

IMPORTANT SAFETY RECALL NOTICE

This notice applies to your vehicle VIN: «Vin»

6/2/2016

«PdiFirstName» «PdiLastName»
«PdiAddress1»
«PdiCity», «PdiState» «PdiZip»
«PdiCity», «PdiState» «PdiZip»

RE: 2015 & 2016 Model Year – KTM 1290 Super Adventure

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, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2015 & 2016 model year 1290 Super Adventure motorcycles. 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 Suspension Control Unit (SCU) on all affected motorcycles by an authorized KTM dealer free of charge.

On affected models, 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, there is a new version of software that must be flashed into the SCU.

Please contact your authorized KTM Dealer (log onto www.ktmusa.com for a complete listing) as soon as possible and make an appointment to have the shock inspected for any oil leakage and also flash the new software into the SCU. To expedite the process, please present a copy of this letter along with your motorcycle to your local authorized KTM dealer. There will be no charge for this service.

If you experience difficulties in getting the repair performed from an authorized KTM Dealer, please contact KTM North America, Inc. Customer Relations at (888) 985-6090 for assistance. Furthermore, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>

If you have already paid to have this repair performed because of any oil leakage at the rebound plug 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 (888) 985-6090 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 is to provide you with the highest level of service, support and customer satisfaction.

Best Regards,

KTM Technical Services & Warranty Department

KTM NORTH AMERICA, INC.

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

The KTM logo is displayed in a bold, black, italicized font against a white background, which is itself centered within a solid orange square.

NOTICE: If you no longer own this motorcycle please complete the following portion 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: «Vin»
New owner's name _____ «PdiFirstName» «PdiLastName»
Address _____ «PdiAddress1»
City, State, Zip _____ «PdiCity», «PdiState» «PdiZip»
Phone Number _____
Date of Re-Sale _____

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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