

NAVIGATION CONNECTION ISSUES ON TIGER 900 RANGE



Notice Information

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NAVIGATION CONNECTION ISSUES ON TIGER 900 RANGE

Some owners of Tiger 900 GT Pro and Tiger 900 Rally Pro models are experiencing connection difficulties with the navigation feature on the My Triumph Connectivity system on both iOS and Android platforms.

We've discovered this can occur if these models leave dealerships with their instrument packs not programmed with the VIN, which is required for the Navigation feature to work.

To deliver the best customer experience, **when performing the PDI, please follow the new Electronic Systems Commissioning and Motorcycle Unlocking procedure highlighted in Technical Bulletin 212.4.**

Following this procedure completely will successfully write the VIN to the instruments. This procedure must be done on all models in the Tiger 900 Range to include:

- Tiger 850 Sport
- Tiger 900
- Tiger 900 GT
- Tiger 900 GT-LRH
- Tiger 900 GT Pro
- Tiger 900 Rally
- Tiger 900 Rally Pro

As a care point, check that the VIN has been written to the instruments in the diagnostics build data menu on the TDT before handover to the customer.

If any customers report that their navigation feature is malfunctioning, but have other features enabled on their Connectivity system, please advise them to bring their motorcycle to an authorized Triumph Dealership and have them run the Bluetooth Wizard Tool on the TDT, which will check and write the VIN to the instruments if required.

If you have any additional questions on this matter, please contact Triumph Customer Support at (888) 284-6288.