



SERVICE BULLETIN RECALL 390

STREET TRIPLE REAR SUSPENSION UNIT

VIN RANGE: 316225 - 343763. Refer to Service Bulletin 390.

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

[Please click here to view Service Bulletin 390.](#)

Service feedback has indicated a limited number of Triumph Street Triple motorcycles have encountered a reduction of performance of the rear suspension unit.

It is imperative that any owner having recently purchased an affected machine should be contacted by you 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 TriumphOnLine.Net options to assist you in identifying unsold stock – further details below.

Important Note: You may have several affected bikes ready for delivery. Today, please submit new warranty priors for these bikes in order that we may supply you the necessary parts. WOL includes full details for you to download. Please perform a "Full Data" download to update your WOL.

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 to enable you to access the latest data; including affected bike visibility.

Triumph Motorcycles will be writing directly to all affected customers.

A copy of the above mentioned Service Bulletin containing detailed modification instructions has been saved in the Service Bulletin library in the Service/Technical

tab of TriumphOnLine.Net. Please print off the Bulletin for your workshop files and ensure all appropriate staff are made aware of its contents.

Your Action.

- Quarantine all unsold stock and arrange modification.

Do this by following these simple steps: Once signed onto the site, select Motorcycle Sales and then Inventory 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 'wrench' (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 an English language PDF document. This can be read and/or printed off as required.

- Read, download and circulate the above mentioned Service Bulletin to relevant staff. This document is available in the Service Bulletin library of TriumphOnLine.Net.
- Ensure all Sales and Service staff are aware of this action.
- Ensure you complete a warranty on line FULL DATA download each day.
- Owners of machines outside of the affected VIN range are not connected with this action and may therefore require reassurance.
- Ensure removed parts are securely stored and returned as described in the service bulletin instructions.

Our Action.

A letter will be mailed to all current owners explaining the action and also advising that the modification will be carried out free of charge.

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.