

SAFETY RECALL ACTION NOTICE 584: VIN LABEL PROTECTOR



Notice Information

Ref: 15609

Posted Date:

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

Subject: Service/Technical

TOL NOTICE (US&CA) – August 18, 2020

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Ref. # 15609-SVC

SAFETY RECALL ACTION NOTICE 584: VIN LABEL PROTECTOR

After learning that a misrouted harness wiring may become damaged by contact with a lower lug on main frame headstock when the handlebars are rotated resulting in an engine stall, 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 584

Replace VIN Label Protector.

<u>Model Code & Model Year</u>	<u>Model Description</u>
DC3 (2019 - 2020)	Street Scrambler
DP3 (2019 - 2021)	Street Twin

VIN RANGE: From VIN 914448 to VIN AC6893

(ALL MARKETS except China)

WHAT IS THE PROBLEM?

Misrouted harness wiring may become damaged by contact with lower lug on main frame headstock when the handlebars are rotated resulting in an engine stall.

WHAT WILL TRIUMPH DO?

To address this condition, Triumph is launching a new recall as described in [Safety Recall Action Notice 584](#).

All arrangements for updating of our computer systems have been completed.

Notification letters to current customers will be mailed on or shortly after 18th August explaining the action and advising them to return their bike to a Triumph dealer to have the modification carried out free of charge. Customers will be advised to adhere to national Covid-19 general movement and social distancing rules.

The bulletin instructs that some VINS will require re-taping of a portion of the main harness. To facilitate this, a roll of harness tape is being auto-issued free of charge (actually \$0.01) to each dealer under part no. T2502518. Each roll will enable multiple VINS to be repaired.

WHAT SHOULD YOU DO?

All affected motorcycles are to be repaired in accordance with Safety Recall Action Notice 584.

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 make arrangements to repair as per the above 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 affected VIN label Protector (Triumph part no. T2071077) and return to your local Triumph subsidiary or distributor for credit.

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 additional questions, please contact Triumph Customer Support at (888) 284-6288.