

**From:** Service CampaignUSA  
**Sent:** 21 June 2018 14:17  
**Subject:** ! IMPORTANT SAFETY RECALL ! Reminder: Triumph Datatool S4 Series Alarm Replacement



Triumph Motorcycles America Ltd.  
100 Hartsfield Centre Parkway  
Suite 200  
Atlanta, Georgia 30354

**! IMPORTANT SAFETY RECALL !**

**TRIUMPH / DATATOOL S4 SERIES ALARM REPLACEMENT (ACCESSORY KIT NO. A9808012, A9808063, A9808064, A9808066, A9808067, A9808068, A9808071, A9808072, A9808078, A9808079, A9808081, A9808082, A9808083, A9808084, A9808085, A9808086, A9808087, A9808088, A9808089, A9808090, A9808091, A9808092, A9808106, A9808110, A9808112, A9808114, A9808118, A9808119 and A9808121)**

NHTSA Recall: 17E008

This notice applies to your motorcycle:

Delivered by Email. June 2018.

Dear Triumph owner

We have previously contacted you about this outstanding safety recall, but our records indicate that your motorcycle remains unrepaired.

We would appreciate your help in resolving this campaign.

**Please email us back to indicate if you have:**

- a) Checked your alarm serial number and your alarm is affected
- b) Checked your alarm serial number and your alarm is not affected
- c) Not yet checked your alarm serial number
- d) Checked your alarm serial number and have booked your motorcycle into a dealer for replacement of the alarm
- e) Not yet booked your motorcycle into a dealer for replacement of the alarm; please advise the reason for this

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Triumph Motorcycles Ltd has decided that a defect which relates to motor vehicle safety exists in certain Triumph/Datatool S4 Series alarm kits identified above. Triumph is conducting a safety recall to address the condition. We are contacting you because dealer records indicate that you may have one of the affected kits fitted as an optional accessory on your motorcycle, with the VIN shown above.

Please review this entire notice carefully.

**The reason for this recall notice:** 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, 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 until this condition is remedied.

**What Triumph Motorcycles Ltd & your dealer will do:**

Triumph Motorcycles Ltd has authorized your dealer to replace the alarm control unit free of charge. This includes both parts and labor. This repair should take approximately 15 minutes; however, it may be necessary to make your motorcycle available for a longer period of time.

**What you must do to ensure your safety:**

Only certain alarms produced from the 13<sup>th</sup> week of 2013 through the 14<sup>th</sup> week of 2016 are being recalled. To determine whether your alarm is covered, please check the alarm serial number as shown on your installation certificate or on the underside of the alarm itself and refer to the 3-step identification procedure below. If you have had an alarm replaced previously, please make sure you check the serial number of the later alarm.

**Step 1 – Identify the Product Code**

The serial number consists of two 8-digit numbers separated by a hyphen, e.g., 02000240-31150001.

The first 8-digit number (before the hyphen) indicates the alarm product code, in the above example "02000240." The second 8-digit code (after the hyphen) is the production sequence number, in the above example "31150001."

The Triumph branded alarm product code is 02000240. No other alarm systems are included in this campaign.

**Step 2 – Identify the year of production**

The 3<sup>rd</sup> and 4<sup>th</sup> digits of the production sequence number after the hyphen indicate the year of production. For example, 02000240-31150001 would be an alarm manufactured in 2015.

Because this recall involves alarms produced from the 13<sup>th</sup> week of 2013 through the 14<sup>th</sup> week of 2016, if the 3<sup>rd</sup> and 4<sup>th</sup> digits contain anything other than 13, 14, 15 or 16, this recall campaign does not apply to your alarm.

**Step 3 – Identify the week of production**

The first two digits of the production sequence number identify the week of production. For example, 02000240-31150001 would be an alarm manufactured in week 31 of 2015. This recall involves only the following production weeks:

2013 – week 13 to 50

2014 – all alarms applicable, week 01 to 51

2015 – all alarms applicable, week 01 to 51 2016 – week 01 to 14

If your alarm is covered, please promptly make an appointment with your authorized Triumph motorcycles dealer to have this important remedy performed on your motorcycle as soon as possible. If you are uncertain whether your alarm is covered, please visit or contact your Triumph dealer or Triumph Motorcycles America on 1-678-854-2010 for further assistance.

**Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.**

**If you need help:**

Please contact your authorized Triumph dealer should you have any questions or encounter any difficulty regarding this recall. In the event your dealer is unable to remedy your motorcycle, please contact Triumph Motorcycles America on 1-678-854-2010.

If an authorized Triumph dealer or Triumph Motorcycles America Ltd fail or are unable to perform this remedy without charge within a reasonable amount of time, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C., 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>.

If you previously paid to have this condition addressed on your motorcycle, you may be eligible for reimbursement. Please contact Triumph Motorcycles at 1-888-284-6288 for more information, including eligibility requirements.

If you no longer own the motorcycle listed above, please contact Triumph at 1-678-854-2010 and provide any information you can furnish that will assist us in locating the new owner.

We apologize for any inconvenience this may cause you; however, we have taken this course of action in the best interest of your safety and your continued satisfaction with your Triumph motorcycle. We appreciate your attention and cooperation in this important matter.

Sincerely,