

IMPORTANT: SAFETY RECALL ACTION NOTICE 560 - HEADSTOCK TIDY REPLACEMENT**Notice Information**

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Posted To:	General Manager / Business Owner, Technician, Parts / Accessories Coordinator, Sales Executive, Clothing Sales, Sales Manager, Aftersales Manager, Service Leader / Advisor, Accounts / Admin
Subject:	Service/Technical

TOL NOTICE (US&CAN) – March 11, 2019**TOL Ref. # 10148-SVC**

IMPORTANT: Safety Recall Action Notice 560
Headstock Tidy Replacement

Triumph Motorcycles has initiated a voluntary safety recall affecting the specific models and VIN ranges listed below. [Safety Recall Action Notice 560](#) requires your immediate attention to rectify the following motorcycles:

Headstock Tidy Replace		
Bulletin Number	Models Affected	VIN Range
560	Street Scrambler	From 798290 to 910740
	Street Twin	From 731919 to 913928
	Street Twin A2	From 799237 to 831934
	Street Cup	From 780697 to 896532
	Bonneville T100	From 759204 to 935306
	Bonneville T100 Black	From 765369 to 935286
	Bonneville T120	From 739727 to 935318
	Bonneville T120 Black	From 741136 to 933769

What is the Issue?

The headstock tidy situated behind the head stock on the left-hand side of the main frame is used to position the clutch cable and main harness, which in its original condition may allow the clutch cable to contact the main harness sheath and may damage wiring within the main harness leading to a loss of electrical power to various electrical circuits. As a consequence lighting may malfunction or engine power could be lost without warning. In all cases, there is an increased risk of a crash.

What Will Triumph Do?

To address this condition, Triumph is issuing a new headstock tidy as described in the attached [Safety Recall Action Notice 560](#). Notification letters to current customers will be mailed beginning March 13, 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 560](#). 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:

- You must quarantine all unsold stock and arrange modification as per [Safety Recall Action Notice 560](#) prior to any further deliveries to customers. You can check those machines in your unsold stock that require modification by using TriumphOnline.net. Do this by undertaking the following simple steps:
 1. 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).
 2. 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.
- **In an effort to guarantee no shortages within the dealer network, orders will only be fulfilled following the normal warranty process. Please do not order extra stock for your inventory.**

- Owners of machines outside of the affected VIN range are not connected with this action and may therefore require reassurance.
- 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.
- 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.
- This action is likely to increase visitor traffic to your showroom and service areas. Please ensure all arrangements are made to best accommodate them.

Please Note: 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 cooperation. If you have any questions, contact Triumph Customer Support at (888) 284-6288.