

04V-496
(7 pages)

Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On 1st July, 2004, Triumph Motorcycles Ltd [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: 13/9/04

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

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 Ltd,
385 Walt Sanders Memorial Drive
suite 100
Newnan, Georgia GA30285
United States of America

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

Mr. Dan Harmon, National Operations Manager, Triumph Motorcycles (America) Ltd

Telephone Number: 001 878 854 2010

Fax No.: 001 878 854 2026

Name and Title of Person who prepared this report.

Stephen Oldham
Recall Coordinator

Signed:

¹Each 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.

I. Identify the Vehicle Models Involved in the Recall

2. Identify the Vehicles Involved in the Recall, for each make and model or applicable vehicle line (provide illustrations or photographs as necessary to describe the vehicle), provide:

Make(s): Triumph **Model Years Involved:** 2004 **Model(s):** Bonneville America

Production Dates: Beginning: 4/12/03 **Ending:** 18/2/04

VIN Range: Beginning: 197134 **Ending:** 202492

Vehicle Type: Motorcycle **Bodystyle:** Cruiser

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models are manufactured with rear suspension units where acceptable weld penetration has been assured by our supplier.

Make(s): Triumph **Model Years Involved:** 2004 **Model(s):** Speedmaster

Production Dates: Beginning: 4/12/03 **Ending:** 18/2/04

VIN Range: Beginning: 197163 **Ending:** 202563

Vehicle Type: Motorcycle **Bodystyle:** Cruiser

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models are manufactured with rear suspension units where acceptable weld penetration has been assured by our supplier.

Make(s): Triumph **Model Years Involved:** 2004 **Model(s):** Bonneville

Production Dates: Beginning: 2/12/03 **Ending:** 26/5/04

VIN Range: Beginning: 196845 **Ending:** 208737

Vehicle Type: Motorcycle **Bodystyle:** Classic

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models are manufactured with rear suspension units where acceptable weld penetration has been assured by our supplier.

Make(s): Triumph **Model Years Involved:** 2004 **Model(s):** Bonneville T100

Production Dates: Beginning: 2/12/03 **Ending:** 28/4/04

VIN Range: Beginning: 196798 **Ending:** 208890

Vehicle Type: Motorcycle Bodystyle: Classic

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models are manufactured with rear suspension units where acceptable weld penetration has been assured by our supplier.

Make(s): Triumph Model Years Involved: 2004 Model(s): Bonneville Black

Production Dates: Beginning: 2/12/03 Ending: 28/5/04

VIN Range: Beginning: 198815 Ending: 208895

Vehicle Type: Motorcycle Bodystyle: Classic

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models are manufactured with rear suspension units where acceptable weld penetration has been assured by our supplier.

Make(s): Triumph Model Years Involved: 2004 Model(s): Thruxton

Production Dates: Beginning: 18/12/03 Ending: 28/5/04

VIN Range: Beginning: 198347 Ending: 208905

Vehicle Type: Motorcycle Bodystyle: Classic

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models are manufactured with rear suspension units where correct weld penetration has been assured by our supplier assured.

Identify the approximate percentage of the production of all the recalled models manufactured by your company between the inclusive dates of manufacture provided above, that the recalled model population represents. For example, if the recall involved Widgets equipped with certain items of equipment from January 1, 1996 through April 1, 1997, then what was the percentage of the recalled Widgets of all Widgets manufactured during that time period.

100%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Bonneville America	2004	270
Speedmaster	2004	167
Bonneville	2004	28
Bonneville T100	2004	67
Bonneville Black	2004	433
Thruxton	2004	662
Total Number Potentially Affected by the Recall:		1647

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: Less than 1%

Identify and describe how the recall population was determined—in particular how the recalled models were selected and the basis for the beginning and final dates of manufacture of the recalled vehicles:

Our suspension supplier advised us of a possibility of poor weld penetration between the bottom eyelet and the main rear suspension unit body. The supplier provided us with build and supply dates to enable to identify our production dates using the affected units.

III. Describe the Defect or Noncompliance

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.

Under certain conditions there is the potential for the lower eyelet to become detached compromising the machines stability.

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

The suspension manufacturers production process required clarification.

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

Under certain conditions there is the potential for the lower eyelet to become detached compromising the machines stability.

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

Possible "clicking" noise leading to soft suspension feel.

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

Kayaba (Malaysia), Lot 8, Jalan Maja 16, 42500Telok Panglima Garang, Kuala Langat, Selangor Darul Ehsan, PO box 240 41720 Klang.

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

Takeshi Wakayama

IV. Provide the Chronology in Determining the Defect/Noncompliance

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

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.

10/6/04 – Supplier notifies Triumph of possible concern.

10/6/04 – Initial internal investigatory meeting.

25/6/04 – Videoconference with supplier

1/7/04 – Internal investigatory meeting.

18/8/04 – Final KYB videoconference to confirm range of products affected.

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.

Data supplied by suspension supplier KYB.

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.

Please refer to TSB 353, both rear suspension units are to be replaced.

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

None, VIN range only

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.

Remedy was introduced to production on above mentioned dates where assured units were fitted.

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.

September – Advise NHTSA and other overseas agencies and prep send customer notification letters. We do not foresee any problems implementing this recall.

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