

IMPORTANT: SAFETY RECALL ACTION NOTICE 567**Notice Information**

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Posted Date:	
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. # 12806-SVC

IMPORTANT: Safety Recall Action Notice 567
Quickshifter Assembly, TSA (Triumph Shift Assist)

Triumph Motorcycles has initiated a voluntary safety recall affecting a specific VIN range of the below-referenced Speed Triple RS models. We require your immediate attention to rectify these machines. All Speed Triple RS models between the below VIN range for the US and Canada have a Quickshifter Assembly, TSA fitted as original equipment by the factory.

Safety Recall Action Notice 567 requires your immediate attention to rectify the following motorcycles:

Gear Linkage Clamp Assembly Replace			
Bulletin Number	Models Affected	VIN Range	Markets Affected
567	Speed Triple RS	From 898139 Up to 970149	US and Canada Markets Only

Please download Service Bulletin 567 located under the Service/Technical dropdown menu in Triumph Online (TOL) or refer the attached Safety Recall Action Notice 567 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 567**.

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 567**.

It is imperative that any owner who has 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 (including stock for sale on your website and with third parties) and arrange modification as per **Safety Recall Action Notice 567** 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 Motorcycle 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.

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.