

## SAFETY RECALL NOTICE

Affected VIN: «Vin»

11/xx/2012

«PdiFirstName» «PdiLastName»

«PdiAddress1»

«PdiCity», «PdiState» «PdiZip»

«PdiCity», «PdiState» «PdiZip»

**RE: Affected models:** 2012 – 350 EXC-F and 500 EXC  
2013 – 350 EXC-F and 500 EXC

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 certain 2012 models 350 EXC-F, 500 EXC and 2013 models 350 EXC-F, 500 EXC.

On affected models, during use the preformed fuel hose may develop small holes or cracks in the preformed fuel hose; this could result in the possibility of the preformed fuel hose to leak fuel and subsequently could lead to an accident and may cause injury or death to the rider or others. The cause of the defect is from variations in the production process of the preformed fuel hose at the supplier. To remedy this defect the replacement preformed fuel hose molding process has been changed by the supplier. The defective preformed fuel hose must be replaced 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 Dealer (log onto [www.ktmusa.com](http://www.ktmusa.com) for a complete dealer listing) as soon as possible to arrange having your preformed fuel hose replaced. It is suggested that you call your local authorized KTM Dealer to make an appointment to have the preformed fuel hose replaced. Please present a copy of this letter along with your motorcycle to your local authorized KTM dealer. This repair should take no longer than 25 minutes depending on the model. There will be no charge for the replacement of the preformed fuel hose or the dealer's services.

If you experience difficulties in obtaining the replacement of your preformed fuel hose from an authorized KTM Dealer please contact KTM North America, Inc. Customer Relations at (888) 985-6090 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 preformed fuel hose prior to receiving this letter, you may be eligible to receive reimbursement for the cost. For reimbursement details contact KTM North America, Inc. 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 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 all KTM Dealers to provide you with the highest level of service, support and customer satisfaction.

Best Regards,  
Dealer Technical Service and Warranty Department  
KTM North America, Inc.

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38429 Innovation Court // Murrieta, CA 92563 // T: 951-600-8007 // F: 951-600-8866  
1119 Milan Avenue // Amherst, OH 44001 // T: 440-985-3553 // F: 440-985-3060  
[www.ktmusa.com](http://www.ktmusa.com)



**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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