



U.S. Department of Transportation
National Highway Traffic Safety Administration

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 09-FEB-2018 MAR 13 2018	Repository <input type="checkbox"/>
	Reference No. 11071881

OWNER INFORMATION (Type or Print)

Name		
Address		
City BERRYVILLE	State VA	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 SMTD40HL2GT		Make TRIUMPH	Model BONNEVILLE T120	Model Year 2016
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 19-NOV-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 180000 VEHICLE SPEED CONTROL	Failure Mileage	Failure Speed
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 1	Reported to Police Y
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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).

11/19/16, I WAS CONTACTED BY POLICE THAT MY HUSBAND, WAS IN AN AUTOMOBILE ACCIDENT AND DID NOT SURVIVE. 2/21/17 RECEIVED RECALL FROM TRIUMPH ABOUT THE EXPANSION AIR-GAP BEING TOO SMALL CAUSING THE HEATED HANDLEBAR GRIP TO EXPAND MAKING CONTACT WITH HANDLEBAR END WEIGHT AND THE THROTTLE WILL NO LONGER RETURN TO ITS POSITIVE STOP. BECAUSE THE ACCIDENT REPORT WAS SO GRAPHIC, I DID NOT READ IT UNTIL 2/19/17. I KNEW SOMETHING WAS WRONG WITH THE MOTORCYCLE WHEN I READ IT. 2 DAYS LATER, I RECEIVED THE RECALL & THEN KNEW WHAT WAS WRONG. HOWEVER, ATTORNEYS SAY THE MOTORCYCLE IS SO DAMAGED THAT THE RECALLED PART CANNOT BE FOUND TO BE CAUSE OF CRASH. THE ACCIDENT REPORT ACTUALLY CORROBORATES THE RECALL CRASH INFORMATION. SINCE WITNESSES SAID WAS SPEEDING & HE WAS DEAD, I GUESS IT WAS EASY FOR POLICE TO CLOSE CASE WITH NO INVESTIGATION. WAS A MASTER MECHANIC WITH HIS OWN SHOP. HE BOUGHT THIS NEW MOTORCYCLE AS IT WAS RETRO OF HIS CLASSIC 60'S MOTORCYCLE. HE'D BEEN RIDING MOTORCYCLES SINCE THEN & WAS ON A GROUP RIDE THAT HAD JUST SPLIT UP TO HEAD HOME WHEN HE DIED. I THINK IT WRONG THAT THE PRODUCT IS MORE IMPORTANT THAN LIFE. AND, THAT PROOF HAS TO BE SHOWN THAT PRODUCT CAUS

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 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.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

[REDACTED]
Berryville, VA [REDACTED]

NEF-109 rrr
Ref. No. 11071881

Dear [REDACTED]

Thank you for your correspondence on February 9, 2018 regarding a Triumph recall. We have great sympathy for the loss of your husband.

The National Highway Traffic Safety Administration (NHTSA) is the federal agency responsible for improving safety on our nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist.

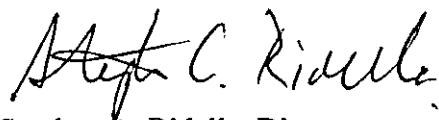
You wrote to NHTSA concerning Recall No. 17V-035, a recall by Triumph Motorcycles America, LTD (Triumph) of certain 2016-2017 Bonneville T120 and Bonneville T120 Black motorcycles. Triumph recalled the motorcycles because, during use, the heated hand grips may expand and cause the throttle to stick open. According to Triumph, it received the first report of this issue on October 13, 2016. Triumph then commenced an investigation, including reviewing warranty claims and parts returned from the field. I understand from your correspondence that your husband's crash occurred before Triumph instituted its recall, and he therefore was unable to have the recall repair performed.

We appreciate you providing information on your husband's crash. Information from members of the public regarding the safety of their vehicles is an important source of information for NHTSA in determining whether to initiate an investigation. NHTSA receives more than 70,000 vehicle owner questionnaires (VOQs) a year. NHTSA staff reads every one of them and tracks the information they contain. However, because of the volume of VOQs, as our website indicates, the agency contacts the submitter only when we need to obtain additional information. In this circumstance, we did not contact you for further information because Triumph has now recalled the motorcycles and notified owners. While I understand this may be of little solace for you, the recall will help prevent more tragic occurrences from happening.

Again, we express our sincere sympathy for the loss of your husband. NHTSA is committed to ensuring the adequacy of every recall campaign, including this one. I hope this information is helpful.

If further assistance is needed, please contact Mr. Randy Reid, Chief, Correspondence Research Division, Office of Defects Investigation, at 202-366-4383.

Sincerely,

A handwritten signature in black ink that reads "Stephen A. Ridella". The signature is written in a cursive style with a large, stylized initial 'S'.

Stephen A. Ridella, Director
Office of Defects Investigation
Enforcement