

## **Important Safety Recall Information**

### **Safety Recall Campaign# 21V-045**

Dear Royal Enfield Dealers,

Royal Enfield North America (RENA) (A Unit of Eicher Motors Ltd.), has determined to conduct a voluntary safety-related recall in the United States covering models under the names INT 650, Continental GT 650. RENA has discovered a brake caliper corrosion-related issue in a very small number of Interceptor INT 650, Continental GT 650 motorcycles.

RENA has received no reports or complaints from our dealers or customers related to this concern.

Description of the concern outside of North America:

Royal Enfield has discovered a brake caliper corrosion-related issue in a very small number of Interceptor INT 650, Continental GT 650 motorcycles in some specific countries outside of North America. Upon investigation, it was revealed that this corrosion is brought about by sustained, long-term exposure to riding on roads treated with certain salts or a combination of salts, to prevent formation of ice during winters.

This corrosion causes damage to the brake caliper piston bore and assemblies, and can result in unusual braking sound, increased brake drag, unusual difficulty in pushing the motorcycle manually and may impact braking action.

Royal Enfield of North America will begin notifying the affected customers regarding the recall through mail the week of March 22. The brake calipers both front and rear will be replaced through this process.

**PLEASE BE ADVISED, IT'S A VIOLATION OF FEDERAL LAW FOR A DEALER TO DELIVER A NEW MOTOR VEHICLE COVERED BY THE NOTIFICATION UNDER A SALE OR LEASE UNTIL THE DEFECT IS REMEDIED**

Please find attached:

1. The service circular
2. Technical reference material
3. Parts ordering process
4. Campaign claim / reimbursement process
5. A copy of the customer letter

We ask that you please read these materials thoroughly and share them with all of your staff as soon as possible. Copies of this notification and its attachments can be found on the Google Drive within the dealer Toolbox and can be accessed through this link ([Link To Documents](#))

In the meantime, we ask that you and your staff answer any questions your customers may have regarding this subject utilizing the information shared within this dealer communication only. In addition we ask that you contact RENA's technical service department if you have additional technical questions or concerns regarding this matter, please email us at [RENAService@royalenfield.com](mailto:RENAService@royalenfield.com) or via phone 414-501-3809.

<u>Department Attention</u>		
<input checked="" type="checkbox"/> Dealer Management	<input checked="" type="checkbox"/> Parts	<input type="checkbox"/> _____
<input checked="" type="checkbox"/> Vehicle Sales	<input type="checkbox"/> Gear	<input type="checkbox"/> _____
<input checked="" type="checkbox"/> Service	<input type="checkbox"/> Accessories	<input type="checkbox"/> _____

**Subject: *IMPORTANT DEALER COMMUNICATION!***

Dear Royal Enfield Dealers:

This Service Circular is to inform you about a voluntary Safety recall announcement by Royal Enfield of North America (RENA) pertaining to specific INT 650 and Continental GT 650 models. It outlines the required replacement of front and rear brake calipers and the appropriate actions to take.

Royal Enfield has discovered a brake caliper corrosion-related issue in a very small number of Interceptor "INT" 650, Continental GT 650 motorcycles in some specific countries outside of North America. Upon investigation, it was revealed that this corrosion is brought about by sustained, long-term exposure to riding on roads treated with certain salts or a combination of salts, to prevent formation of ice during winters. This corrosion causes damage to the brake caliper piston bore and assemblies, and can result in unusual braking sound, increased brake drag, unusual difficulty in pushing the motorcycle manually and may impact braking action.

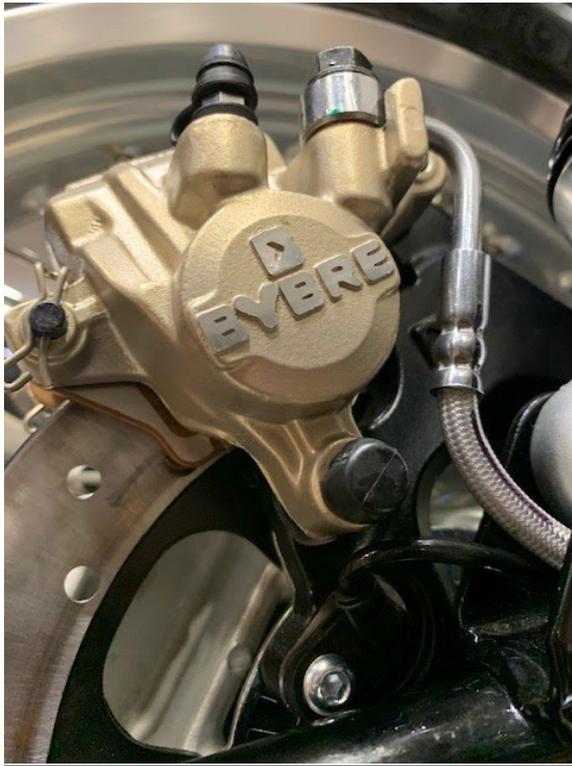
To date, RENA has received no reports or complaints from our dealers or customers related to this concern. RENA has decided to voluntarily launch this recall in the very rare instance this may occur

This recall pertains to model year 2019-2021 INT 650 and Continental GT 650 models. The brake calipers both front and rear will be replaced through this process. Please find the Service Circular, Technical instructions, Parts ordering, and claim filing process information on the following pages.

**Below are the VIN ranges that are potentially affected by this condition:**

<b>Beginning VIN</b>	<b>Ending VIN</b>
<b>ME3FPN476KK [REDACTED]</b>	<b>ME3FPN471MK [REDACTED]</b>
<b>ME3FPN478MK [REDACTED]</b>	<b>ME3FPN477MK [REDACTED]</b>

We are including photos as a visual indicator to confirm the completion of this action. The images below show the visual identification differences between the NON-Anodized and Anodized calipers.



Non-Anodized Rear



Non-Anodized Front



Anodized Rear



Anodized Front

	<h1>SERVICE CIRCULAR</h1>	Issue no.	RE-IB-SC-11-R1
		Issue date	
		Page No	01 of 02
SUBJECT	FRONT AND REAR CALIPER ASSEMBLY REPLACEMENT RECALL		
APPLICABLE MODELS	INT 650, GT 650		

**Attn: Service Manager / Technicians**

The technical action required to perform this recall are as follows:

The current non-anodized brake calipers (front and rear) will be replaced with anodized calipers (front and rear) The respective service manual outlines the proper procedure for caliper replacement. For convenience these have been attached.

Please note:

- The original brake pads should be inspected to ensure they are free of any contaminants and are within their operational specification which is listed in the service manual. **Please see Section 9 of the Service Manual - Attached.**
- If the brake pads are under the minimum specification, contaminated, or functionally compromised, the customer will need to be notified and the brake pads should be replaced. **Brake pad replacement will not be covered under this recall.**
- After the new anodized calipers are installed, the brake system must be bled and the DOL tool must be used to perform the modulator actuation. **The process is outlined in Annexure 1 - Attached.**

Pending approval from NHTSA, the owner letter will include the following direction:

- **IMPORTANT: Should you choose to ride your motorcycle before this safety recall service has been completed, to reduce the risk associated with this condition, we recommend that you evaluate your motorcycle BEFORE each ride per the following procedure:**
  - With your bike in neutral -
  - Fully depress rear brake pedal and release.
  - Fully squeeze front brake lever and release.
  - Slightly rock the motorcycle back and forth to ensure that brakes have released normally and increased brake drag is not present.
  - **NOTE: If increased brake drag from either the front or rear brake is noted, your motorcycle may be exhibiting the recall condition.**

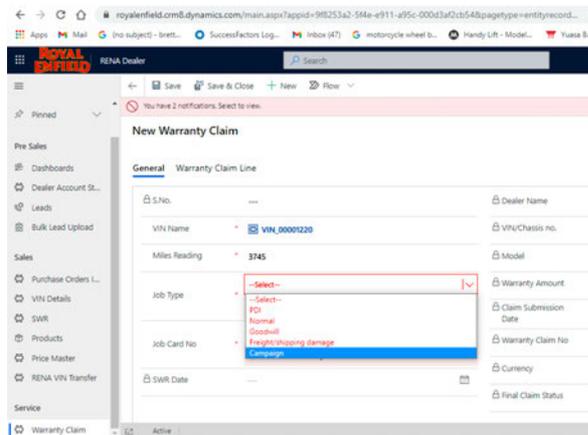
## Part Details and Ordering Process

Due to low part availability dealer orders containing caliper part numbers will not be fulfilled. We will provide an initial wave shipment of anodized replacement calipers and will be shipped to your dealership starting the week of February 22nd 2021. A dealer communication will be released to notify that sufficient stock is available and dealer ordering may begin. Calipers will be invoiced per transaction and will be filed for reimbursement with labor in the warranty claim submission process.

Part Description	New Part Number
FRONT CALIPER	KAB00267/A
REAR CALIPER	KAB00268/A

## Claim filing

RENA will reimburse parts and labor cost under the standard warranty process using job type "Campaign" and Campaign type "Campaign SC 14". This reimbursement will also cover consumables and administrative time: See the attached screenshots as an aid.



Upon completion of caliper (front and rear) replacement, use the standard claim submission process within the DMS. Listed below are filing details specific to this campaign. Please use the following part numbers and warranty flat rate time (frt) to complete the claim: **(INSERT IMAGE)**

Job type: Campaign

Campaign Type: Campaign SC 14

Part numbers: Front Caliper - KAB00267/A  
Rear Caliper - KAB00268/A

Labor Codes: Front Caliper - INGT-WBFB001 .4 hours

Rear Caliper - INGT-WBRB001 .4 hours

If you have any questions, please contact Technical service at  
[Renaservice@royalenfield.com](mailto:Renaservice@royalenfield.com) or call 414-501-3809

Sincerely,  
Royal Enfield of North America

