

RECALL - REMEDY NOTICE**The remedy for this recall is available now****E-THROTTLE ASSEMBLY REPLACEMENT****AFFECTED MODELS:****2022, 2023 and 2024 390 ADVENTURE****2022 and 2023 390 DUKE****2022, 2023 and 2024 RC 390****RESTRICTIONS: AFFECTED MODELS ARE LINKED BY VIN IN DEALER.NET****THIS MODIFICATION HAS TOP PRIORITY AND MUST BE PERFORMED IMMEDIATELY TO ENSURE CUSTOMER SAFETY**

KTM North America, Inc. had published a prior Technical Bulletin (KTB2511) that informed you to stop the sale of 390 ADVENTURE models listed above due to affected motorcycles needing to have the e-throttle assembly replaced. 390 DUKE and RC 390 models listed above have also been added to the affected model list.

The remedy for this recall is now available and following are the details on how it must be performed. Affected motorcycles can be sold after the recall repair is performed.

BASIC INFORMATION:

KTM North America, Inc. has determined that a defect which relates to motor vehicle safety exists with certain model motorcycles listed above.

On certain motorcycles, water could enter the throttle (e-throttle) control unit and cause it to fail.

A loss of engine power increases the risk of a crash.

To remedy this defect, the original e-throttle assembly on all affected motorcycles must be replaced with the new e-throttle assembly that is now available.

KTM is notifying all registered owners of 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 e-throttle assembly replaced.

Dealers must perform the e-throttle assembly replacement on all affected model motorcycles in their inventory prior to any customer delivery. Any of the affected model motorcycles received directly from KTM North America, Inc. require the e-throttle assembly replacement prior to customer delivery. Affected motorcycles acquired through dealer transfers or trades must be remedied and checked in Dealer.net to ensure and document that the repair has been performed.

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Motorcycles that are affected must not be sold or operated until the repair procedure has been performed as described in this bulletin. It is a violation of KTM North America, Inc. policy for an authorized KTM dealer to deliver any affected motorcycles to customers before the procedure in this bulletin has been performed.

KTM must report to the federal government on a regular basis how many motorcycles have been repaired during this campaign. Be sure to submit your warranty request for reimbursement on every motorcycle repaired to ensure accurate compliance numbers.

PROCEDURE FOR REPAIR:

We shall not provide a description of general workshop methods. Likewise, safety rules that apply in a workshop are not specified here. It is assumed that the repair work will be performed by a fully trained mechanic who has completed training or has a corresponding qualification. In the event of uncertainty, the most recent repair manual must be consulted.

In the interest of clarity, some components may be shown disassembled or may not be shown at all. It is not always necessary to disassemble the component to perform the activity in question. Please follow the instructions in the text.

E-throttle assembly replacement instructions

- Replace the e-throttle assembly.

To exchange the e-throttle assembly please follow the instructions found in the HTML repair manual which can be found in Dealer.net by searching for the particular model in the Download Center of Dealer.net as shown in the example on the next page.

Go to the chapter titled “Handlebar, controls” and click on the section labeled “Changing the throttle grip” to view the instructions as shown in the example on the next page.

The repair instructions for the 390 ADVENTURE, 390 DUKE and RC 390 have some differences so be sure to use the repair manual for the model that you are working on.

- Perform the initialization run process after completing the e-throttle assembly replacement procedure.

In the repair manual go to the chapter titled “Throttle valve body” and click on the section labeled “Performing the initialization run” to view the instructions as shown in the example on the next page.

- Check the adjustment of the headlight.

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Search for and open the HTML repair manual found in the Download Center.

Home > DownloadCenter > Search Documents

Document classification: Technical Documentation

Article structure: 390 DUKE_black_w/o DRL - B.D. <2023><US><F4375W2>

Culture: en-US

Search

Reset filter Export to Excel

Global container name	Document classification	Document type	Document article number	File size	Upload date	Culture
081270W	Spare Parts Manual Engine	PDF	081270Wen	5.08MB	11/7/2022	en
081370W	Spare Parts Manual Engine	PDF	081370Wen	5.09MB	7/2/2023	en
3206557_HTML	Repair Manual	HTML	3206557_HTMLen	0B	8/7/2025	en

Go to the chapter titled “Handlebar, controls” and click on the section labeled “Changing the throttle grip” to view the instructions for replacing the e-throttle assembly.

Introduction

- 1 Means of representation
- 2 Safety advice
- 3 Important notes
- 4 Serial numbers
- 5 Motorcycle
- 6 Fork, triple clamp
- 7 Handlebar, controls
 - 7.1 Checking the play in the throttle cable
 - 7.2 Adjusting the play in the throttle cable
 - 7.3 Checking the clutch lever play
 - 7.4 Adjusting play in the clutch lever
 - 7.5 Changing the throttle grip
- 8 Frame
- 9 Shock absorber, link fork
- 10 Exhaust system

7 HANDLEBAR, CONTROLS

7.5 Changing the throttle grip

- Remove screws (1).

- Remove screws (2).
- Lift the headlight mask slightly and pull forward.

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Go to the chapter titled “Throttle valve body” and click on the section labeled “Performing the initialization run” to view the instructions for the initialization process.

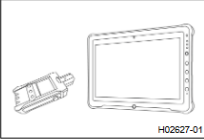
← ↻ 🏠 🔒 https://www.ktmdealer.net/Content/DC/2024%20390%204-T-Adventure/en/RA_3206565/start.html

Introduction

- 1 Means of representation
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- 3 Important notes
- 4 Serial numbers
- 5 Motorcycle
- 6 Fork, triple clamp
- 7 Handlebar, controls
- 8 Frame
- 9 Shock absorber, link fork
- 10 Exhaust system
- 11 Air filter
- 12 Fuel tank, seat, trim
- 13 Wheels
- 14 Wiring harness, battery
- 15 Brake system
- 16 Combination instrument
- 17 Lighting system, instruments
- 18 Engine
- 19 Clutch
- 20 Shift mechanism
- 21 Water pump, cooling system
- 22 Cylinder head
- 23 Throttle valve body
- 24 Lubrication system
- 25 Ignition system
- 26 Technical specifications
- 27 Cleaning/protective treatment
- 28 Storage
- 29 Service schedule
- 30 Wiring diagram
- 31 Substances
- 32 Auxiliary substances
- 33 Special tools
- 34 Standards
- 35 Glossary of technical terms
- 36 List of abbreviations
- 37 List of symbols
- Index

23 THROTTLE VALVE BODY

23.1 Performing the initialization run



H02827-01

Condition

The diagnostics tool is connected and running.
Software version is up to date. All model-specific variant codes are correct.
The engine is cold.

- Execute "Engine control unit" > "Functions" > "Clear specific adaptation values".

Guideline

All subfunctions must be executed.	
<input checked="" type="checkbox"/>	All adaptation values are deleted.

- Switch on the ignition by turning the ignition key to the position 0.
- Do not operate the throttle grip and observe the waiting time.

Guideline

Waiting time without operating the throttle grip	20 s
--	------

- Program the gear position sensor.
- Switch off the ignition for 20 seconds.

(Option: Shift shaft sensor activated)

- Program the shift shaft sensor.
- Program the cruise control system (if available).

⚠ Danger

Danger of poisoning Exhaust gases are toxic and inhaling them may result in unconsciousness and death.

- Always make sure there is sufficient ventilation when running the engine.
- Use effective exhaust extraction when starting or running the engine in an enclosed space.

- Start the engine without operating the throttle grip.
- Allow the engine to run at idle speed.

Guideline

Duration	5 fan cycles
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Do not operate the throttle grip during the initialization process.

i Info

If initialization is not completed or if the initialization process was interrupted, the entire process must be restarted.

- Check adaptation values for plausibility and error memory for entries using the diagnostics tool.
- Switch off the ignition for 20 seconds.

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4

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Note:

Destroy the old part by cutting off the connector, attach a photo of the destroyed part to warranty claim. Improved parts can be recognized printed to wiring and / or DMC label of part (see fig.1). Use only parts with production date starting with 26 (see example in fig.1).

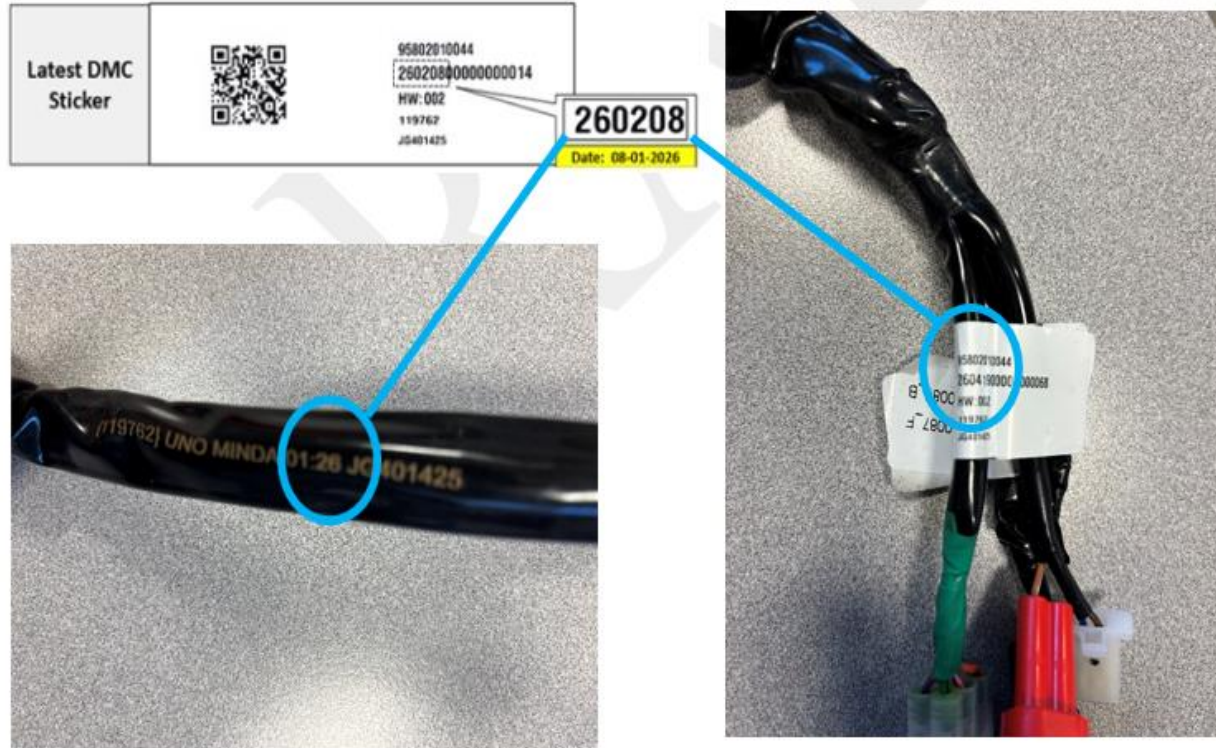


Figure 1 – DMC label on e-throttle wiring

VEHICLE LOCK INFORMATION:

Unsold motorcycles that are linked to this recall are locked in the vehicle history. The vehicle lock prevents the motorcycle from being retailed to a customer before the recall is performed. In order to unlock the vehicle you must perform the recall and then submit a TI claim. After the TI claim is submitted it will be possible to unlock and retail the motorcycle.

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PARTS ORDERING:

Note: The 390 ADVENTURE or 390 DUKE use the same part number for the e-throttle assembly. The RC 390 uses a different part number and has a different part description as shown below. Make sure to order correct part number that matches the model the e-throttle assembly is being replaced on.

Order the following part number for replacement on a **390 ADVENTURE or 390 DUKE**

1 piece 95802010044 – Throttle, compl.

Order the following part number for replacement on a **RC 390**

1 piece 94811074000 – switch control

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 motorcycles 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 motorcycle requires this update by checking the vehicle history and understanding the instructions provided by this bulletin.

To submit a TI claim click the arrow on the right side of the corresponding technical information message to start the claim process.

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.

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Warranty type:
TI-Warranty
Assembly group:
02 – HANDLEBAR, CONTROLS
Failure code:
900 – Damage assessment at the manufacturer
Failure causing part:
90501045000 – AH SCREW M8X1.25X30
Action code, parts, labor:
Exchange Throttle, cmpl., 390 ADVENTURE
Action code: 02_2630333_00
Labor: 22 Minutes
Parts: 1 piece #95802010044 – Throttle, cmpl.
Exchange Throttle, cmpl., 390 DUKE
Action code: 02_2630333_01
Labor: 26 Minutes
Parts: 1 piece #95802010044 – Throttle, cmpl.
Exchange Switch control RH, RC 390
Action code: 02_2630333_02
Labor: 29 Minutes
Parts: 1 piece #94811074000 – switch control
Are stock parts affected
Yes

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**IMPORTANT SAFETY RECALL NOTICE (Remedy Notice)
NHTSA Recall No. XX-XXXX**

This notice applies to your motorcycle, VIN: «Vin»
«PdiFirstName» «PdiLastName»
«PdiAddress1»
«PdiCity», «PdiProvince» «PdiPostalCode»

4/xx/2026

RE: Affected models:**2022, 2023 and 2024 390 ADVENTURE****2022 and 2023 390 DUKE****2022, 2023 and 2024 RC 390**

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 with certain model motorcycles listed above.

On certain motorcycles, water could enter the throttle (e-throttle) control unit and cause it to fail.

A loss of engine power increases the risk of a crash.

To remedy this defect, dealers will replace the e-throttle assembly on all affected motorcycles, free of charge.

Please contact your authorized KTM dealer (log onto www.ktm.com for a complete dealer listing) as soon as possible to arrange having the e-throttle assembly replaced. It is suggested that you call your local authorized KTM dealer to make an appointment to have the recall repair performed. The procedure will take approximately 30 minutes. However, it 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 replacement parts. Please present a copy of this letter along with your motorcycle to your local authorized KTM dealer.

If you have any questions related to the content of this letter, please contact KTM North America Customer Relations at (888) 985-6090 for assistance.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to 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.nhtsa.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 of current ownership or unknown ownership status by returning the second page of this letter in the enclosed self-addressed prepaid postage envelope.

If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

If you have already paid for a repair related to this concern before the date of this letter, you may be eligible for reimbursement. Please contact KTM motorcycles Customer Relations at the number above for more information.

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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