



## Service Bulletin 396

**Strictly Confidential**

**May 2008**

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|                             |                                                                                    |
|-----------------------------|------------------------------------------------------------------------------------|
| <b>Affected Model</b> ..... | <b>Rocket III Touring</b>                                                          |
| <b>VIN Range</b> .....      | <b>See appendix A on page 7</b>                                                    |
| <b>Markets</b> .....        | <b>Australia, Belgium, Canada, Germany, Japan, New Zealand, Sweden, USA and UK</b> |
| <b>Subject</b> .....        | <b>Pannier Rail</b>                                                                |

### **Background Information**

We have identified that the pannier rails (part numbers T2352040 and T2352050) fitted to the above model may have a missing weld. Dealers are requested to replace the pannier rails in accordance with the instructions below.

### **Customer Contact Instructions**

Customer contact is not required. Bikes in the affected VIN range must be modified at PDI.

### **Identification of Affected Motorcycles**

Rocket III Touring motorcycles listed in appendix A (see page 7) are affected.

### **Warranty Claim Instructions**

Fault code .....

02350199

Repair code .....

99396

Repair time allowance .....

0.21 hrs (includes admin allowance)

### **Parts Information**

Parts .....

1x T2352040 - Pannier Rail, right hand

1x T2352050 - Pannier Rail, left hand

2x T3200145 - Bolt, HHF, M10 x 20, Enc

**Parts ordering instructions** .....

**For Triumph Subsidiary dealers using Triumph Warranty On-Line:** Order all repair parts by submitting a New Prior through the Warranty On-Line system. Entering the above repair code in a New Prior will automatically add the necessary part and labour times for this Service Bulletin.

**For Overseas Distributor dealers NOT using Triumph Warranty On-Line:** Orders should be placed using the normal parts ordering procedure.

**Parts return instructions** ..... Dealer to retain parts for 90 days. All parts must be stored in a secure, non-public accessed area and correctly identified with a completed warranty label. Thereafter the pannier rails must be rendered unusable using a hacksaw prior to being scrapped.

## Other Instructions

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

## Replacement Procedure

Replace the pannier rails following the procedure listed below:



### Warning

Throughout the following procedure, ensure that the motorcycle is stabilised and adequately supported to prevent the risk of injury from the motorcycle falling.

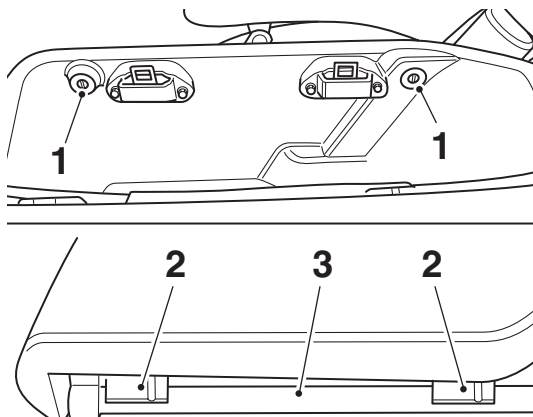


### Warning

Failure to tighten any of the fasteners to the correct torque specification may result in loss of motorcycle control and an accident.

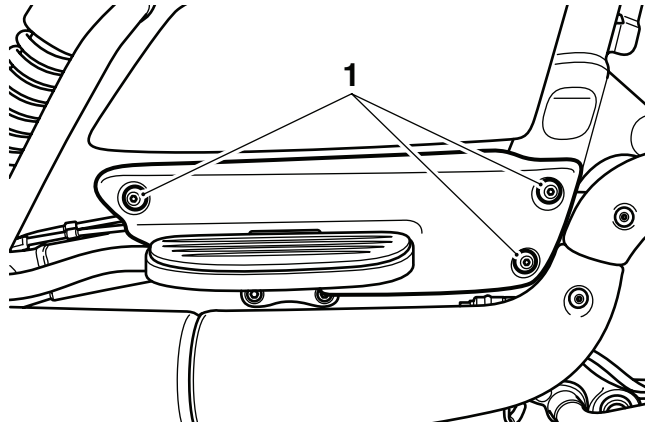
## Removal

1. Open the pannier lid.
2. Release the pannier quick release fixings and remove the pannier.



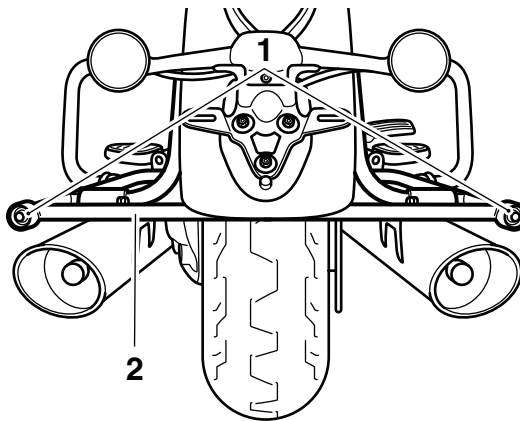
1. Quick release fixings
2. Pannier lower mountings
3. Pannier rail

3. Release the outrigger cover fixings and remove the outrigger cover, on both sides.



**1. Outrigger cover fixings**

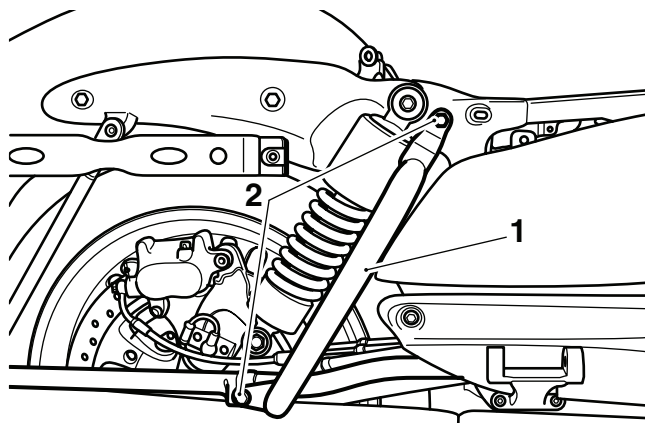
4. Release the pannier rail link fixings and remove the pannier rail link.



**1. Pannier rail link fixings**

**2. Pannier rail link**

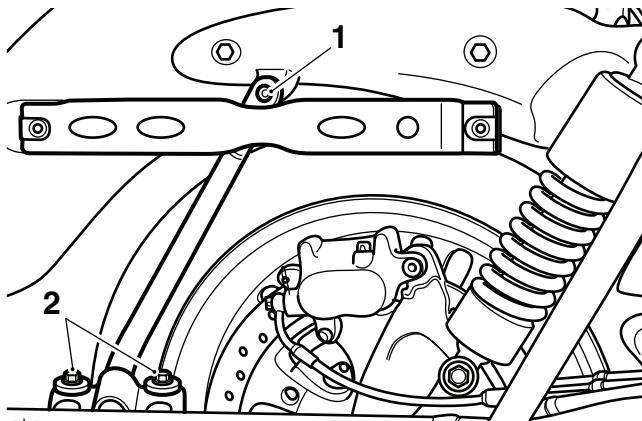
5. Release the dresser bar fixings and remove the dresser bar, on both sides.



**1. Dresser bar**

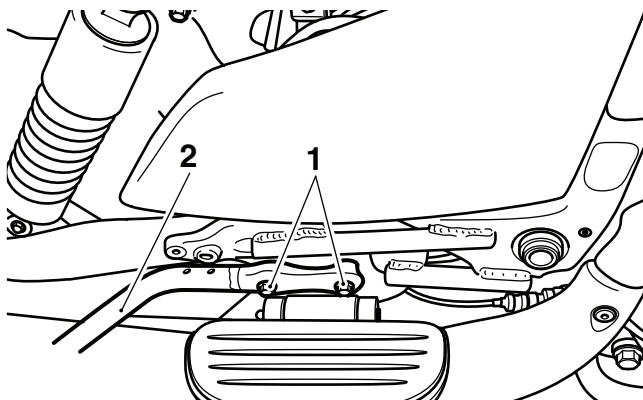
**2. Fixings**

6. Release the pannier rail rear fixings, on both sides. Discard the upper fixings.



1. Pannier rail rear fixing to frame
2. Pannier rail rear fixings to exhaust silencer

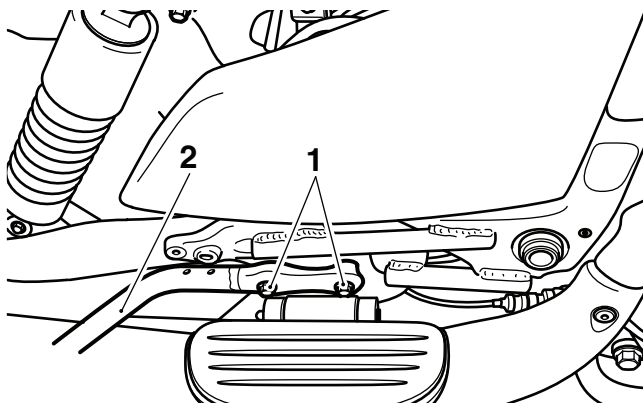
7. Release the pannier rail front fixings and remove the pannier rail, on both sides.



1. Front fixings
2. Pannier rail

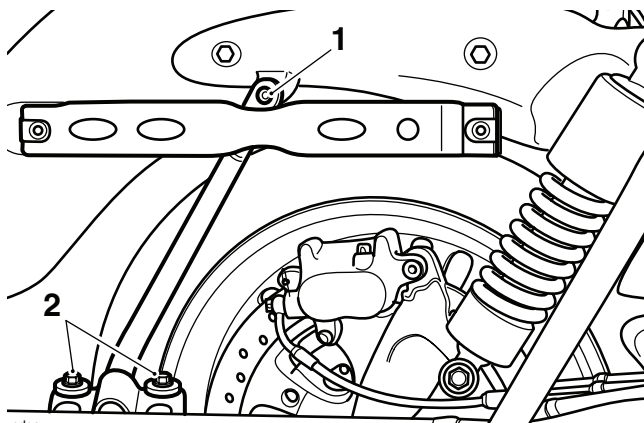
## Installation

1. Position the left hand pannier rail to the frame. Align the fixing holes in the pannier rail to those in the frame.
2. Fit the pannier rail front fixings. Do not tighten yet.



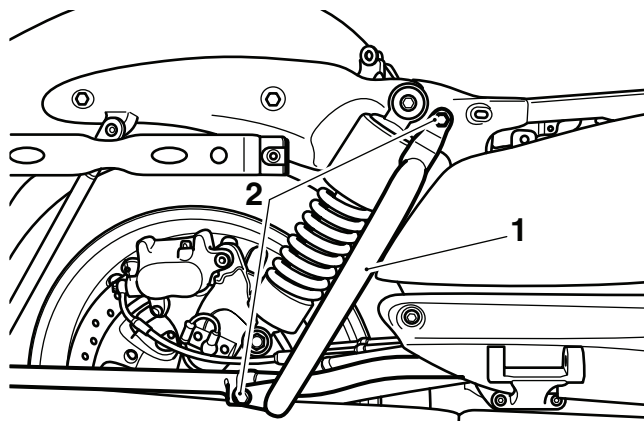
1. Fixings
2. Pannier rail

3. Fit a new pannier rail rear fixing to the frame and the fixings to the exhaust silencer. Do not tighten yet.



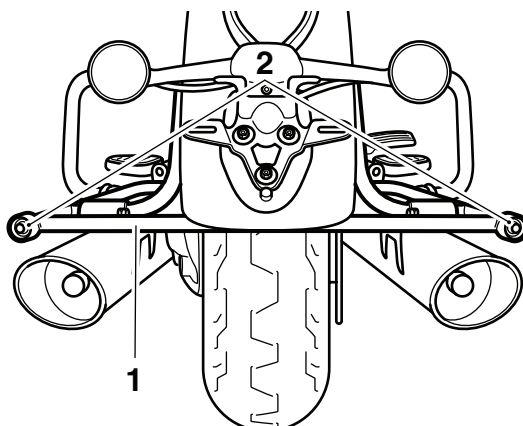
- 1. Pannier rail rear fixing to frame**  
**2. Pannier rail rear fixings to exhaust silencer**

4. Fit the dresser bar. Do not tighten the fixings yet.



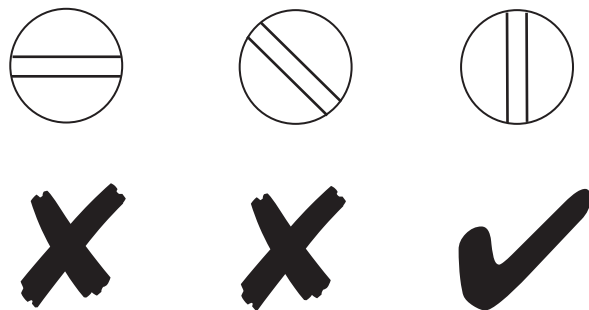
- 1. Dresser bar**  
**2. Fixings**

5. Repeat for the right hand pannier rail.  
6. Fit the pannier rail link. Do not tighten the fixings yet.



- 1. Pannier rail link**  
**2. Fixings**

7. Tighten the pannier rail fixings in the following sequence:
- Pannier rail to frame front fixings to **30 Nm**, on both sides;
  - Pannier rail to frame rear fixing to **50 Nm**, on both sides;
  - Pannier rail to exhaust silencer fixings to **22 Nm**, on both sides;
  - Dresser bar fixings to **22 Nm**, on both sides;
  - Pannier rail link fixings to **22 Nm**.
8. Position the outrigger covers. Fit the outrigger fixings and tighten to **3 Nm**.
9. Align the pannier lower mountings to the pannier rail.
10. Align the two upper quick release fixings to the pannier rail.
11. Turn the quick release fixings one quarter turn clockwise to the locked position.



**1. Pannier quick release fixings locked**

 **Warning**

Always ensure the panniers are secure and the quick release fixings are locked. A loose or detached pannier could cause loss of motorcycle control and an accident.

**Circulation**

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

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



**Appendix A**  
**Affected VINs**

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| <b>Australia</b> | <b>Belgium</b>    | <b>Canada</b> | <b>Germany</b> | <b>Japan</b> | <b>US</b> |
|------------------|-------------------|---------------|----------------|--------------|-----------|
| 358022           | 362209            | 358134        | 358268         | 358545       | 358107    |
| 358519           |                   | 358855        | 359262         | 359125       | 358309    |
| 358527           | <b>California</b> | 359306        | 359494         |              | 358483    |
| 358828           | 358186            |               | 359562         | <b>NZ</b>    | 358865    |
| 358845           | 358826            |               | 359903         | 359173       |           |
| 359457           | 359012            |               | 360794         |              |           |
| 359508           | 359093            |               | 361189         | <b>UK</b>    |           |
| 360373           |                   |               |                | 358474       |           |