

REMINDER: SB545 DATATOOL ALARM RECALL



Notice Information

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Posted To:	General Manager / Business Owner, Technician, Aftersales Manager, Service Leader / Advisor
Subject:	Service/Technical

TOL NOTICE (US&CAN) – June 15, 2018

Reminder: SB545 Datatool Alarm Recall

As a reminder to dealers, on January 31, 2017, Triumph Motorcycles America circulated a TOL Notice notifying our North American dealers of a new safety recall campaign on certain “Datatool S4” alarm models that were sourced from our supplier, Scorpion Automotive.

Below is a summary of the Triumph/Datatool S4 series alarm safety recall. Procedural details pertaining to this recall are also included on the Triumph Online (TOL) [Service Bulletin 545](#).

What Products Are Affected?

The following affected alarms have been supplied into the USA and Canada, branded as “Triumph” under the following Triumph part numbers:

Part#	Models/Years of Intended Vehicle Applications
A9808012	TROPHY & TROPHY SE 2014>
A9808063	TIGER 1050 2007>
A9808064	DAYTONA 67520072009
A9808066	ROCKET III (All Model Years)
A9808067	TIGER 900 1999>, 2001>, TIGER 955 DEC 2004>
A9808068	DAYTONA 600, 650cc SUPERSPORTS (All Model Years)
A9808071	SPRINT ST 1050 2005>
A9808072	SPRINT ST >2001, SPRINT RS >2001, SPRINT ST 2002>, SPRINT RS 2002>
A9808078	AMERICA 790 (All Model Years)
A9808079	DAYTONA 955i 2002>, SPEED TRIPLE 955i 2002>, DAYTONA 955i DEC 2004>
A9808081	THUNDERBIRD (All Model Years)
A9808082	ROCKET III (All Model Years)
A9808083	STREET TRIPLE (All Model Years)
A9808084	BONNEVILLE 865cc, THRUXTON 865cc, BONNEVILLE T100 865cc (All Model Years)
A9808085	AMERICA/SPEEDMASTER (All Model Years)
A9808086	SPEED TRIPLE 1050i 2009>

A9808087	SPRINT ST 1050 2005>
A9808088	SPRINT GT 1050 ABS 2011>
A9808089	TIGER EXPLORER (All Model Years)
A9808090	SPEEDTRIPLE (All Model Years)
A9808091	TIGER 800 (All Model Years)
A9808092	DAYTONA 675(All Model Years)
A9808106	THUNDERBIRD (All Model Years)
A9808110	T100/STREET TWIN/T120 2016>
A9808112	STREET TRIPLE (All Model Years)
A9808114	DAYTONA 6752014>
A9808118	TIGER SPORT (All Model Years)
A9808119	THRUXTON/R 2016>
A9808121	SPEED TRIPLE (All Model Years)
A9808122	TIGER EXPLORER (All Model Years)

Only products manufactured from the 13th week of 2013 through to the 8th week of 2016 are covered by this recall. Refer to "*Identifying Recalled Product*" below for instructions on locating the serial number.

What is the problem?

Corrosion of the circuit board within the alarm control unit may cause the ignition to the motorcycle engine to be interrupted, thereby immobilizing the motorcycle. If this occurs while the motorcycle is in motion, the engine will stall. This could lead to a loss of control, increasing the risk of a crash. In some cases, the rider may notice erratic warning light illumination in the motorcycle instrument dashboard or the engine may be difficult to start. If the alarm is already exhibiting the symptoms detailed above, it is not recommended to ride the motorcycle. Under such circumstances please contact Triumph for further details.

What Should You Do?

Please visit the Service Bulletin library on Triumphonline.net (TOL) to access [Service Bulletin 545](#). Note: SB 545 refers only to N. America and is supplied in English only. Please print the new Service Bulletin for your workshop files and ensure all appropriate staff is aware of its content.

Recalled products in your inventory:

Quarantine all unsold inventory of these alarms and return them to Triumph. You must also quarantine and inspect all unsold and uncollected motorcycles. If any are fitted with an affected alarm, you must arrange to have the alarm replaced with a new, non-recall unit prior to delivery to customers.

It is violation of Federal law to deliver a defective alarm, either by itself or installed on a motorcycle, under a sale or lease until the unit has been replaced.

We also ask that used motorcycle stock be checked for affected alarm fitment and rectify as necessary.

You may wish to use TriumphOnline.net option to assist you in identifying the unsold motorcycle stock. Steps below:

- 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).
- 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. Machines containing a symbol of a 'wrench' (indicating Bulletin outstanding) will require attention.
- Select the VIN to open a dialogue window. Details of all outstanding bulletin(s) are contained in the bottom half of the screen.
- To view the bulletin content, click on the Union Jack 'flag' to open an English language PDF document. This can be read and/or printed as required.
- Please note that 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.
- Returning Recalled Products in Inventory to Triumph: Ensure removed parts are correctly identified, securely stored and returned as described in the [Service Bulletin 545](#) instructions. All defective alarms should be returned to Triumph at the following address (shipping costs will be credited to dealer parts account):

Triumph Motorcycles America Ltd

C/O UPS Supply Chain Solutions

Dock 1120

800 North Blackbranch Road

Elizabethtown, KY 427014508

Identifying Recalled Products

To determine whether an alarm is covered by this recall, you must refer to the alarm serial number as shown in the installation certificate or on the underside of the alarm unit itself.

As noted above, only products manufactured from the 13th week of 2013 through the 08th week of 2016 are being recalled. Refer to the identification procedure below. If you have had an alarm replaced previously under warranty please make sure you check the serial number of the later alarm.

Step 1:

- Identify the serial number.
- The serial number consists of two eight-digit numbers separated by a hyphen (e.g., 02000240-31150001).

- The first eight-digit number before the hyphen indicates the alarm product code, in the above example 02000240.
- The second eight-digit code after the hyphen is the production sequence number, in the above example 31150001.
- The Triumph branded alarm product code is 02000240.
- Only red sealed alarm control units are affected (green seals are not affected).
- No other alarm systems are included in this campaign.

Step 2:

- Identify the year of production.
- The 3rd and 4th digits of the production sequence number after the hyphen indicate the year of production. (Example: 0200024031150001 would be an alarm manufactured in 2015).
- Only certain alarms produced between 2013 and 2016 are subject to replacement. Therefore, if an alarm has anything other than 13, 14, 15 or 16 as the 3rd and 4th digits, this recall campaign does not apply.

Step 3:

- Identify the week of production.
- The first two digits of the production sequence number identify the week of production. (Example: 02000240-31150001 would be an alarm manufactured in week 31 of 2015. 2013 – week 13 to 50, 2014 – week 01 to 51, 2015 – week 01 to 51, 2016 – week 01 to 08).

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