



Triumph Motorcycles America Ltd.  
100 Hartsfield Centre Parkway  
Suite 200  
Atlanta, Georgia 30354

27<sup>th</sup> January 2020

**! IMPORTANT SAFETY RECALL !**

**APPLICATION OF NEW THREAD LOCKING COMPOUND TO FRONT AND REAR GEAR SHIFT LINKAGE BALL JOINTS TO PREVENT LOSS OF GEAR SELECTION.**

Safety Recall: SRAN569  
NHTSA Recall: 20V-014

This notice applies to your motorcycle:  
Model: 2019 & 2020 - Speed Twin  
VIN: SMTXX

Dear [NAME]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Triumph Motorcycles Ltd. has decided that a defect which relates to motor vehicle safety exists in your motorcycle, with the VIN shown above. Accordingly, Triumph Motorcycles America Ltd. is conducting a safety recall to address the condition.

**The reason for this recall notice:** The gear shift 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 Triumph & your dealer will do:** Triumph Motorcycles America Ltd. has authorized your dealer to re-bond the clamp linkage ball joints, free of charge to you (labour (there are no parts to replace)). This repair should take less than 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your motorcycle available for a longer period of time.

**What you must do to ensure your safety:** Please make an appointment with your authorized Triumph motorcycles dealer to have this important remedy performed on your motorcycle as soon as possible.

**Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within 10 days.**

**If you need help:** Please contact your authorized Triumph dealer should you have any questions or encounter any difficulty regarding this recall. In the event your dealer is unable to remedy your motorcycle, please contact Triumph Motorcycles America at 1-678-854-2010.

If an authorized Triumph dealer or Triumph Motorcycle America Ltd fails or is unable to perform this remedy without charge within a reasonable amount of time, you may contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, D.C., 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you no longer own the motorcycle listed above, please contact Triumph at 1-678-854-2010 and provide any information you can furnish that will assist us in locating the new owner.

We apologise for any inconvenience this may cause you. However, we have taken this action in the best interest of your safety and your continued satisfaction with your Triumph motorcycle. We appreciate your attention and cooperation in this important matter.

Sincerely

Triumph Motorcycles America Ltd.