

SAFETY RECALL ACTION 570 - THRUXTON SIDE STAND SPRING



Notice Information

Ref	13667
Posted Date:	
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) – February 11, 2020

TOL Ref. # 13667-SVC

Safety Recall Action 570 – Thruxton Side Stand Spring

Triumph Motorcycles has initiated a voluntary safety recall affecting a specific VIN range of the below-referenced Triumph Thruxton, Thruxton R and Thruxton TFC models. Please consult the attached [Safety Recall Action Notice 570](#) PDF immediately for complete instructions.

Internal investigations have identified a need to replace the side stand spring on the below listed models. Dealers are requested to replace the side stand spring as per the instructions attached.

We require your immediate attention to rectify the following machines:

Subject: Thruxton Side Stand Spring			
Notice Number	Models Affected	VIN Range	Markets Affected
570	Thruxton, Thruxton R, Thruxton TFC	From 740405	All Markets
		Up to 959980	

WHAT IS THE PROBLEM?

The side stand spring may fracture with the side stand leg in its rest (up) position. The leg may swing downwards, engaging the side stand switch thereby creating an engine stall. Engine stalls increase the 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 570](#).

All arrangements for updating of our computer systems has now been completed.

Notification letters to current customers are targeted to be mailed commencing February 24 explaining the action. Customers will be advised to return their bike to a Triumph dealer to have the modification carried out free of charge.

WHAT SHOULD YOU DO?

Triumph Dealers should take the following actions:

1. 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.
2. Quarantine all unsold stock (including stock for sale on your website and with 3rd parties) and arrange modification as per **Safety Recall Action Notice 570** prior to any further deliveries to customers.
3. Owners of machines outside of the affected VIN range are not connected with this action and may therefore require reassurance.
4. 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.
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 additional questions regarding **Safety Recall Action Notice 570**, please contact Triumph Customer Support at (888) 284-6288.