you no longer own this motorcycle please complete the following information of this letter and return to KTM in the enclosed self addressed envelope.

Please complete and return this portion to KTM if ownership of the referenced motorcycle has changed.

Customer Record Update Form

The new address is or I have sold the motorcycle to:

New owner's name _____

Address _____

City, State, Zip _____

Phone Number _____

«Vin»

«PdiFirstName» «PdiLastName»

«PdiAddress1»

«PdiCity», «PdiState» «PdiZip»

Returning this form will help us to contact the current owner and will enable us to update our records so you can be assured not to receive notifications for this motorcycle in the future.

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