



Service Bulletin 437

Strictly Confidential

November 2012

Affected Models **Thunderbird SE**

VIN Range **431787 to 459388**

Markets **All Markets**

Subject **Panniers**

Background Information

We have identified that the panniers on the above models must be replaced. Dealers are requested to remove and replace the panniers.

Customer Contact Instructions

Motorcycles in the affected VIN range must be modified prior to delivery to the customer, or at the next service/visit to the dealership.

Identification of Affected Motorcycles

Thunderbird SE motorcycles listed in the VIN range above.

Warranty Claim Instructions

Fault code 02360299

Repair code 99437

Repair time allowance 0.16 hrs (includes admin allowance)

Parts Information

Parts **All Except US Markets**
1 x T2350853 - Pannier Kit

US Markets

1 x T2350853 - Pannier Kit
2 x T2700443 - Reflector, Oval, Red
1 x A9930007 - Cleaning Swab



Parts ordering instructions **For Triumph Subsidiary and Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched on:** Order all repair parts by submitting a New Prior through the Warranty On-Line system. Entering the above repair code in a New Prior will automatically add the parts required and labour times for this Service Bulletin.

For Overseas Distributor dealers NOT using Triumph Warranty On-Line or for Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched off: Orders should be placed using the normal parts ordering procedure.

Parts return instructions Dealer to retain parts for 90 days. All parts must be stored in a secure, non-public accessed area and correctly identified with a completed warranty label. Thereafter, the parts must be rendered unusable prior to scrapping.

Other Instructions

Once completed, please mark the service record book that the requirements of this bulletin have been complied with.

Replacement Procedure

Replace the panniers following the procedure listed below:



Warning

Throughout the following procedure, ensure that the motorcycle is stabilised and adequately supported to prevent the risk of injury from the motorcycle falling.

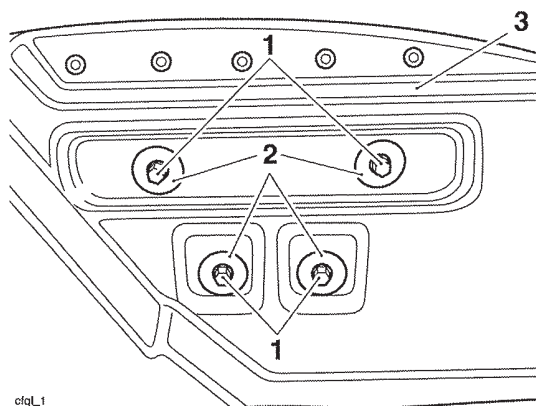
Note:

- **Some affected motorcycles listed in the VIN range on page 1 will have been modified and repaired by Triumph prior to their release from the factory.**
- **The modified motorcycles can be identified by checking the 'Outstanding Service Bulletins' on Warranty On-Line.**

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Removal

1. Open one of the panniers, release the fixings securing it to its mounting bracket and remove the pannier.
2. Remove the flanged sleeves from the rear panel.



1. Fixings
2. Flanged sleeves
3. Rear panel

3. Repeat steps 1 and 2 for the other pannier.
4. Retain the flanged sleeves and the fixings for re-use.
5. Retain the panniers as described in the parts return instructions on page 2.

Installation

1. Fit the flanged sleeves into the holes in the rear panel of the new panniers.
2. Align the left hand pannier to its mounting bracket and secure using four of the fixings and tighten to **10 Nm**.
3. Repeat step 2 for the right hand pannier.

US Markets Only

Notice

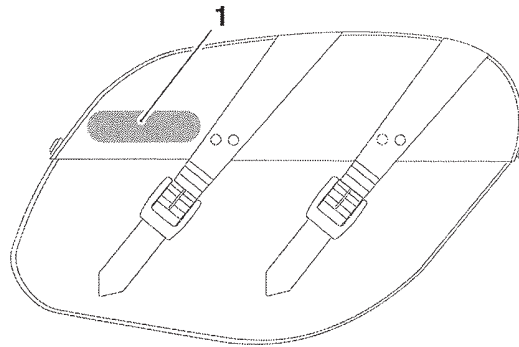
Failure to fit a reflector to each pannier as shown contravenes federal law and renders the motorcycle illegal for road use in the United States, Canada, Argentina, Taiwan and Singapore. Always fit the reflectors as shown.

Note:

- Read the warning notices printed on the cleaning wipe packet in the fitting kit.
- The surfaces to which the reflectors are affixed must be clean and dry to ensure that the adhesive has a sound base to adhere to. Use the cleaning wipe supplied for this purpose.

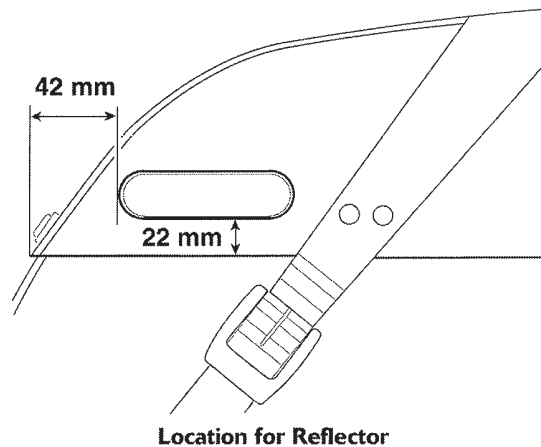


4. Working on the right hand pannier, clean the mounting surface area of the pannier with the cleaning wipe provided.



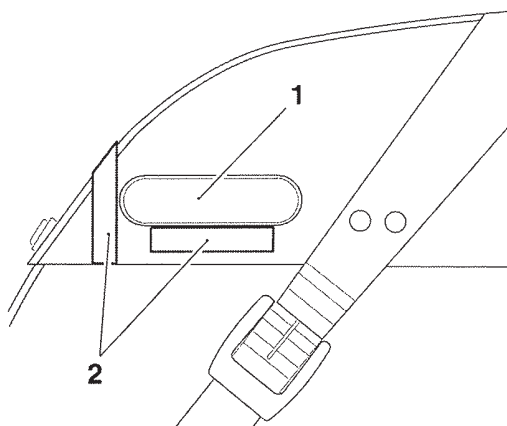
1. Cleaned area

5. Align the reflector to the pannier as shown below.



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6. Mark the position of the reflector edges using suitable adhesive masking tape (not supplied in the kit).



1. Reflector
2. Masking tape

7. Remove the protective film from the adhesive pad on the rear of the reflector.



Caution

When fitting self-adhesive parts, care must be taken to ensure positioning is correct and accurate. Once the adhesive has been attached to the mounting surface, there is no satisfactory method of removal and re-positioning if incorrectly aligned. Initial bonding is instant; full bonding is achieved after 72 hours.

8. Carefully locate the reflector on to the pannier to the previously marked position. Apply firm and even pressure to the entire reflector to ensure a good bond is achieved.
9. Remove the masking tape from the pannier.
10. Repeat for the left hand pannier.

Circulation

(Initial and date when read and return to central file holder)

Service Manager	Parts Manager	Sales Manager	Workshop Supervisor	Technician 1	Technician 2