

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

## **IMPROVEMENTS TO THE MAIN WIRING HARNESS (Inspection and repair if needed)**

### **AFFECTED MODELS:**

**2020 1290 SUPER DUKE R**

**2021 1290 SUPER DUKE R**

**2022 1290 SUPER DUKE R EVO**

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

#### **INITIAL INFORMATION:**

KTM North America, Inc. has determined that a defect which relates to motor vehicle safety exists with certain model year 2020, 2021 and 2022 Super Duke R motorcycles. The recall pertains to a potential electrical short circuit failure if the main wiring harness becomes damaged. Therefore the wiring harness on affected motorcycles must first be inspected to verify if the wiring harness is currently routed to the improved wiring harness standards along with being equipped with the wiring harness protection parts. Motorcycles that have incorrectly routed wiring and that are missing the wiring harness protection parts can potentially experience damage in certain frame contact areas which could cause the wire to chafe or melt in the area of damage which could cause the engine to stall. If a short circuit occurs there is a possibility it could lead to injury and/or damage to property.

It is possible that motorcycles linked to this recall already have the correct wiring harness routing and wiring protection parts installed from production. If during your inspection you find the motorcycle to have the correct wiring routing along with the wiring harness protection parts then you only need to take pictures of the wiring harness routing and protection parts to attach to the TI claim to document that the motorcycle meets the improved wiring routing and protection standards.

If during your inspection of the wiring harness you find that the wiring routing does not meet the improved wiring harness standard and are missing the wiring harness protection parts then you must update the motorcycle wiring harness routing and also install the wiring harness protection parts according to the photos and short videos.

There are three inspection and repair procedures that must be performed on three specific areas of the motorcycle.

The three specific inspection procedures will be explained on the following pages with instructions and photos. Also attached to the Notification posting in Dealer.net are three short video clips that explain the inspection and repair process to help with understanding the inspection and repair procedures. It is advised that you watch the three videos before performing the procedures that are explained on the following pages.

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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 wiring harness inspected for correct routing and to verify the installation of the wiring harness protection parts.

Dealers must inspect and perform the wiring harness updates if necessary 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 wiring harness to be inspected and repaired if necessary 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 inspection and if needed 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.

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## 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.

## Inspection procedure general information

The wiring harness must be inspected in Area A, Area B and Area C as shown in the photos and Table 1 below. There may be components on this vehicle from this TI already installed at the factory which is why an inspection of Area A, Area B and Area C is required first.

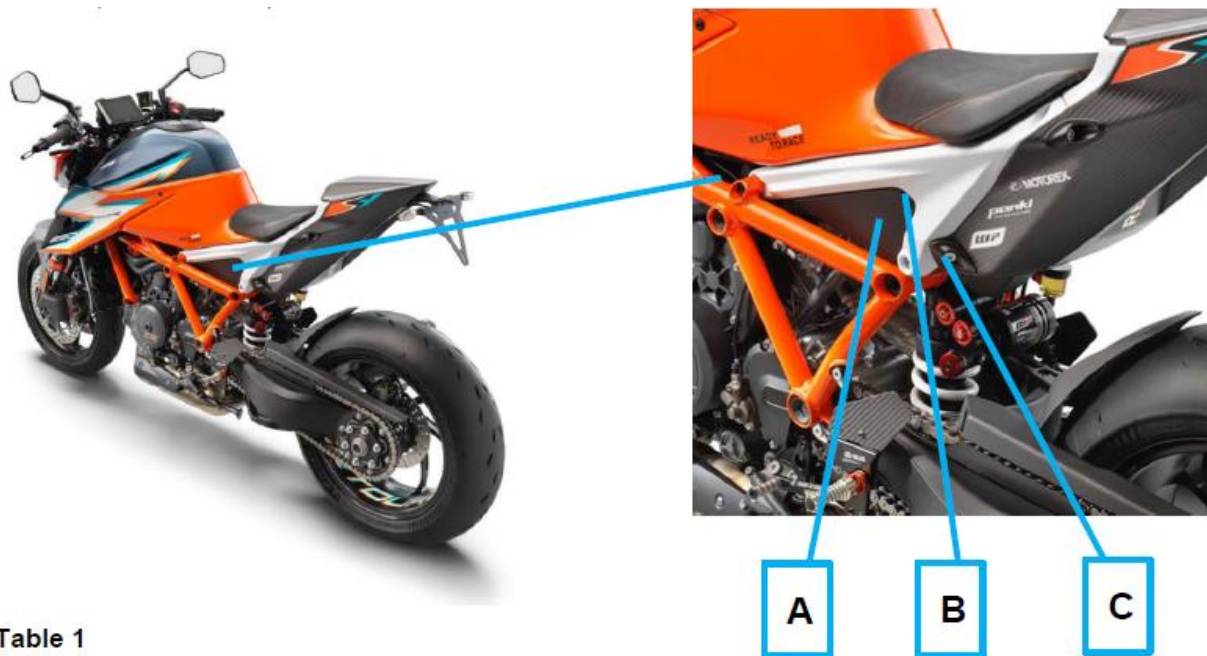


Table 1

Area	Description	Figures Before/after
A	Battery support	A1 / A2
B	Main wiring harness	B1 / B2
C	Fastener for rear frame	C1 / C2

**Note:** Each area (A, B and C) that is inspected has a **before and after** photo shown on the following pages to show the difference between a motorcycle that has incorrect wiring routing compared to a motorcycle that has correct wiring routing and wiring protection parts.

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**The before photo** with a red X displays an example of a motorcycle that has incorrect wiring routing and does not have the wiring harness protection parts installed. Motorcycles that have areas that look like the before photo in each area must have the wiring harness routed to the improved wiring harness standards along with having the wiring harness protection parts installed according to the “after” photos and videos.

**The after photo** with a green checkmark displays an example of a motorcycle that has the correct wiring harness routing that is routed to the improved wiring harness standards along with being equipped with the wiring harness protection parts. Motorcycles that have areas that look like the after photo meet the approved standard and do not require repair. Make sure pictures are taken of each inspected area and that the checklist is completed so it can be attached to the TI claim that you will submit.

### Inspection and repair procedure for Area A (cable tie with foot section)

1. Remove the left side fairing in accordance with the repair manual to access Area A and Area B.
2. During work, take photos according to the attached checklist.
3. Photograph the current position of the cable gland on areas A1 described below from the same angle and distance as in this TI and attach to the warranty claim.
4. Inspect wiring harness at position A1 for damage to underside and photograph from same distance and angle as shown in this TI and attach to warranty claim.
5. If damages to the wiring harness are determined, **repairs must be approved by the Dealer Services Department.** A special warranty claim must be used for this. Include the number of this TI (TI\_11\_2009785) in the warranty claim.
6. Check the correct wiring harness routing to ensure it is routed to the improved wiring harness standards along with being equipped with the wiring harness protection parts as shown in photo A2.
7. If the wiring harness is routed correctly and the wiring harness protection parts are installed as shown in photo A2 then the motorcycle meets the improved wiring harness standards and no further repair is required. Just make sure that you have taken the required photos and have completed the checklist so you can attach them to the claim.



Area A: Remove the Battery support, rear side cover to access Area A.



Area A1: Inspect the wiring for damage at the indicated location. Also check if the cable tie with foot section is missing or installed. (Take photo for claim)

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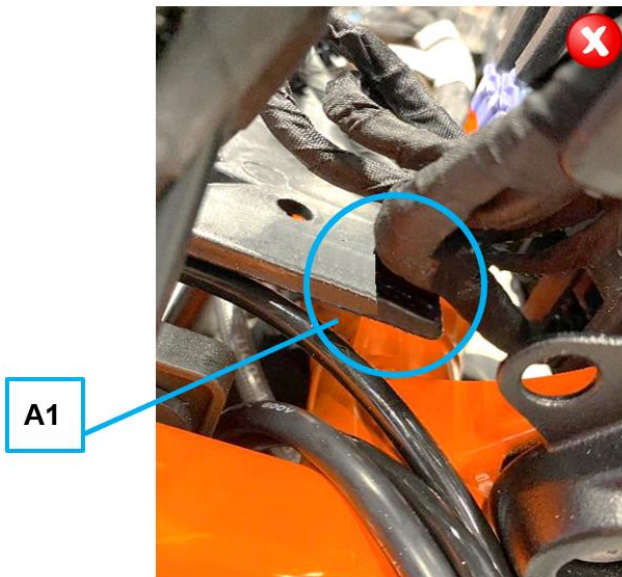
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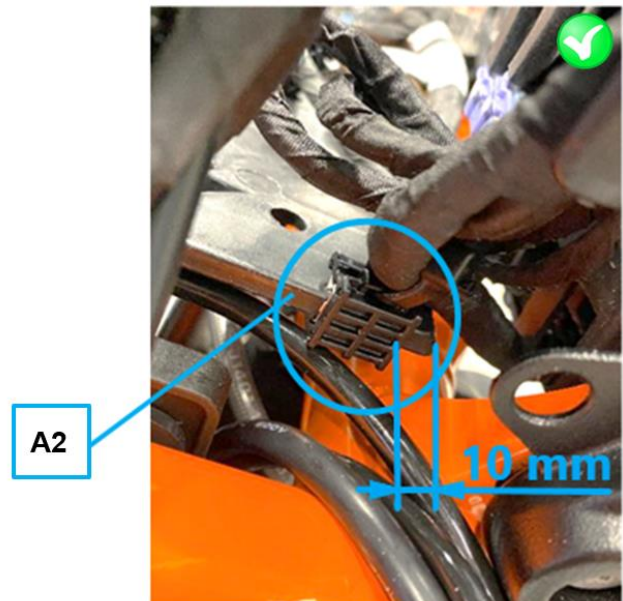
8. If the Battery support is missing the cable tie with foot section you must update this area by installing the cable tie with foot section wiring harness protection parts as shown in photo A2. Following is the part number to order and install: (p.n. 0330000520000) - Cable tie with foot section
9. Check the positioning of the wiring harness for contact-free mounting, only the cable tie with foot section, cable tie guide and the frame cover are permissible as contact points.
10. Photograph the final positioning of cable tie with foot section, cable tie guide and frame cover from same distance and angle as shown in this TI, and attach to warranty claim.

**Note:** Insufficient photo documentation and an incomplete checklist as described above can lead to rejection of a warranty claim.



A1

Area A1 (Before): If the Battery support looks like this and is missing the cable tie with foot section it must be updated to look like A2.  
(Take photo for claim)



A2

Area A2 (After): If the Battery support is missing the cable tie with foot section you must update this area by installing the cable tie with foot section wiring harness protection parts. Install the cable tie with foot section as shown here in photo A2. If needed order and install (0330000520000) - Cable tie with foot section.  
(Take photo for claim)

**Note:** Watch the video as well

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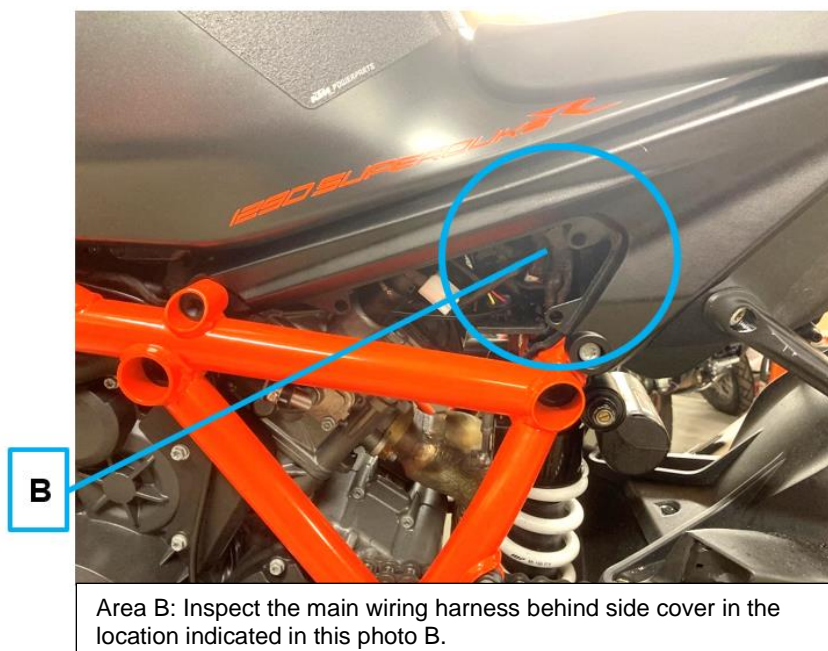
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### Inspection and repair procedure for Area B (cable tie guide)

1. With the left side fairing already removed inspect the main wiring harness in Area B.
2. During work, take photos according to the attached checklist.
3. Photograph the current position of the cable gland on areas B1 described below from the same angle and distance as in this TI and attach to the warranty claim.
4. Inspect the wiring harness at position B1 for damage to contact point to rear frame and photograph from same distance and angle as shown in this TI and attach to warranty claim.
5. If damages to the wiring harness are determined, **repairs must be approved by the Dealer Services Department**. A special warranty claim must be used for this. Include the number of this TI (TI\_11\_2009785) in the warranty claim.
6. Check the correct wiring harness routing to ensure it is routed to the improved wiring harness standards along with being equipped with the wiring harness protection parts.
7. If the wiring harness is routed correctly and the wiring harness protection parts are installed as shown in photo B2 then the motorcycle meets the improved wiring harness standards and no further repair is required. Just make sure that you have taken the required photos and have completed the checklist so you can attach them to the claim.
8. If the cable tie guide with cable tie is missing you must update this area by installing the cable tie guide with cable tie protection parts as shown in photo B2. Following are the part numbers to order and install: (p.n. 60311046050) - Cable tie guide and (p.n. 44011076140) - Cable tie 140/2.5 mm black
9. Check the positioning of the wiring harness for contact-free mounting, only the cable tie with foot section, cable tie guide and the frame cover are permissible as contact points.
10. Photograph the final positioning of cable tie with foot section, cable tie guide and frame cover from same distance and angle as shown in this TI, and attach to warranty claim.

**Note:** Insufficient photo documentation and an incomplete checklist as described above can lead to rejection of a warranty claim.



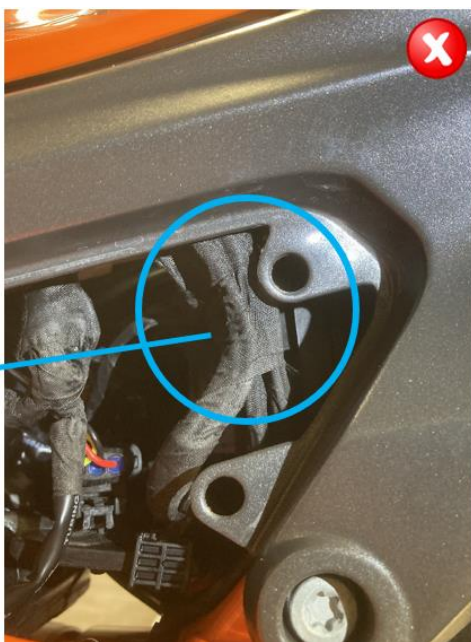
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B1



Area B1 (Before): If the main wiring harness looks like this and is missing the cable tie guide with cable tie it must be updated to look like photo B2. (Take photo for claim)

B2



Area B2 (After): If the cable tie guide with cable tie is missing you must update this area by installing the cable tie guide with cable tie protection parts. Install the cable tie guide with cable tie as shown here in photo B2. If needed order and install the following parts:  
(60311046050) - Cable tie guide  
(44011076140) - Cable tie 140/2.5 mm black  
(Take photo for claim)

**Note:** Watch the video as well

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### Inspection and repair procedure for Area C (frame cover)

1. With the left side fairing already removed inspect the main wiring harness in Area C.
2. During work, take photos according to the attached checklist.
3. Photograph the current position of the cable gland on areas C1 described below from the same angle and distance as in this TI and attach to the warranty claim.
4. Inspect wiring harness at position C1 for damage to frame tab and photograph from same distance and angle as shown in this TI and attach to warranty claim.
5. If damages to the wiring harness are determined, **repairs must be approved by the Dealer Services Department.** A special warranty claim must be used for this. Include the number of this TI (TI\_11\_2009785) in the warranty claim.
6. Check if the frame tab frame cover is missing or installed as shown in photo C1 and C2.
7. If the frame tab cover is missing you must order it and install it as shown in photo C2. The part number for the frame cover is 61703083000
8. Check the positioning of the wiring harness for contact-free mounting, only the cable tie with foot section, cable tie guide and the frame cover are permissible as contact points.
9. Photograph the final positioning of cable tie with foot section, cable tie guide and frame cover from same distance and angle as shown in this TI, and attach to warranty claim.

**Note:** Insufficient photo documentation and an incomplete checklist as described above can lead to rejection of a warranty claim.



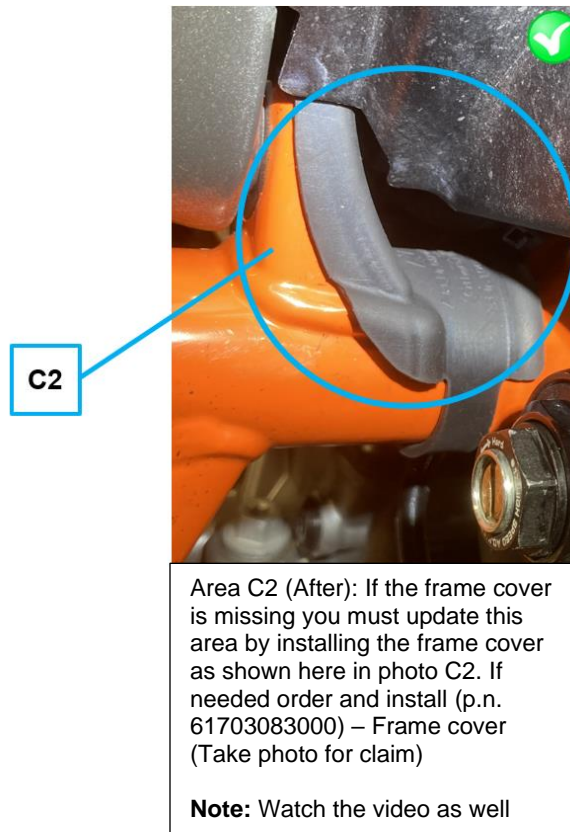
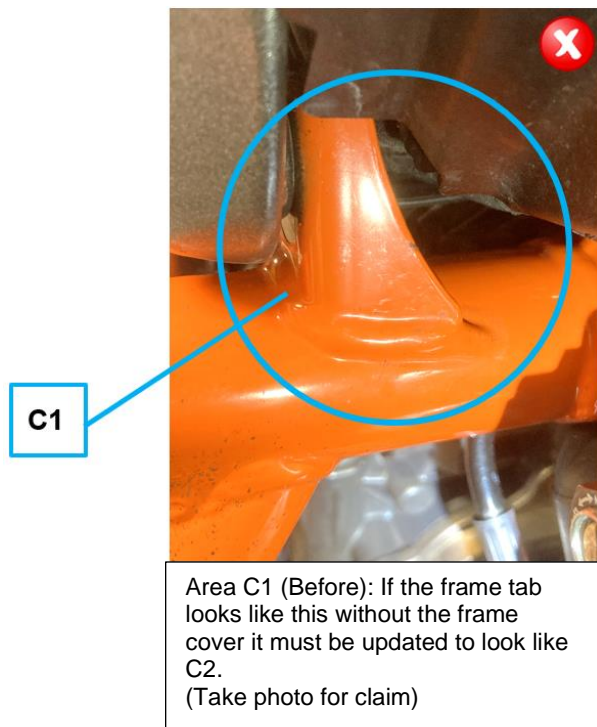
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**PARTS ORDERING:**

Area A: 1 QTY. 0330000520000 – Cable tie with foot section (if needed)

Area B: 1 QTY. 60311046050 – Cable tie guide (if needed)

1 QTY. 44011076140 – Cable tie 140/2.5 mm black (if needed)

Area C: 1 QTY. 61703083000 – Frame cover (if needed)

**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 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>
11 – Main wiring harness
<b>Failure code:</b>
700 – Series improvement
<b>Failure causing part:</b>
61711075033 – Main wiring harness
<b>Action code, parts, working time:</b>
<b>Improvements to main wiring harness</b> Action code: <b>11_2009785_00</b> Labor time: <b>40 minutes</b> Parts: <b>1 QTY. 0330000520000 - Cable tie with foot section</b> <b>1 QTY. 60311046050 - Cable tie guide</b> <b>1 QTY. 44011076140 - Cable tie 140/2.5 mm black</b> <b>1 QTY. 61703083000 - Frame cover</b>
<b>Are stock items affected: NO</b>

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**CHECKLIST:**

This checklist must be completed and attached to the TI claim along with the photos that are requested. Insufficient photo documentation and an incomplete checklist as described above can lead to rejection of a warranty claim.



Checklist: photo documentation of work performed      Manufacturer warranty claim number  
 KTM\_TI\_11\_2009785\_Improvements to main wiring harness     

**Area A** done

Photo of cable gland analogous to specification photo A1

Photo of wiring harness at damage inspection analogous to specification photo A1

Either:      Photo of wiring harness fastening (if already present)  
 analogous to specification photo A2

Or:      Photo of wiring harness after component assembly  
 analogous to specification photo A2

**Area B**

Photo of cable gland analogous to specification photo B1

Photo of wiring harness at damage inspection analogous to specification photo B1

Either:      Photo of wiring harness fastening (if already present)  
 analogous to specification photo B2

Or:      Photo of wiring harness after component assembly  
 analogous to specification photo B2

**Area C**

Photo of cable gland analogous to specification photo C1

Photo of wiring harness at damage inspection analogous to specification photo C1

Either:      Photo of wiring harness fastening (if already present)  
 analogous to specification photo C2

Or:      Photo of wiring harness after component assembly  
 analogous to specification photo C2

\_\_\_\_\_  
 Technician, date, signature

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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»

12/xx/2022

**RE: Affected models:**

**2020 1290 SUPER DUKE R**

**2021 1290 SUPER DUKE R**

**2022 1290 SUPER DUKE R EVO**

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 2020, 2021 and 2022 Super Duke R model motorcycles listed above. The recall pertains to a potential electrical short circuit failure if the main wiring harness becomes damaged due to the wiring harness being incorrectly routed or missing wiring harness protection parts. Therefore It is necessary to have the wiring harness on affected motorcycles inspected by an authorized KTM Dealer. This work must be performed by an authorized KTM Dealer and will be free of charge.

The dealership will inspect the wiring harness and perform one of the three following steps:

1. The technician will check that the wiring harness is currently routed to the improved wiring harness standards along with being equipped with the wiring harness protection parts. If during the inspection it is found that the wiring harness is currently routed to the improved wiring harness standards along with being equipped with the wiring harness protection parts then no further repair action is required.
2. If during the inspection it is found that the wiring harness routing does not meet the improved wiring harness standard and is missing the wiring harness protection parts then the dealer must update the motorcycle wiring harness routing and also install the wiring harness protection parts according to the dealer instructions.
3. If during the inspection the technician finds damage to the wiring harness then the dealer must replace the wiring harness and route it to the improved wiring harness standards along with installing with the wiring harness protection parts.

Affected motorcycles that have incorrectly routed wiring and that are missing the wiring harness protection parts can potentially experience damage in certain frame contact areas which could cause the wire to chafe or melt in the area of damage which could cause the engine to stall. If a short circuit occurs there is a possibility it could increase the risk of a crash, cause injury to the rider or others and/or damage to property.

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 wiring harness inspected and updated if necessary. 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 and if they need to order parts. 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.nhtsa.gov>.

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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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