

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

FUEL TANK CAP SEAL REPLACEMENT

AFFECTED MODELS:

2024 250 DUKE

2024 390 DUKE

2024 990 DUKE

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

BASIC INFORMATION:

KTM North America, Inc. has determined that a defect which relates to motor vehicle safety exists with certain 2024 250 DUKE, 390 DUKE and 990 DUKE motorcycles.

Due to material deviations, small cracks may occur on the fuel tank cap seal. This can lead to the possibility of fuel leaking from the fuel cap. For this reason, the fuel tank cap seal on all affected motorcycles must be replaced with the improved fuel tank cap seal (p.n.96307008020).

A fuel leak increases the risk of a fire, which could cause injury to the rider or others and/or damage to property.

To ensure the highest level of safety, performance, reliability and customer satisfaction, it is necessary to replace the fuel tank cap seal on all affected motorcycles.

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 fuel tank cap seal replaced.

Dealers must perform the fuel tank cap seal 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 fuel tank cap seal 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.

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.

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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.

Replacing the fuel tank cap seal

The fuel tank cap seal replacement procedure is explained in the steps below.

Note: Also attached to the Notification posting in Dealer.net you will find a video clip showing how to perform the fuel tank cap seal replacement which can serve as an aid to support you with the repair procedure.

Note: The tank cap does not need to be removed from the tank to replace the seal.

- Open the tank lid and cover the opening of the tank to prevent small parts from falling in.
- Dismantle the locking mechanism on the underside of the fuel filler cap.
- Seal carrier incl. Remove and disassemble the seal and metal ring.
- Replace seal.
 - Attention:** Ensure that the sealing lip of the new seal is seated correctly and that the metal ring is aligned correctly - the collar of the metal ring must point away from the seal, see Fig. 1.
- Before fitting, check that the five springs and the metal ball are correctly positioned.
- Fit the seal carrier and locking mechanism.
 - Attention:** Before installation, check the function of the closer and ensure correct alignment - the strike plate must point upwards, see Fig. 2.
- Screw the parts together with the correct torque, see Table 1.
- Perform a functional test of the locking mechanism using the key.
- Remove the cover from the tank opening and close the tank cap.
- TI - Create warranty claim in Dealer.net.
- Cut up the old tank cap seal and attach a photo to the warranty claim.

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Fig. 1: Collar metal ring

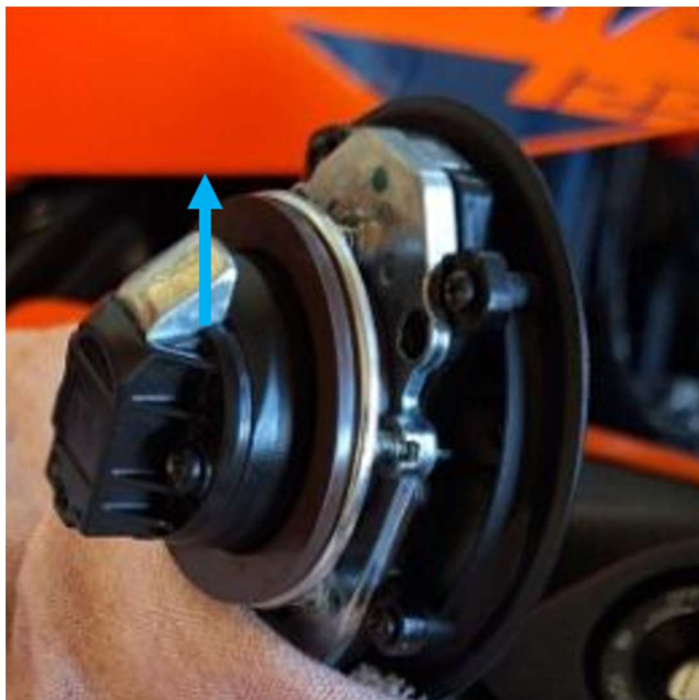


Fig. 2: Alignment of striking plate

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Table 1

Component	Screw	Torque	Comment
Pan head screw	M5x14	1 Nm	

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.

PARTS ORDERING:

Please order the following for each affected motorcycle:

1 piece 96307008020 - Seal fuel tank cap

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:
07 - Tank
Failure code:
900 - Damage assessment at the manufacturer
Failure causing part:
96307008020 - Seal for fuel tank cap
Action code, parts, labor:
Replacing the fuel filler cap seal Action code: 07_2582997_00 Labor: 10 Minutes Parts: 1 piece #96307008020 - Seal fuel tank cap
Are stock parts affected
Yes. The fuel tank cap seal must also be replaced on stock fuel filler caps #A60707008066 and lock kits #96311066044 and submitted via PG&A application.

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IMPORTANT SAFETY RECALL NOTICE
NHTSA Recall No. XX-XXXX

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

11/xx/2025

RE: Affected models:
2024 250 DUKE
2024 390 DUKE
2024 990 DUKE

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 2024 250 DUKE, 390 DUKE and 990 DUKE motorcycles.

Due to material deviations, small cracks may occur on the fuel tank cap seal. This can lead to the possibility of fuel leaking from the fuel cap. For this reason, the fuel tank cap seal on all affected motorcycles must be replaced with the improved fuel tank cap seal.

A fuel leak increases the risk of a fire, which could cause injury to the rider or others and/or damage to property.

To remedy this defect and to ensure the highest level of safety, performance, reliability and customer satisfaction, it is necessary to replace the fuel tank cap seal on all affected motorcycles.

Please contact your authorized KTM dealer (log onto www.ktm.com for a complete dealer listing) as soon as possible to arrange having the fuel tank cap seal 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. The remedy will be performed, free of charge.

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. Furthermore, if you believe that KTM has failed to remedy this defect without charge or is unable to do so within a reasonable time, you may submit a complaint to 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 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,

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Dealer Services Department
KTM North America, Inc.

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