

# RECALL: THIS MODIFICATION HAS TOP PRIORITY AND MUST BE PERFORMED IMMEDIATELY TO ENSURE CUSTOMER SAFETY

## CONTINENTAL TKC 80 TIRE RECALL

### AFFECTED MODELS:

**2019 Model Year:** 250 EXC-F, 350 EXC-F, 450 EXC-F Six Days, 500 EXC-F, 690 Enduro R, 1090 Adventure R, 1290 Super Adventure R TKC

**2020 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days, 690 Enduro R, 1290 Super Adventure R TKC

**2021 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days, 690 Enduro R, 890 Adventure R, 890 Adventure R Rally

**2022 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days, 690 Enduro R, 890 Adventure R

**2023 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days

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

#### INITIAL INFORMATION:

Continental Tire the Americas, LLC ("CTA") has determined that certain TKC 80 tires fail to conform to Federal Motor Vehicle Safety Standard No. 119, "New pneumatic tires - other than passenger cars."

CTA has initiated a tire safety recall to remove these tires from service. The KTM models listed above were originally equipped with TKC 80 brand tires.

CTA has determined that groove cracks in the tread rubber developed during internal testing. Groove cracking may appear during the tire service life and can lead to tread separation, increasing the risk of a crash.

**On the specified 690, 890, 1090 and 1290 Models listed above only the originally equipped TKC 80 front tire is affected and needs replaced.**

**On the specified 250, 350, 450 and 500 EXC-F Models listed above both the originally equipped TKC 80 front and rear tires are affected and need replaced.**

Customers that still have originally equipped TKC 80 tires mounted on their motorcycle are eligible to have the recall tire replacement performed by an authorized KTM dealer.

KTM is notifying all registered owners of the 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 their TKC 80 tire(s) replaced.

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#### KTM NORTH AMERICA, INC.

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Dealers must replace affected TKC 80 tires 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 replacement of affected TKC 80 tires prior to customer delivery. Affected motorcycles acquired through dealer transfers or trades must be remedied and checked in KTM Dealer.net to ensure and document that the repair has been performed.

Motorcycles that are affected must not be sold or operated until the affected TKC 80 tires are replaced 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:**

**Customer procedure to follow if the customer has affected tires currently mounted on their motorcycle and will visit a KTM Dealer. Use this procedure for affected motorcycles in your inventory as well:**

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.

1. On the specified 690, 890, 1090, and 1290 Models exchange front tire with a new Continental TKC 80 tire.
2. On the specified 250, 350, 450 and 500 EXC-F Models exchange front and rear tire with new Continental TKC 80 tire.
3. If you have questions about if a tire is affected double check the “Identifying Tires by Product Line and DOT” information on pages 4 for more details.
4. If the new Continental TKC 80 tires are not available, use any alternative tire brand that meets the specification and the customer wishes. Order replacement tires from your normal tire supplier.
5. All removed affected TKC 80 tires must be rendered unserviceable (e.g. by cutting or drilling through the sidewall besides the DOT code). See the detailed instructions on page 4.
6. Create and submit a TI claim with tire, material and labor costs associated with the tire replacement and attach a copy of the invoice to the claim.
  - To get reimbursed for the amount shown on the invoice enter code GA07 in the part number entry field as seen in the example shown below.
  - In the quantity field enter the dollar amount on the invoice. Round up to the nearest dollar as seen in the example shown below. Do not enter a quantity with a decimal point.
  - For example a quantity of 100 equals \$100 dollars of reimbursement.

Affected parts and items to credit				
Article No.	Qty	Failure causing part	Failure code	Component group
GA07	100	<input type="checkbox"/>	Select...	Select...

- Attach a photo of the original tire to the claim that you rendered unserviceable by cutting or drilling through the sidewall.

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**Customer procedure to follow if the customer has affected tires currently mounted on their motorcycle and will visit a Continental tire Dealer:**

Customers also have the option to have their affected TKC 80 tires replaced by their nearest Continental tire dealer. Customers that decide this option will have to organize the tire replacement and reimbursement between the Continental tire dealer and Continental Tire the Americas.

Customers choosing this option should be referred to contact Continental Tire the Americas for guidance and assistance. Customers should visit the Continental Motorcycle Tire Recall website at <https://www.recallapps.com/app/continentaltires> for more information on rules and procedures. Or they can call Continental at 1-888-799-2168 (Menu option - Motorcycle Tire Recall) for assistance.

**Customer procedure to follow if the customer has already replaced affected tires on their motorcycle:**

If a customer has already replaced an affected tire prior to receipt of this notice due to the condition described the customer must contact Continental Tire the Americas for guidance and assistance regarding reimbursement. To be eligible for reimbursement, the customer must submit the required documents to CTA using their Continental Motorcycle Tire Recall website at <https://www.recallapps.com/app/continentaltires>

If the customer is in this classification and has any questions about these instructions, please refer the customer to the CTA website at <https://www.recallapps.com/app/continentaltires>. Or they can contact Continental Tire the Americas at 1-888-799-2168 (Menu option - Motorcycle Tire Recall) for assistance.

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**Identifying Tires by Product Line and DOT**

The subject tires were sold as replacement and original equipment tires. The tires must match both the tire line, full DOT tire identification number (TIN) and production period to be part of the recall:


1. Tire Lines – TKC80 tire line
2. DOT TIN's – see list of affected articles shown in Attachment no. 1 below
3. Production period: 0119 to 1722

Examples for full identification see Attachment no. 2.


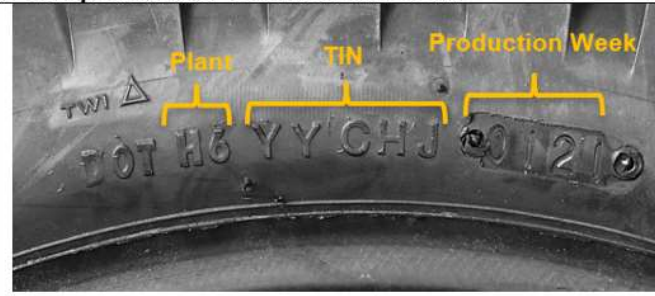


**Attachment no.1.**  
**Note: No other tire sizes, production periods or product lines are affected.**

Marketing Line	Article No.	Size / Service Description	DOT Plant + TIN codes	Affected DOT production weeks
TKC80	02001420000	120/90-18 M/C 65R TT TKC80 M+S	H6 1D CHJ	0119 - 1722
TKC80	02071430000	90/90-21 M/C 54S TT TKC80 M+S	H6 LL CHJ	0119 - 1722
TKC80	02471440000	90/90-21 M/C 54T TL TKC80 M+S	H6 LL CHJ	0119 - 1722



**Attachment no. 2 – how to identify Tire line, DOT Plant + TIN Code and Production Week**

Tire Line	Tire Line Sidewall Picture	Examples of DOT Plant and TIN Code
TKC80		 <p style="text-align: center;">Multiple TIN codes affected – see Attachment 1</p>

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**RENDERING TIRES UNSERVICEABLE INSTRUCTIONS:**

## Rendering Tires Unserviceable

To prevent that complaint tires which have been credited, returning to service at a later stage, a photo of each tire showing that it has been made unserviceable is required to fulfill reporting requirements. One image per tire must be provided to the respective Continental contact **after it has been accepted** by us in the event of an (online) complaint or a recall.

The following methods of rendering a tire unserviceable are acceptable:



### Option 1 – hole drilling

Drilling a hole min. 10mm (½ inch) in diameter in the sidewall beside the DOT code.



### Option 2 – sidewall cutting

Cutting through the sidewall at a length of approx. 10-15cm (min. 4 inch) above the DOT code.



### Option 3 – bead cutting

Cutting through one bead beside the DOT code.

If more than one tire of the same size needs to be rendered unserviceable, each tire should be marked (for example with yellow chalk) with consecutive numbers.

**PARTS ORDERING:**

Order replacement tires from your normal tire supplier.

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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 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 orange 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.

<b>Warranty type:</b>
TI warranty
<b>Component group:</b>
09 – front wheel
<b>Failure code:</b>
900 – Failure identification by manufacturer
<b>Failure causing part:</b>
0625069068 – GR.BALL BEAR.6906 DDU2CG23S6NM
<b>Action code, parts, working time:</b>
<p><b>Replacing tires</b>                      Action code: <b>09_2044773_00</b>                      Working time: <b>10 minutes</b></p> <ul style="list-style-type: none"> <li>• <b>Create and submit a TI claim with tire, material and labor costs associated with the tire replacement and attach a copy of the invoice to the claim.</b></li> <li>• <b>To get reimbursed for the amount shown on the invoice enter code GA07 in the part number entry field as seen in the example shown below.</b></li> <li>• <b>In the quantity field enter the dollar amount on the invoice. Round up to the nearest dollar as seen in the example shown below. Do not enter a quantity with a decimal point.</b></li> <li>• <b>For example a quantity of 100 equals \$100 dollars of reimbursement.</b></li> </ul>

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**IMPORTANT SAFETY RECALL NOTICE**  
**NHTSA Recall No. xxxVxxx**

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

7/xx/2022

**RE: Affected models:**

**2019 Model Year:** 250 EXC-F, 350 EXC-F, 450 EXC-F Six Days, 500 EXC-F, 690 Enduro R, 1090 Adventure R, 1290 Super Adventure R TKC

**2020 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days, 690 Enduro R, 1290 Super Adventure R TKC

**2021 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days, 690 Enduro R, 890 Adventure R, 890 Adventure R Rally

**2022 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days, 690 Enduro R, 890 Adventure R

**2023 Model Year:** 350 EXC-F, 500 EXC-F, 500 EXC-F Six Days

Dear KTM Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Continental Tire the Americas, LLC ("CTA") has determined that certain TKC 80 tires fail to conform to Federal Motor Vehicle Safety Standard No. 119, "New pneumatic tires - other than passenger cars."

CTA has initiated a tire safety recall to remove these tires from service. The KTM models listed above were originally equipped with TKC 80 brand tires.

CTA has determined that groove cracks in the tread rubber developed during internal testing. Groove cracking may appear during the tire service life and can lead to tread separation, increasing the risk of a crash.

On the specified 690, 890, 1090 and 1290 Models listed above only the originally equipped TKC 80 front tire is affected and needs replaced

On the specified 250, 350, 450 and 500 EXC-F Models listed above both the originally equipped TKC 80 front and rear tires are affected and need replaced.

**Procedure to follow if you have affected tires currently mounted on your motorcycle and will visit a KTM Dealer:**

Customers that still have originally equipped TKC 80 tires mounted on their motorcycle are eligible to have the recall tire replacement performed by an authorized KTM dealer.

If you have originally equipped affected TKC 80 tires mounted on your motorcycle please contact your authorized KTM Dealer (log onto [www.ktm.com](http://www.ktm.com) for a complete dealer listing) as soon as possible to arrange having your affected TKC 80 tire or tires replaced. It is suggested that you call your local authorized KTM Dealer to make an appointment to have the recall repair performed. It is also advised that during your conversation with the dealer that you discuss tire availability with them so replacement tires can be ready and available to mount on your motorcycle at the time of your appointment. 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.

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**Procedure to follow if you have affected tires currently mounted on your motorcycle and will visit a Continental tire Dealer:**

You also have the option to have your affected TKC 80 tires replaced by their nearest Continental tire dealer. Customers that decide this option will have to organize the tire replacement and reimbursement between the Continental tire dealer and Continental Tire the Americas.

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Or you can call Continental at 1-888-799-2168 (Menu option - Motorcycle Tire Recall) for assistance.

**Procedure to follow if you have already replaced affected tires on your motorcycle:**

If you have already replaced an affected tire prior to receipt of this notice due to the condition described please contact Continental Tire the Americas for guidance and assistance regarding reimbursement. To be eligible for reimbursement, the customer must submit the required documents to CTA using their Continental Motorcycle Tire Recall website at <https://www.recallapps.com/app/continentaltires>. Or you can contact Continental Tire the Americas at 1-888-799-2168 (Menu option - Motorcycle Tire Recall) for assistance.

Detailed tire identification information can be found on the Continental Motorcycle Tire Recall website at <https://www.recallapps.com/app/continentaltires>.

If you believe that CTA has failed or is unable to remedy the defect without charge or within a reasonable amount of time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, West Building, Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.nhtsa.gov>.

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.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, Inc., 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.

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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