

05 V-004  
(8 pages)

Safety Defect and Noncompliance Report Guide for Vehicles  
**PART 573 Defect and Noncompliance Report**<sup>1</sup>

On 23<sup>rd</sup> November, 2004, Triumph Motorcycles Ltd decided that (a defect which relates to motor vehicle safety)(a non-compliance 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: 23<sup>rd</sup> November 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, suite 100

Newnan, Georgia GA30265, United States of America.

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

Sheldon Barr, Warranty Manager

Telephone Number: 001 678 854 2027 Fax No.: 001 678 854 2027

Name and Title of Person who prepared this report.

Charles Smart, Dept Head - Warranty, Triumph Motorcycles Ltd, Normandy Way, Hinckley,  
Leics, LE10 3BZ. England

Signed:

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<sup>1</sup>Each 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:** 2005 **Model(s):** Rocket 3

**Production Dates: Beginning:** June 04 **Ending:** Oct 04

**VIN Range: Beginning:** 205267 **Ending:** 216401

**Vehicle Type:** Motorcycle **Bodystyle:** Cruiser

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

none

**Make(s):** \_\_\_\_\_ **Model Years Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**VIN Range: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**Vehicle Type:** \_\_\_\_\_ **Bodystyle:** \_\_\_\_\_

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

**Make(s):** \_\_\_\_\_ **Model Years Involved:** \_\_\_\_\_ **Model(s):** \_\_\_\_\_

**Production Dates: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**VIN Range: Beginning:** \_\_\_\_\_ **Ending:** \_\_\_\_\_

**Vehicle Type:** \_\_\_\_\_ **Bodystyle:** \_\_\_\_\_

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

**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.

**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>
Rocket 3	2005	1994

Total Number Potentially Affected by the Recall: 1994

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or noncompliance: 100%

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:

In liaison with the component supplier, Triumph was able to establish that all components supplied to Triumph from start of production maybe affected. Once a solution was established Triumph was able to monitor the arrival of assured stock and note the first vin no using the assured stock.

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**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.**

The defect is contained in the final drive unit (FDU - Triumph part Nos: 1270000 & 1271000).

The FDU is fitted between the final drive shaft and rear wheel. It is located near the rear wheel and at the end of the swinging arm. It transmits drive to the rear wheel from the drive shaft. The unit couples with the drive shaft and the FDU includes an oil seal in the area of the coupling.

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

The supplier of the FDU has identified a manufacturing process issue that could result in discreet damage to the oil seal at the time of FDU assembly through contamination of an oil seal by a thread locking compound. Once damaged some of the 0.17 litres of oil in the FDU could then escape past the seal in service.

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

If undetected the FDU could run low of oil and seize as a result causing the rear wheel to also possibly seize.

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

a) Possible signs of oil weepage from the rubber boot (Triumph part no: T2057019) located to the front of the swinging arm (left hand side).

b) not known

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

Graziano Transmissions Group, Via Cumiana 14, 10090 Rivoli Cascine Vica – Torino, Italy

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

Mr. Paulo Mantelli, Sales & Marketing Director

**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.**

See below

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

Summer 04 – Triumph monitors Rocket 3 warranty claim data. Oil leak from 2 FDU’s identified. Parts returned to supplier for investigation.

October 04 – GTG identify root cause of defect and change assembly process. GTG commence testing FDU in laboratory conditions to determine if replacement program for current motorcycles is required.

11<sup>th</sup> November 04 – GTG meet with Triumph to discuss conclusions and outline recommendation.

18<sup>th</sup> November 04 – Triumph Recall meeting agrees to change o/e FDU in service under terms of safety recall.

22<sup>nd</sup> November 04 – Triumph prepare recall documents and advise UK administration (VOSA).

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**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.**

The suspect oil seal cannot be replaced in service due to its location within the FDU. In view of this the complete FDU must be replaced. There is no obvious difference or distinguishing marks between the affected and replacement parts.

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

There are no distinguishing characteristics.

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**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.**

In close liaison with the FDU supplier, the assured stock of FDU manufactured to the revised production process was tracked into production and the first machines Vin No was recorded - known by Triumph as the 'clear vin'.

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**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.**

22<sup>nd</sup> November 04 - Triumph Motorcycles Ltd advise UK administration of recall proposal.

23<sup>rd</sup> November 04 - Triumph Motorcycles Ltd provide initial advise to overseas importers and commence preparation of recall documentation.

?? January 05 - mail out to Triumph dealers advising of proposed recall action.

?? January 05 - mail out to affected customers launching recall.

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**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.**