

# INSPECTION AND SOFTWARE UPDATE FOR THE CONNECTIVITY CONTROL UNIT AND KTM MY RIDE

**AFFECTED MODEL:  
 2020 1290 SUPER DUKE R**

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

**INITIAL INFORMATION:**

It has been determined that a certain number of 2020 1290 Super Duke R models were not delivered with the Connectivity Control Unit (CCU) and/or the latest software version for the CCU. Therefore, KTM MY RIDE was inactive from delivery and must be activated. Due to a supply problem some motorcycles did not receive the CCU and an inspection must be performed to determine if it is installed. To ensure all functions are present, the CCU must be updated, and then KTM MY RIDE must be activated.

Dealers must verify the installation of the CCU and update the flash file for it on all affected motorcycles in their inventory prior to any customer delivery.

**Note:** *KTB2016 - Software Version Inspection and Updates* technical bulletin must be completed before updating the Connectivity Control Unit. This model (and all future new generation models) requires the new diagnostic adapter cable (pn.00029094033) to be used when connecting to the XC 2 VCI Scanbox.

**PROCEDURE FOR REPAIR:**

1. The CCU is located under the left fuel tank shroud. Remove the left fuel tank shroud and if missing, please order and install the CCU (Fig. 1).
  - a. If the CCU is missing, use the action code 11\_1780245\_00 for this repair.
  - b. If the CCU is present then it will only need flashing, use the action code 11\_1780245\_01 for this repair.



Fig. 1

**COPYRIGHT NOTICE:** The user acknowledges that all components of this technical information are KTM's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

**LIMITATION OF LIABILITY:** The information included in or available through this technical information may include inaccuracies or errors. In no event shall KTM and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the KTM owners and repair manuals for proper instructions or contact the KTM Dealer Services Department.

**KTM NORTH AMERICA, INC.**

38429 Innovation Court // Murrieta, CA 92563  
 1119 Milan Avenue // Amherst, OH 44001  
 8701 Rue Samuel-Hatt // Chambly, QC J3L-6V4  
 www.ktm.com



2. Connect the motorcycle to the XC\_2 diagnostic tool and to the XCharge\_Pro external power supply by performing the following steps:
  - Remove the seat and remove the red diagnostic connector push-on cap.
  - Connect the XCharge\_Pro battery charger to the vehicle battery and initiate “Back-up” mode.
  - Connect the XC\_2 diagnostic tool and its VCI to the vehicle, preferably with the USB cable (Fig. 2).

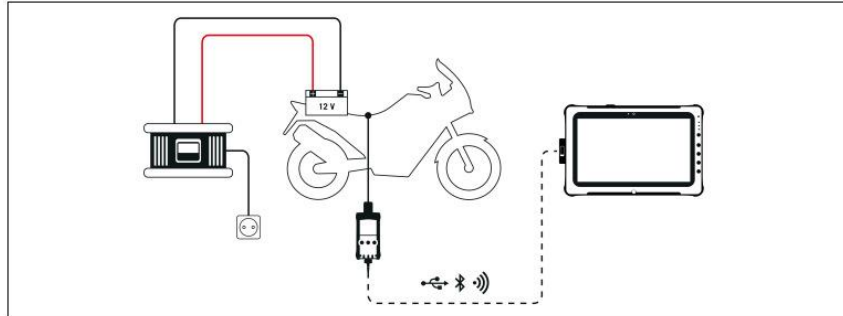


Fig. 2

3. Log into the XC\_2 diagnostic tool, select “Control Unit Diagnostics”, Combination Instrument then select “Functions”. In the “Adjust additional equipment” menu Connectivity Control Unit must be selected to “installed” to activate the CCU. Exit to the main “Control Unit Diagnostics” screen.
4. Select Connectivity Control Unit and the ECU icon will appear and should have a blue arrow in the corner of the icon to signify that the Automatic Flash update is available (Fig. 3). If the arrow is missing, the flash file may already be updated to current. Contact the Dealer Services Department if you have questions.

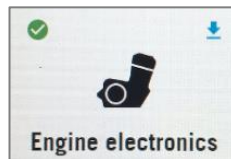


Fig. 3

- Click “Automatic Flashing” and follow the on-screen prompts to update the ECU.
  - Once update is completed make sure you enter the “Functions” menu, select “Motorcycle specific adjustment” and then choose “1290 Super Duke R” and save this setting.
5. After the CCU has been successfully updated and calibrated, switch off the ignition system for at least 1 minute.
  6. Switch on the ignition system and select “Control Unit Diagnostics” to perform the AutoScan.
  7. Check the control units for possible errors and model variant. Correct the model variant if necessary.
  8. Clear the fault memory.
  9. Perform a functional check making sure the My Ride is available on the instrument cluster menu.

**COPYRIGHT NOTICE:** The user acknowledges that all components of this technical information are KTM's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

**LIMITATION OF LIABILITY:** The information included in or available through this technical information may include inaccuracies or errors. In no event shall KTM and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the KTM owners and repair manuals for proper instructions or contact the KTM Dealer Services Department.

**KTM NORTH AMERICA, INC.**

38429 Innovation Court // Murrieta, CA 92563  
 1119 Milan Avenue // Amherst, OH 44001  
 8701 Rue Samuel-Hatt // Chambly, QC J3L-6V4  
 www.ktm.com



**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.

<b>Warranty type:</b>
TI warranty
<b>Component group:</b>
11 – Wiring Harness
<b>Failure code:</b>
700 – Series Improvement
<b>Failure causing part:</b>
79114086000 – Connectivity Unit
<b>Campaign code, parts, labor:</b>
<b>Software update, activation of KTM MY RIDE &amp; Connectivity Unit retrofitting</b> Campaign code: 11_1780245_00 Labor time: 40 minutes Parts: QTY 1 79114086000 - Connectivity Unit
<b>Software update &amp; activation of KTM MY RIDE</b> Campaign code: 11_1780245_01 Labor time: 35 minutes Parts: None
<b>Are stock parts affected?:</b>
No

**COPYRIGHT NOTICE:** The user acknowledges that all components of this technical information are KTM's and/or third parties' copyright protected property. Alteration, assignment, distribution and reproduction are forbidden.

**LIMITATION OF LIABILITY:** The information included in or available through this technical information may include inaccuracies or errors. In no event shall KTM and/or its suppliers be liable for any damages whatsoever, arising out of or in connection with the use of this technical information. Please always refer to the KTM owners and repair manuals for proper instructions or contact the KTM Dealer Services Department.

**KTM NORTH AMERICA, INC.**

38429 Innovation Court // Murrieta, CA 92563  
 1119 Milan Avenue // Amherst, OH 44001  
 8701 Rue Samuel-Hatt // Chambly, QC J3L-6V4  
 www.ktm.com

