TECHNICAL UPDATE – SCRAMBLER 400 X PILLION SEAT DAMAGE



VIN range: All.

What is the nature of concern? Scrambler 400 pillion seat alignment tab damage.

How will this concern be found? Customers or dealers may report that the alignment tabs on the Scrambler 400 X pillion seat have snapped or are damaged.

What is the impact on the customer? A delayed customer bike handover at PDI, inconvenience and lowered quality perception for the customer if damage occurs after handover.

What is Triumph doing? Triumph has investigated this concern. Our findings are that damage occurs when the pillion seat lugs are not fully aligned with the welded hook on the frame during fitting.

What do I need to do? Dealers and customers are requested to ensure that when fitting the pillion seat on this model, appropriate care is taken to correctly align the locating tabs before any pressure is applied to engage the locating peg into the seat lock. For additional information, we suggest making customers and dealers familiar with the specific installation instructions published in the owner's handbook.

Warranty claim information: Warranty claims for damaged alignment tabs due to improper fitment of the Scrambler 400 pillion seat must be rejected.

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