

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: A Consumer's Question/VOQ #11113666 G6
Date: Monday, September 17, 2018 7:50:20 AM
Attachments: [SB477_EN_Indicator_stems_Tiger_800.pdf](#)
[image003.png](#)
[image004.png](#)

From: Harrison, Jonathan (NHTSA)

Sent: Friday, September 14, 2018 8:45 AM

Subject: FW: A Consumer's Question/VOQ #11113666 G6

Good Morning,

Please add this email chain and attachments to VOQ #11113666 into public repository.

Thank you,

Jon Harrison

From: [REDACTED]
Sent: Friday, September 14, 2018 4:42 AM
To: Harrison, Jonathan (NHTSA) <jonathan.harrison@dot.gov>
Subject: RE: A Consumer's Question/VOQ #11113666 G6

Dear Mr Harrison,

Thank you for your email of yesterday concerning the above VOQ. We have commenced our inquiries.

The above VOQ refers to VIN: SMTE06BF4CJ [REDACTED]. Tiger 800XC.

Campaign 13V-104 includes Tiger 800XC from VIN: SMT C02L42CJ [REDACTED] through to and including VIN: SMT B03WF0DJ [REDACTED]. This range is included on our submitted Part 573. See snip below:

A copy of the Recall Action Notice (#477) relating to Tiger 800XC affected by campaign 13V-104 is attached for convenience.

We will review our files and make inquiries specific to the VOQ subject motorcycle in order to provide you with further information.

Kind regards.

[REDACTED]
Head of Department, Claims Management
Triumph Motorcycles Limited

[REDACTED]
United Kingdom

Tel: + [REDACTED]
Mobile: [REDACTED]
Email: [REDACTED]

Website: [REDACTED]
Facebook: [REDACTED]
YouTube: [REDACTED]
For The Ride Blog: [REDACTED]
Instagram: [REDACTED]
Twitter: [REDACTED]

From: Harrison, Jonathan (NHTSA) [<mailto:jonathan.harrison@dot.gov>]
Sent: 13 September 2018 17:06
To: [REDACTED]
Subject: [EXTERNAL] A Consumer's Question/VOQ #11113666

Good Afternoon,

I am writing to you regarding a vehicle owner's questionnaire this office has received. The owner of a 2012 Tiger 800 XC (VIN SMTE06BF4C[REDACTED]) claims to have had all four turn signal stalks break. Two Triumph dealers/repair shops have told him that his bike is not included in recall #13V-104. The 573 doesn't appear to exclude it, though it doesn't specify a VIN range. Is his m/c included or not? If not, can you say why this is so?

Are the replacement parts the same as OEM or are they updated, somehow? If they are updated, can you please provide part numbers for both the OE and the replacement parts?

Please include "#11113666/G6" in the subject line of all replies to this email.

Thank You.

Jon Harrison
Safety Defects Specialist
Medium and Heavy Duty Vehicles Division
Office of Defects Investigation
National Highway Traffic Safety Administration
NEF-106, Rm W45-223
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Triumph Motorcycles Ltd

Registered in England No: [REDACTED]

Registered Office: Ashby Road, Measham DE12 7JP

Triumph Motorcycles Group has offices in the UK, USA, Thailand, Japan, France, Germany, Italy, Holland, Spain, Switzerland, Brazil, India and Sweden.

For more information about Triumph Motorcycles visit www.triumphmotorcycles.com

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Recall Action Notice

Service Bulletin 477
Strictly Confidential
February 2013

Affected Models **Tiger 800, Tiger 800 ABS, Tiger 800XC and Tiger 800XC ABS**

VIN Range **From VIN [REDACTED] to VIN [REDACTED]**

Markets **All Markets**

Subject **Indicator Stems (all except models fitted with LED indicators)**

Background Information

We have identified that the indicator stems require replacing on the above models. Dealers are requested to remove and replace the indicator stems as described below.

Customer Contact Instructions

Triumph subsidiaries and distributors must instigate a recall action in their country in accordance with the national recall code of practice. For vehicles in dealer stock, the recall **MUST** be actioned before delivery to the customer.

Identification of Affected Motorcycles

Tiger 800, Tiger 800 ABS, Tiger 800XC and Tiger 800XC ABS motorcycles listed in the VIN range above.

Warranty Claim Instructions

Fault code 027001991

Repair code 99477

Repair time allowance 0.27 hrs (includes admin allowance)

Parts Information

Parts 1 x T2701039 - Kit (4 stems)

Parts Ordering Instructions **For Triumph Subsidiary and Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched on:** Order all repair parts by submitting a New Prior through the Warranty On-Line system. Entering the above repair code in a New Prior will automatically add the parts required and labour times for this Service Bulletin.

For Overseas Distributor dealers NOT using Triumph Warranty On-Line or for Overseas Distributor dealers using Triumph Warranty On-Line with Parts Auto Ordering Flag switched off: Orders should be placed using the normal parts ordering procedure.

Parts Return Instructions Dealer to retain parts for 90 days. All parts must be stored in a secure, non-public accessed area and correctly identified with a completed warranty label. Thereafter the parts must be rendered unusable prior to scrapping.

Other Instructions

Once completed, please mark the service record book that the requirements of this bulletin have been complied with.

Replacement Procedure

Remove and replace the front and rear indicator stems following the procedure listed below:

Warning

Throughout the following procedure, ensure that the motorcycle is stabilised and adequately supported to prevent the risk of injury from the motorcycle falling.

Note:

- **The modified motorcycles can be identified by checking the 'Outstanding Service Bulletins' on Warranty On-Line.**

Removal

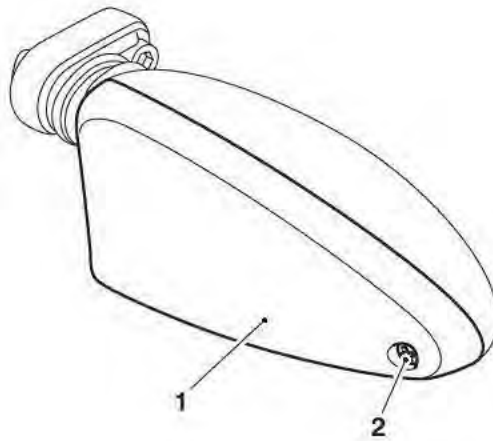
Warning

Before starting work, ensure the motorcycle is stabilised and adequately supported. This will help prevent it from falling and causing injury to the operator or damage to the motorcycle.

1. Remove the seat as described in the service manual.
2. Disconnect the battery, negative (black) lead first.

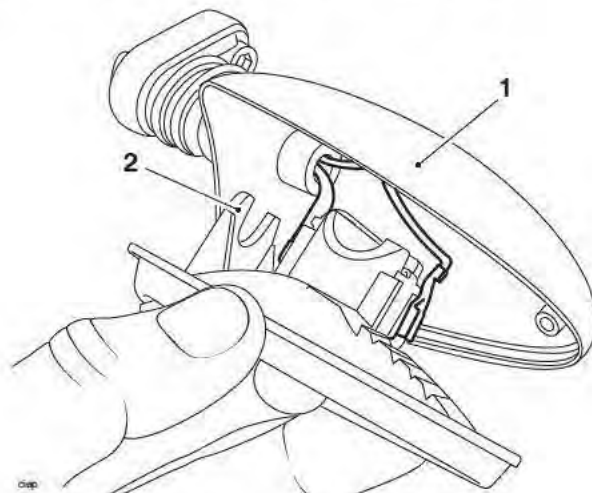
Note:

- **To access the fixing for the rear indicator stems it is necessary to remove the rear rack.**
3. Remove the rear rack as described in the service manual.
 4. Release the indicator lens cover fixing and detach the indicator lens from the indicator housing.



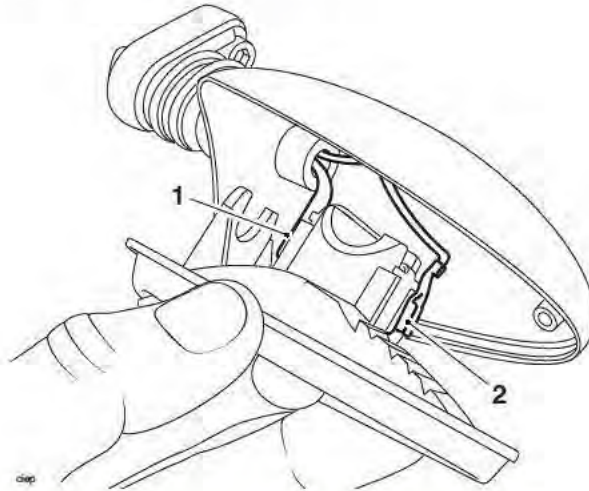
1. Indicator lens
2. Fixing

5. Pull the reflector away from the indicator housing to release the clip.



1. Indicator housing
2. Reflector clip

6. Release the wires making a note of their orientation.

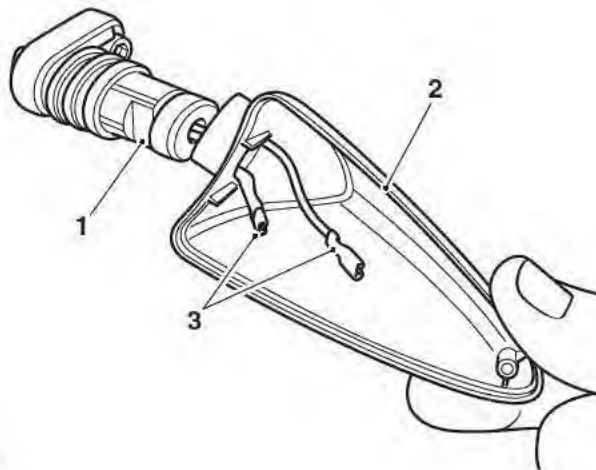


1. White wire
2. Black wire

! Caution

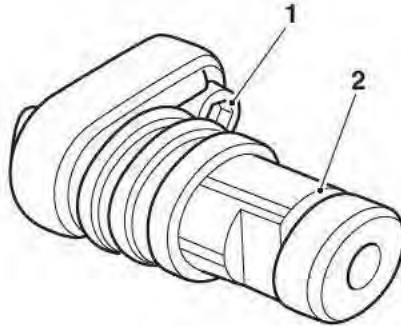
Care must be taken when removing the indicator housing from the indicator stem. Damage to the indicator housing and wiring harness could result from the use of excessive force.

7. Release the indicator housing from the indicator stem, taking care not to damage the electrical connectors.



1. Indicator stem
2. Indicator housing
3. Harness

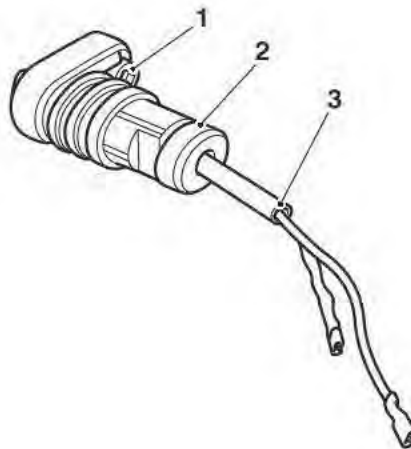
- Undo and remove the fixing and remove the indicator stem from the motorcycle.



- Fixing**
- Indicator stem**

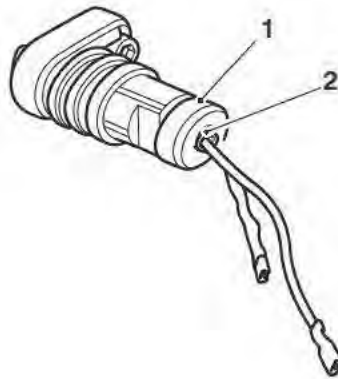
Installation

- Thread the indicator harness into the replacement indicator stem and align it to the motorcycle. Tighten the fixing to **3 Nm**.



- Fixing**
- Indicator stem**
- Harness**

10. Position the harness so that the outer sheath is protruding through the indicator stem, as shown below.

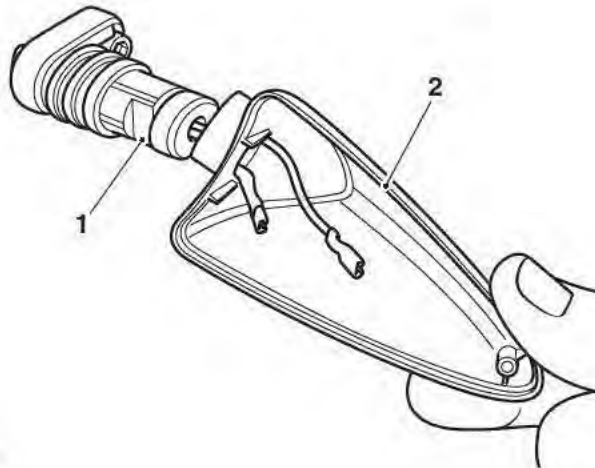


- 1. Indicator stem
- 2. Outer sheath

! Caution

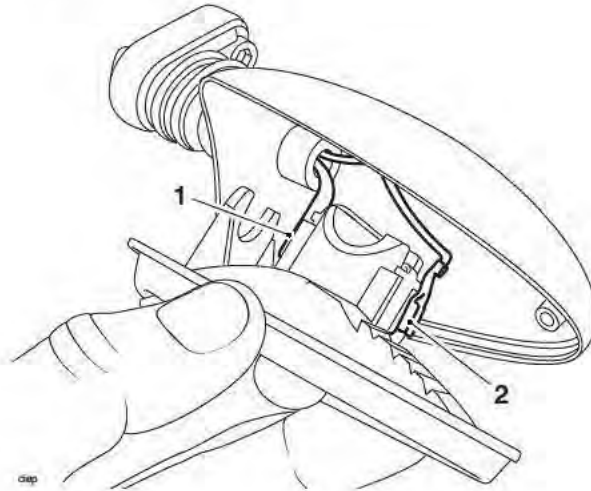
Care must be taken when fitting the indicator housing. Damage to the indicator housing could result from the use of excessive force.

11. Fit the indicator housing to the indicator stem.



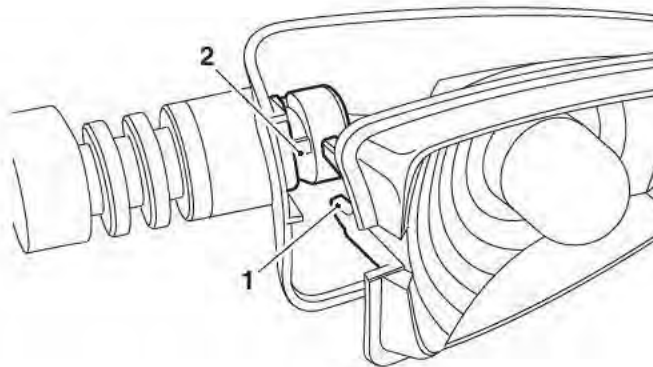
- 1. Indicator stem
- 2. Indicator housing

12. Connect the wires as noted during removal.



- 1. White wire
- 2. Black wire

13. Align the reflector, making sure the clip is located onto the indicator stem.

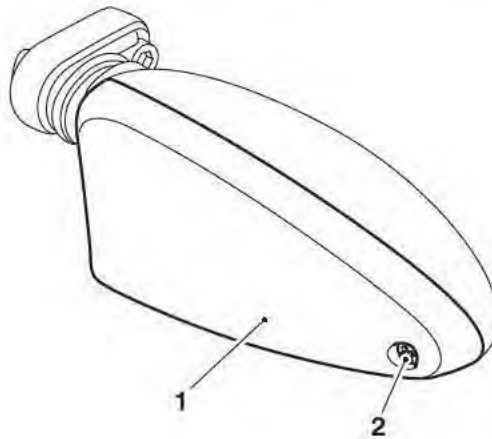


- 1. Clip
- 2. Indicator stem

! Caution

Care must be taken when tightening the indicator lens cover fixing. Damage to the indicator lens could result from incorrect tightening of the indicator lens fixing.

14. Position the indicator lens to the indicator housing and tighten the fixing to **0.4 Nm**.



1. Lens cover

2. Fixing

15. Repeat the procedure for the remaining indicator stems.
16. Refit the rear rack as described in the service manual.
17. Reconnect the battery, positive (red) lead first.
18. Refit the seat, as described in the service manual.

Circulation

(Initial and date when read and return to central file holder)

Service Manager	Parts Manager	Sales Manager	Workshop Supervisor	Technician 1	Technician 2