



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

January 16, 2020

Mr. Charles Smart  
Head of Claims Management Dept  
Triumph Motorcycles America, LTD  
Normandy Way  
Hinckley 1

NEF-150JK  
20V-014

**Subject:** Loss of Ability to Shift Gears

Dear Mr. Smart:

This letter serves to acknowledge Triumph Motorcycles America, LTD's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

TRIUMPH/SPEED TWIN/2019-2020

**Mfr's Report Date:** January 15, 2020

**NHTSA Campaign Number:** 20V-014

**Components:**

POWER TRAIN:MANUAL TRANSMISSION

**Potential Number of Units Affected:** 1,304

**Problem Description:**

Triumph Motorcycles America, LTD (Triumph) is recalling certain 2019-2020 Speed Twin motorcycles. The gear shift lever linkage may separate from shifter ball joint, resulting in an inability to change gears.

**Consequence:**

A loss of ability to change gears may increase the risk of a crash.

**Remedy:**

Triumph will notify owners, and dealers will secure the attachment with a different thread locking compound, free of charge. The recall is expected to begin January 27, 2020. Owners may contact Triumph customer service at 1-678-854-2010. Triumph's number for this recall is SRAN 569.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Triumph's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement