

IMPORTANT SAFETY RECALL NOTICE

Affected VIN: «Vin»
«PdiFirstName» «PdiLastName»
«PdiAddress1»
«PdiCity», «PdiProvince» «PdiPostalCode»

4/28/2020

RE: Affected models:
2019 790 ADVENTURE and 790 ADVENTURE R
2020 790 ADVENTURE and 790 ADVENTURE R
NHTSA RECALL # 20V-198

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 decided that a defect which relates to motor vehicle safety exists with the motorcycle models and years listed above. To ensure the highest level of safety, performance, reliability and customer satisfaction, it is necessary to have a new rear brake line installed. This work must be performed by an authorized KTM Dealer and will be free of charge.

On affected models during operation there is a possibility that the rear brake system may fail under certain conditions. If the rear brake system fails this may reduce the braking systems effectiveness. As a result, braking can only be performed with the front brake which may increase stopping distance which could cause crash, injury, or death to the rider or others and/or damage to property.

The cause of the defect is due to insufficient heat transfer between the hose and the metal fitting that mounts to the rear brake caliper. The material deviation could lead to a failure of the rear brake system. To remedy this defect, a new rear brake line with a longer metal fitting has been developed to improve heat transfer. The new rear brake line along with new copper sealing rings must be installed on all affected motorcycles. Also during the repair, it is necessary for the dealer to replace the round head torx screw on the rear brake lever with a new screw.

Please contact your authorized KTM Dealer (log onto www.ktm.com for a complete dealer listing) as soon as possible to arrange having your rear brake line replaced. It is suggested that you call your local authorized KTM Dealer to make an appointment to have the recall repair performed. The replacement procedure will take approximately 1.5 hours. However, it may be necessary to leave your motorcycle with the dealer for a longer period of time depending on their work schedule. 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.

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 you believe that KTM North America, Inc. 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.safercar.gov>

If you have previously paid for repair(s) to your motorcycle for this specific condition prior to receiving this letter, you may be eligible for reimbursement. For reimbursement consideration, please contact KTM Customer Relations at the number listed above.

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.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 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.

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



Customer Record Update Form

NOTICE: If you no longer own this motorcycle or have had an address change please complete the following portion of this letter and return to KTM in the enclosed self-addressed envelope.

Please complete and return this portion to KTM if ownership of the referenced motorcycle has changed. Please print legibly.

The new address is or I have sold the motorcycle to:

New owner's name _____ «Vin»
Address _____ «PdiFirstName» «PdiLastName»
City _____ State _____ Zip _____ «PdiAddress1»
Phone number _____ «PdiCity», «PdiProvince» «PdiPostalCode»
Email _____
Date of Resale _____

Returning this form will help us to contact the current owner and will enable us to update our records so you can be assured not to receive notifications for this motorcycle in the future. Thank you.

KTM NORTH AMERICA, INC.

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