

HEADLIGHT DAMAGE WARRANTY CLAIMS



Notice Information

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Subject:	Service/Technical

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Headlight Damage Warranty Claims

Triumph has recently investigated a number of warranty claims for headlamps with surface damage due to overheating, similar to the example below:



Triumph has carried out extensive and rigorous testing on these parts and has only been able to replicate the type of damage seen if either the incorrect headlamp bulb is used or if the headlamp has been covered – either fully or partially.

The following guidance is included in the Owner's Handbook:

- *Do not cover the headlight or lens with any item likely to obstruct air flow to, or prevent heat escaping from, the headlight lens.*
- *Covering the headlight lens during operation with items of clothing, luggage, adhesive tape, devices intended to alter or adjust the headlight beam or non-genuine headlight lens covers will cause the headlight lens to overheat and distort, causing irreparable damage to the headlight assembly.*
- *Damage caused by overheating is not considered a manufacturing defect and will not be covered under warranty.*
- *If the headlight must be covered during use - such as taping of the headlight lens required during closed-course conditions – the headlight must be disconnected.*

Note that if any adhesive is used on a headlamp – for example to affix a label – even when the item is removed residue from the adhesive can remain on the headlamp and may cause overheating damage during use.

Triumph recommends that nothing is affixed to the headlamp, even while the bike is not in use. This includes labels, price tags, suction cups, etc., while the bike is in storage or on showroom display. This will ensure that any damage due to adhesive residue is avoided.

Please ensure that this advice is passed onto customers during motorcycle handover. Warranty claims for any such damage where there is evidence of modification or coverage of the headlamp should not be submitted.

If you have any questions, please contact your Regional Manager or call Triumph Customer Support at (888) 284-6288.