

# TECHNICAL ACCESSORY SOFTWARE AVAILABILITY CONCERNS & INFORMATION

## AFFECTED MODELS:

**2019-2020 790 ADVENTURE and 790 ADVENTURE R**  
**2020 790 ADVENTURE R RALLY**  
**2020 890 DUKE R**

## INITIAL INFORMATION AND PROCEDURE FOR REPAIR:

KTM North America, Inc. has identified a technical problem using the XC\_2 tool when attempting to purchase and install some of the Technical Accessories Software Extensions for the above-mentioned model motorcycles.

On certain 2020 790 ADVENTURE R RALLY models, it is possible that the Cruise Control and the Quickshifter+ features are not activated as delivered from production. It is not necessary to purchase these two features in order to enable them on the motorcycle. Please do not buy the Cruise Control and do not buy the Quickshifter+ for this model as the purchases are not refundable. It is necessary to activate these two features during PDI and before customer delivery. This can be done by using the XC\_2 tool in the Technical Accessories menu, select the software icon, click Update, click Activate.



For the 2019 and 2020 790 ADVENTURE and 790 ADVENTURE R models, KTM has temporarily suspended the ability to purchase and install the Quickshifter+ technical accessory software extension. Please do not attempt to sell, buy or install the Quickshifter+ until the feature is available again which will be announced in a future updated bulletin.



For the 2020 890 DUKE R model, the software extensions may not be purchasable until a later future date which is to be announced. If you need assistance to purchase and install any offered software for this model, please contact KTM Dealer Services either by email or by phone and please leave a voice message so a representative can assist you with doing so.



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