

IMPORTANT: SAFETY RECALL ACTION NOTICE 566**Notice Information**

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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) – May 14, 2019
Ref. # 10763-SVC

TOL

IMPORTANT: Safety Recall Action Notice 566
Accessory Café Racer Fairing

Triumph Motorcycles has initiated a voluntary safety recall affecting the specific Thruxton 1200 and Thruxton 1200R models in the VIN ranges listed below fitted with an Accessory Café Racer Fairing. **Safety Recall Action Notice 566** requires your immediate attention to rectify the following motorcycles:

Accessory Café Racer Fairing		
Bulletin Number	Models Affected	VIN Range
566	Thruxton 1200	From 743684 to 957335
	Thruxton 1200R	From 740405 to 958219
	Thruxton 1200 Dual Seat	From 766764 to 895179
	Thruxton 1200R Dual Seat	From 766510 to 895892

Internal investigations have identified the need to replace the conduits positioning the harness within the Accessory Café Racer fairing on the above models. Additionally, Thruxton 1200 and Thruxton 1200R models up to VIN 749070 fitted with an Accessory Café Racer fairing will need a new lock set.

We require your immediate attention to rectify the above machines. Please refer the attached Safety Recall Action Notice 566 PDF for complete recall instructions.

What is the Problem?

Triumph is recalling certain Thruxton 1200 and Thruxton 1200 R motorcycles fitted with an optional Accessory front fairing kit. The kit includes 2 x conduits to conceal wiring. The conduits have insufficient clearance and can damage wiring. Damaged wiring may cause the engine to stall or cause the loss of the headlight or turn signals increasing the risk of a crash.

What Will Triumph Do?

To address this condition, Triumph is launching a new recall as described in the attached [Safety Recall Action Notice 566 PDF](#). All arrangements for updating our computer systems have now been completed.

Notification letters to current customers will be mailed commencing on May 16, 2019 explaining the action and advising them to contact their local Triumph dealer and returning their bike if necessary 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 566**.

Dealers who have previously sold the affected machine must contact every owner and verify whether their motorcycle is equipped with the Accessory Café Racer Fairing. Upon confirmation of a fitted Accessory Café Racer Fairing, dealers will arrange for the necessary repairs to be carried out as soon as possible.

Triumph Dealers should take the following actions:

1. You must quarantine all unsold stock and arrange modification as per **Safety Recall Action Notice 566** prior to any further deliveries to customers. You can check those machines in your unsold stock that require modification by using TriumphOnLine.Net. Do this by undertaking the following simple steps:
 - a. Once signed into the site, select Motorcycle Sales and then Inventory 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 or 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 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 566** 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 Customer Support at (888) 284-6288.