



NEW RECALL

SERVICE BULLETIN 387

New Safety Recall – Accessory Top Rack

Check sliding Carriage and rack kit (accessory) for lateral movement and possible replacement of washers.

Sprint 1050 ST (inc. ABS) and Tiger 1050 (inc. ABS)

VIN Range: Not applicable

We require your **immediate attention** to rectify the above machines. Service Bulletin 387 provides full details.

Our in-service monitoring has revealed the possibility that reduced stability may occur under the following circumstances; the bike is ridden with an affected top rack accessory fitted, with the maximum permitted weight exceeded and at speeds far in excess of the 80 mph/130 kph limit warning (as outlined in your owners handbook and within all Triumph genuine accessory fitting instructions).

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

We require you to immediately quarantine any unsold or uncollected machines that have an affected sliding carriage and rack kit fitted and arrange their check and possible modification prior to any further deliveries to customers. You may wish to use options soon to be available on TriumphOnLine.Net (TOL) to assist you to identify unsold stock – further details below.

The Service Bulletin enquiry button contained within your Warranty On Line (WOL) program may be used to check the outstanding bulletin claim status of each affected vehicle. Our computer files are currently being updated to enable you to have the latest data; including affected bikes visibility. Please ensure you conduct a WOL full data download daily until further notice. Triumph Motorcycles (America) will be writing directly to all 1050 Sprint and Tiger customers on our database.

A copy of Service Bulletin 387 containing detailed instructions on how to modify the motorcycle will be on TOL. Please read immediately and use the **ACKNOWLEDGE**

button to signify that you have read the document. Please print off a copy of the Bulletin for your workshop files and ensure all appropriate staff is made aware of the contents of the Service Bulletin.

Our Action

- A letter to all Sprint ST 1050 and Tiger 1050 owners will be getting mailed in mid December. This will inform customers that the repair is free of charge.

Your Action

* Quarantine all unsold stock and arrange their modification. You can quickly check these machines in your unsold stock that require modification using TOL. You can do this by undertaking the following steps; once signed into the site, select Motor Cycle Sales and then Stock Management (this will provide you a display summary of your unsold machines by model). Select an affected model to view the individual VIN details of unsold machines. We strongly recommend you check this listing against your physical stock and advise us of any discrepancies. Machines containing a symbol of a "spanner" (indicating outstanding bulletin(s) 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. To view the details, click on the Union Jack (for English) to open a PDF document. This can be read and/or printed off as required.

- Read, download and circulate Service Bulletin 387 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.
- Submit New Priors on WOL for affected bikes prior to repair date.
- Part disposal – refer to bulletin.

This action is being monitored by the National Highway Traffic and Safety Administration and is being conducted in compliance with Federal Recall Standards.

We are sorry if this unexpected workload inconveniences you and, in advance, we thank you for your co-operation. If you have any questions, please contact Triumph Warranty at 678 – 539 – 8764.