



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: 06-FEB-2019  
**MAY 01 2019**  
Repository   
Reference No. 11174734

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: HOUSTON State: TX Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: SMTD40HL5HT7 [REDACTED]  
Make: TRIUMPH Model: BONNEVILLE Model Year: 2017  
Date Purchased: [REDACTED] Dealer's Name and Telephone Number: BRITISH USA (713) 944 7951 Engine: No: Cylinders: Fuel Type:  
Original Owner:  Dealer's City: HOUSTON State: TX Zip Code:  
Transmission Type:  Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 05-FEB-2019  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 010000 STEERING Failure Mileage: 3000 Failure Speed: 15

**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: 0 Number of Deaths: 0 Reported to Police: 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 2017 TRIUMPH BONNEVILLE. WHILE DRIVING 15 MPH, THE STEERING SEIZED WHEN THE THROTTLE WAS RELEASED. THE CONTACT STATED THAT THE VEHICLE EXHIBITED THE SAME SYMPTOMS AS LISTED IN NHTSA CAMPAIGN NUMBER: 17V035000 (STEERING). THE VEHICLE WAS NOT TAKEN TO A DEALER TO BE DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND STATED THAT THERE WERE NO RECALLS ON THE VEHICLE. THE FAILURE MILEAGE WAS APPROXIMATELY 3,000.

THE ABOVE IS NOT ENTIRELY CORRECT THE THROTTLE WOULD STICK 'ON' WHILE DRIVING THE MOTORCYCLE, WHEN USING THE HEATED GRIP WARMERS. EVEN WHEN I RELEASED THE THROTTLE (GAS), IT WOULD STAY IN THE 'ON' POSITION AND I WOULD ACCELERATE.

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.

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

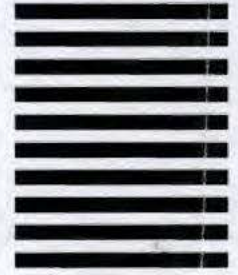
THE THROTTLE STICKS IN THE ON POSITION DUE TO GRIP WARMERS  
CAUSING THE GRIPS TO EXPAND & NOT ALLOW RELEASE OF THE  
THROTTLE. I HAVE SINCE PAID TO HAVE THIS REPAIRED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

N HOUSTON  
TX 773  
04 APR '19  
PM 11



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

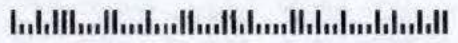


U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382  
Official Business  
Penalty for Private Use \$300

**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
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**Think your vehicle  
has a safety defect?**



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
www.safercar.gov  
or call:  
Vehicle Safety Hotline  
888-327-4236**



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