



IMPORTANT SAFETY RECALL RM 2014/002

REPLACEMENT OF ECU (Engine Control Unit)

24TH JANUARY 2014

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle safety Act.

Dear Triumph Owner

Triumph Motorcycles has decided that a defect which relates to motor vehicle safety exists in certain model year Tiger Explorer, Tiger Explorer XC and Trophy model motorcycles. The affected motorcycles require the replacement of the ECU. Failure to undertake this work may in rare cases lead to unnecessary activation of the safety shutdown strategy causing the fuelling and ignition to shut down and the motorcycle to lose power. An unexpected shutdown increases the risk of a crash. Our records show that you are the owner of an affected motorcycle.

To correct this condition, your dealer will replace the ECU. The service and parts will be provided free of charge. This work will take about 1 hour to complete however, additional time may be required depending on how dealer appointments are scheduled and processed. We urge you to contact your local Triumph dealer immediately to arrange an early appointment with the service department.

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

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

Should you need to discuss any aspect of this please contact your dealer who will be able to answer any enquiries. If necessary, you can of course call our Customer Services Department here at Triumph at the address below.

We regret any inconvenience that this action may cause you. However, we are concerned about your safety. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time:

- For the our US Customers: You may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 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>.
- For our Canadian Customers: If after contacting your dealer and/or Manufacturer Customer Service you have additional questions with regards to this recall, you may contact Transport Canada - Road Safety, 80 rue Noël, Gatineau, Quebec J8Z 0A1. Or call 1-800-333-0510.

Recall Coordinator

Scott H. Callander



Triumph Motorcycles Ltd Safety Recall Reply Form

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SERVICE BULLETIN 505

To The Current Owner (please complete your details)

Reg No:

VIN:

The machine is booked into:

The	Date Bike Booked in for modification.	
	Name of Dealer undertaking modification	

vehicle is not available because: (please tick as appropriate)

- The vehicle has been written off
- The vehicle has been stolen
- The vehicle has been sold (please provide new owner details below if known)

Name of new owner	
Address of new owner	
Or your new address	
Town	
County	
Postcode	
Approx. Date Bike Sold to new owner	

Please return this form in the pre-postage paid envelope to The Recall Coordinator, Warranty Dept, Triumph Motorcycles Ltd.

Please visit our web site www.Triumph.co.uk for details of our new models and to join the Riders Association of Triumph – a free to enter club to receive regular information about Triumph and its products and activities.

Thank you for taking the time to complete and return this important safety recall document.