

IMPORTANT SAFETY RECALL ACTION 555



Notice Information

Ref	5792
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
Subject:	Service/Technical

TOL NOTICE (US&CAN) – February 2, 2018

IMPORTANT SAFETY RECALL ACTION 555

Thruxton, Thruxton R, Thruxton 1200 Dual Seat & Thruxton 1200R Dual Seat (specific VIN range only)

Triumph Motorcycles has initiated a voluntary safety recall affecting a specific VIN range of the above-referenced models. We require your immediate attention to rectify the above machines.

What is the Problem?

The engine management software on these motorcycles may not always prevent “blip stalling”; the ability to maintain a stable engine idle when the throttle is opened and closed (“blipped”) very quickly, with the clutch disengaged. To prevent the engine from stalling when “blipping” the throttle, a revised engine calibration must be downloaded into these motorcycles. Engine stalling presents an increased risk of a loss of control of the vehicle, increasing the risk of a crash.

What Will Triumph Do?

To address this condition, Triumph is issuing a new ECM calibration software (Version 2018.2), as described in the attached [Safety Recall Action Notice 555](#) (also currently available for download in the Service Bulletin library in [Triumphonline.net](#)).

All arrangements for updating of our computer systems will be completed by tomorrow.

Notification letters to current customers will be mailed commencing February 9, explaining the action and advising them to return their bike to a Triumph dealer to have the modification carried out free of charge to the owner.

What Should You Do?

All affected motorcycles are to be repaired in accordance with Safety Recall Action Notice 555.

It is imperative that any owner having recently purchased an affected machine be contacted by you immediately and asked to return the machine for modification.

Triumph Dealers should take the following actions:

1. You must quarantine all unsold stock and arrange modification as per **Safety Recall Action Notice 555** prior to any further deliveries to customers. You can check those machines in your unsold stock that require modification by using TriumphOnline.Net (TOL). Do this by undertaking the following simple steps:
 - a. Once signed into the site, select **Motor Cycle Sales** and then **Stock Management** (this will provide you a display summary of your unsold machines by model).
 - b. Select the affected model to view the individual VIN details of your unsold machines. We strongly recommend you check this listing against your physical stock and advise us of any discrepancies. Machines containing a symbol of a 'spanner' (indicating Bulletin or Safety Recall Action Notice outstanding) will require attention. Select the VIN to open a dialogue window. Details of all outstanding bulletin(s) and Safety Recall Action Notices are contained in the bottom half of the screen. To view the bulletin content, click on the Union Jack "flag" to open an English language PDF document (alternative flags for other language options when available). This can be read and/or printed off as required.
2. Owners of machines outside of the affected VIN range are not connected with this action and may therefore require reassurance.
3. Some VINs affected by this **Safety Recall Action Notice 555** may also require other bulletin or Safety Recall Action Notice work to be carried out. Please use the above-described system tools to identify all outstanding bulletins or notices and make arrangements to carry out these repairs at the same time.
4. Read, download and circulate the above-mentioned **Safety Recall Action Notice 555** to relevant staff and ensure all Sales and Service staff are aware of this action.
5. This action is likely to increase visitor traffic to your showroom and service areas. Please ensure all arrangements are made to best accommodate them.

U.S. law prohibits the delivery of a recalled motorcycle under a sale or lease until the remedy has been performed.

We apologize for the inconvenience this may cause, but we are taking this action in the interest of our customers' personal safety and satisfaction with our products. We thank you in advance for your anticipated cooperation. If you have any questions, please contact Triumph 24/7 Customer Support at (888) 284-6288.