

SCRAMBLER 1200 REAR SUSPENSION UNIT SLEEVE WEAR



Notice Information

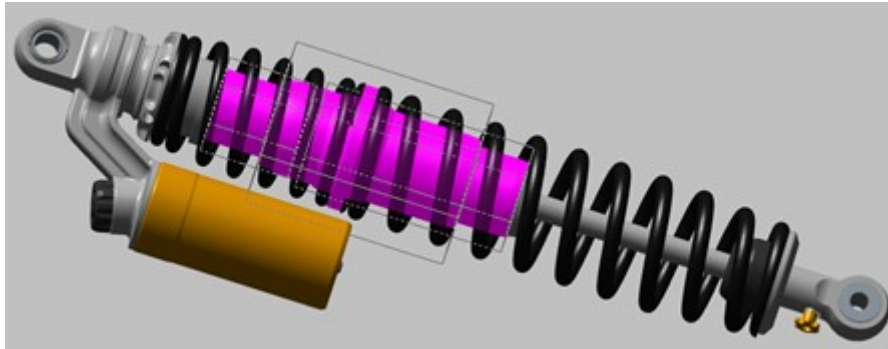
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Subject:	Service/Technical

TOL NOTICE (US&CA) – June 17, 2021

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SCRAMBLER 1200 REAR SUSPENSION UNIT SLEEVE WEAR

A small number of warranty claims have been submitted due to abrasion on the Scrambler 1200 rear suspension units. This cosmetic wear, when present, is found on the replaceable clear protection film and black plastic support sleeves, as highlighted in pink below.



Cosmetic damage of this nature is normal for this model and is expected to be seen in use. The rate of wear will vary based on the usage pattern of the motorcycle, the conditions where it is used, and the maintenance/cleaning regime. This abrasion is not considered a warrantable defect. The Owner's Handbook contains the following clear owner guidance:

The rear suspension units on the motorcycle are equipped with plastic spring guides. These guides will gradually wear. If the motorcycle is used in dirty or dusty environments, this wear will be accelerated. The plastic spring guides are a replaceable item and can be replaced by an authorized Triumph dealer. Spring guide wear will not affect suspension performance.

Note: To reduce the wear on the rear suspension spring guides, dirt should be washed from between them after use in dirty or dusty environments.

If wear is found, these components can be replaced. Spares kit T2050549 is available on EPC for this purpose. Warranty claims for this wear will be rejected. Customers bringing the matter to your attention must be directed to the above Owner's Handbook advice.

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