

**RECALL: This modification has top priority and must be performed immediately to ensure customer safety**

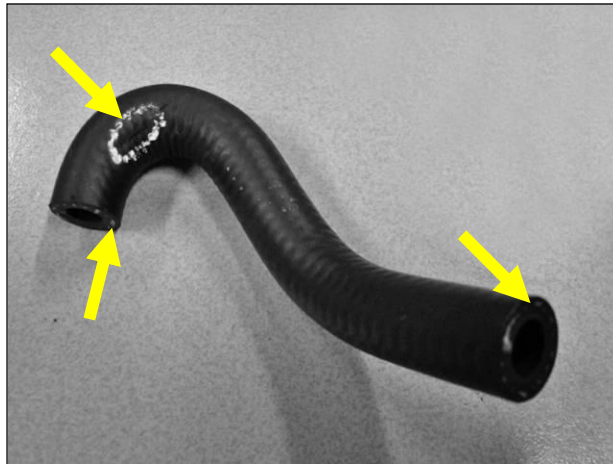
**Subject: Factory Direct Modification Campaign – Preformed Fuel Hose Replacement on all affected models listed below**

**Affected Models: 2012 350 EXC-F, 500 EXC  
2013 350 EXC-F, 500 EXC**

**Restrictions: Affected models are linked by VIN in KTMDealer.Net**

### Initial Information:

- » KTM North America has determined that a defect which relates to motor vehicle safety exists with selected 2012 and 2013 models: 350 EXC-F, 500 EXC pertaining to the preformed fuel hose on such models. To ensure the highest level of safety, performance, reliability and customer satisfaction, it is necessary to replace the preformed fuel hose on all affected units.
- » On affected units, during use the preformed fuel hose may develop small holes or cracks in the ends of the preformed fuel hose; this could result in the possibility of the preformed fuel hose to leak fuel 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 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 by the supplier has been changed.
- » 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 an authorized KTM Dealer for the replacement of their preformed fuel hose.

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**NOTE: This Technical Bulletin only affects certain VIN numbers! Please check the VIN by performing a Motorcycle History search in KTM Dealer.net to determine if it's affected. If the motorcycle is affected you will see a link to the bulletin and its repair status in the history 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 vehicle history and understanding the instructions provided by this bulletin.**

- » You must perform this replacement on all affected motorcycles in your inventory prior to customer delivery. Any affected 2012 350 EXC-F, 500 EXC and 2013 350 EXC-F, 500 EXC sent directly from KTM will require the preformed fuel hose to be replaced prior to customer delivery. Affected units acquired through KTM Dealer transfers or trades must be remedied and checked in dealer.net to ensure and document that the repair has been performed.
- » Motorcycles that are affected should not be operated until the preformed fuel hose is replaced. It is a violation of KTM policy for an authorized KTM Dealer to deliver any affected unit 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 repaired during this campaign. Be sure to submit your Warranty Request for Reimbursement on every unit repaired to ensure accurate compliance numbers.

## Parts Ordering:

- » KTM has assembled complete replacement fuel hose kits that are designed for the specific model and year. Please order quantity 1 of the proper fuel hose kit for each affected motorcycle, based off the reference table found below.

Kit no.	Part number	Affected models
Kit 2	77407016002	350 EXC-F 2012, 500 EXC 2012
Kit 7	77407016007	350 EXC-F 2013, 500 EXC 2013

## Procedure for Repair / Replacement:

- » Be sure that the motorcycle is clean without dirt or debris in the area of the preformed fuel hose and its connection points to the fuel tank and throttle body. Remove the seat and disconnect the wire harness power connector that is attached to the fuel pressure regulator, located on the rear portion of the fuel tank. Crank the engine with the electric starter button and allow the engine to run until it stalls, crank the engine again for 5 seconds to remove any remaining fuel pressure within the fuel hose. Remove the hose clamps and the fuel hose from the fuel tank, fuel line quick disconnect and at the throttle body fuel rail.

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- » Install the new proper fuel hose with new clamps provided in the kit in the same manner it was mounted originally to the fuel tank, fuel line quick disconnect, throttle body fuel rail with new o-ring installed, and tighten the clamps. Connect the wire harness to the fuel pressure regulator, install the seat, and start the engine only allowing it to run for a period of 5 seconds. Inspect the fuel hose connection points for any leaks. Clear any DTC (data trouble codes) using the XC\_1 Diagnostic Tool that may have been stored from this repair procedure before delivering the motorcycle back to the customer.

### 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 procedure is according to the affected models listed below, click **NEXT**
- » The Warranty Claim is automatically entered for you, including labor. This saves you time and money. You must enter additional information in the required fields marked with an orange asterisk "\*" before submitting the claim to KTM. The flat rate for this repair is 20 minutes.

Warranty claim input information	
<b>Warranty type:</b>	<b>TI warranty</b>
<b>Subassembly group:</b>	<b>07 Fuel Tank</b>
<b>Failure code:</b>	<b>900 TROUBLE-SHOOTING AT MANUFACTURER'S SITE</b>
<b>Part causing failure:</b>	<b>77407016000, 78107016100, 78107116000, 78107116100</b>
<b>Campaign code:</b>	<b>G.12.178.07_02 350 EXC-F 2012, 500 EXC 2012</b> <b>G.12.178.07_07 350 EXC-F 2013, 500 EXC 2013</b>
<b>Spare parts:</b>	<b>According to spare parts table found on page 2</b>
<b>Labor time:</b>	<b>T3900207970 Enduro models 20min</b>
<b>Stock parts affected: YES</b>	<b>Preformed fuel hose with production code 12/12/31, 21/10/11, 15/11/11, 02/12/11 must be returned via RMA claim</b>

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## 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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**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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