



**IMPORTANT SAFETY RECALL RM 2014 037**

**REPLACEMENT OF SIDE STAND PIVOT BOLT**

This notice applies to your motorcycle VIN # [REDACTED]

5 JAN 2015

Dear Triumph Owner

**This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.**

Triumph Motorcycles has decided that a defect which relates to motor vehicle safety exists in certain model year 2011-2014 Triumph Tiger Explorer and Explorer XC models. In the affected motorcycles, the side stand pivot may be defective and could fracture. The fracture of bolt could cause the side stand to become unstable leading to the possibility the motorcycle could fall over while parked on the side stand. These motorcycles require the replacement of the side stand pivot bolt. Our records show that you are the owner of an affected motorcycle.

To correct this condition, your dealer will replace the side stand pivot bolt. The service and parts will be provided free of charge. This work will take about ½ hour to complete however, additional time may be required depending on how dealer appointments are scheduled and processed. We urge you to contact your local Triumph dealer immediately to arrange an early appointment with the service department.

**Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

**Should you need to discuss any aspect of this please contact your dealer who will be able to answer any enquiries. If necessary, you can of course write our Customer Services Department here at Triumph at the address below.**

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time:

- For the our US Customers: If, after attempting to have your vehicle repaired, you believe you have not been able to have your vehicle remedied without charge and within a reasonable amount of time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.
- For our Canadian Customers: If after contacting your dealer and/or Manufacturer Customer Service you have additional questions with regards to this recall, you may contact Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1. Or call 1-800-333-0510.

**Recall Coordinator**

Scott H. Callander



Triumph Motorcycles Ltd Safety Recall Reply Form

IMPORTANT SAFETY RECALL
SERVICE BULLETIN 518

To The Current Owner (please complete your details)

Reg No:

VIN:

[ ] The machine is booked into:

Table with 2 columns and 2 rows: Date Bike Booked in for modification, Name of Dealer undertaking modification

vehicle is not available because: (please tick as appropriate)

- [ ] The vehicle has been written off
[ ] The vehicle has been stolen
[ ] The vehicle has been sold (please provide new owner details below if known)

Table with 2 columns and 7 rows: Name of new owner, Address of new owner, Or your new address, Town, County, Postcode, Approx. Date Bike Sold to new owner

return form in pre-

postage paid envelope to The Recall Coordinator, Warranty Dept, Triumph Motorcycles Ltd.

Please visit our web site www.Triumphmotorcycles.com for details of our new models and to join the Riders Association of Triumph – a free to enter club to receive regular information about Triumph and its products and activities.

Thank you for taking the time to complete and return this important safety recall document.