



15 pages

3 March 2004

Bob Squire
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS 211
400 7th Street S.W. Room 5319
Washington, DC 2580

04V-135 ① of ⑮

Dear Bob,

Enclosed please find Service Bulletin 327 and all Triumph communications Pursuant to Title 49, Part 579.5 of the TREAD Act.

Please be advised the 14 motorcycles listed in the U. S. were contained in our warehouse until the update was performed by our in-house Field Service Technician. No motorcycles were shipped to any dealer prior to the work being completed. I apologize for being late in this report, however I believed that since all repairs were completed "in-house", a report would not be required.

Should you have any questions, please contact me at (678) 854 – 2010 or at the address below.

Sincerely:

A handwritten signature in black ink that reads "SHELL BARR". The letters are cursive and somewhat slanted to the right.

Shell Barr
Triumph Motorcycles (America) Ltd.
Technical Service Manager

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report³

04V-135 ② of ⑬

On 1ST MARCH, 2004, TRIUMPH [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance with Federal Motor Vehicle Safety Standard No. _____) exists in the motor vehicles listed below, and is furnishing notification to the National Highway Traffic Safety Administration in accordance with 49 CFR Part 573 Defect and Noncompliance Reports.

Date this report was prepared: 1ST MARCH 2004

Furnish the manufacturer's identification code for this recall (if applicable): N/A

1. Identify the full corporate name of the fabricating manufacturer of the vehicle being recalled. If the recalled vehicle is imported, provide the name and mailing address of the designated agent as prescribed by 49 U.S.C. §30164.

TRIUMPH MOTORCYCLES AMERICA INC. 385 WALT SANDERS MEMORIAL DRIVE.
SUITE 100. NEWNAN. GEORGIA GA 30265. USA.

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

SHELL BARR.
WARRANTY MANAGER

Telephone Number: 678-854 2010 Fax No.: 678-854 2025

Name and Title of Person who prepared this report.

C.H. Smart Warranty Manager. UK.

Signed: 

³Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance Reports" and also outlines information currently requested. Any questions, please consult the complete Part 573 or contact Mr. Jon White at (202) 366-5227 or by FAX at (202) 366-7882.

RECEIVED
2004 MAR 15
5:00

III. Describe the Defect or Noncompliance

04V-135 ③ of ⑮

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

PLEASE REFER TO SERVICE BULLETIN JET ATTACHED.

A FUEL PUMP PLATE SEAL MADE OF NON-FUEL RESISTANT MATERIAL
FITTED TO THE UNDERSIDE OF THE FUEL TANK.

Describe the cause(s) of the defect or noncompliance condition.

INAPPROPRIATE MATERIAL

Describe the consequence(s) of the defect or noncompliance condition.

FUEL LEAK PAST FUEL PUMP PLATE SEAL.

Identify any warning which can (a) precede or (b) occur.

A) SMELL OF FUEL. SIGHT OF FUEL.

If the defect or noncompliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

TRE EUROPE LTD

WATERSIDE PARK, GOLD HILL WAY, TIPTON, DY4 0WP, ENGLAND.

Identify the name and title of the chief executive officer or knowledgeable representative of the supplier:

MARK HASER - CUSTOMER SERVICES

IV. Provide the Chronology in Determining the Defect/Noncompliance

If the recall is for a defect, complete item 6, otherwise item 7.

04V-135 ④ of ⑮

6. With respect to a defect, furnish a chronological summary (including dates) of all the principle events that were the basis for the determination of the defect. The summary should include, but not be limited to, the number of reports, accidents, injuries, fatalities, and warranty claims. *NO ACCIDENTS, INJURIES OR FATALITIES.*

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

SEE ATTACHED.

V. Identify the Remedy

8. Furnish a description of the manufacturer's remedy for the defect or noncompliance. Clearly describe the differences between the recall condition and the remedy.

*REMOVE 100% OF SEALS SUPPLIED BY T.R. ENCOFF
AND REPLACE WITH ASSURED STOCK.*

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

RECALLED COMPONENT REACTS AS FUEL - SHELLS.

Identify and describe how and when the recall condition was corrected in production. If the production remedy was identical to the recall remedy in the field, so state. If the product was discontinued, so state.

THE RECALL CONDITION WAS CORRECTED IN PRODUCTION IMMEDIATELY
AND ALL UN-SOLD STOCK WAS REMOVED ON-SITE.

THE PRODUCT WAS DISCONTINUED. A SINGLE BATCH OF 500
NON-RESISTANT SEPLS WAS RECEIVED BY TRIUMPH.

VI. Identify the Recall Schedule.

Furnish a schedule or agenda (with specific dates) for notification to other manufacturers, dealers/retailers, and purchasers. Please, identify any foreseeable problems with implementing the recall.

22ND AUG 2003. TRIUMPH MOTORCYCLES AMERICA ADVISED OF ISSUE AND
AGREED TO INTERCEPT MIX VINS + MEDIARY AHEAD
TO SHIPMENT TO POTLICK.

SEPT 2003 - T.M.A CONFIRM 14 BIKES MODIFIED IN ACCORDANCE
WITH BULLETIN 327.

NOV 2003 - ALL JP BIKES GLOBALLY MODIFIED. UK AGENCY INFORMED
100% QUOT ACCOUNTED. NO FURTHER ACTION.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and which are sent to more than one manufacturer, distributor, or purchaser. This includes all communications (including both original and follow-up) concerning this recall from the time your company determines the defect or noncompliance condition on, not just the initial notification. A *DRAFT* copy of the notification documents should be submitted to this office by Fax (202-366-7882) for review prior to mailing.

Note that these documents are to be submitted separately from those provided in accordance with Part 573.8 requirements.

End June 03	TR Europe confirms to Triumph that TR neglected to pass on order for fuel pump plate seals to Triumph's agreed 2ndary supplier, Pioneer Weston. Pioneer Weston would not be able to supply Triumph and honour the purchase schedule. TR had however, a batch of 500 seals from an alternative supplier that were of comparable quality. Triumph agreed to take the batch subject to Initial Sample Inspection Report.
9 th July 03	Batch of 500 seals received and placed into unique stock location
August 03	Tested samples prove insufficiently fuel resistant.
20 th August 03	Internal meeting to obtain full visibility of the issue, identify affected bikes and agree course of action; including factory rework of bikes on-site, safety recall for bikes shipped, traceability of any spares shipped.
22 nd August 03	Triumph Motorcycles Ltd write to affected markets advising of need to modify affected bikes. Triumph Motorcycles Ltd bike tracking system identifies that US has 14 affected bikes, all in transit or warehoused. Triumph Motorcycles America Ltd flag affected Vins to prevent shipment to US dealers.
26 th August 03	Triumph Motorcycles Ltd advise UK Vehicle & Operator Services Agency of issue.
8 th September 03	Triumph Motorcycles America staff commences modification of 14 US bikes in Triumph controlled warehouse.
11 th November 03	Triumph Motorcycles Ltd advise UK VOSA that all bikes modified. Triumph Motorcycles Ltd advises each of the 4 affected markets (USA, France, Italy and Sweden) that action now closed.





04V-135 ⑦ or ⑈

Faxed to 4 affected markets
22/8/03

To:

Mr. Fausto Brogna - Triumph Italy
Mr. Jean-Louis Picot - Triumph SA
Mr. Johan Bixt - Triumph Sweden
Mr. Shell Barr - Triumph USA

Mailed to 4 affected +
remaining unaffected Dist.
+ 8,55,60 26/8/03

22nd August 03.

*Copied to All other Triumph Subsidiaries & Overseas Distributors for information only * see footnote.*

Dear Service / Warranty Manager:

IMPORTANT MOTORCYCLE SAFETY RECALL

Affected Models: Speed Four & Daytona 500

Concern: Seal (T3600078) may leak fuel.

Affected Vin Range: 38 specific Vins – see list attached to Bulletin.

We require your immediate attention to rectify the above machines. If left unattended, there is a possibility that the fuel pump plate seal (T3600078) may allow fuel to leak from the fuel tank onto the engine assembly.

It is therefore imperative that any owners having recently purchased an affected machine be contacted immediately and asked to return the machine to the dealer for immediate repair. In view of the low numbers, you may elect initial phone contact, to be supported by correspondence thereafter.

We strongly suggest you use your customer name/address database and make early contact with any customers. A follow up letter can be sent after this initial contact. Enclosed is a copy of Service Bulletin 327 containing detailed working instructions and including a list of the affected 38 machines (listed by market for your convenience).

Your Action.

04V-135 8 of 15

1. Ensure colleagues are copied this paperwork.
2. If necessary report the above safety action to your national regulatory body. Please copy me any correspondence.
3. If necessary translate and circulate the attached Service Bulletin, plus any relevant supporting explanatory paperwork, to your Triumph dealer network without delay.
4. Contact owners and prepare a customer letter and direct mail to owners.
5. Owners of machines outside of the affected Vin range are not affected by this action and may require reassurance.
6. Ensure all unsold bikes are modified before they are released to customers. Note, my email to you of 20th August will have helped you identify those bikes not as yet sold to dealers.
 - Fausto – please identify if any of the 11 Italian bikes are in your stock (Gefco, Brascla). Suggest any Gefco bikes are modified by Triumph Italy staff prior to delivery to dealers. Our system records Vin 187436 as registered in use, though we recognise the system may well not be up to date with real world events. Please advise.
 - Jean-Louis – Our system shows 2 bikes as registered (Vins 187697 & 187693). Please confirm your intended action plan.
 - Johan – I believe all your bikes will either be in transit or at dealers. Please ensure dealers do not sell to customers until modified. Please advise.
 - Shell – I note that all 14 US bikes are warehoused and you plan to modify bikes at Charleston prior to delivery to dealers. Please advise dates planned for this work.
7. Once modified, ensure your dealers submit a warranty claim to Triumph Motorcycles in the normal manner within 30 days of the date of repair.
8. For those bikes modified by Triumph subsidiary personnel, please process a dummy warranty claim on the AS400 using fault code 01246397 to confirm the bike has been modified. We intend charging back your time to the seal supplier, so please place a value of time per claim. Any questions/clarification please ask.
9. Make a note in your diary to chase up outstanding bikes. This may require phone contact to dealers or written communication.
10. There is no need to purge dealer spares stock. This exercise has already been concluded via UK Parts Dept.
11. Finally, please summarise your plan of action to me with target dates for completion.

Thank you for your co-operation.

04V-135 ⑨ of ⑩

Sincerely,

A handwritten signature in black ink, appearing to read 'Charles Smart', with a long horizontal line extending to the right.

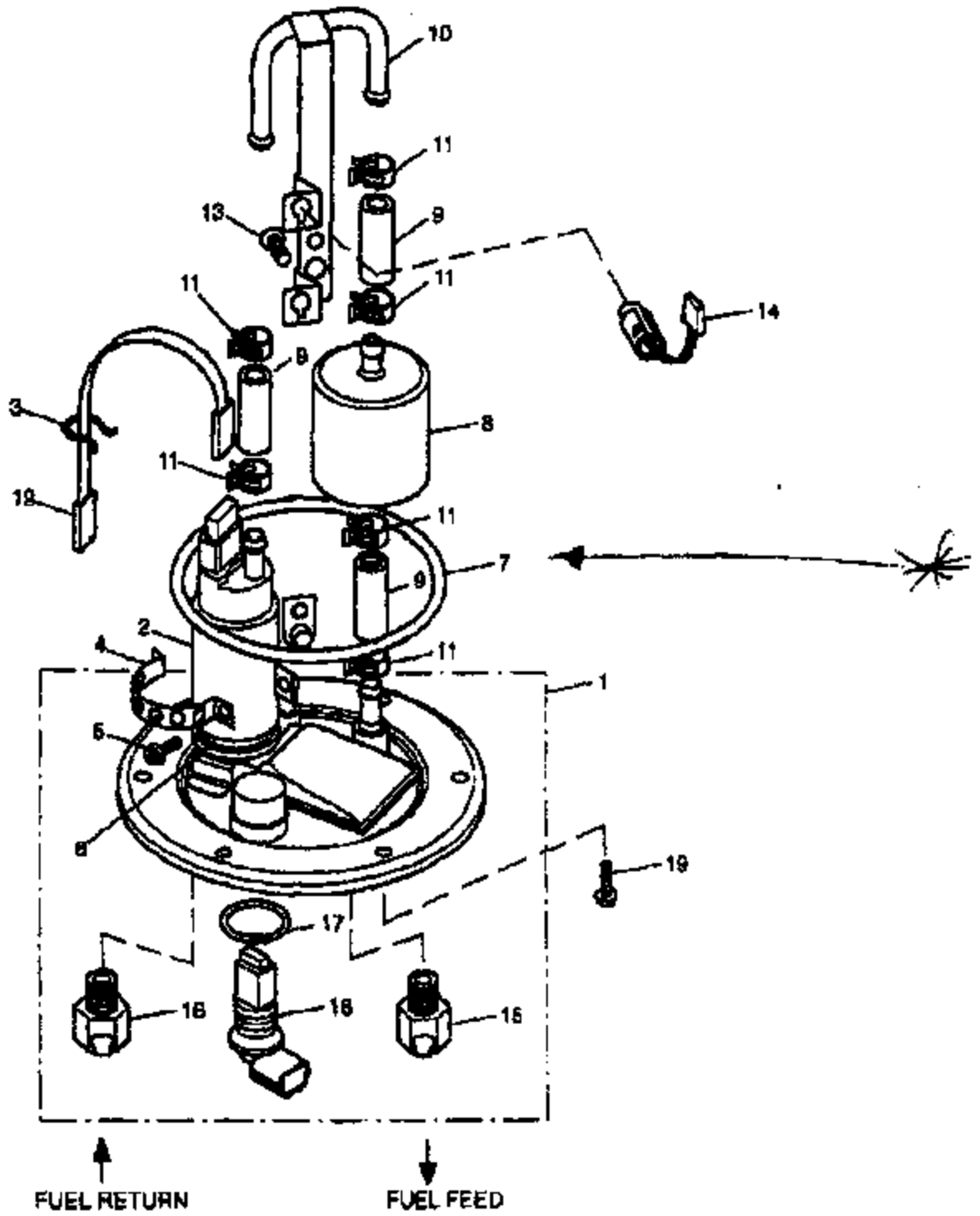
Charles Smart
Warranty

Footnote to Triumph Germany/Japan and Overseas Distributors: Please note, this correspondence is copied to you by way of information only. We do not foresee any affected bikes entering your market, however, since the matter relates to safety, we thought it prudent to at least provide you the background in the remote chance that you may be questioned on the matter.



Appendix To Service Bulletin 327
Confidential

VIN	Market Affected	Model
187667	France	Speed Four
187693	France	Speed Four
187587	France	Speed Four
187583	France	Speed Four
187549	France	Speed Four
187474	France	Speed Four
187468	France	Speed Four
187429	France	Speed Four
187414	Italy	Speed Four
187589	Italy	Speed Four
187597	Italy	Speed Four
187432	Italy	Daytona 600
187436	Italy	Speed Four
187447	Italy	Speed Four
187451	Italy	Speed Four
187542	Italy	Speed Four
187406	Italy	Speed Four
187611	Italy	Speed Four
187634	Italy	Speed Four
187718	Netherlands	Daytona 600
187370	Sweden	Daytona 600
187417	Sweden	Daytona 600
187482	Sweden	Daytona 600
187360	Sweden	Daytona 600
187538	USA	Daytona 600
187657	USA	Daytona 600
187622	USA	Daytona 600
187676	USA	Daytona 600
187410	USA	Speed Four
187395	USA	Daytona 600
187620	USA	Daytona 600
187631	USA	Daytona 600
187639	USA	Daytona 600
187658	USA	Daytona 600
187392	USA	Daytona 600
187385	USA	Speed Four
187701	USA	Daytona 600
187467	USA	Daytona 600





**Service Bulletin 327
Recall Action
Confidential**

*ALL VEHICLES
REPAIRED @ PLANT
15-10-2004*

August 2005
Page 1 of 3 + appendix

2004

Affected Models Daytona 600, Speed Four
VIN Range See attached appendix
Markets France, Italy, Netherlands, Sweden, USA
Subject Fuel pump plate seal.

Background Information

Quality control reviews and resulting tests have revealed the possibility of the fuel pump plate seal on the above models developing a leak. In order to ensure continued customer satisfaction, and in accordance with industry recall codes of practice, we require dealers to replace the fuel pump plate seal on all affected motorcycles.

Customer Contact Instructions

Triumph subsidiaries and distributors must instigate a recall action in their country in accordance with the national recall code of practice.

Identification of Affected Motorcycles

Daytona 600 & Speed Four motorcycles with VIN's listed in the attached appendix are affected.

Warranty Claim Instructions

Fault code: 01246397
Repair code 00098327
Repair time allowance 0.50 hours
Parts Return Instructions To be returned to Triumph.
Parts required T3600046 x 1

Other Instructions

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

REPAIR DETAILS

1. Remove the seats and disconnect the battery negative (black) lead first.
2. Remove the fuel tank observing the safety instructions given in the service manual.
3. Drain all fuel into a suitable container.

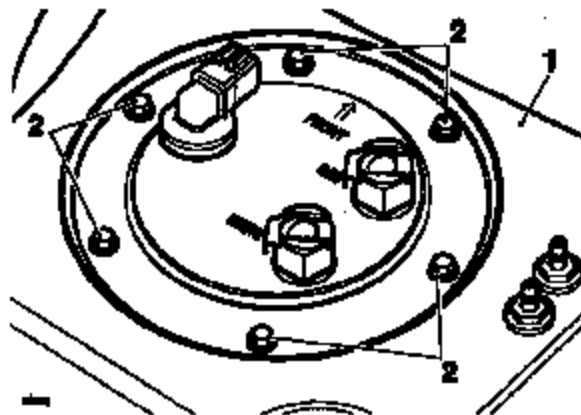
WARNING: Draining or extraction of petrol/gasoline from a vehicle fuel tank must be carried out in a well ventilated area.

The receptacle used to contain the petrol/ gasoline must be more than adequate for the full amount of fuel to be extracted or drained. The receptacle should be clearly marked with its contents, and placed in a safe storage area which meets the requirements of local authority regulations.

When petrol/gasoline has been extracted or drained from a fuel tank, the precautions governing naked lights and ignition sources should be maintained.

Failure to observe any of the above warnings could bring about a safety hazard leading to a risk of personal injury.

4. Invert the fuel tank and place on a protective surface to prevent paint damage.
5. Remove the lock nuts and washers securing the fuel pump mounting plate to the tank.

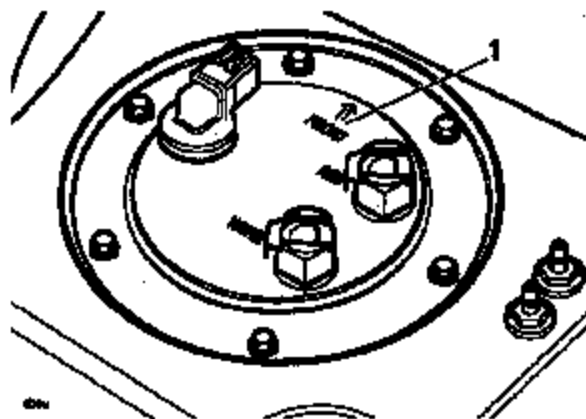


1. Fuel tank
2. Fuel pump mounting plate fittings

6. Lift the fuel pump assembly and manoeuvre it from the tank aperture.
7. Remove the seal from the tank aperture.
8. Ensure that the tank aperture and fuel pump plate are clean.
9. Position the new seal on the tank aperture and ensure that it is correctly seated.

Page 3 of 3 + appendix

10. Carefully manoeuvre the fuel pump assembly into the tank aperture and ensure that the 'FRONT' arrow is facing towards the front of the tank.



1. FRONT marking

11. Locate the washers and lock nuts to the studs and tighten sequentially to 5 Nm.
12. Recheck the torque on each nut.
13. Refit the fuel tank.
14. Reconnect the battery positive (red) lead first.
15. Check integrity of all fuel system pipes and connections.
16. Refit the seats.

Distribution

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

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



Appendix To Service Bulletin 327
Confidential

04V-135 (16) of (15)

VIN	Market Affected	Model
187697	France	Speed Four
187693	France	Speed Four
187587	France	Speed Four
187553	France	Speed Four
187549	France	Speed Four
187474	France	Speed Four
187468	France	Speed Four
187429	France	Speed Four
187414	Italy	Speed Four
187589	Italy	Speed Four
187597	Italy	Speed Four
187432	Italy	Daytona 600
187436	Italy	Speed Four
187447	Italy	Speed Four
187451	Italy	Speed Four
187542	Italy	Speed Four
187406	Italy	Speed Four
187611	Italy	Speed Four
187534	Italy	Speed Four
187718	Netherlands	Daytona 600
187370	Sweden	Daytona 600
187417	Sweden	Daytona 600
187482	Sweden	Daytona 600
187360	Sweden	Daytona 600
187538	USA	Daytona 600
187557	USA	Daytona 600
187522	USA	Daytona 600
187676	USA	Daytona 600
187410	USA	Speed Four
187395	USA	Daytona 600
187620	USA	Daytona 600
187631	USA	Daytona 600
187639	USA	Daytona 600
187658	USA	Daytona 600
187392	USA	Daytona 600
187365	USA	Speed Four
187701	USA	Daytona 600
187497	USA	Daytona 600