

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

On 1st July 2008, Triumph Motorcycles Limited decided that (a defect which relates to motor vehicle safety)(a non-compliance with Federal Motor Vehicle Safety Standard No. _____) exits 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: 1st July 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: Charles Smart

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2008 JULY 11 – 2:30 PM
OFFICE OF RECALL
MANAGEMENT DIVISION

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 **Model(s):** Speed Triple

Production Dates: Beginning: Mar 08 **Ending:** Apr 08

VIN Range: Beginning: 356308 **Ending:** 359180

Vehicle Type: M/C **Bodystyle:** Urban Sports

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 non-compliance.

Model	Year	Number of Vehicles Potentially Involved
Speed Triple	2008	93

Total Number Potentially Affected by the Recall: 93

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

The population was established following a review of factory records.

This data was then backed up with physical checks on motorcycles built prior to the 1st affected vin.

Quality assured parts were fitted after the final vin after consultation with the supplier.

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 concerns a possible poor clamping load applied to the handle bars once the upper handlebar clamp has been torqued down to the handle riser. Please refer to attached service bulletin no 395 for details.

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

Mis-machining of the handlebar riser.

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

Under extreme conditions the handle bars may slip in the clamps.

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

Some initial movement maybe felt.

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

To follow

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

To follow _____

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.

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.

April 08 – a report from factory staff of “loose” handlebars was followed by an investigation by Triumph’s internal Quality Department.

May 08 – Triumph factory personnel met to determine the results of the above quality investigation, review findings, root cause and determine in-service actions.

Safety recall preparations ensued.

30th June 08 - Triumph Motorcycles Limited asks all subsidiaries and overseas distributors to prepare to recall affected motorcycles.

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 remedy is to fit a pair of correctly machined handle risers to each affected motorcycle.

The remedy parts are discreetly different to those believed possibly to be defective.

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 the same as that for the in-service remedy.

The production remedy was introduced after Vin 359180 2nd April 08.

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.

30th June 08 – Triumph Motorcycles America (TMA) advised of in-service action by parent company.

8th July 08 - TMA to advise dealer network of recall details.

11th July 08 – TMA to write to affected 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.