

IMPORTANT SAFETY RECALL RM2013/005

Replacement of NHTSA Label for Tiger Explorer and Tiger Explorer XC.

30TH APRIL 2013

Dear Triumph Owner,

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

Triumph has decided that a defect which relates to safety exists in certain 2012-2013 Triumph Tiger Explorer and Tiger Explorer XC motorcycles. The NHTSA Label contains incorrect payload information. This incorrect information could lead to overloading of the motorcycle. If the motorcycle is overloaded this could lead to instability increasing the risk of a crash leading to personal injury. Our records show that you are the owner of an affected motorcycle.

VIN:

To correct this condition, your dealer will replace the NHTSA label. The service and parts will be provided free of charge. This work will take about 45 minutes 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 Service Department 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 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



HIGH PERFORMANCE MOTORCYCLES
 SINCE 1902

Triumph Motorcycles Ltd Safety Recall Reply Form

IMPORTANT SAFETY RECALL
 SERVICE BULLETIN 498

To The Current Owner (please complete your details)

Reg No:

VIN:

The machine is booked into:

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

The 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.