



## Safety Recall Action Notice SB 555 Issue 2 - 02.2018

Subject: Revised Engine Calibration Software				
Bulletin Number	Models Affected	VIN Range		Markets Affected
555	Thruxton 1200	From	743684	All Markets
		Up to	872978	
555	Thruxton 1200 (Dual Seat)	From	754589	All Markets
		Up to	872978	
555	Thruxton 1200R	From	740405	All Markets
		Up to	872978	
555	Thruxton 1200R (Dual Seat)	From	749685	All Markets
		Up to	872978	

### Background Information

New engine ECM calibrations have been released for the above motorcycles to rectify engine cut out symptoms seen when briefly and repeatedly raising the engine speed.

Dealers are requested to download the new calibrations to affected models, using Triumph diagnostic software version 2018-02 or higher.

### 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.

### Identification of Affected Motorcycles

Thruxton 1200, Thruxton 1200 (Dual Seat), Thruxton 1200R, Thruxton 1200R (Dual Seat) models in the VIN ranges above.

## Warranty Claim Instructions

Bulletin Number	Fault Code	Repair Code	Description	Repair Allowance	Time
555	012492998	99555	Update engine ECM calibration	0.14 hours	

## Other Instructions

Once completed, please mark the Service Record Book that the requirements of this bulletin have been complied with.

## Calibration Replacement Procedure

### **Warning**

Before starting work, ensure the motorcycle is stabilised and adequately supported. This will help prevent it from falling and causing injury to the operator or damage to the motorcycle.

### **Warning**

Triumph diagnostic tool version 2018-02 or later must be used to complete the following procedure. Only Triumph diagnostic tool version 2018-02 or later will contain the engine ECM calibrations necessary to correctly carry out this Safety Action Recall Notice.

The use of older versions of the Triumph diagnostic tool will result in out of date calibrations being downloaded to the chassis ECM. This could lead to a dangerous riding condition, which may result in loss of motorcycle control and an accident.

1. Download and install the latest version of the Triumph diagnostic tool software to your computer as described in the Triumph Diagnostic Tool Installation Guide. This Safety Action Recall Notice requires Triumph diagnostic tool version 2018-02 or later to be installed.

### **Warning**

Always use Automatic Model Selection when downloading calibrations.

Manual model selection must only be used when attempting to restart an interrupted or failed download, or if an incorrect model is detected by Automatic Model Selection.

Always ensure that the correct model is detected or selected before selecting a calibration for download and never attempt to download calibrations listed for an incorrect model.

Downloading calibrations for an incorrect model will cause a dangerous riding condition which may lead to loss of motorcycle control and an accident.

### **Caution**

If the download is cancelled or interrupted (either by accidental disconnection of the interface, a discharged battery, or by turning the ignition off) before it has completed, it will prevent the instruments/ECM from operating in the normal way. This is because the instrument's/ECM's operating system has been erased from memory and has not yet been fully replaced. The download must be restarted using Manual Model Selection.

## Note:

- **The current password for all downloads can be found at [www.triumphonline.net](http://www.triumphonline.net).**
2. Connect the Triumph diagnostic tool and turn the ignition ON.
  3. Download the correct engine ECM calibration for your motorcycle using Automatic Model Selection.

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**Note:**

- Always wait for the Verifying Download screen to appear to confirm the download has successfully completed.
4. Click Finish when the download has completed.

**Note:**

- It is normal for Diagnostic Trouble Codes (DTCs) to be stored after a download has completed. This is due to the download process interrupting CAN communications between the ECMs.
  - After a download has completed, you will be prompted to check all ECMs and erase any stored DTCs.
5. Check and erase all stored engine ECM, ABS and immobiliser DTCs.

**Circulation**

Initial and date when read and return to central file holder

Service Manager	Parts Manager	Sales Manager	Workshop Supervisor	Technician 1	Technician 2