

SAFETY RECALL ACTION NOTICE 582: REAR REFLECTOR



Notice Information

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

TOL NOTICE (US&CA) – August 12, 2020

TOL Ref. # 15557-SVC

SAFETY RECALL ACTION NOTICE 582: REAR REFLECTOR

After learning the rear reflex adaptor for may loosen and become detached on several Tiger 900 models, resulting in the bike not being fully compliant with certain international lighting regulations, Triumph Motorcycles has initiated a voluntary safety recall affecting a specific VIN range of the following models. We require your immediate attention to rectify the below machines.

SAFETY RECALL ACTION NOTICE 582

Replace Rear Reflex Reflector

<u>Model Code</u>	<u>Model Description</u>
CG7	Tiger 900
CM7	Tiger 900 GT
CN7	Tiger 900 Rally
CR7	Tiger 900 GT Pro
CS7	Tiger 900 Rally Pro
CT7	Tiger 900 GT Low

VIN RANGE: 978905 to AA9677 (ALL MARKETS except Brazil and China)

WHAT IS THE PROBLEM?

This non-compliance relates to the rear reflex reflector as fitted to certain Tiger 900 models, which may become loose or detach from the motorcycle. Detachment of the rear reflex reflector would result in the motorcycle no longer fully complying with certain international lighting regulations.

Detachment of the reflex reflector may under certain circumstances reduce the visibility of the motorcycle to drivers of other vehicles. As a consequence, visibility of the motorcycle may be compromised leading to an increased risk to safety.

WHAT WILL TRIUMPH DO?

To address this condition, Triumph is launching a new recall as described in [Safety Recall Action Notice 582](#).

All arrangements for updating of our computer systems will be completed by 5th August 2020.

Notification letters to current customers will be mailed on August 17th 2020 explaining the action and advising customers to return their bikes to a Triumph dealer to have the modification carried out free of charge to the owner. Customers will be advised to adhere to national Covid-19 general movement and social distancing rules.

WHAT SHOULD YOU DO?

All affected motorcycles are to be repaired in accordance with Safety Recall Action Notice 582.

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:

- Quarantine all unsold motorcycle stock (including motorcycle stock for sale on your website and with 3rd parties) and await details to permit modification arrangements as per the Safety Recall Action Notice prior to any further deliveries to customers.
- Owners of machines outside of the affected VIN range are not connected with this action and may therefore require reassurance.
- 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 TriumphOnline to identify all outstanding bulletins or notices and make arrangements to carry out these repairs at the same time.
- This action is likely to increase visitor traffic to your showroom and service areas. Please ensure all arrangements are made to best accommodate them.
- Quarantine all unsold new stocks of rear reflex reflectors (T2700650 and T2707111). Do not sell to customers. Return unsold new stocks under Triumph's MRN process. New condition T2707111 are now in stock and may be ordered when required.

U.S. LAW PROHIBITS THE DELIVERY OF A RECALLED MOTORCYCLE UNDER A SALE OR LEASE UNTIL THE REMEDY HAS BEEN PERFORMED.

We apologise 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, please contact Triumph Customer Support at (888) 284-6288.