

## IMPORTANT SAFETY RECALL NOTICE (Remedy Notice) NHTSA Recall No. 17V-388

Affected VIN: «Vin»  
 «PdiFirstName» «PdiLastName»  
 «PdiAddress1»  
 «PdiCity», «PdiProvince» «PdiPostalCode»  
 «PdiCity», «PdiProvince» «PdiPostalCode»

12/xx/2017

RE: Affected models: 2016 and 2017 KTM 690 Duke

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 determined that a defect which relates to motor vehicle safety exists in certain model year 2016 and 2017 KTM 690 Duke motorcycles. To ensure the highest level of safety, performance, reliability and customer satisfaction, it is necessary to have a newly developed fuel tank filler neck insert and seal along with a new seal for the fuel level sensor installed. This work must be performed by an authorized KTM Dealer and will be free of charge.

KTM North America, Inc. previously sent you a letter dated 7/24/2017 advising it is possible that fuel can seep or leak out of the fuel filler cap area of the fuel tank and was being investigated by KTM. At that time a remedy was in the process of being determined.

The remedy for this recall is now available and must be performed by an authorized KTM Dealer.

On affected models, during operation or while sitting still there is a possibility that the fuel tank filler neck insert and fuel level sensor seal may not seal properly and develop a leak. In extreme cases the presence of a leak could result in the possibility of damage or possible fire, which could cause injury or death to the rider or others. The defective filler neck insert and seals must be replaced by an authorized KTM dealer.

The cause of the defect is due to the sealing design of the current version fuel tank filler neck insert. It does not allow for proper sealing between the fuel tank opening and the fuel tank cap insert. To remedy this defect, a new fuel tank filler neck insert and seal has been developed to install on the fuel tank along with a new seal that has been developed for the fuel level sensor to prevent fuel leakage.

Please contact your authorized KTM Dealer (log onto [www.ktm.com](http://www.ktm.com) for a complete dealer listing) as soon as possible to arrange having your new fuel tank filler neck insert and seal along with a new seal for the fuel level sensor installed. It is suggested that you call your local authorized KTM Dealer to make an appointment to have the recall repair performed. The replacement procedure will take approximately 1 hour. However, it may be necessary to leave your motorcycle with the dealer for a longer period of time depending on their work schedule. 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 have any questions related to the content of this letter, 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 sold, traded or no longer own this motorcycle, it is important for the safety of the current owner that you inform KTM North America, Inc., 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,  
 Dealer Services Department  
 KTM North America, Inc.

### 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](http://www.ktmusa.com)



**Customer Record Update Form**

**NOTICE:** If you no longer own this motorcycle or have had an address change 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. Please print legibly.

The new address is or I have sold the motorcycle to:

New owner's name \_\_\_\_\_ «Vin»  
Address \_\_\_\_\_ «PdiFirstName» «PdiLastName»  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ «PdiAddress1»  
Phone number \_\_\_\_\_ «PdiCity»,«PdiProvince» «PdiPostalCode»  
Email \_\_\_\_\_  
Date of Resale \_\_\_\_\_

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. Thank you.

**KTM NORTH AMERICA, INC.**

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