



## Safety Recall Action Notice 524 Issue 1 - May 2015

Subject: Öhlins Rear Suspension Unit				
Recall Number	Models Affected	VIN Range		Markets Affected
524	Daytona 675R ABS	From	642869	All except Brazil
		To	703908	
	Speed Triple R ABS and Speed Triple R 94	From	656713	All except Brazil
		To	715630	

### Background Information

We are advised by the suspension supplier Öhlins that the rear suspension unit of the above models have a possible assembly defect which requires urgent attention and rectification.

### Customer Contact Instructions

Notice
STOP DELIVERY OF AFFECTED MOTORCYCLES IMMEDIATELY. DO NOT deliver a motorcycle affected by this Safety Recall Action Notice to a customer until you have completed, or confirmed completion of, the procedures described in this Safety Recall Action Notice. Delivering a motorcycle subject to an outstanding Safety Recall Action Notice may contravene local or national laws in your market, territory or country.

Triumph subsidiaries and distributors must instigate a Safety Recall Action in their country in accordance with the national recall code of practice. For vehicles in dealer stock, the safety recall **MUST** be actioned before delivery to the customer.

Dealers are to prioritise repair of customer owned motorcycles before any unsold motorcycles, see page 6.

### Identification of Affected Motorcycles

Daytona 675R ABS, Speed Triple R ABS and Speed Triple R 94 models listed in the VIN ranges above.

#### Note:

- Some affected motorcycles listed in the VIN range will have been modified and repaired by Triumph prior to their release from the factory.
- The modified motorcycles can be identified by checking the 'Outstanding Service Bulletins' on Warranty Online.
- Modified rear suspension units will have a '\*' stamped after the batch number.

## Warranty Claim Instructions

Recall Number	Fault Code	Repair Code	Description	Repair Time Allowance
524	020550900	995240	Daytona 675R ABS only. Check rear suspension unit batch code only.	0.02 hours
		995241	Daytona 675R ABS only. Check rear suspension unit batch code. Remove and fit new rear suspension unit.	1.02 hours
		995242	Daytona 675R ABS only. Rear suspension unit repaired by an Öhlins Service Centre.	1.02 hours
	020550901	995243	Speed Triple R ABS and Speed Triple R 94 only. Check rear suspension unit batch code only.	0.02 hours
		995244	Speed Triple R ABS and Speed Triple R 94 only. Check rear suspension unit batch code. Remove and fit new rear suspension unit.	0.72 hours
		995245	Speed Triple R ABS and Speed Triple R 94 only. Rear suspension unit repaired by an Öhlins Service Centre.	0.72 hours

## Genuine Parts Information

Recall Number	Part Number	Description	Quantity
524	T2053603	Rear suspension unit, Daytona 675R ABS only.	1
	T2050156	Rear suspension unit, Speed Triple R ABS and Speed Triple R 94 only.	1
	T3350250	Lock nut, flanged, Daytona 675R ABS, Speed Triple R ABS and Speed Triple R 94.	4

**Genuine Parts Ordering Instructions. . . . .**For Triumph Subsidiary and Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched on: 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 parts required and labour times for this Safety Recall Action Notice.

**For Overseas Distributor dealers NOT using Triumph Warranty On-Line or for Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched off:** Orders should be placed using the normal parts ordering procedure.

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## Genuine Parts Return Instructions

**to Öhlins** ..... All parts must be stored in a secure, non-public accessed area and correctly identified with a completed warranty label. Dealer to attach a Triumph Warranty return label (3850037 - T0301) to each used replaced RSU prior to returning to the local Öhlins service centre.

Dealer to ensure the words 'RECALL DAMPER LINA LABB' are included on the outside of the box returned to the Öhlins service centre.

Dealers must not use Triumph's UPS warranty account to return the used RSU to Öhlins. Dealers should use their own courier and reclaim the cost as an API item within the warranty claim submitted to Triumph.

Dealer to keep a written record of each RSU returned to Öhlins listing the date sent, the tracking number of the shipment, and the batch code of the RSU. In the event of a dispute between Öhlins and the dealer, the dealer will need to have written proof of shipment, otherwise the dealer may be invoiced for the lost RSU. Great care must be taken in packaging to avoid damage in transit.

## Additional Instructions for Customer motorcycles Only

..... Dealer to return the used rear suspension unit (RSU) as removed from the customer motorcycle to their local Öhlins service centre (see Appendix B) in the same packaging used by Triumph to supply the new replacement part.

All used RSUs removed from customer bikes must be returned to your local Öhlins service centre for disposal. See Appendix B for a full list of Öhlins service centres.

## Additional Instructions for unsold new/used motorcycles only

..... Dealer to return the rear suspension unit (RSU) as removed from the unsold (dealer stock) bike to their local Öhlins service centre (see Appendix B) in the packaging separately supplied by Triumph. This packaging must be used and sealed correctly.

Dealer to also complete an Öhlins Work Order Form (Appendix C) which is to be packed with the RSU.

## Other Instructions

Owners are advised not to ride their motorcycles until the Safety Recall Action has been performed. You may therefore be requested by customers to make collection and delivery arrangements. Costs incurred should be added to the New (warranty) Prior record under an API code.

Before returning the motorcycle to the customer, download the latest tune to the engine control module using the current version of the Triumph diagnostic software.

Once completed, please mark the customer's Service Record Book that the requirements of this Safety Recall Action Notice have been complied with.

## Checking Procedure

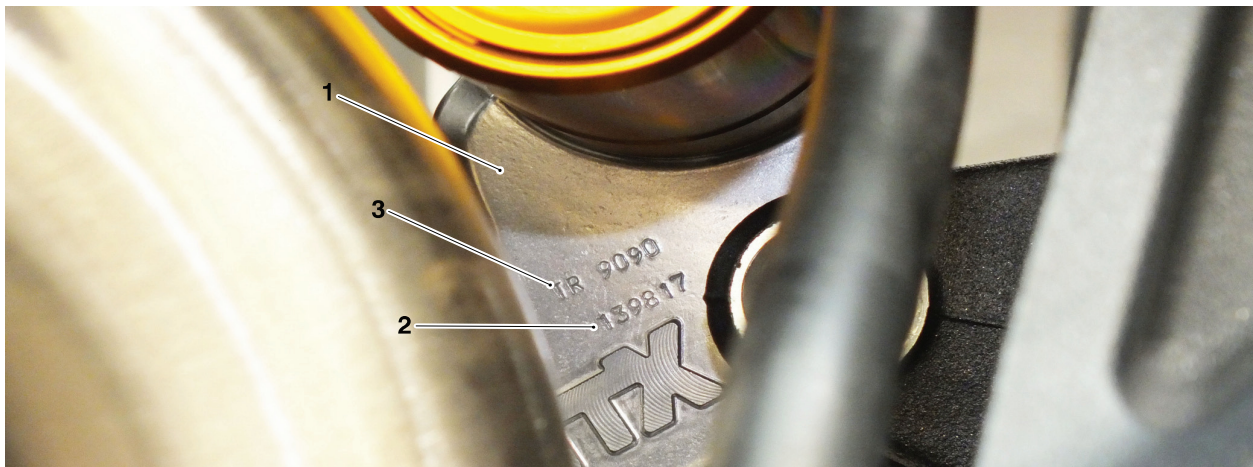
Complete the checks as described in the procedures detailed below.

### Warning

If the engine has recently been running, the exhaust system will be hot. Before working on or near the exhaust system, allow sufficient time for the exhaust system to cool as touching any part of a hot exhaust system could cause burn injuries.

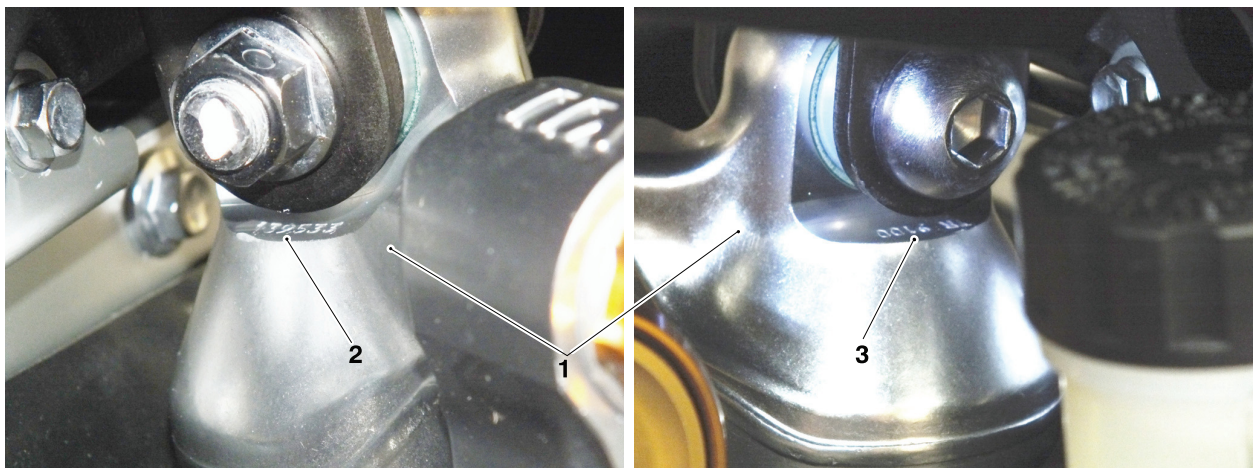
### All Models

1. Locate the part number and batch code of the rear suspension unit as detailed below. If necessary, use a torch light and optical magnifier.



Speed Triple R ABS and Speed Triple R 94

1. Rear suspension unit (viewed from the right hand side of the motorcycle)
2. Batch code
3. Part number



Daytona 675R ABS

1. Rear suspension unit
2. Batch code (viewed from the left hand side of the motorcycle)
3. Part number (viewed from the right hand side of the motorcycle)

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2. Check the part number and batch code against the table in Appendix A.
    - If the part number and batch code of the rear suspension unit appears in the table, proceed with the instructions that follow.
    - If the part number and the batch code does not appear in Appendix A, submit a warranty claim to confirm the motorcycle has been checked using the following 'check only' repair codes.

Repair Code	Description	
995240	Daytona 675R ABS only. Check rear suspension unit batch code only.	Check Only
995243	Speed Triple R ABS and Speed Triple R 94 only. Check rear suspension unit batch code only.	Check Only



### 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

Never attempt to disassemble the rear suspension unit or reservoir. It contains fluid under pressure and serious injury could result if any part of the system is disturbed.

#### Removal

1. Remove the rear suspension unit as described in the Service Manual.

#### Installation

1. Install a new rear suspension unit as described in the Service Manual.

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### Unsold Motorcycles in Dealer Stock

The quantity of new rear suspension units available at the commencement of this campaign is limited. We therefore have prioritised those motorcycles already sold and in the possession of our customers.

For affected new/used motorcycles in your stock that are unsold, we ask that you do not yet submit a claim for a replacement rear suspension unit. Our supplier estimates that sufficient stocks for your unsold motorcycles will not be available for several months. We recognise however, that during this time you are likely to sell motorcycles to customers and we do not wish to impede sales.

Therefore, we recommend for any current new or used unsold stock that you may want to have repaired, you remove the rear suspension unit from the motorcycle and send it to your local Öhlins Service Centre (see Appendix B), for checking and repair and return to you. You can then refit the repaired rear suspension unit to the motorcycle.

If you elect to take up the Öhlins Service Centre option, submit a warranty claim to Triumph using the Repair Codes below. These codes will credit you the labour but not the rear suspension unit.

For details of how to ship RSUs from dealer stock motorcycles to your local Öhlins service centre, see page 3.

Your courier/shipping costs should be recovered from Triumph using the API code in the parts screen of the warranty claim, remembering to include (as an attachment) proof of the charges for auditing purposes.

Repair Code	Description
995242	Daytona 675R ABS only. Rear suspension unit repaired by an Öhlins Service Centre.
995245	Speed Triple R ABS and Speed Triple R 94 only. Rear suspension unit repaired by an Öhlins Service Centre.

### Unsold New Rear Suspension Units in Dealer Stock

Dealers are required to check spares stock of affected rear suspension units (Triumph part numbers T2053603 and T2050156) against the Appendix A batch codes. Rear suspension units matching the batch codes must be quarantined. Contact Triumph for return instructions.

### 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

### Rear Suspension Unit Batch Codes

Model	Product	Batch Code
Speed Triple R ABS and Speed Triple R 94	TR909	136015
	TR909	136016
	TR909	136017
	TR909	136018
	TR909	136642
	TR909	136643
	TR909	137978
	TR909	138653
	TR909	138654
	TR909	138655
	TR909	138656
Daytona 675R ABS	TR910	135732
	TR910	136009
	TR910	136646
	TR910	136885
	TR910	137678
	TR910	137770
	TR910	137915
	TR910	137972
	TR910	138489
	TR910	138652

## Appendix B

### Öhlins Service Centres

#### United Kingdom

North	Mick Gardner Racing	Unit 6, Harborough Hill Road, Barnsley, South Yorkshire S17 1BQ
Midlands	BG Motorsport Ltd	47-48 Silverstone Circuit, Silverstone, Northants NN12 8TN
South	Harris Performance Prod. Ltd	Unit 4, Fountain Drive, Mead Lane, Hertford, Hertfordshire SG13 7UB

#### Europe

Italy	Andreani Group International s.r.l	Strada della Romagna, 361 Loc Colombarone 61100 PESARO (PU)
Denmark, Finland, Norway and Sweden	Öhlins Racing AB	Instrumentvagen 8-10, S194-27 Upplands, Vasby, Sweden
Switzerland	Zachmann Motorshop GmbH	Basadingerstrasse 52, 8253 Diessenhofen
Rest of Europe	Öhlins DTC	Gottlieb-Daimler-Str., 25 D-53520 Meuspath, Germany

#### United States and Canada

United States	Öhlins USA Inc.	703-C S. Grove St., Hendersonville, N.C. 28792
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#### Australia

Australia	Steve Cramer Products	0 BOX 1064, Braeside, Victoria 3195
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#### Japan

Japan	Labo Carrozzeria	1-12-16 Hirano, Adachi - ku TOKYO; 121-0076
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#### South Africa

South Africa	VMP Motorsport	Unit 5 Eastsands, 64 Vervoer Street, Kya Sands, Gauteng
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#### Mexico

Mexico	Moto Chavane - Service Center, Guadalajara	<b>Xavier Chavane</b> motochavane@hotmail.com +52 33 31228564 +52 33 36475825
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## Appendix B

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### Central America

<b>Costa Rica</b>	<b>Papillo Racing</b>	<b>Andrey Rojas</b> andrey@papillo.co.cr +506 6048 1112
<b>Guatemala</b>	<b>Grupo Los Tres</b>	<b>Nelson Lopez</b> nlopez@grupolostres.com +502 2301-0131 +502 3128-9040
<b>Honduras</b>	<b>Leo Segat</b>	<b>Leo Segat</b> South America Manager leo.segat@ohlins.se
<b>Nicaragua</b>	<b>Leo Segat</b>	<b>Leo Segat</b> South America Manager leo.segat@ohlins.se
<b>Panama</b>	<b>Leo Segat</b>	<b>Leo Segat</b> South America Manager leo.segat@ohlins.se
<b>Puerto Rico</b>	<b>Leo Segat</b>	<b>Leo Segat</b> South America Manager leo.segat@ohlins.se

## Appendix B

### South America

<b>Argentina</b>	<b>Alpes Racing - Öhlins Argentina - Service Center, Buenos Aires</b>	<b>Leo Segat</b> info@ohlins.com.ar +54 11 4656 6000 +54 11 4654 7548
<b>Brazil</b>	<b>Pro Performance Parts - Service Center, Sao Paulo</b>	<b>Daniel Fabbri</b> daniel@ohlinsbrasil.com.br +55 11 97 999 7351 +55 11 2894 4888
<b>Bolivia</b>	<b>Power Bike</b>	<b>Diego Adriazola</b> diego.adriazola@powerbike.com.bo +59 17 700 8039
<b>Chile</b>	<b>React - Service Center, Santiago de Chile</b>	<b>Antonio Dangelo</b> adangelo@react.cl +56 9 5649 2491
	<b>Pedro's Suspension - Service Center, Santiago de Chile</b>	<b>Pedro Paladino</b> Pedrosuspension@libero.it +39 3 3523 7643
<b>Colombia</b>	<b>Leo Segat</b>	<b>Leo Segat</b> South America Manager leo.segat@ohlins.se
<b>Ecuador</b>	<b>RPM Imports, Quito</b>	<b>Augusto Larrea</b> augustolarrea@hotmail.com +593 984662590
<b>Paraguay</b>	<b>Riders</b>	<b>Derlys Bogado</b> +59 59 9328 3767
<b>Peru</b>	<b>Cecchi Performance - Service Center, Lima</b>	<b>Dinno Cecchi</b> dcecchi7@cecchiperformance.com +51-1-6539833 +51-1-993473179
<b>Uruguay</b>	<b>Rubi Bikes, Montevideo</b>	<b>Jose Rubi</b> joserubi.jr@gmail.com +59 89 9126573 +59 25 061035
<b>Venezuela</b>	<b>Leo Segat</b>	<b>Leo Segat</b> South America Manager leo.segat@ohlins.se

## Appendix C

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### Öhlins Work Order Form

#### TTX36 Rear Suspension Unit Recall Form

**Business Name / Name:**

**Date:**

**Address:**

**Country:**

**E-mail:**

**Postal Code:**

**Fax:**

**Telephone:**

#### Return Shipping

Tick box if Return Address is same as above. Add alternative shipping address below:

**Business Name / Name:**

**Address:**

**Country:**

**Postal Code:**

#### Rear Suspension Unit Application

**Make:**

**Model:**

**Year:**

**VIN Number:**

**Batch Code:**

**Part Number:**

#### Service Department Notes (Internal Use Only)

**Checked in by:**

**Date:**

**Work Performed by:**

**Completed Date:**

**Macola Order Number:**

**Work Performed Notes:**

Send Products to: Refer to Appendix B for address details.