

IMPORTANT SAFETY RECALL NOTICE

NHTSA Recall No. 21V-792

12/16/2021

RE: Affected models:
2018 690 Duke and 690 Enduro R
2019 690 Duke, 690 Enduro R and 690 SMC R
2020 690 Enduro R and 690 SMC 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 decided that a defect which relates to motor vehicle safety exists in the model year 2018, 2019 and 2020 model motorcycles listed above. It is necessary to have the clutch slave cylinder inspected and replaced on all affected motorcycles. This work must be performed by an authorized KTM Dealer and will be free of charge.

On affected motorcycles there is a possibility that the bellow style gasket on the clutch slave cylinder can be damaged caused by deviations during assembly. Damage to the bellow gasket may affect the function of the clutch slave cylinder. This could result in the rider noticing a change in shifting behavior and the clutch becoming inoperable to the point where the clutch will not disengage when the clutch lever is pulled in, increasing the risk of a crash. Therefore, it is necessary to replace the clutch slave cylinder on all affected motorcycles that have a bellow style gasket clutch slave cylinder mounted.

If the function of the clutch slave cylinder is impaired due to the bellow gasket being damaged this may prevent the rider from shifting the motorcycle properly due to the clutch becoming inoperable and may make it difficult to operate the motorcycle or difficult to stop or start which could increase the risk of a crash, cause injury to the rider or others and/or damage to property. The rider may notice that when the motorcycle is in gear it will not start in the way the rider is used to or the motorcycle will not start if the transmission is not in neutral.

The cause of the defect is due to design of the originally mounted clutch slave cylinder that has a bellow style gasket that can be damaged. To remedy this defect, a new clutch slave cylinder without the bellow style gasket must be installed on all affected motorcycles.

If you are unable to transport your motorcycle to your nearest KTM dealer, please contact KTM North America, Inc. Customer Relations at (888) 985-6090 to make arrangements for the transportation and repair of your motorcycle. The transportation and repair will be conducted with no cost to you.

Please contact your authorized KTM Dealer (log onto www.ktm.com for a complete dealer listing) as soon as possible to arrange having your clutch slave cylinder inspected and 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 40 minutes. 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 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.safercar.gov>

KTM NORTH AMERICA, INC.
Dealer Services Department

38429 Innovation Court // Murrieta, CA 92563 // T: 951-600-8007 // F: 951-600-8866
1119 Milan Avenue // Amherst, OH 44001 // T: 440-985-3553 // F: 440-985-3060
8701 Rue Samuel-Hatt // Chambly, QC J3L 6V4 // T: 450-441-4451 // F: 450-441-3885
www.ktm.com



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.

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 North America, Inc. Customer Relations at (888) 985-6090 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.
