

Technical News

Issue 153

Strictly Confidential

December 2013

Item 1.

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

Models affected: Trophy and Trophy SE

Note:

- **This Technical News item applies only to the United Kingdom market.**

If a Trophy or Trophy SE 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.

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

Mark Winwood on 01455 453128 or mark.winwood@triumph.co.uk to arrange a suitable date.

It is anticipated that from arrival at the factory, repairs will be undertaken within 10 days. Therefore it is planned that motorcycles will be ready for collection one week after they are delivered. We are aware of and wish to minimise the time the customer is without their motorcycle.

Triumph will have a limited number of Explorer and Explorer XC's 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 themselves or using the factory's own transport options. These factory options are either a) our driver/van (we can load up to 2 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 Trophy and Trophy SE Factory Return Form (attached as appendix A). The form is to be placed in the area of the tool kit of the returned motorcycle, secured by the tool kit 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 and satellite navigation equipment.
- If practical, remove or disconnect and disarm any NON Triumph approved accessories.

On Arrival at the Dealership:



Caution

Dealers are advised to fully inspect and test any non-approved accessories prior to accepting a motorcycle from the owner. If non-approved parts or accessories are returned with the motorcycle, Triumph Motorcycles Limited have no facility for testing these items. Therefore Triumph Motorcycles Limited are unable to accept any liability for any non-approved accessory items whilst the motorcycle is in our care.

Dealer to complete a Trophy and Trophy SE Condition Report form (attached as appendix B) 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 "Trophy and Trophy SE Factory Return" form (attached as appendix A) and once completed place it beneath the tool kit retaining strap 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;
- Non-approved accessories where practical;
- Antennae (if fitted);
- Windscreen, (including its fixings), refer to the service manual;
- Fuel, (drain the fuel into a suitable fuel proof container);
- 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 forward direction, ensuring the front wheel locates into the wheel support in the crate.

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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

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5. With the aid of an assistant to support the motorcycle, route the 1.25 m cam straps through the 600 mm protective Novafoam.
 - Thread the straps through the pannier third mount, with the protective Novafoam nesting around the silencer (right hand) or frame (left hand) evenly.
 - Pass the loose ends of the strap through the crate brackets then back on itself.
 - Feed the strap through the cam strap and pull tight.



Rear Cam Straps

6. With the aid of an assistant to support the motorcycle, route the 2 m ratchet straps through the 750 mm lengths of protective Novafoam.
 - 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 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

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- Place the 240 mm Novafoam pads around the front brake lever, clutch lever and handle bar grip, secure them in place with the cable tie as shown below.



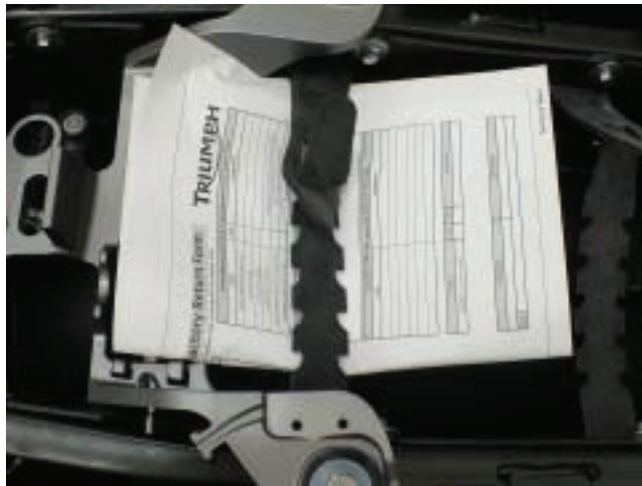
Brake/ Clutch Lever Protection

- Place a plastic bag or similar over the ignition barrel to protect the motorcycle paint work. Pierce a hole through the protective material and then insert the key into the ignition barrel, as shown below. Turn the key one click clockwise to prevent it from falling out during transit.



Ignition Key Protection

9. Secure the completed Trophy and Trophy SE Factory Return Form using the tool kit retaining strap, as shown below.



Trophy and Trophy SE 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 service manual;
- Windscreen, refer to the service manual;
- Antennae (if fitted);
- Non-approved accessories (if removed);
- Fuel, refill the fuel tank with the fuel stored previously;
- Battery. Ensure the battery with the correct VIN label is refitted to the motorcycle;
- Seats.

10. Return the motorcycle to the owner.

Initial and date when read and return to central file holder

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

Trophy and Trophy SE Factory Return Form



Please Complete the Form and place in the Battery Tray, securing it beneath the tool kit retaining strap of the motorcycle

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

Dealer details (inc full address)

Dealer Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Registration Number	<input type="text"/>
VIN Number	<input type="text"/>
Engine Number	<input type="text"/>
Key Number	<input type="text"/>
Odometer Reading	<input type="text"/>

Motorcycle collection date	<input type="text"/>	<input type="text"/>	2014
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Note* Return one Key and Alarm Fob only with the motorcycle

Items to Be Removed Prior to Return to Triumph:		
ITEM	YES	COMMENTS
Pannier system		Owner to Remove Prior to Arrival at Dealership
Top Box		Owner to Remove Prior to Arrival at Dealership
Antennae (if fitted)		Dealer to Remove
Windscreen		Dealer to Remove
Sliding carriage		Dealer to Remove Only if Returned in a Gefco Crate
Seats		Dealer to Remove
Battery		Dealer to Remove
Alarm (disable and include FOB)		
Accessories (see Caution on page 2)		
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	<input type="text"/>



Trophy and Trophy SE Condition Report
Triumph Motorcycles
Factory 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 Factory Return Form				
Check for cosmetic damage other than items not recorded on the Factory Return Form				
Check the on the Factory Return Form has been fully completed				
Check the required documentation is located on the motorcycle				
Check for DIT List concern found including photographs (if applicable)				

SIGNATURE		PRINT NAME	
Date			