

IMPORTANT SAFETY RECALL ACTION 557



Notice Information

Ref	7306
Posted Date:	12/06/2018 15:40:28
Posted To:	General Manager / Business Owner, Technician, Sales Executive, Sales Manager, Aftersales Manager, Service Leader / Advisor, Accounts / Admin
Subject:	Service/Technical

TOL NOTICE (US&CAN) – June 12, 2018

IMPORTANT SAFETY RECALL ACTION 557

Triumph Street Triple Left-Hand Switch Cube Water Ingress

Street Triple R, Street Triple R (LRH) & Street Triple RS (HD2, HD5 & HD6)

From VIN # 831983 – 873231 (Plus additional 51 out of range VINS – See Appendix A)

What is the Problem?

The left-hand switch cube has incorrectly sealed electrical circuits which if exposed to water, may contaminate the component. As a consequence, the turn signal indicator and headlamp control switches may not function correctly. If the turn signal indicator does not function correctly, other motorists may not correctly perceive the rider's intent. If the headlamp does not activate, the rider may be less conspicuous to other motorists and forward visibility will be reduced. In both cases, there is an increased risk of a crash.

What Will Triumph Do?

To address this condition, Triumph is issuing new replacement left-hand switch cubes as described in the attached [Safety Recall Action Notice 557](#), which is also available in the Service Bulletin library in [Triumphonline.net](http://triumphonline.net) (TOL).

All arrangements for updating of our computer systems will be completed by tomorrow.

Notification letters to current customers will be mailed commencing June 18, 2018 explaining the action and advising them to return their bike to a Triumph dealer to have the modification carried out free-of-charge to the owner.

What Should You Do?

All affected motorcycles are to be repaired in accordance with **Safety Recall Action Notice 557**. It is imperative that any owner having recently purchased an affected machine be contacted by you immediately and asked to return the machine for modification.

Triumph dealers should take the following actions:

1. You must quarantine all unsold stock and arrange modification as per **Safety Recall Action Notice 557** prior to any further deliveries to customers. You can check those machines in your unsold stock that require modification by using TOL. Do this by undertaking the following simple steps:

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. Machines containing a symbol of a 'spanner' (indicating Bulletin or Safety Recall Action Notice outstanding) will require attention. Select the VIN to open a dialogue window. Details of all outstanding Bulletin(s) and Safety Recall Action Notices 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 or alternative flags for other language options (when available). This can be read and/or printed off as required.

2. Other than the VINS appearing in Appendix A of **Safety Recall Action Notice 557**, owners of machines outside of the affected VIN range are not connected with this action and may therefore require reassurance.

3. Some VINs affected by this Safety Recall Action Notice may also require other Bulletin or Safety Recall Action Notice work to be carried out. Please use the above-described system tools to identify all outstanding bulletins or notices and make arrangements to carry out these repairs at the same time.

4. Read, download and circulate the above-mentioned **Safety Recall Action Notice 557** to relevant staff and ensure all sales and service staff are aware of this action.

5. This action is likely to increase visitor traffic to your showroom and service areas. Please ensure all arrangements are made to best accommodate them.

IMPORTANT: Change to ex-warranty parts retention, storage and disposal.

Please note that the section covering parts retention and disposal has changed. ***It is very important that you understand these changes and ensure staff responsible to approving warranty records are also aware and follow the process.***

For many years, this section of the bulletin has instructed staff to “tag” each part with the VIN and to store in a secure non-public accessed area for 90 days prior to scrapping the part. For the above recall we have significantly changed this process. ***The above campaign will require the dealer to submit specific photographic proof for each claim showing that the part has been rendered unusable before the claim is to be credited.***

Why are we changing this process?

We have discovered high value ex-safety recall parts, which should have been scrapped by dealers, appearing for sale on public auction sites such as eBay. This raises concerns that customers may be unwittingly buying and fitting potentially defective parts to a Triumph motorcycle previously unaffected by the recall defect. The customer may subsequently encounter the defect and, as a result, lose control of the vehicle potential causing injury.

How will this new process work?

The dealer can only take a photograph of the part once the repair has been carried out and the part has been removed from the motorcycle. We therefore propose that the dealer submit a Warranty New Prior in the normal manner (that is to say, without any photo). Triumph will process the New Prior and (so long as all the details are accurate), will approve the Prior. The dealer will then retrieve the Approved Prior. There is, at this stage, no change to the current process.

The necessary parts will then arrive with the dealer and the repair can be undertaken. ***At this point the new process must be followed.*** The technician (or warranty claim administrator) must take a photograph of the removed part. The part is to have its electrical lead cut to make it unusable. A completed Warranty Return Label must appear in the photograph. The attached [Safety Recall Action Notice 557](#) PDF provides an example of the specific photograph required.

Following the repair, the dealer must [Open] the Approved Prior, use the [Amend] button and add the relevant photo as an [Attachment]. The dealer will then resubmit the record to Triumph. ***Note: the dealer has only one opportunity to Amend an Approved Prior.*** Triumph will check and approve the record. The dealer will then retrieve the Approved Prior and enter the repair date in the normal manner. The record will then be ready for transmission back to Triumph as a finished Submitted Claim.

We apologize for the inconvenience this may cause, but we are taking this action in the interest of our customers' personal safety and satisfaction with our products. We thank you in advance for your anticipated cooperation.

Please consult the attached [Safety Recall Action Notice 557](#) PDF for a complete list of affected machines and additional information on the documentation process. If you have any questions, please contact Triumph 24/7 Customer Support at (888) 284-6288.