

TOL NOTICE (US&CAN) – September 15, 2016

**Explanation of Odometer Malfunction
on New Tiger Explorer Models**

It has recently come to our attention that an incorrectly performed procedure during the Pre-Delivery Inspection (PDI) on 2017 Tiger Explorer models is causing a permanent odometer malfunction. **To avoid this malfunction, it is extremely important that service staff follow the correct procedure when installing Instrument, Chassis and ECM tunes. When the motorcycle is unlocked all tunes must be installed, and installed in the correct order, before the motorcycle is ridden.** Please refer to the attached **Technical News 167** PDF for further details on proper installation of software and calibrations for the new Tiger Explorer models.

The odometer malfunction occurs when a motorcycle is taken for a test ride before all tunes are installed. Once a speed signal is sensed by the instrument cluster with no tune or an incorrect tune installed, it clears the EEPROM. This causes the mileage reading to fail and the odometer to read (-----). This failure cannot be reversed at the dealership and these instrument clusters must be returned to Triumph.

Affected VIN range:

- All 2017 Triumph Tiger Explorers models with VIN up to and including #765662

Triumph is aware of the problem and working on a more simplified automated approach to the tune installation process. We will inform you immediately when this new process becomes available. Triumph will continue to warrant affected Instrument clusters; however, dealers should take care to ensure that proper PDI procedure is being followed at all times.

If you have any questions regarding this issue, please contact Triumph 24/7 Customer Support at (888) 284-6288.

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