



## Safety Recall Action Notice 557 Issue 2 - 06.2018

Subject: Left Hand Switch Housing				
Bulletin Number	Models Affected	VIN Range		Markets Affected
557	Street Triple R	From	831983	All Markets
		Up to	873231 (Plus additional VINs - see Appendix A)	
557	Street Triple R - LRH	From	831983	All Markets
		Up to	873231 (Plus additional VINs - see Appendix A)	
557	Street Triple RS	From	831983	All Markets
		Up to	873231 (Plus additional VINs - see Appendix A)	

### Background Information

A new left hand switch housing has been released for the above models to eliminate the possible loss of left hand switch housing functionality in wet conditions.

Dealers are requested to remove the left hand switch housing and fit the new switch housing.

### 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.

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## Identification of Affected Motorcycles

Street Triple R, Street Triple R - LRH and Street Triple RS models in the VIN ranges above.

### Note:

- Some affected motorcycles listed in the VIN range will have been modified and repaired by Triumph prior to their release from the factory.
- The modified motorcycles can be identified by checking the 'Outstanding Service Bulletins' on Warranty Online.

## Warranty Claim Instructions

Bulletin Number	Fault Code	Repair Code	Description	Repair Allowance	Time
557	02507199	995570 All Markets Except US, Canada and Japan	Left Hand Switch Housing	0.24 hours	
557	02507199	995571 US, Canada and Japan Markets Only	Left Hand Switch Housing	0.24 hours	

## Genuine Parts Information

Bulletin Number	Part Number	Description	Quantity
557	T2043776 (ROW)	The parts kit consists of the following: Left Hand Switch Housing (ROW) Switch Housing Mounting Block Cable Tie Screw M6 x 16 mm, Encapsulated Warranty Material Return Label	1
557	T2043777 (US, CA, JP)	The parts kit consists of the following: Left Hand Switch Housing (US, CA, JP) Switch Housing Mounting Block Cable Tie Screw M6 x 16 mm, Encapsulated Warranty Material Return Label	1

## Other Instructions

Once completed, please mark the Service Record Book that the requirements of this Safety Recall Action Notice have been complied with.

Before returning the motorcycle to the customer, download the latest calibration to the engine electronic control module, chassis electronic control module (if fitted) and instruments (if applicable) using the current version of the Triumph diagnostic software.

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## Parts Ordering Instructions

**For Triumph Subsidiary and Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched on:** Order all repair parts by submitting a New Prior through the Warranty On-Line system. Entering the above repair code in a New Prior will automatically add the parts required and labour times for this Safety Recall Action Notice.

**For Overseas Distributor dealers NOT using Triumph Warranty On-Line or for Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched off:** Orders should be placed using the normal parts ordering procedure.

## Parts retention and warranty claim instructions

Prior to retaining the parts, dealers must use shears or wire cutters to cut the fly lead from the switch housing.

Using a suitable camera, dealers must take a photograph of the switch housing showing the cut fly lead and with a completed warranty return label clearly and legibly denoting the last six numbers of the VIN.

Using Warranty on Line, attach a copy of the photograph to the submitted Warranty Claim. An example of the photograph is shown below for guidance.

In order for the photograph to be attached, the approved Warranty Prior must be amended, the photograph attached and the prior resubmitted. Only when the prior has been amended and reapproved can the final claim for credit be submitted. Any submitted claims not containing supporting photographic evidence as described above will be rejected.

Retain parts for 90 days. All parts must be stored in a secure, non-public accessed area and correctly identified with a completed warranty label. Thereafter the parts must be scrapped.



Left Hand Switch Housing and Warranty Label

### Left Hand Switch Housing 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.

#### **Caution**

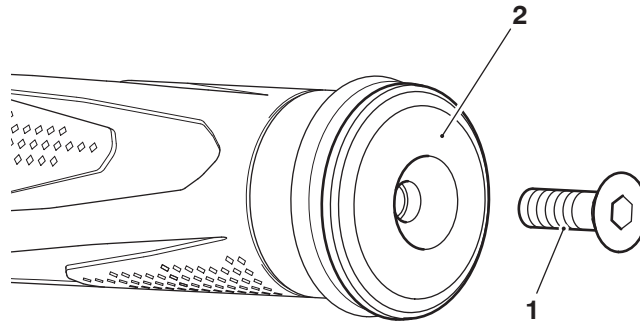
To prevent damage to the seats or seat covers, care must be taken not to drop the seats. Do not lean the seats against the motorcycle or any surface which may damage the seats or seat covers. Instead, place the seats, with the seat cover facing upwards, on a clean, flat surface which is covered with a soft cloth. Do not place any item on the seats which may cause damage or staining to the seat covers.

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## Removal

Carry out the following operations as described in the Service Manual:

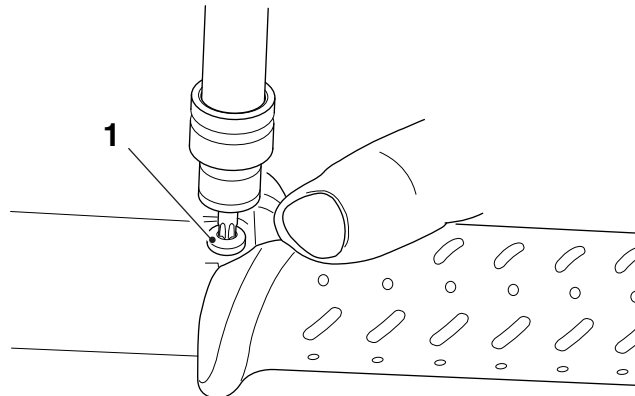
- Remove the seat
  - Disconnect the battery
  - Remove the left hand bar end mirror, if fitted.
1. Remove the left hand handlebar end weight. Discard the fixing.



L0407

1. Fixing
2. Handlebar end weight

2. Release the two fixings and remove the left hand grip from the handlebar. Collect the two washers.

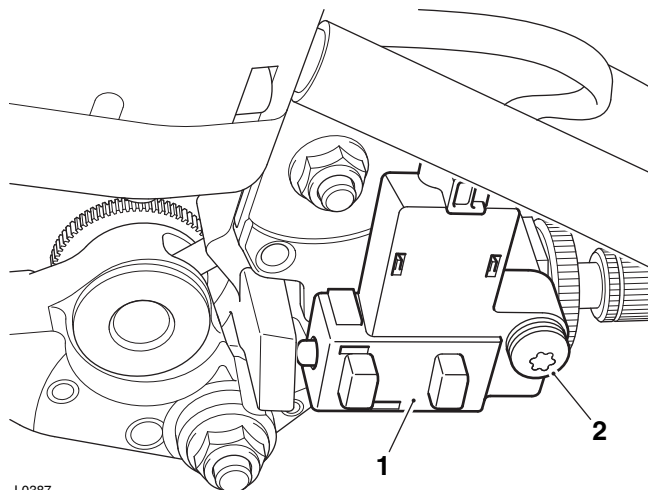


1. Fixing (one of two shown)

### Note:

- Note the position and orientation of the clutch switch for installation.

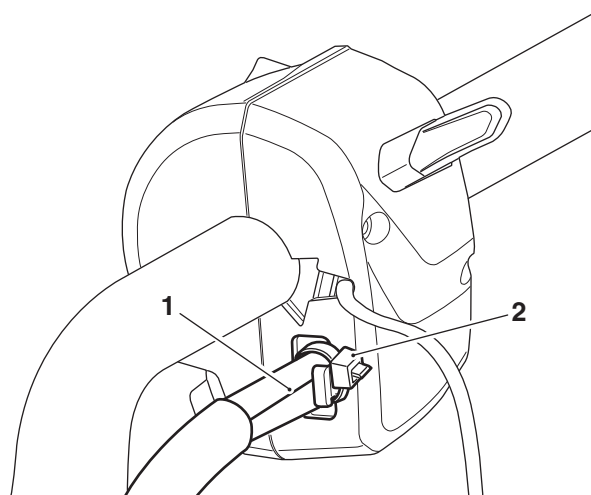
- 
3. Release the fixing and detach the clutch switch from the clutch lever assembly.



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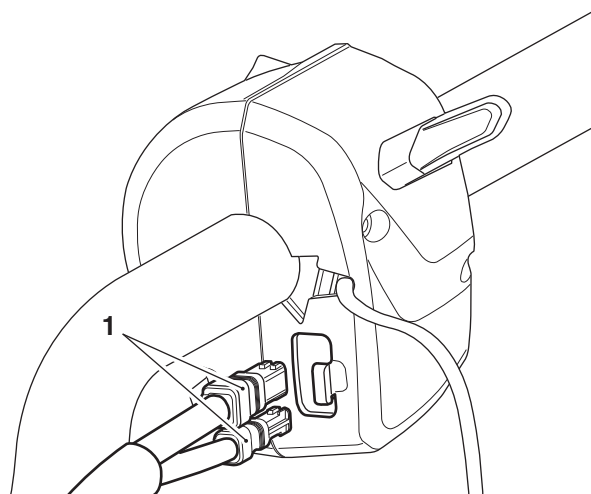
1. **Clutch switch**
2. **Fixing**

4. Release the fixings and remove the clamp from the clutch lever assembly. Without disconnecting the clutch cable, lay the lever aside.
5. Remove the cable tie securing the switch housing wiring harness to the left hand switch housing.



1. **Wiring harness**
2. **Cable tie**

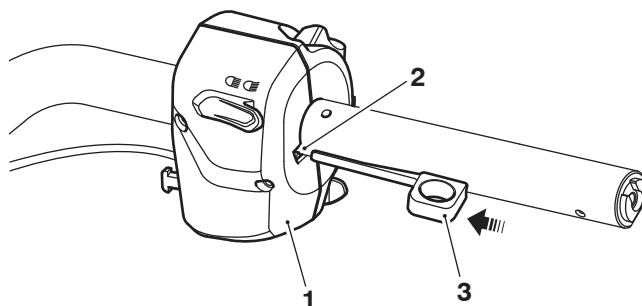
6. Gently pull on the wiring harness to disconnect the switch housing connectors.



1. **Switch housing connectors**

**Note:**

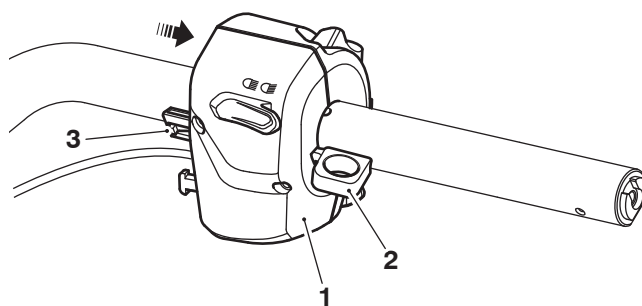
- The service tool T3880369 is required to release the handlebar switch housings from their retaining clips.
  - When inserting service tool T3880369 into the switch housing, a click can be felt/heard as the retaining clip is released.
  - The retaining clip will remain in position on the handlebar as the switch housing is removed. Note the position and orientation of the clip for installation.
7. Insert service tool T3880369 into the opening on the left hand switch housing until a click is felt/heard.



L0386\_1

1. Left hand switch housing
2. Opening
3. T3880369 - Switch Housing Removal Tool

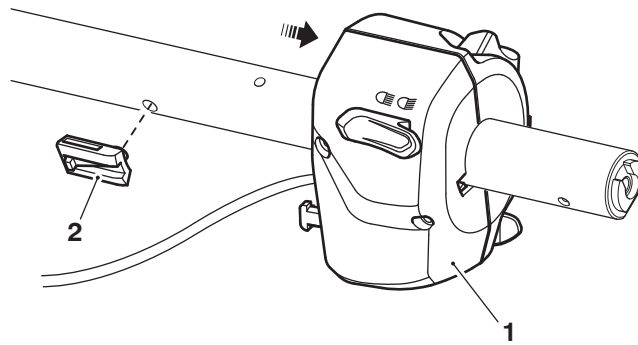
8. Slide the switch housing towards the end of the handlebar to free it from the retaining clip.
9. Withdraw service tool T3880369 from the switch housing.



L0386\_2

1. Left hand switch housing
2. T3880369 - Switch Housing Removal Tool
3. Retaining clip

10. Slide the switch housing off the handlebar and collect and discard the retaining clip.



L0385

1. Switch housing
2. Retaining clip

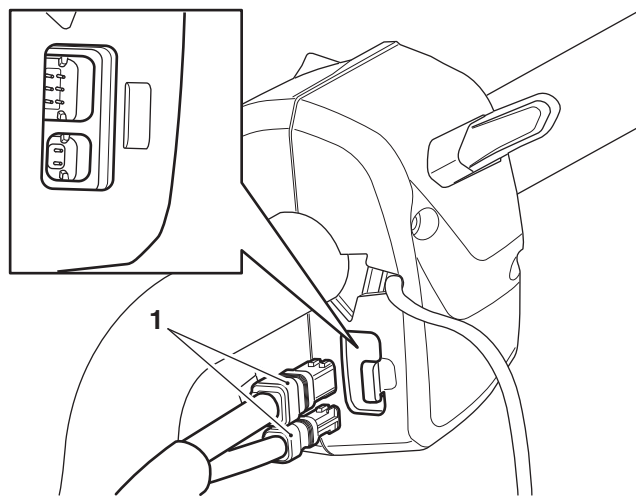
### Installation

#### Note:

- The fixings on the switch housing must not be loosened or removed.
  - If the fixings have been loosened or removed any warranty claims for the switch housing will not be honoured.
1. Fit the left hand switch housing new retaining clip to the handlebar as noted during removal.
  2. Slide the left hand switch housing onto the handlebar and over the retaining clip until it locks into position.

#### Note:

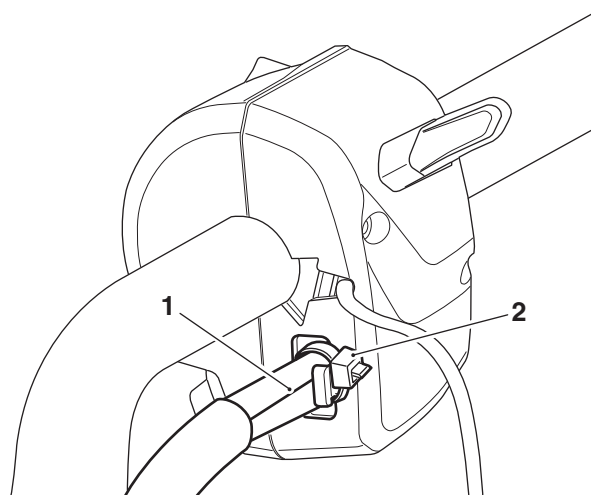
- The left hand switch housing electrical connections are recessed into the switch housing body.
  - When inserting the connectors, carefully locate the connectors into their sockets, then use a suitable flat ended pin punch to push the connectors fully home. An audible click can be heard when the connectors are fully inserted.
  - Do not use sharp tools, such as a flat bladed screw driver, to insert the connectors.
3. Connect the left hand switch housing electrical connectors.



1. Switch housing electrical connectors



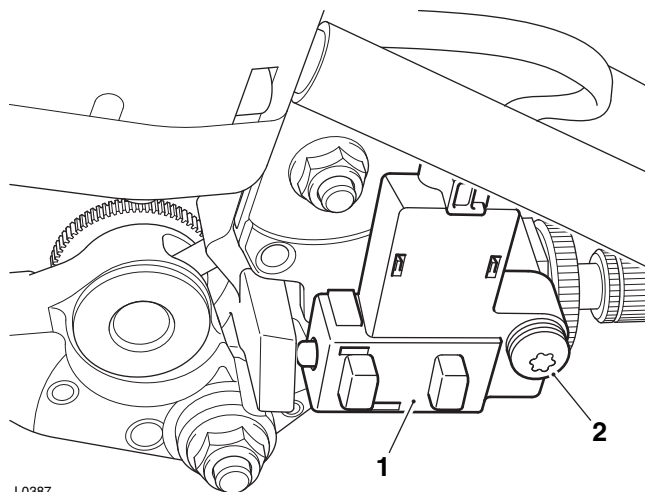
- 
4. Secure the wiring harness to the switch housing using a new cable tie. Trim off the excess cable tie.



**1. Wiring harness**

**2. Cable tie**

5. Fit the left hand handlebar grip and secure with the fixings and washers. Tighten the fixings to 3 Nm.
6. Position the clutch lever to the handlebar. Fit the clamp (UP arrow pointing upwards) and clamp fixings.
7. Align the split line of the clutch lever with the alignment mark on the upper surface of the handlebar, then tighten the clamp fixings, upper first, to 12 Nm.
8. Fit the clutch switch to the clutch lever assembly as noted for removal and tighten its fixing to 2 Nm.



**1. Clutch switch**

**2. Fixing**

9. Attach a completed warranty return label to the old switch housing, cut the fly lead and photograph as noted in the Parts retention and warranty claim instructions section above.

Carry out the following operations as described in the Service Manual:

- Refit the left hand bar end mirror, if removed
- Refit the left hand handlebar end weight. Tighten the new fixing to 8 Nm.
- Reconnect the battery
- Refit the seat

Check the operation of all switches (including the clutch switch) for normal operation, if necessary, rectify any faults.

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**Appendix A**

VIN Number			
801691	813828	817485	826003
809961	814117	817498	826128
809966	814456	817523	826392
811045	814494	817778	827449
811545	814901	818528	828841
812074	815104	818597	828863
812164	815834	819040	828881
812168	815908	819508	828885
812173	816680	821246	830288
812395	816932	821438	830327
812397	817394	821494	830556
812695	817413	821849	831099
813391	817478	824962	

**Circulation**

Initial and date when read and return to central file holder

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