

**IMPORTANT: SAFETY RECALL ACTION NOTICE 568****Notice Information**

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

**TOL NOTICE (US&CAN) – November 27, 2019****TOL Ref. # 12807-SVC**

**IMPORTANT: Safety Recall Action Notice 568**  
**Accessory Quickshifter Kit, TSA (Triumph Shift Assist)**

Triumph Motorcycles has initiated a voluntary safety recall affecting the below-referenced Speed Triple S models within the specified VIN range that may be fitted with an Accessory Quickshifter Kit, TSA (A9930469). Speed Triple S models within this VIN range are not fitted with a Quickshifter Assembly, TSA as original equipment by the factory; however, owners of Speed Triple S motorcycles within the below affected VIN range have had the option of purchasing a Quickshifter Assembly, TSA for the Speed Triple S as an accessory.

Internal investigations have identified the need to replace the Clamp Linkage Assembly (T2085085) on the below models fitted with an Accessory Quickshifter Kit, TSA (A9930469).

<b>Gear Linkage Clamp Assembly Replace</b>			
<b>Bulletin Number</b>	<b>Models Affected</b>	<b>VIN Range</b>	<b>Markets Affected</b>
568	Speed Triple S	From 867685	All Markets
		Up to 957570	
<b>Dealer Stock Accessory Kits To Be Returned</b>			
<b>Part Number</b>		<b>Description</b>	
A9930469		Accessory Quickshifter Kit, TSA	

**Please download Service Bulletin 568 located under the Service/Technical dropdown menu in Triumph Online (TOL) or refer the attached Safety Recall Action Notice 568 PDF for complete recall instructions.**

**What is the Problem?**

The Quickshifter Assembly, TSA body may come into contact with the gear change Clamp Linkage Assembly, potentially impeding a smooth “assisted” gear change resulting in a missed gear or false

neutral. If this condition occurs, it may lead to a loss of acceleration. A loss of acceleration without warning may lead to an increased risk of a crash.

Some clarity on the function of the TSA may be called for. TSA is not like a steering wheel mounted paddle-shift mechanism found in cars. That is to say TSA does not change gear automatically for the rider. TSA enables a foot operated gear change to be made either up or down the gearbox without the need to manually disengage the clutch. However, the rider has still to apply normal foot pressure to the gear lever in order to make a clean gear change. If normal pressure is not applied to the gear lever the likelihood of a missed gear and the resultant false neutral increases in exactly the same way as would be expected on a non-TSA gearbox.

### ***What Will Triumph Do?***

To address this condition, Triumph is launching a new recall as described in **Safety Recall Action Notice 568**.

Notification letters to current customers will be mailed commencing December 2, 2019, 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 568**.

Dealers who have previously sold the affected machine must contact every owner and verify whether their motorcycle is equipped with the Accessory Quickshifter Kit, TSA (A9930469). Upon confirmation of a fitted Accessory Quickshifter Kit, TSA, dealers will arrange for the necessary repairs to be carried out as soon as possible.

### ***Triumph Dealers should take the following actions:***

1. You must quarantine all unsold stock (including stock for sale on your website and with third parties) and arrange modification as per **Safety Recall Action Notice 568** prior to any further deliveries to customers. You can check those machines in your unsold stock that require modification by using TriumphOnline (TOL). Do this by undertaking the following simple steps:
  - a. Once signed into the site, select Motor Cycle 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. 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 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.
6. Any unsold Quickshifter Accessory Kits in stock under part number A9930469 must be quarantined and returned under MRN to Triumph. A replacement kit can be ordered under Triumph part number A9770425.

***U.S. law prohibits the delivery of a recalled motorcycle under a sale or lease until the remedy has been performed.***

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.

If you have any questions, please contact Triumph Customer Support at (888) 284-6288.