



## **NEW SAFETY RECALL SERVICE BULLETIN 386**

**ROCKET III IDLE QUALITY - S/B 386**

**ROCKET III, ROCKET III CLASSIC & ROCKET III CLASSIC  
TOURER**

**VIN RANGE- 205267 TO 328979**

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

Service Bulletin 386 supersedes Service Bulletin 385 (which has been cancelled). Any bikes having been modified in accordance with Service Bulletin 385 will require modifying (again) as per Service Bulletin 386.

Our in-service monitoring has revealed the possibility that the engine may stall when returning to idle.

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

We require you to immediately quarantine any unsold or uncollected machines and arrange their modification prior to any further deliveries to customers. You may wish to use options now available on TriumphOnline.net to assist you to identify unsold stock - further details below. Do NOT forget any Demo bikes in use!

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. Our WOL computer files have been updated today to enable you (from tomorrow) to have the latest data; including affected bike(s) visibility. Please ensure you conduct a warranty online full download daily until further notice.

**Ensure your Triumph Diagnostic tool has been updated to software Version 2007\_02. Refer to separate notice on TriumphOnline.net for a reminder and access to the proper software.**

Triumph Motorcycles (America) Ltd. Will be contacting all affected customers in our database, and plan to mail out in the next 2 weeks.

A copy of Service Bulletin 386 containing detailed instructions on how to modify the motorcycle is already resident in the Service Bulletin library within the Service/Technical tab of TriumphOnLine.net. If required please refer to your Notice Archive to review the notice details.

Please use the ACKNOWLEDGE button (found bottom right of the screen) once you have read this notice to signify that you have read the document. Please print off the Bulletin for your workshop files and ensure all appropriate staff is made aware of its contents.

### **Our Action**

- \* A letter to existing customers is to be mailed in the next 2 - 3 weeks 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**

\* Quarantine all unsold stock and arrange modification. You can quickly check those machines in your unsold inventory that require modification by using TriumphOnLine.net. You can do this by undertaking the following simple steps: Once signed into the site, select Motor Cycle Sales and the 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 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. To view the bulletin content, click on the Union Jack to open a PDF document. This can be read and/or printed off as required. We will advise you via a Notice on TriumphOnLine.net once we have updated all systems.

\* Read, download and circulate Service Bulletin 386 to all relevant staff. This document is currently available in the Service Bulletin library of TriumphOnLine.net.  
**Update your Triumph Diagnostic tool to software Version 2007\_02.**

- \* Ensure all Sales and Service staff is aware of this action.
- \* Warranty On Line - ensure you are undertaking a FULL download each day.
- \* Owners of machines outside of the affected VIN range not connected with this action may require assurance.
- \* Part disposal - not applicable

This action is being monitored by the National Highway Traffic & Safety Administration, and is being run in compliance governing motorcycle safety recalls.

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 at (678) 539 - 8764 (direct line).



# Recall Action Notice

## Service Bulletin 386

### September 2007

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**Affected Models** ..... **Rocket III and Rocket III Classic**

**VIN Range** ..... **All VINs up to 328979**

**Markets** ..... **All**

**Subject** ..... **Poor Idle Quality/Engine Stalling**

#### **Background information**

**This recall action notice cancels service bulletin No 385.**

In order to alleviate problems with poor/erratic idle quality and stalling, we require dealers to download a revised calibration into the engine management system and carry out a range of checks and adjustments.

#### **Customer contact instructions**

**UK:** Triumph Motorcycles Limited will write directly to the owners of the affected machines instructing them to contact their nearest dealer to arrange for the work to be carried out. For vehicles in dealer stock, the recall **MUST** be actioned before delivery to the customer.

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

#### **Identification of affected motorcycles**

Rocket III and Rocket III Classic models in the above VIN range are affected.

#### **Warranty claim instructions**

Fault code ..... 01249392

Repair code ..... 99386

Repair time allowance (including admin.)  
- NO ADJUSTMENTS MADE .....0.16 hours

Repair time allowance (including admin.)  
- IF ADJUSTMENTS ARE MADE .....0.21 hours

Parts Required .....None needed

Parts ordering instructions ..... Not applicable

Parts return instructions ..... Not applicable

#### **Other Instructions**

Once completed, please mark in the service record book that the requirements of this recall action notice have been complied with.

## Procedure

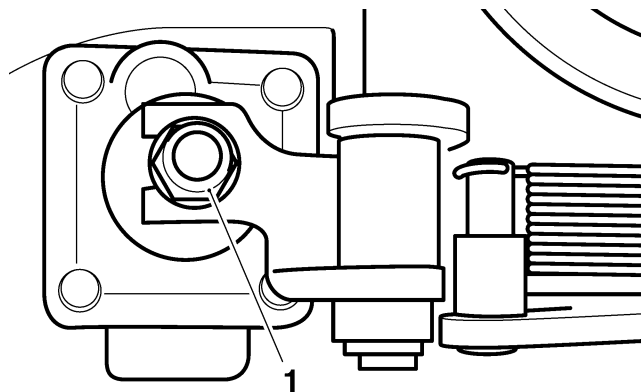
1. Ensure you have the latest diagnostic software on your diagnostic tool (software version 2007\_02 is the latest). This is the only version of our diagnostic software that has the correct replacement calibrations for the procedure described in this service bulletin. However, when available, later versions of the software (e.g. 2007\_03) will also have the necessary calibrations.
2. If an earlier software version is loaded to your memory card, visit [www.triumphonline.net](http://www.triumphonline.net) and follow the instructions given to update your memory card.
3. Download a new calibration to the motorcycle ECU, correctly selected from the table in appendix A of this bulletin.
4. During download, check the throttle cable routing as described in the Rocket III service manual. Check also that the throttle linkage on the throttle body is clean and free-moving. Rectify as necessary.
5. Navigate to the "adjust" menu on the diagnostic tool and press "reset adaptations" to reset the ECU adaptations.
6. Warm up the engine until the cooling fan cuts in.
7. Check the throttle balance using the diagnostic tool. If the tool indicates the throttles are out of balance, adjust the throttle balance as described in the service manual.
8. Stop the engine.
9. On the diagnostic tool, select the "ISC renew" (stepper renew) command. You will not actually replace the idle speed control stepper!
10. Press the validation key (marked \*) on the diagnostic tool to drive the stepper to the fully closed position. While the throttle is fully closed, check that both throttle cables have some free movement at the throttle body end. Adjust the cables if no free movement is present (the cables will be checked and adjusted for normal operation later).
11. Observe the voltage readings on the tool's screen and, with the stepper still driven fully closed by the diagnostic tool, manually open and close the throttle twist-grip several times. Each time the throttle is returned to the closed position, check that the current voltage display returns to exactly the same value. Check for sticking throttle cables etc., and rectify as necessary
12. Having established that the throttle voltage returns to the same value every time it is closed, check that the closed value seen is between 0.58 to 0.62 volts. If it is outside this range, adjust the throttle potentiometer. Make a note of the final, stable voltage reading.

	R	E	P	L	A	C	E		I	S	C		S	T	E	P	P	E	R
					T	H	R	O	T	T	L	E		C	L	O	S	E	D
	C	U	R	R	E	N	T		V	O	L	T	S		0	.	6	0	V

13. Press the validation key (marked \*) on the diagnostic tool to drive the stepper to the fully open position.

R	E	P	L	A	C	E	I	S	C	S	T	E	P	P	E	R			
							T	H	R	O	T	T	L	E	O	P	E	N	
C	U	R	R	E	N	T	V	O	L	T	S				0	.	7	2	V

14. The voltage reading on the tool should now be 0.12 volts higher than the reading noted in the previous step. If the reading differs, adjust the nut on the stepper arm until the correct reading is reached.
- **For Example: Initial voltage = 0.60 + 0.12 = 0.72volts with the stepper fully open.**



**1. Stepper adjustment nut**

15. Press the validation key (marked \*) on the diagnostic tool to end the procedure and return the stepper to ECU control.
16. Check and adjust both throttle cables as described in the service manual.
17. Restart the motorcycle without touching the throttle. Leave the bike at idle for twelve minutes from the time when the cooling fan turns on to allow its new settings to adapt. Alternatively, use the fast adaption process by using the reset adaptations function on the diagnostic tool with the engine running at normal operating temperature and at idle speed.

**Circulation**

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

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