

TOL NOTICE (US&CAN) – July 17, 2017

**SAFETY RECALL ACTION NOTICE 549:
Street Cup Main Harness/Right Hand Switch Cube Connector Repair**

Triumph Motorcycles is issuing **Safety Recall Action Notice 549**. Please visit the Service Bulletin Library located in Triumphonline.net (TOL) to access Service Bulletin 549 or refer to the attached copy. We require your immediate attention to rectify the below affected machines:

Safety Recall Action Notice 549	
Models Affected	VIN Range
Triumph Street Cup	from 780697 to 837579

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 TOL to assist you identify unsold stock.

Parts supply is initially limited. We therefore ask for your cooperation to ensure we optimally utilize the spare parts we do possess. You may have several affected bikes ready for collection. Please prioritize these motorcycles over unsold VINS and submit warranty new priors in order that we may supply you the necessary parts. Please only submit warranty new priors (which also places a parts order on Triumph) for motorcycles already sold to customers or about to be handed over to new customers. **Do not order parts for unsold dealer stock until we advise it is safe to do so.**

Important note: We do not expect to be in a position to commence shipping until the week of July 24.

Dealer Action:

1. Quarantine all unsold stock and plan a modification program (do not submit warranty new priors for unsold units until we advise). You can check those machines in your unsold stock that require modification by using TriumphOnLine.Net. Do this by undertaking the following simple steps:

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- a. Once signed into the site, select Motorcycle Sales and then Stock Management (this will provide you a display summary of your unsold machines by model).
 - b. Select the affected model to view the individual VIN details of your unsold machines. We strongly recommend you check this listing against your physical stock and advise us of any discrepancies.
 - c. Machines containing a symbol of a 'spanner' (indicating Bulletin outstanding) will require attention.
 - d. Select the VIN to open a dialogue window. Details of all outstanding bulletin(s) are contained in the bottom half of the screen.
 - e. To view the bulletin content, click on the Union Jack "flag" to open an English language PDF document or alternative flags for other language options (when available). This can be read and/or printed off as required.
2. Please note some VINS affected by this bulletin may also require other bulletin work to be carried out – please use the above described system tools to identify all outstanding service bulletins and make arrangements to carry out these repairs at the same time.
 3. Read, download and circulate the above mentioned **Safety Recall Action Notice 549** to relevant staff.
 4. Ensure all Sales and Service staff are aware of this action.
 5. Owners of machines outside of the affected VIN range are not connected with this action and may therefore require reassurance.
 6. Ensure removed parts are correctly identified, securely stored and scrapped as described in the instructions.
 7. This action is likely to increase visitors to your showroom and service areas, please ensure all arrangements are made to best accommodate them.

Triumph Action:

1. Owner Notification letters to be mailed commencing July 19 explaining the action and also advising that the modification will be carried out free-of-charge to the owner.

Our apologies if this unexpected workload inconveniences you and thank you for your cooperation. If you have any questions, please contact Triumph 24/7 Customer Support at (888) 284-6288.