

SAFETY RECALL 574 - ROUTE IGNITION SWITCH HARNESS



Notice Information

Ref	14523
Posted Date:	
Posted To:	General Manager / Business Owner, Technician, Aftersales Manager, Service Leader / Advisor, Accounts / Admin
Subject:	Service/Technical

TOL NOTICE (US&CA) – April 15, 2020

TOL Ref. # 14523-SVC

SAFETY RECALL 574 – ROUTE IGNITION SWITCH HARNESS

Triumph Motorcycles has initiated a voluntary safety recall affecting a specific VIN range of the following models.

TROPHY A1, TROPHY SE A1, AND TROPHY SE A1 LAUNCH (VH, VJ, VJL)

VIN RANGE: 561284 TO 795295

We require your immediate attention to rectify the above machines.

To assist workshop planning, please note that the repairs to the wiring are likely to be extremely rare. Factory experience shows that by far the majority of the affected VINs will require only checking and will not require remedial work. Few VINs will be discovered in need of ignition switch wiring re-routing.

WHAT IS THE PROBLEM?

On affected motorcycles, the wires exiting the ignition switch may require routing beneath the front brake hose. If the wiring passes above the front brake hose, there is a risk that the hose will contact the wiring, with the possible consequence of damaging the wiring. Should this condition occur whilst the motorcycle is being ridden, lighting may be affected or the engine may stall, thereby increasing the risk to rider safety.

WHAT WILL TRIUMPH DO?

To address this condition, Triumph is launching a new recall as described in Safety Recall Action Notice 574.

- All arrangements for updating of our computer systems will be completed by Thursday 02 April 2020.
- Notification letters to current customers will be mailed commencing 13 April 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 574. 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. Quarantine all unsold stock (including stock for sale on your website and with 3rd parties) and await details to permit modification arrangements as per Safety Recall Action Notice 574 prior to any further deliveries to customers.
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. This action is likely to increase visitor traffic to your showroom and service areas. Please ensure all arrangements are made to best accommodate them.

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.