

Technical News

Issue 145

Strictly Confidential

April 2013

Item 1.

Description: Excessive Top End Engine Noise - Valve Guides and Camshaft Chain Tensioner

Models affected: Tiger Explorer and Tiger Explorer XC

Note:

- **This Technical News Item Applies Only To The United Kingdom Market.**

If a Tiger Explorer customer reports excessive top-end engine noise (a ticking and or knocking noise) on an engine fitted to the above models up to VIN 602960, the dealer is requested to arrange the return of the motorcycle to Triumph Motorcycles to permit factory repairs. This will include either a modification to the existing cylinder head or replacement cylinder head and replacement camshaft drive chain tensioner.

Below please find the procedure to arrange factory repairs:

Important Note: Each dealer may be aware of those customers who are currently concerned about this issue. We recommend that these customers are first approached and offered a factory repair. Customers who are currently not expressing any concerns should not be initially contacted. Unsold stock and demonstrators should not be initially repaired. Prioritise any unhappy customers.

The factory can accommodate a limited number of customer motorcycles per week and having initially discussed suitable dates with the customer, you are requested to contact Triumph UK Warranty Department (Mark Swepson/Peter Clarke) to arrange a suitable date.

It is anticipated that from arrival at the factory, repairs will be undertaken in 4 to 5 days. Therefore it is planned that motorcycles delivered on a Monday will be ready for collection on the Friday of the same week. We are aware of and wish to minimise the time the customer is without his motorcycle.

Triumph will have a number of Tiger Explorer XCs available for customer use, whilst their own motorcycle is at Triumph. Having booked the motorcycle into the factory the dealer has the option of delivering the motorcycle himself or using the factory's own transport options. These factory options are either a) our man/van (we can load up to 6 motorcycles in the van) or b) utilising GEFCO, who will deliver to you a crate to be used to transport the motorcycle back to the factory. A process for safely securing a motorcycle into a GEFCO crate is below.

All motorcycles returned to the factory must be accompanied by a Tiger Explorer Return Method Form – this is attached as an appendix. The form is to be placed in the battery tray of the returned motorcycle, secured by the battery strap.

Prior to Arrival at the Dealership:

Owners bringing their motorcycles to you to be transported to the factory should be asked in advance:

- not to leave an excessive amount of fuel in the fuel tank. Motorcycles will be returned from Triumph to the dealership with the fuel tank empty.
- Remove and leave at home the panniers, top box, tail pack, tank bags and satellite navigation equipment.

On Arrival at the Dealership:

Dealer to complete a "Tiger Explorer Condition Report" form – see attached to record the cosmetic condition of the motorcycle. Any scratches or damage should be noted (as per hire car practice).

In the presence of the owner, inspect the motorcycle for any faults or damage, note any damage (we recommend you photograph each side, front and rear aspect and the view from the riders seat overlooking the fuel tank and instruments to avoid any later disputes concerning transit damage). There is no need to send the photos or a copy of the "Condition Report" to Triumph – they are for your records.

Collect one set of keys and the alarm fob (if fitted) and sign the completed document along with the owner as a witness. Disable the alarm (if fitted).

Drain the fuel tank. Drain the fuel into a suitable fuel proof container and store responsibly until the motorcycle is returned.

Dealer to complete "Tiger Explorer Factory Return" form (attached) and once completed place in the battery tray of the motorcycle. This form will be utilised by Triumph personnel at the factory.

Note:

- **Triumph Motorcycles will not accept any additional costs for fuel during the repair operation.**

Items to be Removed and Stored by the Dealership Prior to Return to Triumph Motorcycles.

Remove the:

- Seats;
- Battery;
- Mirrors, (Gefco crate only);
- Windscreen;
- Fuel, (drain the fuel into a suitable fuel proof container);
- Handlebar end weights (Gefco crate only);
- Hand guards (Gefco crate only);
- Sliding carriage, (if fitted) refer to the accessory fitting instruction A9508162 available to view at www.triumphinstructions.com (Gefco crate only).

Parts Required to Safely Secure the Motorcycle into the Gefco Crate

- Gefco / MISTR18 crate;
- 2 x cam straps;
- 2 x ratchet straps;
- 6 x Novafoam pads;
- 4 x cable ties;
- Securing Bolt.

Fitting the Motorcycle into the Gefco Crate

1. Raise the packing crate front struts and secure with the centre support.
2. With the aid of an assistant, carefully push the motorcycle onto the crate base in a rearward direction, ensuring the rear wheel locates into the wheel support in the crate.
3. Raise the two rear struts into the locked position on the packing crate.



Rear Strut

4. Raise the centre support and place into the locked position.



Centre Support

5. With the aid of an assistant to support the motorcycle, route a 1.25 m cam strap through the 600 mm protective Novafoam and thread the strap over the right hand side of the rear frame, with the protective Novafoam nesting around the frame evenly. Pass the loose ends of the strap through the crate bracket then back on itself. Feed the strap through the cam strap and pull tight.



Rear Right Hand Cam Strap

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6. With the aid of an assistant to support the motorcycle, route the remaining 1.25 m cam strap through the 400 mm protective Novafoam and thread the strap over the left hand rear footrest hanger, with the protective Novafoam nesting around the footrest hanger evenly. Pass the loose ends of the strap through the crate bracket then back on itself. Feed the strap through the cam strap and pull tight.



Rear Left Hand Cam Strap

7. Position the handlebars to right hand lock.

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8. With the aid of an assistant to support the motorcycle, route the 2 m ratchet straps through the 750 mm lengths of protective Novafoam and thread the straps over the lower yoke ensuring the protective Novafoam nests around the yoke evenly. Pass the loose ends of the strap through the crate bracket then back on itself. Feed the strap through the ratchet strap and pull tight. Position a cable tie around the Novafoam pad on both sides of the strap so the Novafoam protection doesn't separate itself from the strap in transit. Trim off any excess from the cable ties.



Front Ratchet Straps

9. Place a 240 mm Novafoam pad around the front brake lever and handle bar grip, secure it in place with a cable tie as shown below.



Brake Lever Protection

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10. Place the remaining 240 mm Novafoam pad around the clutch lever and handle bar grip, secure it in place with the remaining cable tie as shown below.



Clutch Lever Protection

11. Place the ignition key into a plastic bag or similar.
12. Place the ignition key into the ignition barrel and turn one click clockwise to prevent the key from falling out during transit.



Ignition Key Protection

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13. Secure the Tiger Explorer Factory Return Form using the battery retaining strap, as shown below.



Tiger Explorer Factory Return Form

Items to be Refitted by the Dealership upon the Return from Triumph Motorcycles.

Refit the:

- Sliding carriage, (if removed) refer to the accessory fitting instruction A9508162 available to view at www.triumphinstructions.com;
- Hand guards (use a new fixing for the bar end weight, tighten both fixings to **8 Nm**);
- Handlebar end weights (use new fixings and tighten to **5 Nm**);
- Windscreen (tighten the fixings to **4 Nm**);
- Mirrors (tighten the locking nut to **25 Nm**);
- Fuel, refill the fuel tank with the fuel stored previously;
- Battery;
- Seats.

14. Return the motorcycle to the owner.

Tiger Explorer Factory Return Form



Please Complete the Form and place in the Battery Tray, securing with the Battery Strap

Owners Email Address
(Please supply if owner would like to be updated on progress with their bike)
.....@.....

Dealer details (inc full address)											
Dealer Number	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>										

Registration Number											
VIN Number	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>										
Engine Number	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>										
Key Number	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>										

Note* Return one Key and Alarm Fob only with the motorcycle

Motorcycle collection date			2013
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Items to Be Removed Prior to Return:		
ITEM	YES	COMMENTS
Pannier system		Owner to Remove Prior to Arrival at Dealership
Top Box		Owner to Remove Prior to Arrival at Dealership
Mirrors		Dealer to Remove Only if Returned in a Gefco Crate
Windscreen		Dealer to Remove
Hand Guards / Bar End weights		Dealer to Remove Only if Returned in a Gefco Crate
Seat		Dealer to Remove
Battery		Dealer to Remove
Alarm (disable and include FOB)		
Accessories unable to fit in crate		
FUEL (Drain the fuel tank)		

Packing Requirements (Only If returning motorcycle in a Gefco crate)		
ITEM	YES	COMMENTS
Gefco / MISTR18 crate only		
2 x Cam straps		
2 x Ratchet straps		
Novafoam protection		To be used under Ratchet and Cam straps
Clutch / Brake levers to be cable tied		Nova foam protection required
Protection under Ignition key		To prevent YOKE damage

Cosmetic Inspection (Attach an additional sheet if required)

Accessory / Aftersales Items Returned with Motorcycle	
ITEM	COMMENTS

ITEM	YES	NO	COMMENTS
Handbook / Service Book			

SIGNATURE		PRINT NAME	
Date			

Triumph Motorcycles Use Only



Registration Number						
VIN Number						
Engine Number						
Key Number						

Motorcycle Returned Date:			2013
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ITEM TO BE CHECKED PRIOR TO UNPACKING	OK	NOT OK	COMMENTS	Name
Check accessory list against the recorded items on the Tiger Explorer Factory Return Form				
Check for cosmetic damage other than items not recorded on the Tiger Explorer Factory Return Form				
Check the on the Tiger Explorer Factory Return Form has been completed fully				
Check the required documentation is located on the motorcycle				
Check for DIT List concern found including photographs (if applicable)				

SIGNATURE	PRINT NAME
Date	