

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

Subject: Factory Direct Modification Campaign – New Software Update to the Suspension Control Unit (SCU) and inspection of Shock Absorber for any possible oil leak at the Rebound Damping plug

Affected 2015 & 2016 Model: 1290 Super Adventure

**Restrictions: Affected models are linked by VIN in KTM Dealer.Net
(See NOTE listed below on page 4)**

Initial Information:

- » KTM North America has determined that a defect which relates to motor vehicle safety exists with the 2015 & 2016 model 1290 Super Adventure pertaining to the proper software version for the Suspension Control Unit (SCU) and also a possibility of an oil leak at the rebound damping plug on the shock absorber. To ensure the highest level of safety, performance, reliability and customer satisfaction, it is necessary to have the rebound damping plug checked for any oil leakage and also flash the new software file into the SCU.
- » The original SCU software was not properly calibrated and could cause the shock to leak fluid from the rebound damping plug. This could lead to an accident which could cause injury or death to the rider or others.
- » To remedy this defect, a new version of software must be flashed into the Suspension Control Unit (SCU).
- » KTM North America is notifying all registered owners of the above affected motorcycle 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 to have the rebound damping plug on the shock absorber checked for any oil leakage. After the shock is inspected the SCU must be flashed with the new software version.

ATTENTION DEALERS: This recall should only be performed by trained technicians with proper equipment. Dealers are not to send out parts to customers and should take every reasonable action to make sure the customer does not try to repair or perform the recall on their vehicle. Dealers are to properly record the repair of the recall and report and or return parts to KTM.

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- » Dealers must perform the inspection of the rebound damping plug on the shock absorber. If there is any oil leaking from the rebound damping plug the shock absorber must be replaced. The new version of the SCU software must then be flashed. If the shock shows no signs of any oil leakage at the rebound damping plug, only the new software needs to be flashed into the SCU. Any affected 2015 & 2016 model 1290 Super Adventures received directly from KTM North America require the above mentioned remedy prior to customer delivery. Affected units acquired through KTM dealer transfers or trades must be remedied and checked in KTM Dealer.net to ensure and document that the repair has been performed.
- » Motorcycles that are affected must not be operated until the shock absorber has been inspected and the new software has been flashed in the SCU control unit as described in this bulletin. It is a violation of KTM North Americas policy for an authorized KTM Dealer to deliver any affected units to customers until the procedure in this bulletin has been performed.
- » KTM North America 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.

Procedure for Inspection & Possible Replacement Steps:

- » Inspecting the shock for an oil leak.
 1. Remove the Rebound Damping plug connector from the shock absorber.
 2. Inspect for any oil leak visible on the outside and also inside the connection terminal of the rebound damping plug connection (Figure 1.)

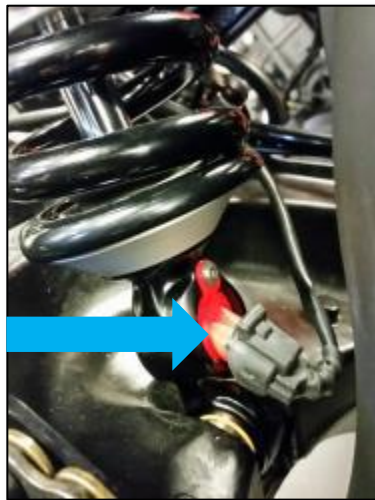


Figure 1.



Figure 2.

3. If leaking is present, replace the shock strut (without preload adjuster and spring) PN# 46812001S1. Follow the latest available repair manual for replacement procedure. If no oil leaking is present, continue to ECU flashing steps below.

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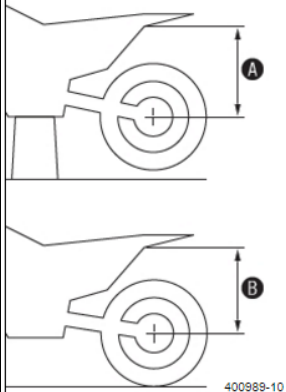
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» Flashing SCU with new software.

1. Connect the XC_1 Scanbox to the vehicle diagnostic port using the USB cable connected to the tablet PC, turn on the ignition switch and engine run switch.
2. Select the model “1290 S (2015-)” and then click <AUTOSCAN>.
3. Select the Damping System “SCU-ECU” then click <Select ECU>.
4. Click <ECU flash process> and complete the drop down menu selections beginning with model year, until the flash file “R3KSTD-0404_T024” appears and the “ECU Flash” button is selectable.
5. Follow the onscreen instructions click “Continue” and be sure to connect a battery charger to maintain at least 13.0v at the ECU before proceeding and clicking “Start”
6. After flashing is complete, 3 tasks need to be performed to calibrate the shock absorber to the new SCU software; a) Swingarm stroke sensor calibration, b) Factory preload calibration, c) Vehicle static sag adjustment.
7. Click “Continue” then click the “Home” button, turn off the IGN key for at least 10 seconds. Repeat steps 1, 2, 3.
8. Click <Functions> and select the “Rear stroke sensor calibration”, then follow the onscreen instructions. When completed, follow next step.
9. In the <Functions> menu, select “Factory Calibration”, start the engine and perform the function. When complete, shutoff engine using the Engine On/Off switch.
10. Click the “Adjust the offset for the sag” function, measure per the repair manual instructions and if needed make the adjustment using XC_1 to set the static sag.

9.2 Checking the static sag of the shock absorber



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- Measure dimension (A) of rear wheel unloaded.
- Hold the motorcycle upright with the aid of an assistant.
- Measure the distance between the rear axle and the fixed point again.
- Note down the value as dimension (B).

i Info
The static sag is the difference between measurements (A) and (B).

- Check the static sag.

Full fuel tank	25 mm (0.98 in)
Empty fuel tank	20 mm (0.79 in)

- » If the static sag is less or more than the specified value:
 - Adjust the spring preload of the shock absorber.

Parts Ordering:

- » Please order quantity 1 of Part # 46812001S1 Monoshock Assembly, only if leaking and needing replacement.

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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.

Warranty Input Information:

- » Please note that when entering a warranty claim on an affected model, you must perform a history search, expand the **Technical information** window, click the orange arrow on the right side of the corresponding bulletin message.
- » You can now choose the TI Number from the list. The TI number for this procedure is according to the repairs performed and listed below; click **Continue with selected action code**.
- » The Warranty Claim is automatically entered for you, including parts & labor. You must enter additional information in the required fields marked with an asterisk "*" before submitting the claim to KTM. The flat rate time for this repair is based on the action performed and provided in minutes.

Warranty claim input information	
Warranty type:	TI Warranty
Subassembly Group:	04 – Shock Absorber
Failure code:	700 – Serial Improvement
Failure causing part:	46812001S1 – Monoshock Assembly CPL.
Campaign code:	04_140903_01 – Inspect Shock, Flash SCU 04_140903_02 – Replace Shock, Flash SCU
Parts:	04_140903_01 – No parts required 04_140903_02 – QTY 1 p.n. 46812001S1
Labor time:	04_140903_01 – 20 minutes 04_140903_02 – 45 minutes
Stock parts affected:	NO

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