

Tiger 800 Model Rear Suspension Noise



Notice Information

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TOL NOTICE (US&CAN) – February 3, 2016

Tiger 800 Model Rear Suspension Noise

Models affected: Tiger XC, Tiger XCx, Tiger XCx Low, Tiger XCA

It has come to our attention that some customers have noticed a 'metallic clicking' sound coming from the rear suspension unit on the above listed Tiger 800 models. This sound is caused by a shim springing back to rest on the piston when the suspension travel changes direction from rebound to compression. Depending on the position of the rebound adjuster, this sound may alter in volume.

This 'clicking' sound is produced as part of the normal operation of the rear suspension unit on these models. We would like to reassure dealers and customers that the sound produced by the shim does not indicate a fault with the rear suspension, and that the operation, performance and reliability of the rear suspension is unaffected.

Please be aware that Triumph will not consider warranty claims for a replacement rear suspension unit arising from the sound produced by this shim during normal operation of the rear suspension.

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

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