

12 October 2007

## N.H.T.S.A. No. 07V – 455

Dear

### IMPORTANT MOTORCYCLE SAFETY RECALL

Replacement Engine Management Software

Rocket III, Rocket III Classic & Rocket III Classic Tourer

Affected VIN Range: All VINs up through 328979

#### **This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act**

Triumph Motorcycles has decided that a defect which relates to motor vehicle safety exists in Rocket III motorcycles.

In line with our commitment to quality improvement and customer care, we have identified a number of motorcycles that have encountered an engine stall as the motor is returning to idle.

Our records indicate you are the owner of a Rocket III – **VIN SMTCOxLxxxxxxxxxx**.

This machine is included in the above Safety Recall and we therefore urge you to contact your local Triumph dealer immediately to arrange for the download of new engine management software. This action will slightly raise engine rpm at idle. The repair is not likely to take more than 30 minutes and will be free of charge.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this Recall. Please provide the paid invoice to an authorized dealer, or directly to Triumph Customer Service, 385 Walt Sanders Memorial Drive, Suite 100, Newnan, GA 30265

#### **Failure to have this rectification work carried out may result in the engine stalling while coming to a stop, which can result in a loss of control of the motorcycle.**

Federal regulations requires that any vehicle lessor receiving the Recall Notice must forward a copy of this notice to the lessee within 10 (ten) days of receipt.

Should you need to discuss any aspect of this Recall, then in the first instance please contact your dealer, who has been advised of this action and who will be able to answer your concerns. If necessary, you can of course contact our Customer Service Department at (678) 854 – 2010.

May we take this opportunity to apologize for any inconvenience this may cause, but we are confident you can appreciate the importance of having a safe and reliable motorcycle.

This action is being monitored by the N.H.T.S.A. The owner may submit a complaint to The Administrator, National Highway and Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590 or please call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153): or go to <http://www.safercar.gov>, if he or she believes we have not done our best to remedy this condition without charge and within a reasonable time.

Shell Barr – Recall Coordinator