

# SOFTWARE VERSION INSPECTION AND UPDATES

**AFFECTED MODEL:  
 2016 and 2017 690 DUKE**

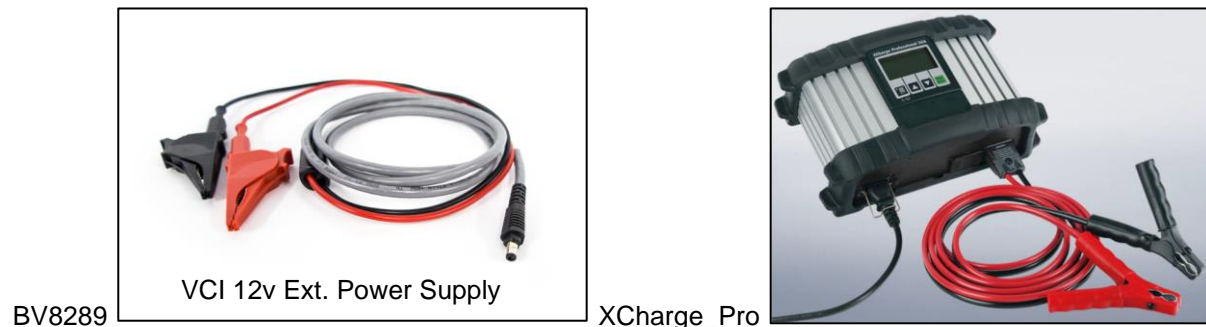
**RESTRICTIONS: AFFECTED MODELS ARE LINKED BY VIN IN KTM DEALER.NET**

**INITIAL INFORMATION:**

Updated software is available for the 2016 and 2017 690 Duke. Therefore, all of the motorcycles control units must be checked to verify that they have the latest flash file versions installed. If they do not have the latest version, they must be updated. Dealers must update the flash files on all affected motorcycles in their inventory prior to any customer delivery.

The new software versions contain improvements brightness in night mode, remaining fuel distance, “ABS & MTC Error” caused by low voltage during starting. The VCI 12v external power supply adapter (BV8289) is essential and mandatory as well as the XCharge\_PRO battery charger. If the specified tools and connections are not used properly and the update is aborted or failed, the control unit (i.e. combination instrument ECU) cannot be replaced under the manufacturer’s limited warranty.

**NOTE:** If an error should occur again after the update, please contact KTM Dealer Services in order to discuss further measures prior to replacing a control unit.



**PROCEDURE FOR REPAIR:**

1. Connect the motorcycle to the XC\_2 diagnostic tool, the XCharge\_Pro and VCI external power supply by performing the following steps:
  - Remove the seat and the diagnostic connector push-on cap.
  - Set the XCharge\_Pro to “Back-up” mode and connect it to the vehicle battery.
  - Connect the XC\_2 diagnostic tool and VCI with the BV8289 external power supply to the vehicle, preferably via USB (Fig.1).

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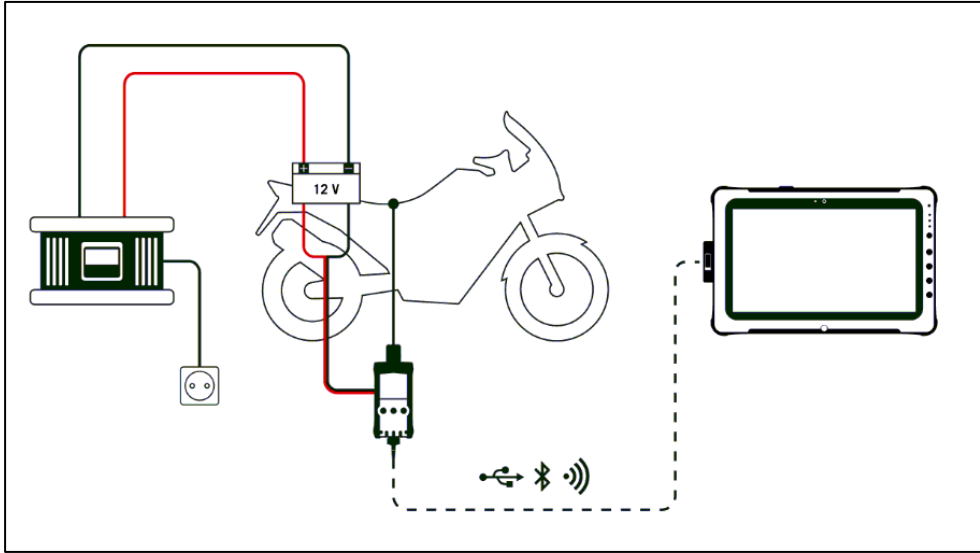


Fig. 1

2. Turn on the ignition, scan and check the software versions of the installed ECU's and update as necessary.
  - Log into the XC\_2 diagnostic tool, select Control Unit Diagnostics, the ECU tiles will appear. If a tile has a blue or red download symbol ↓ (Fig.2) the ecu requires updating. If the tile does not have a download symbol it is already up to date (Fig.3).



Fig. 2

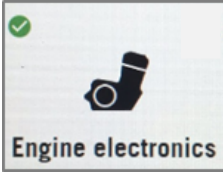


Fig. 3

- Click Automatic Flashing and follow the on-screen prompts to update the ECU.
  - After completion, check the control unit for errors by clicking Scan Again.
  - Repeat step 2 until completing all available flash updates for all of the control units.
3. After all of the control units have been successfully updated, remove the BV8289 adapter and turn off the ignition for at least 1 minute.
  4. Turn on the ignition and select Control Unit Diagnostics to perform the AutoScan.
  5. Check the control units for possible errors and model specific settings. Correct any functional settings if necessary and model variant (e.g. combination instrument country specific settings, etc.).
  6. Clear the fault memory and turn off the ignition. Repeat steps 4-6 until no faults remain.
  7. Allow the engine to start and idle, also checking functionality of ride modes and other adjustable features done with the handlebar switch and combination instrument.
  8. Perform a brief test ride (5min).

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**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>
14 – lighting
<b>Failure code:</b>
700 – Series Improvement
<b>Failure causing part:</b>
76014269000 – Combination instrument
<b>Campaign code, parts, labor:</b>
<b>Software update for the whole vehicle</b>
Campaign code: <b>14_452581_00 - software update</b>
Labor time: <b>15 minutes</b>
Parts: <b>None</b>

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