

RECALL: THIS MODIFICATION HAS TOP PRIORITY AND MUST BE PERFORMED IMMEDIATELY TO ENSURE CUSTOMER SAFETY

RESUME VEHICLE SALES AFTER THE REMEDY HAS BEEN PERFORMED

REMEDY FOR FUEL SEEPAGE AT THE FUEL TANK FILLER NECK INSERT AND FUEL LEVEL SENSOR – INSTALLATION OF NEW FUEL FILLER NECK INSERT AND SEALS

AFFECTED MODELS: 2016 and 2017 690 DUKE

RESTRICTIONS: AFFECTED MODELS ARE LINKED BY VIN IN KTM DEALER.NET

INITIAL INFORMATION:

KTM North America, Inc. had published a prior Technical Bulletin (TB1718) that informed you to stop the sale of 2016 and 2017 690 DUKE motorcycles due to the possibility of fuel seepage or leakage from the fuel filler neck insert area. TB1718 informed you that the fuel leak occurrence was being investigated and that a remedy was in the process of being determined.

The remedy for this recall is now available and following are the details on how it must be performed.

KTM North America, Inc. has determined that a defect which relates to motor vehicle safety exists with certain 2016 and 2017 690 DUKE motorcycles in which the fuel may seep or leak from the fuel filler neck insert area and the fuel level sensor. To ensure the highest level of safety, performance, reliability and customer satisfaction, it is necessary to install a newly developed fuel tank filler neck insert and seal along with a new seal for the fuel level sensor on all affected models. The new fuel tank filler neck insert and seals have an improved sealing behavior.

The stop sale has been lifted and affected 2016 and 2017 690 DUKE models can be sold to retail customers again only after the remedy has been performed.

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KTM NORTH AMERICA, INC.

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It has been determined that on affected units during operation there is a possibility of the fuel tank leaking at the seal around the fuel filler neck insert area of the fuel tank and also the fuel level sensor.

In extreme cases this could result in the possibility of a fuel leak which may result in damage or possible fire, which could cause injury or death to the rider or others. 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.

KTM is notifying 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 to have the fuel tank filler neck insert and seal installed along with the new seal for the fuel level sensor.

This recall must 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. Doing so is a violation of Federal law. Dealers are to properly record the repair of the recall, report and return parts to KTM.

Dealers must perform the installation of the fuel tank filler neck insert and seal along with the new seal for the fuel level sensor on all affected motorcycles in their inventory prior to any customer delivery. Any affected 2016 and 2017 KTM 690 DUKE models received directly from KTM North America, Inc. require the installation of the fuel tank filler neck insert and seal along with the new seal for the fuel level sensor 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 sold or operated until the fuel tank filler neck insert and seal along with the new seal for the fuel level sensor has been installed as described in this bulletin. It is a violation of KTM North America, Inc. policy for an authorized KTM Dealer to deliver any affected units 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 inspected and repaired during this campaign. Be sure to submit your warranty request for reimbursement on every unit repaired to ensure accurate compliance numbers.

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SAFETY ADVICE:**Danger****Fire hazard:** Fuel is highly flammable.

- Never refuel the vehicle near naked flames or lit cigarettes, and always switch off the engine. Be careful that no fuel is spilled, especially on hot vehicle components. Wipe up any spilled fuel immediately.
- The fuel in the fuel tank expands when heated and may leak out if the tank is overfilled. Note the specifications on filling the fuel tank.

**Warning****Danger of poisoning:** Fuel is toxic and poses a risk to your health.

- Do not allow fuel to come in contact with your skin, eyes, or clothing. Do not inhale fuel vapors. If contact occurs with the eyes, rinse with water immediately and contact a physician. Immediately clean contaminated areas on the skin with soap and water. If fuel is swallowed, contact a physician immediately. Change clothing that has been contaminated with fuel. Store fuel correctly in a suitable canister and keep it out of the reach of children.

**Warning****Environmental hazard:** Improper handling of fuel is a danger to the environment.

- Do not allow fuel to get into the ground water, the ground, or the sewage system.

PROCEDURE FOR REPAIR:

We recommend performing the repair procedure with an empty fuel tank.

1. Remove the rider and passenger seat, then remove the tank cap.
2. Remove the tank spoiler right and left sides, then remove the tank cover.



FIG. 1: Displays the tank with the attachment parts removed.

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3. Remove the old filler neck insert and gasket.
4. Install the new seal on the new filler neck insert.
5. Connect the vent hoses.



FIG. 2: Displays the new filler neck insert with new the seal.

6. Remove the fuel level sensor.
7. Remove the original seal.
8. Install the new seal as shown.



FIG. 3: Displays the new seal on the fuel tank sensor.

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9. Tighten both of the fuel level sensor mounting bolts (1) to 3 Nm.

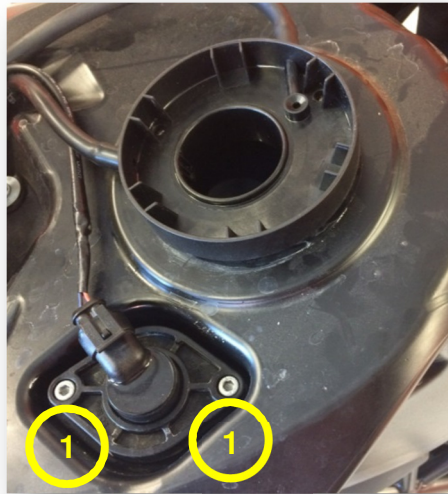


FIG. 4: Displays the new filler neck and assembled fuel level sensor.

10. Install the tank cover and both spoilers.
 11. Install the tank cap screws (2) to 3 Nm.
 12. Take the motorcycle for a brief test ride.

NOTE: The fourth screw is eliminated and must not be mounted in the location pointed out by the arrow.

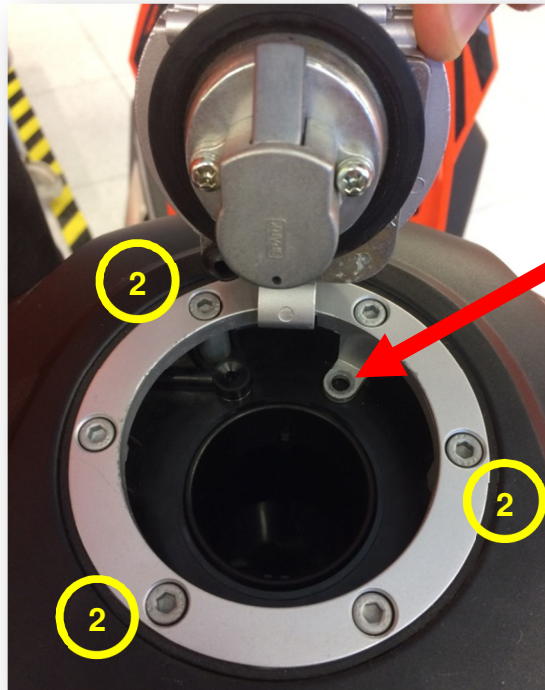


FIG. 5: Displays the installed gas cap. The fourth screw must be removed.

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The replaced filler neck insert, seals and the unused screw must be returned to the KTM Warranty Department at 1119 Milan Ave. Amherst, OH 44001. Warranty Claims will only be processed after the replaced parts have been received. Parts must be in a sealed bag, tagged and with a copy of the claim.

If you need additional tags or labels please order using the following part numbers:

Warranty Part ID Tag p.n. U6999093

FedEx Prepaid Return Label p.n. U6999094

PARTS ORDERING:

Order one gasket kit for each fuel tank repair.

1 QTY. 76007009044 - Gasket kit

WARRANTY INPUT INFORMATION:

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 linked 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.

Please note that when entering a warranty claim on an affected model, you must perform a vehicle history search, expand the **Technical information** window and 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 in the warranty claim input information; 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:	07 - Fuel Tank
Failure code:	700 - Serial Improvement
Part causing failure:	76007008160 - Filler neck insert
Campaign code:	07_635099
Spare parts:	1 QTY. 76007009044 - Gasket kit
Labor time:	40 minutes
Stock parts affected:	NO

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IMPORTANT SAFETY RECALL NOTICE (Remedy Notice)

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

x/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 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.

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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.

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