

# SAFETY RECALL ACTION 569 – SPEED TWIN GEAR CHANGE LINKAGE



## Notice Information

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*Posted To:* General Manager / Business Owner, Technician, Sales Executive, Sales Manager, Aftersales Manager, Service Leader / Advisor, Accounts / Admin  
*Subject:* Service/Technical

**TOL NOTICE (US&CAN) – January 20, 2020**

**TOL Ref. # 13367-SVC**

## Safety Recall Action 569 – Speed Twin Gear Change Linkage

Triumph Motorcycles has initiated a voluntary safety recall affecting a specific VIN range of the below-referenced Speed Twin models. Please consult the attached [Safety Recall Action 569](#) PDF immediately for complete instructions.

Internal investigations have identified a need to apply locking compound to the threads of the gear change ball joints on the below models. Dealers are requested to apply locking compound to the gear change ball joints, as per the instructions attached.

**We require your immediate attention to rectify the following machines:**

Subject: Gear Change Ball Joint			
Notice Number	Models Affected	VIN Range	Markets Affected
569	Speed Twin	From 917456	All markets
		Up to 994413	

### WHAT IS THE PROBLEM?

The gear change lever linkage may become loose from the front or rear ball joints, impeding a smooth gear change; resulting in an inability to change gear. A loss of gear selection without warning may increase the risk of a crash.

### WHAT WILL TRIUMPH DO?

To address this condition, Triumph is launching a new recall as described in **Safety Recall Action 569**. All arrangements for updating of our computer systems will be completed today.

Notification letters to current customers will be mailed beginning January 22, 2020 explaining the action and advising owners to return their bike to a Triumph dealer to have the modification carried out free of charge.

### WHAT SHOULD YOU DO?

All affected motorcycles are to be repaired in accordance with **Safety Recall Action 569**.

***It is imperative that any owner who has 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 (including stock for sale on your website and with third parties) and arrange modification as per **Safety Recall Action 569** prior to any further deliveries to customers. You can check those machines in your unsold stock that require modification by using Triumph Online (TOL). Do this by undertaking the following simple steps:
  - a. Once signed into the site, select Motorcycle 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 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 569** 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.

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 additional questions regarding **Safety Recall Action 569**, please contact Triumph Customer Support at (888) 284-6288.