

Triumph Motorcycles Notice : New Safety Recall, Rear Suspension Units**Notice Information**

Posted To: Dealer Principal, Service and Technical, Parts, Motorcycle Sales
Subject: Service/Technical
Posted Date: 9/17/2004 1:35:46 PM

Notice History

Open Date: 9/17/2004 3:58:30 PM
Acknowledged: 9/17/2004 4:48:09 PM

REPLACEMENT OF REAR SUSPENSION UNITS

Thruxton 500. VIN 198347 to VIN 200008
Bonneville. VIN 196848 to VIN 200737
Bonneville T100. VIN 198798 to VIN 200990
Bonneville Black. VIN 196818 to VIN 200888
America. VIN 197134 to VIN 202402
Speedmaster. VIN 197163 to VIN 202863

The Service Manager,
 All Triumph America Dealers

10 September 2004

Sent by Conventional mail and TriumphOnline.Net (Friday 10th September).

Dear Service Manager,

We require your immediate attention to rectify the above machines. Our suspension supplier has advised us of the possibility of poor weld penetration between the bottom eyelet and main rear suspension unit body. We therefore require the replacement of the originally fitted rear suspension units.

It is imperative that any owners having recently purchased an affected machine should be contacted immediately and asked to return the machine to you for modification.

The Service Bulletin enquiry button contained within your Warranty On Line program may be used to check the outstanding bulletin claim status of each affected vehicle. We will update our computer files on Friday 10th September, to enable you to have latest data including RSU affected bikes visibility when you conduct a warranty on line full download on Monday 13th September.

Triumph Motorcycles will be writing directly to all affected customers.

A copy of the relevant Service Bulletin containing detailed instructions on how to modify the motorcycle are attached to specific TriumphOnline.Net Notices awaiting your viewing. Please use the ACKNOWLEDGE button (found bottom right of the screen) for each Notice to signify that you have read the papers. Please print off the Bulletins for your workshop files.

We will post the Bulletin to the TriumphOnline.Net Service Bulletin library by end of business Monday 13th September 2004. Click here to view [Service Bulletin](#).

Our Action.

- ❑ A letter to existing customers is to be mailed explaining the action and also advising that the modification will be carried out free of charge to the owner.
- ❑ We will update/correct our mailing list from information received from your records.

Your Action.

- ❑ From your own records, please correct the customer details listing bikes affected and invoiced to you. Please return by fax any amendments (change or corrections to addresses, details of any machines that have recently changed hands). Please fax to Angela at 678-854-2025. Triumph will then write to each amended detail customer.
- ❑ Read, download and circulate the appropriate Service Bulletin 353 now appearing as an unread Notice on TriumphOnline.Net. Refer to your dealer principal for sign-in details if not already arranged.
- ❑ Ensure all Sales and Service staff are copied this note in readiness for anticipated customer enquiries.
- ❑ Warranty On Line will automatically order replacement parts as a standard function to support this action. Submit New Priors for affected bikes prior to the repair date. Please do not order parts for stock.
- ❑ Owners of machines outside of the affected VIN range may not be connected with this action and may therefore require reassurance.
- ❑ Ensure any unsold bikes are modified before they are released to customers.
- ❑ Warranty On-Line operators should run a full download on Monday 13th September 2004 to receive the latest fault and repair code data and once modified, submit a warranty online claim to Triumph in the normal manner.

This action is being monitored by the National Highway Traffic Safety Administration. We are sorry if this unexpected workload inconveniences you and, in advance, thank you for your anticipated co-operation. If you have any questions please contact Triumph Warranty Dept at 678-854-2010.

Sincerely,

Shelli Barr
Recall Coordinator



Recall Action Notice Service Bulletin 353

Confidential

August 2004

Affected Models Thruxton 900, Bonneville, Bonneville T100, Bonneville Black, Bonneville America & Speedmaster

VIN Range	Thruxton 900	VIN 100547 to VIN 200000
	Bonneville	VIN 100045 to VIN 200737
	Bonneville T100	VIN 100790 to VIN 200000
	Bonneville Black	VIN 100010 to VIN 200000
	Bonneville America	VIN 100000 to VIN 200000
	Speedmaster	VIN 100000 to VIN 200000

Markets

Subject

Background Information

We have identified that the rear suspension units fitted to the models listed above may have been incorrectly manufactured.

Dealers are required to replace both rear suspension units in accordance with the instructions given below.

Customer Contact Instructions

UK & Triumph Subsidiaries: Triumph Motorcycles Ltd and its subsidiaries will instigate a recall action in their country. Customers should contact their nearest Triumph dealer for more information. For vehicles in dealer stock the recall MUST be carried out before delivery.

Overseas: Triumph distributors must instigate a recall action in their country in accordance with the national recall code of practice.

Identification of Affected Motorcycles

Thruxton 900, Bonneville, Bonneville T100, Bonneville Black, Bonneville America & Speedmaster motorcycles in the VIN ranges specified above are affected.

Warranty Claim Instructions

Fault code - All models		02060006
Repair codes	Thruxton 900	000031
	Bonneville	000032
	Bonneville T100	000033
	Bonneville Black	000034
	Bonneville America	000035
	Speedmaster	000036
Repair time allowance	Thruxton 900	0.70hrs
	Bonneville	0.80hrs
	Bonneville T100	0.80hrs
	Bonneville Black	0.80hrs
	Bonneville America	0.30hrs
	Speedmaster	0.30hrs



Parts Required	Thunder 900	T2067000	2 off
	Bonneville	T2067000	2 off
	Scorpio T100	T2067000	2 off
	Scorpio Black	T2067000	2 off
	Scorpio Special	T2066510	2 off
	Speedmaster	T2066510	2 off

Parts ordering instructions Orders should be placed using the normal parts ordering procedure.

Parts return instructions Return labels sent to Triumph using the warranty return procedure.

Other instructions

Once completed, please mark the service order book that the requirements of this bulletin have been complied with.

Replacement procedure



Before starting work, ensure the motorcycle is stabilised and adequately supported. This will help prevent it from falling causing injury to the operator or damage to the motorcycle.

All models

- 1 Support the motorcycle so that the rear wheel is clear of the ground with no weight on the swinging arm/suspension units. Remove and replace each rear suspension unit one at a time as follows:

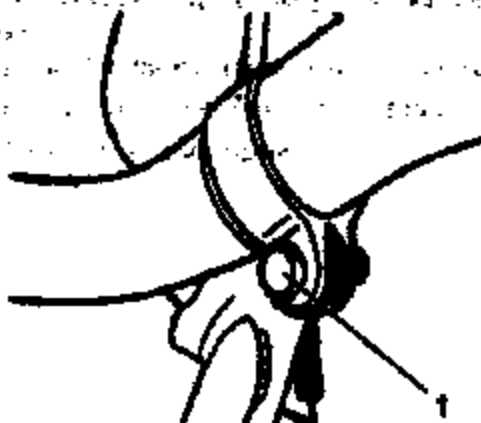
Thunder only

Remove both exhaust silencers as follows:



If the engine has recently been running, the exhaust components may be hot to the touch. Contact with the hot components may cause damage to exposed skin. To avoid skin damage, always allow the hot parts to cool before working on the exhaust system.

- Slide the clamps securing the silencers to the header pipes. Remove the clamp shield if retained by the clamp.

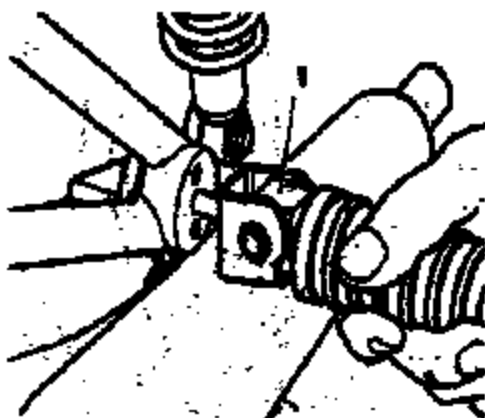


1. Silencer clamp bolt



Slacken and remove the nuts and washers from the rear passenger footrests.

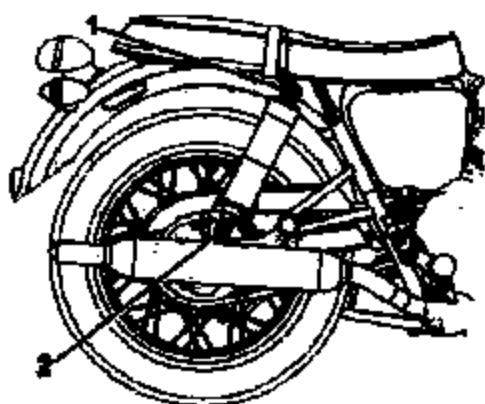
Withdraw the passenger footrests and remove the silencers from the motorcycle. Recover the rubber washers, the shouldered collars and the mounting rubbers from the silencers and mounting brackets.



1. Passenger footrest

All models

2. Slacken and remove the left hand upper and lower suspension unit mounting bolts and washers then remove the suspension unit.



1. Upper mounting point

2. Lower mounting point

3. Locate the new suspension unit on its mountings adjusting the swinging arm position if necessary to locate the upper and lower mountings.
4. Apply Threadbond 1205 (or equivalent) to the threads of the rear suspension unit fixings.
5. Install the mounting bolts and washers then tighten the bolts to 25 Nm.
6. Repeat operations 2 to 5 for the right hand rear suspension unit.



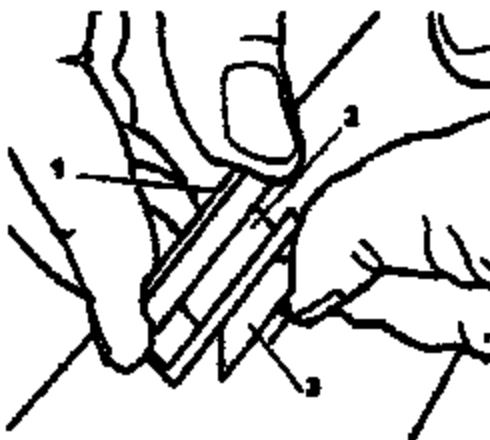
Thruston 500 only

Call both contact points as follows



Warning

- Ensure the rubber mountings, collars and rubber washers are correctly fitted to the silencer brackets.



1. Collar

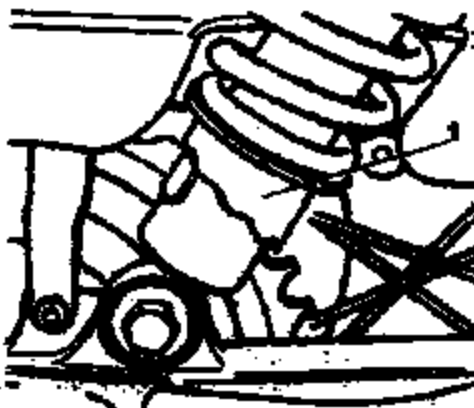
2. Rubber mounting

3. Rubber washer

- Apply 4cc of clear silicone sealer to each header pipe at the join with the silencers. Spread the sealer evenly all round the joints.
- Fit the mounting clamps and if removed, fit the clamp shield, then install the silencers.
- Install the passenger footrests, ensuring the locking pins are correctly seated in their holes. Fit the washers and nuts to the footrests and tighten to 22 Nm.
- Position the silencer clamps correctly and tighten the bolts to 28 Nm.

All models

- 7 Lower the motorcycle to the ground and place on its side stand.
- 8 Ensure that both rear suspension unit preload adjusters are set to the same setting.



1. Rear suspension preload adjuster



Ensure both rear suspension unit preload adjusters are set to the same setting. If the spring preload is not equally adjusted, the handling of the motorcycle will be adversely affected which could lead to loss of control, resulting in an accident.

REPLACEMENT OF REAR SUSPENSION UNITS

For more info, VIN 1SS147 to VIN 208905
 Bournemouth VIN 196941 to VIN 197037
 Burnside MOA VIN 197038 to VIN 208990
 Cannock Chase VIN 197038 to VIN 208905
 Ashford VIN 197038 to VIN 207402
 Burnside MOA VIN 197038 to VIN 207402

Distribution

(Initial and date when read and return to central file holder)

Service Manager	Parts Manager	Sales Manager	Workshop Supervisor	Technician 1	Technician 2