

APR 16 2015



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

27-FEB-2015

Repository ☐Reference No.
10691080**OWNER INFORMATION (Type or Print)**

Name

Address

City HONOLULU

State HI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

SMTCC00L5X8T

Make

TRIUMPH

Model

ROCKET III

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

17-JAN-2014

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage

13000

Failure Speed

25

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2008 TRIUMPH ROCKET III. THE CONTACT STATED WHILE DRIVING 25 MPH UPWARD ON A HILL, THE MOTOR VEHICLE MADE A LOUD NOISE. THE FAILURE RECURRED MULTIPLE TIMES AND THEIR WERE ISSUES WITH THE VEHICLE STAYING IN GEARS. THE VEHICLE WAS TAKEN TO THE DEALER AND MULTIPLE REPAIRS WERE MADE AND UPDATES TO THE VEHICLE. HOWEVER, THE FAILURE CONTINUED TO OCCUR. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 13,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

The problem progress to the point that the transmission would not staying in second gear.

Triumph issued a Dealer Upgrade kit (t1000008 for black engine and T1000009 for silver engine) for motorcycles built before VIN [REDACTED] which, includes my Motorcycle [REDACTED]

This Dealer Upgrade Kit repairs the second gear issue as well as addressing others. The Dealer Upgrade Kit instructions references a Technical News 93, item 10 for the third and fourth gear assembly.

The Dealer Upgrade Kit also includes instructions and parts for Detent Arm Assembly and the washers and shims adjacent to fifth gear.

Triumph left it for the owners to have problems and take the motorcycle to a dealer. They did not do a recall. They repaired some motorcycle at no cost and charged others full price. Because they did not issue a recall, my motorcycle developed additional transmission problems. Triumphs did not repair my Motorcycle at no cost, because I wasn't the Original owner. This problem did not happen to my Motorcycle only. It effected many others.

SORRY, I HOPE YOU CAN READ THIS LETTER. I JUST RECEIVED
THIS LETTER A WEEK AGO. THANK YOU [REDACTED]

REFERENCE NO - 106 91080