

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

SOFTWARE UPDATE ENGINE CONTROL UNIT

AFFECTED MODELS:

2024 390 DUKE

2025 390 DUKE

2025 390 SMC R

2025 390 ENDURO R

2025 390 ADVENTURE X

2025 390 ADVENTURE R

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 model motorcycles listed above pertaining to the engine control unit software.

An issue with the originally installed engine control unit software may cause the engine to stall at low rpms.

A loss of engine power increases the risk of a crash which could cause injury to the rider or others and/or damage to property.

To remedy this defect, it is necessary to install the updated engine control unit software 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 updated engine control unit software installed.

Dealers must perform the engine control unit software update 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 engine control unit software update 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.

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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.

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www.ktm.com



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.

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.

Software update engine control unit

- Connect vehicle to the diagnostic tool and external voltage supply (XCharge) as shown in Figure XC_2.

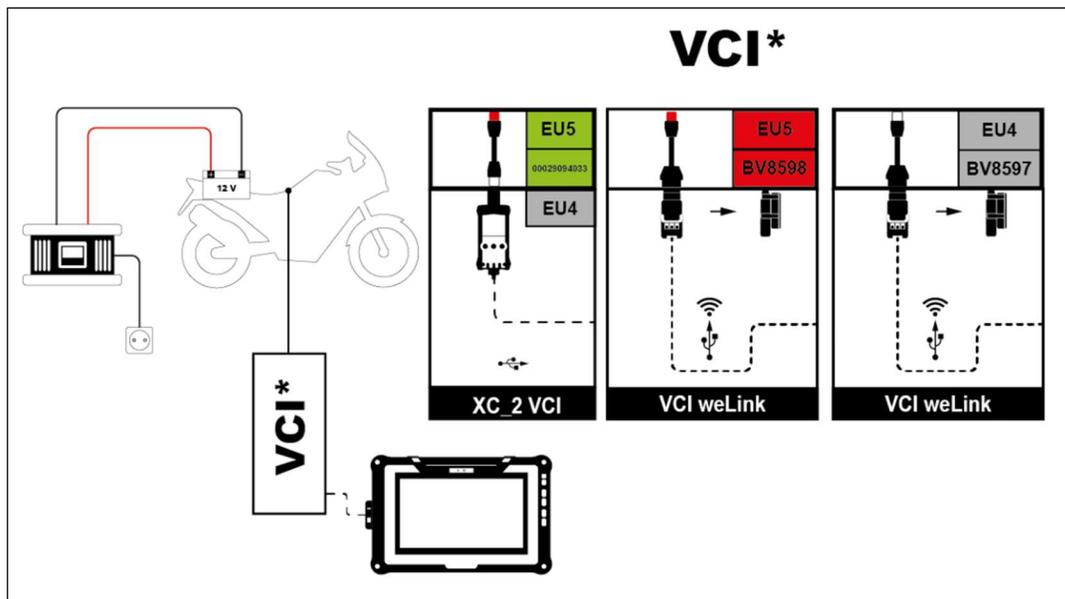


Fig. 1: Connection diagram for XC_2

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- Select the engine control unit and update the appropriate software (see Table. 1).
- After successfully updating, switch off the ignition system for at least 1 min.
- Switch on the ignition (key and stop switch) and wait 30 seconds.

Attention:

The engine must be switched off and the throttle grip must not be operated.

- Clear fault memory.
- Switch the ignition off and on again.
- Start the vehicle and allow it to idle for at least 3 fan cycles.

Attention:

Do not operate the throttle grip.

- Switch ignition off and on again.
- Select control unit diagnostics and run AutoScan.
- Check all control units for possible errors and if present, delete them inside the respective control unit menu.

Attention:

Do not press the “delete all faults” button, because also the important engine control unit data is getting deleted with this.

If the “delete all faults” button was pressed, the initialization run must be performed again to finish this routine.

Table 1

Software number NEW
KM963EU2596003

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.

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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 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.

Warranty type:
TI-Warranty
Assembly group:
41 – Throttle Body
Failure code:
700 – Serial Improvement
Failure causing part:
96341031000 – ECU EMS
Action code, parts, labor:
Software update engine control unit
Action code: 41_2598833_00
Labor: 10 Minutes
Parts: -
Are stock parts affected
No

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IMPORTANT SAFETY RECALL NOTICE
NHTSA Recall No. xxxxxx

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

12/xx/2025

RE: Affected models:

2024 390 DUKE
2025 390 DUKE, 2025 390 SMC R, 2025 390 ENDURO R, 2025 390 ADVENTURE X, 2025 390 ADVENTURE R

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 model motorcycles listed above pertaining to the engine control unit software.

An issue with the originally installed engine control unit software may cause the engine to stall at low rpms.

A loss of engine power increases the risk of a crash which could cause injury to the rider or others and/or damage to property.

To remedy this defect, dealers will install the updated engine control unit software on all affected motorcycles, free of charge.

Please contact your authorized KTM dealer (log onto www.ktm.com for a complete dealer listing) as soon as possible to arrange having the updated engine control unit software installed. 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.

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.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to 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,
Dealer Services Department
KTM North America, Inc.

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