

Safety Defect and Non-compliance Report Guide for Vehicles
PART 573 Defect and Non-compliance Report¹

On 10th January, 200(8), Triumph Motorcycles Limited [MFR] 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 Non-compliance Reports.

Date this report was prepared: 27th February 2008

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) Limited, Suite 101, Walt Sanders Memorial Drive, Newnan City, GA, USA

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

Shell Barr, Manager (Warranty).

Telephone Number: +44 1455 251700 Fax No.: +44 1455 453137

Name and Title of Person who prepared this report.

Charles Smart, Head of Department (Warranty).

Signed:



¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or non-compliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Non-compliance 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: 2008 only_Model(s): Street Triple _____

Production Dates: Beginning: April 07 Ending: Aug 07

VIN Range: Beginning: 316225 Ending: 343763

Vehicle Type: Motorcycle Bodystyle: Urban Sports _____

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

Vehicles manufactured after Vin 343763 are fitted with a rear suspension unit under new Triumph part number T2053195.

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 non-compliance.

Model	Year	Number of Vehicles Potentially Involved
Street Triple	2008	265

Total Number Potentially Affected by the Recall: 265

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or non-compliance: 0.25%

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:

The recall population was determined as follows. Upon clarity as to root cause Triumph's supplier changed the manufacturing process of the rear suspension unit. Units supplied to Triumph after this change were changed under a new Triumph part number. All machines manufactured prior to the introduction of the new part no unit are to be recalled.

III. Describe the Defect or Non-compliance

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

The defect is contained within the rear suspension unit (RSU). There is only 1 unit fitted per motorcycle.

Describe the cause(s) of the defect or non-compliance condition.

The RSU damping performance is controlled by a mixture of gas and oil contained within the unit.

This mixture is kept inside the unit by control oil/gas seals. If the seals become damaged, the mixture will escape. Please refer to Triumph service bulletin no 390 for details.

Describe the consequence(s) of the defect or non-compliance condition.

Once the mixture has escaped the RSU, the rear suspension will loose its damping ability. The motorcycles rear suspension will be controlled only be the action of the coiled spring also attached to the RSU.

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

Due to the internal pressures of the RSU, it is not believed that the rider will receive any preceding warning. Once the RSU has lost its mixture the rider will notice the rear suspension to be more bouncy.

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

KYB Corporation, Motorcycle Sales Dept, Sale & Marketing Headquarters, World Trade Centre, 2-4-1 Hamamatsu-Cho, Minato-Ku, Tokyo, 105-6111, Japan. _____

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

Mr. Tekeshi Wakayama

IV. Provide the Chronology in Determining the Defect/Non-compliance

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.

Oct – Dec 07: single instances of RSU loss of damping recorded via normal warranty data collection. Retrieval of alleged failed unit and return to supplier. Supplier investigation and identification of a manufacturing process defect and corrective actions.

Jan 08: Triumph monitor warranty claim rate. Meeting called to discuss in-service action. 10th Jan agreed to recall motorcycles. Internal preparations and awaiting supplier confirmation of parts to satisfy in-service action.

Feb 21st: Overseas importers made aware of need to recall bikes.

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.

Not applicable

V. Identify the Remedy

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

The manufacturer identified that poor electrical isolation when fabricating and welding the unit could result in a weld spark arcing onto the RSU damper rod. Under such circumstances a witness mark or “burr” could be deposited on the rod. Not all RSU were so affected. On those that were, the position of the “burr” on the damping rod could vary depending on how the RSU was loaded into the welding station. If the “burr” was positioned such that it would, once assembled into the RSU body, pass over the seals containing the pressurised gas/oil damping mixture, then the seals would eventually fail to retain the mixture. RSU’s to be used as replacements in service have a green paint mark on the RSU lower eye for identification in the dealer service workshop.

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

none

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 production remedy is identical to the in service remedy with the exception that in service replacement parts will have a green paint mark on the RSU lower eye.

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.

Feb 28th: All dealers notified of recall.

Mar 3rd: commencement of mailing to customers.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or non-compliance 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 non-compliance 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.