

IMPORTANT SAFETY RECALL NOTICE
NHTSA Recall No. 21V122

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

3/24/2021

RE: Affected model: 2020 1290 Super Duke R

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 model year 2020 1290 Super Duke R motorcycles. It is necessary to have the wiring harness located in the rear part of the motorcycle inspected for damage and repaired if necessary. The dealer must also modify a piece of the body work called the “tail end lower part” to correct the routing of the wiring harness and will also add wiring protection and cable ties to prevent damage to the wiring. This work must be performed by an authorized KTM Dealer and will be free of charge.

On affected motorcycles, there is a possibility of a short circuit if the wiring is damaged and during operation it is possible that the engine can stop running if the wiring is damaged. An electrical short circuit could cause the engine to stall, increasing the risk of a crash, injury or property damage.

The cause of the defect is due to an incorrect routing of the wiring harness. To remedy this defect, the wiring harness located in the rear part of the motorcycle around the lower subframe must be inspected for damage and the “tail end lower part” must be modified by cutting out a section of it to improve the routing. Then two additional new pieces of wiring protection need to be added to the “tail end lower part” along with additional cable ties to further protect the wiring from damage.

Please contact your authorized KTM Dealer (log onto www.ktm.com for a complete dealer listing) as soon as possible to arrange having your wiring harness inspected and the “tail end lower part” modified with the new wiring protection added. It is suggested that you call your local authorized KTM Dealer to make an appointment to have the recall repair performed. The repair procedure will take between approximately 1.5 hours and 4 hours depending on how in depth the repair procedure is. It also may be necessary to leave your motorcycle with the dealer for a longer period of time depending on their work schedule and if they need to order additional replacement parts. 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, if for any reason KTM is unable to remedy the situation without charge, or within a reasonable amount of time, 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.

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