

MY TRIUMPH CONNECTIVITY - NO NAVIGATION ON A RANGE OF VINS



Notice Information

Ref	19370
Posted Date:	
Posted To:	General Manager / Business Owner, Technician, Parts / Accessories Coordinator, Sales Executive, Clothing Sales, Sales Manager, Aftersales Manager, Service Leader / Advisor, Accounts / Admin, Marketing Executive
Subject:	Service/Technical

TOL NOTICE (US&CA) - September 2, 2021

TOL Ref. #19370-SVC

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An issue has been detected with the My Triumph mobile phone app connecting to motorcycles with VINs ending in the range ~A10001 to ~A19999.

The issue does not allow for navigation functions to work properly and are therefore unavailable. Bluetooth will still connect allowing phone call and music functions will work as normal.

Triumph's technical team is working on an update to the app which will be released via the App Store and Google Play Store as soon as possible. Another notice will be sent when this issue is resolved, and the app update is available to download.

Example: An affected model will have "A10001" as the last 6 alphanumeric characters in the bike's VIN.

The list of affected models is below.

MODELS WITH VINS ENDING IN A10001 THROUGH A19999
Tiger 900 GT Pro
Tiger 900 Rally Pro
Tiger 900 GT Low
Street Twin Goldline
Street Scrambler
Speed Twin
Street Twin
Scrambler 1200 XC
Scrambler 1200 XE
Bonneville T120 Black
Bonneville T120

Bonneville Speedmaster
Bonneville Bobber
Trident 660

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