

28 Aug 2020

! IMPORTANT SAFETY RECALL !

REPLACE VIN LABEL PROTECTOR

Safety Recall: SRAN584
NHTSA Recall: 20V472

This notice applies to your motorcycle:

Model: Street Scrambler (2019 & 2020) and Street Twin (2019 & 2020)
VIN: SMTXXXX

Dear [NAME]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Triumph Motorcycles Ltd. has decided that a defect which relates to motor vehicle safety exists in your motorcycle, with the VIN shown above. Triumph is conducting a safety recall to address the condition.

The reason for this recall notice: Your motorcycle could have misrouted harness wiring that may become damaged by the lower lug on main frame headstock when the handlebars are rotated resulting in an engine stall, which increases the risk of a crash.

What Triumph Motorcycles Ltd & your dealer will do: Triumph Motorcycles Ltd has authorized your dealer to remove and fit a new VIN label protector that will prevent contact between the wiring and the headstock lug in the future free of charge to you including parts and labor. This repair should take around 40 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your motorcycle available for a longer period of time.

What you must do to ensure your safety: Please make an appointment with your authorized Triumph motorcycles dealer to have this important remedy performed on your motorcycle as soon as possible.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.

If you need help: Please contact your authorized Triumph dealer should you have any questions or encounter any difficulty regarding this recall. In the event your dealer is unable to remedy your motorcycle, please contact Triumph Motorcycles America at 1-678-854-2010.

If you previously paid to have this recall performed on your motorcycle, you may be eligible for reimbursement. Please contact Triumph Motorcycles at 1-888-284-6288 for more information, including eligibility requirements.

If an authorized Triumph dealer or Triumph Motorcycle America Ltd, fails or is unable to perform this remedy without charge within a reasonable amount of time, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own the motorcycle listed above, please contact Triumph at 1-678-854-2010 and provide any information you can furnish that will assist us in locating the new owner.

We apologise for any inconvenience this may cause you. However, we have taken this course of action in the best interest of your safety and your continued satisfaction with your Triumph motorcycle. We appreciate your attention and cooperation in this important matter.

Sincerely,

Triumph Motorcycles America Ltd.