

IMPORTANT: SAFETY RECALL ACTION NOTICE 563**Notice Information**

Ref	10261
Posted Date:	21/03/2019 10:06:09
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 21, 2019**TOL Ref. # 10261-SVC**

IMPORTANT: Safety Recall Action Notice 563
Misrouted Coolant Expansion Hose

Triumph Motorcycles has initiated a safety recall affecting the specific Speed Twin models in the VIN range listed below. [Safety Recall Action Notice 563](#) requires your immediate attention to rectify the following motorcycles:

Coolant Expansion Hose		
Bulletin Number	Model Affected	VIN Range
563	Speed Twin	From 917456 to 940307

Internal investigations have identified that, in some instances, the coolant expansion hose may be routed incorrectly. Dealers are requested to check and if necessary reposition or replace the coolant hose as described in the procedure outlined in the attached [Safety Recall Action Notice 563](#) PDF.

STOP DELIVERY OF AFFECTED MOTORCYCLES IMMEDIATELY

DO NOT deliver a motorcycle affected by this [Safety Recall Action Notice 563](#) 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.

To assist workshop planning, please note that the replacement of the coolant hose will be a rare occurrence. Factory experience shows that fewer than 13% of affected VINs will require a replacement hose. Therefore dealers should expect 87% of VINs to require either a visual check or a check and reposition.

WHAT IS THE PROBLEM?

The coolant hose between the radiator and expansion tank may have been misrouted during assembly. A misrouted hose may come into contact with the exhaust header pipe, potentially causing damage to the hose. If this condition occurs and remains undetected, it may lead to a loss of coolant in the area of the rear tire, presenting a risk of a loss of traction. A loss of traction at the rear tire without warning may lead to an increased risk of a crash.

WHAT WILL TRIUMPH DO?

To address this condition, Triumph is launching a new recall as described in [Safety Recall Action Notice 563](#).

All arrangements for updating of our computer systems will be completed by Wednesday, March 20, 2019.

Notification letters to current customers will be mailed beginning March 22 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 563](#).

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 563** 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:
 - 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).
 - 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.

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.

Please consult the attached **Safety Recall Action Notice 563** PDF for complete details. If you have any questions, contact your Regional Manager or call Triumph Customer Support at (888) 284-6288.

Triumph Motorcycles (America) Ltd, 100 Hartsfield Centre Parkway, Suite 200, Atlanta Georgia, 30354, UNITED STATES
Tel: 001 6788 542010, Fax: 001 6788 542025

