

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report³

On April 9, 2009, KTM [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: April 13, 2009

Furnish the manufacturer's identification code for this recall (if applicable): NOT Assigned

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

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

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Cheryl Webb, Legal Coordinator

Telephone Number: 951.600.8007 #4117 Fax No.: 951.600.8866

Name and Title of Person who prepared this report.

Cheryl Webb
Legal Coordinator

Signed: Cheryl Webb
4/13/09

RECEIVED
2009 APR 21 P 3:29
NHTSA
4/13/09

³Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): KTM Model Years Involved: 2009 Model(s): 690 DUKE
Production Dates: Beginning: 12/11/08 Ending: 12/12/08 * Please see pg. 2 & 3 of Tech. Bulletin for reading of production date. Date provided here is U.S. reading of date. Stamped production is European and explained in bulletin.
VIN Range: Beginning: See Attached List Ending: —
Vehicle Type: Motorcycle Bodystyle: Naked Street Bike

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

The fork production date is stamped on the inner side of the axle clamp.
*Only two dates of production are affected by the recall.

Make(s): KTM Model Years Involved: 2009 Model(s): 690 SMC
Production Dates: Beginning: 12/10/08 Ending: 12/11/08 * Please see pg. 2 & 3 of Tech. Bulletin for reading of production date. Date provided here is U.S. reading of date. Stamped production is European and explained in bulletin.
VIN Range: Beginning: See attached List Ending: —
Vehicle Type: Motorcycle Bodystyle: Supermoto

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

The fork production date is stamped on the inner side of the axle clamp.
*Only two dates of production are affected by the recall.

Make(s): _____ Model Years Involved: _____ Model(s): _____

Production Dates: Beginning: _____ Ending: _____

VIN Range: Beginning: _____ Ending: _____

Vehicle Type: _____ Bodystyle: _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period. 69%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

Model	Year	Number of Vehicles Potentially Involved
690 Duke	2009	99
690 SMC	2009	138

Total Number Potentially Affected by the Recall: 237

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 10%

Identify and describe how the recall population was determined--in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

On the specific dates of production improper heat treatment of the inner tubes occurred during manufacturing on some of the forks.

On December 11 and 12, 2008; read in forks as 11.12.2008 and 12.12.2008; 690 Dukes may be affected. On December 10 and 11, 2008; read as 10.12.2008 and 11.12.2008; 690 SMC may be affected.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Lower part of fork inner tube may develop cracks above fork axle clamp.

Describe the cause(s) of the defect or noncompliance condition.

Improper heat treatment of the inner tubes occurred during manufacturing on some of the forks.

Describe the consequence(s) of the defect or noncompliance condition.

Cracks could develop causing separation of axle clamp from inner tube.

Identify any warning which can (a) precede or (b) occur.

Cracks could develop in tubes.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

WP Suspension
P.O. Box 68
6580 AB Malden
The Netherlands

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Torching of units with production dates mentioned.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

Replace complete fork leg assemblies.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

Fork leg assemblies are the same. Defective forks were improperly heat treated which may cause them to be brittle in some cases.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

Production remedy was identical to recall remedy with the exception that the specific production dates mentioned were improperly heat treated which may cause the forks inner tube to be brittle in some cases. Therefore forks with the stamped production date mentioned will be replaced.

VI. Identify the Recall Schedule

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

- No expected foreseeable problems with implementing this recall.
- Notification of Dealers via Internet: As soon as draft materials approved
- Notification to Vehicle Owners via Mailing: As soon as draft materials approved
- Notification update to vehicle owners provided by POLK a remaining as to be determined after evaluation of recall percentage.

VII. Furnish Recall Communications

1. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. *A DRAFT copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.*

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.



SAFETY RECALL NOTICE

KTM Model: «Model»
Affected VIN: «Vin»

4/xx/2009

«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 2009 690 Duke and 690 SMC models.

On affected models, during use, the front forks could develop cracks; this could result in the possibility of the front fork inner tube separating from the axle clamp. Subsequently, this could lead to an accident and may cause injury or death to the rider or others. The cause of the defect involves improper heat treatment of the front fork inner tubes by the manufacturer. The front fork tubes must be inspected and replaced if necessary 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 replaced your front fork inner tubes 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.

KTM NORTH AMERICA, INC. EAST » 1119 Milan Avenue » Amherst » Ohio 44001 » Phone 440-985-3553 » Fax 440-985-3060
Technical Department WEST » 27635 Diaz Road » Temecula » California 92590 » Phone 951-676-4576
CANADA » 1375-1 Marie-Victorin » Saint-Bruno » Quebec J3V 6B7 » Tél./Phone 450-441-4451 » Fax 450-441-3885

© 2006 KTM North America, Inc. - All rights reserved



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.

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 » California 92590 » Phone 951-676-4576

CANADA » 1375-1 Marie-Victorin » Saint-Bruno » Quebec J3V 6B7 » Tél./Phone 450-441-4451 » Fax 450-441-3885

© 2006 KTM North America, Inc. - All rights reserved



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

Subject: Factory Direct Modification Campaign – Front fork axle clamp inspection and or replacement of complete front fork tube assembly

Affected models: 2009 690 Duke and 690 SMC

Initial Information:

» KTM North America has determined that a defect which relates to motor vehicle safety exists in select 2009 690 Duke and 690 SMC models. To ensure the highest level of performance, reliability and customer satisfaction, it is necessary to inspect the front fork tubes.

On affected models, during use, the front fork inner tube may develop cracks; this could result in the possibility of the front fork tubes separating from the fork axle clamp. This could lead to an accident which could cause injury or death to the rider or others.

KTM North America has not received any reports of injuries or incidents related to the front forks on the 2009 690 Duke and 690 SMC models cracking. This recall is being conducted to prevent possible injuries.

It has been determined that the cause of the defect is from improper heat treatment of the inner tubes. To remedy this it is required that both front fork tube production dates must be inspected (see Photo 1 and 2). Both fork tube assemblies must be replaced if they are found to be stamped with an effected production date (see the affected production dates on page 3).

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 inspection and or replacement of their front fork assembly.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are KTM's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall KTM and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the KTM owners and repair manuals for proper instructions or contact the KTM Dealer Technical Service Department.

KTM NORTH AMERICA, INC.
Technical Department

EAST » 1119 Milan Avenue » Amherst » Ohio 44001 » Phone 440-985-3553 » Fax 440-985-3060
WEST » 38429 Innovation Court » Murrieta » CA 92563 » Phone 951-600-8007
CANADA » 1375-1 Marie-Victorin » Saint-Bruno » QC J3V 6B7 » Phone 450-441-4451 » Fax 450-441-3885

You must perform this inspection on all affected motorcycles in your inventory prior to customer delivery. Any 2009 690 Duke and 690 SMC sent directly from KTM will require this inspection or front fork replacement prior to customer delivery. Units acquired in dealer transfers or trades must be inspected and checked in dealer.net to ensure the repair has been performed.

Motorcycles that are affected should not be operated until they are inspected or the front forks are replaced. 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 inspected or repaired during this campaign. Be sure to submit your Warranty Request for Reimbursement on every unit inspected or repaired to ensure accurate compliance numbers.

Procedure for Remedy:

The fork production date is stamped on the inner side of the axle clamp.

On street models the date is easily legible (see photo's 1 - 2).

Photo 1

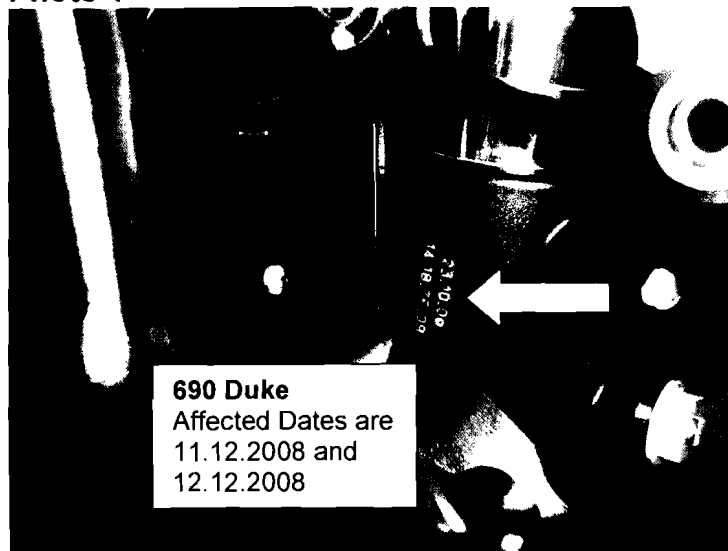


Photo 2



COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are KTM's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall KTM and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the KTM owners and repair manuals for proper instructions or contact the KTM Dealer Technical Service Department.

KTM NORTH AMERICA, INC.
Technical Department

EAST » 1119 Milan Avenue » Amherst » Ohio 44001 » Phone 440-985-3553 » Fax 440-985-3060
WEST » 38429 Innovation Court » Murrieta » CA 92563 » Phone 951-600-8007
CANADA » 1375-1 Marie-Victorin » Saint-Bruno » QC J3V 6B7 » Phone 450-441-4451 » Fax 450-441-3885

**Inspection:**

Carefully inspect each front fork axle clamp (photo 1 and 2) for the appropriate production dates. The affected 690 Duke production dates are **11.12.2008 and 12.12.2008**. The affected 690 SMC production dates are **10.12.2008 and 11.12.2008**. **Only units produced with the aforementioned production dates are effected by this recall.** If the motorcycle has a axle clamp stamped with an affected production date, both forks will need to be replaced as a set, even if only one axle clamp stamp is the affected production date.

Note: To read the above production dates correctly, remember the first two digits are the day of production, 11 means 11th day of the month. The third and forth digit indicate the month of production, 12 means Dec. and the final four digits indicate the year of manufacture or 2008.

Parts:

If you need replacement forks you will need to place an order for the appropriate forks from the KTM North America Parts Center. If you need forks for a 690 Duke the Part Number is 14.18.7E.09.01. If you need a set of forks for the 690 SMC the Part Number is 14.18.7E.12.01. Fork legs will be shipped assembled, ready to install and as a set.

Replace the front forks as described in the Service Manual CD Part Number 3.206.055 Chapter 1 pages 13 ~ 15.

NOTE: Exchanged fork legs have to be handled carefully, packed properly and returned to the KTM NA Warranty Department with the use of a pre-paid FedEx warranty parts return label. After receipt of returned fork legs a credit note will be issued.

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are KTM's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall KTM and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the KTM owners and repair manuals for proper instructions or contact the KTM Dealer Technical Service Department.

KTM NORTH AMERICA, INC.
Technical Department

EAST » 1119 Milan Avenue » Amherst » Ohio 44001 » Phone 440-985-3553 » Fax 440-985-3060
WEST » 38429 Innovation Court » Murrieta » CA 92563 » Phone 951-600-8007
CANADA » 1375-1 Marie-Victorin » Saint-Bruno » QC J3V 6B7 » Phone 450-441-4451 » Fax 450-441-3885

**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**

- To submit a claim for a Front Fork Inspection use TI number **G.09.131.01** and click **NEXT**.
- To submit a claim for a Front Fork Replacement use TI number **G.09.133.01** and click **NEXT**.

If you are performing a Front Fork Replacement you will have to add the part number of the forks and quantity one to the claim. In order to open up more lines to add the forks to the claim list you will need to select the forks from the fichfinder.

Input warranty claim:	
Warranty type:	TI – Warranty
Subassembly group:	01 Front fork
Failure code:	900 Trouble shooting at manufacturers site
Failure causing part:	14187E04 Front fork
Campaign-code:	G.09.131.01 Front fork inspection G.09.133.01 Front fork replacement
Spare parts:	690 Duke Front fork p.n.14.18.7E.09.01 690 SMC Front fork p.n. 14.18.7E.12.01
Labor time:	G.09.131.01 – 15 minutes for inspection G.09.133.01 – 45 minutes for fork replacement Time for handling and preparation is included

COPYRIGHT NOTICE

The user acknowledges that all components of this technical information are KTM's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

LIMITATION OF LIABILITY

The information included in or available through this technical information may include inaccuracies or errors. In no event shall KTM and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the KTM owners and repair manuals for proper instructions or contact the KTM Dealer Technical Service Department.

KTM NORTH AMERICA, INC.
Technical Department

EAST » 1119 Milan Avenue » Amherst » Ohio 44001 » Phone 440-985-3553 » Fax 440-985-3060
WEST » 38429 Innovation Court » Murrieta » CA 92563 » Phone 951-600-8007
CANADA » 1375-1 Marie-Victorin » Saint-Bruno » QC J3V 6B7 » Phone 450-441-4451 » Fax 450-441-3885

ON - ROAD Unit Totals US

	2009 690 Duke	2009 690 SMC	Totals
Dealer Stock	82	120	202
Retail Sold	6	8	14
KTM Warehouse Stock	11	10	21

237