



**SAFETY RECALL
SERVICE BULLETIN 375**

This is to inform you that [Service Bulletin 375](#) has now been released. Parts are in stock now.

Thank you,
The Service Department

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TRIUMPH SERVICE DEPARTMENT



SAFETY RECALL SERVICE BULLETIN 375

TO: All Triumph America Dealers

15 August 2006

ATTN: Service Manager/Parts Manager/Technicians

**SUBJECT: Safety Recall – Replacement of Anti-Rotation Device – Rear Brake Caliper Carrier -
Service Bulletin 375 **

Sprint ST 1050, Sprint ST 1050 ABS, Speed Triple 1050 and Daytona 955

VIN Range: 258442 to 272561

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We require your **immediate attention** to rectify the above machines.

Our in-service monitoring has revealed the possibility that the anti-rotation device (stop bolt) as fitted to the above identified machines may fracture, resulting in the rear brake caliper contacting the swing arm, damaging both parts. We therefore require the replacement of the original bolt (P. N. T3050155).

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

We require you to immediately quarantine any unsold or uncollected machines and submit a Warranty Prior in order to rectify all machines in your inventory. You may use TriumphOnLine.Net to assist you in identifying unsold stock requiring repair.

The Service Bulletin enquiry button contained within your Warranty On Line program may also be used to check the outstanding bulletin claim status of each affected vehicle. We will update our files on 16 August to enable you to have the latest data and request you conduct a Warranty On Line full data download on **17 August**.

Triumph Motorcycles will be writing directly to all affected customers on our database and hope to mail out by 25 August.

A copy of Service Bulletin 375 containing detailed instructions on how to modify the motorcycle will be available August 17th. Please read immediately and use the ACKNOWLEDGE button (found on the bottom right of the screen) to signify that you have read and distributed to all your relevant personnel. Please print off a copy of this notice for your workshop files and ensure all staff is aware of its contents.

Our Action.

- A letter to existing customers on our database will be mailed on/by 25 August explaining the action and 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.

- **Quarantine all unsold stock** and arrange their modification. You can quickly check these affected machines in your unsold stock that require modification by using TriumphOnLine.Net. You can do this by selecting Motor Cycle Sales once signed on to TOL. Then Stock Management (this will provide you a display summary of your unsold machines by model). Machines containing a symbol of a "spanner" (indicating bulletin outstanding) will require attention. Select the VIN to open a dialogue window. Details of outstanding bulletin(s) are contained in the bottom half of the screen.
- **Please enter all Warranty Registrations** prior to 17 Aug. so our database can be up to date prior to the customer mailing.
- **Read, download and circulate Service Bulletin 375 to relevant staff.** This document will be available as a notice on TOL.Net. Refer to your dealer principal for sign-in details if you do not already have access to this facility.
- **Ensure all Sales and Service staff is aware of this action.**
- **Warranty On Line** will automatically order replacement parts as a standard function to support this action. Submit new priors for affected machines prior to the repair date. Please do not order parts for stock. Warranty On Line operators should run a full data download on 17 August to receive the latest fault and repair code data and, once updated, submit an On Line Prior to Triumph in the normal manner (**parts are in our inventory**).
- **Owners of machines** outside of the affected VIN range not connected with this action may require reassurance
- **Parts disposal** – Anti-rotational device (stop bolts, T3050155) removed from machines should be immediately made unusable (we suggest the bolt threads be crushed in a vise) to ensure they cannot be mistakenly reused in the

future. Please ensure parts removed from the recalled bikes are safely stored and not accessible to members of the general public.

This action is being monitored by N.H.T.S.A. We are sorry if this unexpected workload inconveniences you and, in advance, we thank you for your anticipated co-operation. If you have any questions please contact Triumph Warranty at 678-854-2010.

Sincerely,

Shell Barr
Recall Coordinator.