RECEIVED
2008 SEPTEMBER 10 – 11:30 AM
OFFICE OF RECALL
MANAGEMENT DIVISION

08V-457
(16 Pages

Safety Defect and Non-compliance Report Guide for Vehicles

# PART 573 Defect and Non-compliance Report[1]

**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**: 9th September 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 100, 385 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*

[1]Each 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)**: Sprint ST 1050

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

**VIN Range**: **Beginning**: 349847 **Ending**: 362029

**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 |
|---|---|---|
| Sprint ST1050 | 2008 | 372 |

**Total Number Potentially Affected by the Recall**: 372

**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 embrittlement of a single bolt, used in 3 positions on the rear suspension drag link assembly on affected bikes. Please refer to attached service bulletin no 397 for details.

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

Missed or poorly controlled de-embrittlement process after plating.

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

The head of the bolt may detatch causing the drag link assembly to come part resulting in loss of rear suspension.

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

Customers or dealer technicians may notice the head of the bolt to be missing when cleaning and or inspecting the motorcycle.

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

Phil Holden Fasteners

Unit 23 Cottage Lane Ind Estate

Swannington Road

Broughton Astley

Leicester LE9 6TU

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

Gary (gary@PHF-ltd.com)

## 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 – 2 reports from factory assembly staff of "bolt heads detaching on the assembly track after torque applied to the bolt". Exemplar bolt to independent metallurgical analysis.

May 08 – Report received. Affected vin range identified. Replacement parts to support in service action ordered.

Aug 08 – parts supply confirmed in place. Final detailed arrangements for in service action prepared.

9th Sept 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 new parts as identified in service bulletin 397.

The suspect bolt has a part number of T3331336.

The assured stock bolt has a part number of T3330336.

**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 362030 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.**

9th September 08 – Triumph Motorcycles America (TMA) advised of in-service action by parent company.

16th September 08 - TMA to advise dealer network of recall details.

18th September 08 – TMA to write to affected US 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.**

# Recall Action Notice

## Service Bulletin 397
## October 2008

**Affected Model** . . . . . **Sprint ST (1050cc) and Sprint ST (1050cc) ABS**

**VIN Range** . . . . . **VIN 349847 to VIN 362029**

**Markets** . . . . . **All**

**Subject** . . . . . **Drag Link to Drop Link Bolt, Drag Link to Frame Bolt and Drop Link to Rear Suspension Unit Bolt**

### Background Information

Internal quality audits have identified a potential problem with the drag link to drop link bolt, drag link to frame bolt and drop link to rear suspension unit bolt (part number T3331336), which could result in the bolts fracturing.

Dealers are required to remove and discard the drag link to drop link bolt, drag link to frame bolt and drop link to rear suspension unit bolt and replace with new bolts, part number T3330336.

In addition, dealers are required to remove the drag link assembly and inspect the bearings for wear or damage, and if necessary replace the drag link bearings, seals and bearing sleeves. Serviceable bearings, seals and sleeves must be greased before re-assembly.

### Customer Contact Instructions

Triumph subsidiaries and distributors must instigate a recall action in their country in accordance with the national recall code of practice. For vehicles in dealer stock, the recall MUST be actioned before delivery to the customer.

### Identification of Affected Motorcycles

Sprint ST and Sprint ST ABS models from VIN 349847 to VIN 362029.

**Warranty Claim Instructions**

| | | | |
|---|---|---|---|
| Fault code | | | 02056092 |
| Repair code - | New Motorcycles - Replace the drag link to drop link bolt, drag link to frame bolt and drop link to rear suspension unit bolt, inspect and re-grease the drag link bearings | ..... | 993970 |
| Repair code - | Motorcycles in Service - Replace the drag link to drop link bolt, drag link to frame bolt and drop link to rear suspension unit bolt, inspect and replace the drag link bearings, bearing sleeves and seals | ..... | 993971 |

Repair time allowance (including Admin)

| | | |
|---|---|---|
| New Motorcycles - Replace the drag link to drop link bolt, drag link to frame bolt and drop link to rear suspension unit bolt, inspect and re-grease the drag link bearings | ..... | 0.31 hrs |
| Motorcycles in Service - Replace the drag link to drop link bolt, drag link to frame bolt and drop link to rear suspension unit bolt, inspect and replace the drag link bearings, bearing sleeves and seals | ..... | 0.71 hrs |

**Parts Information**

Parts required (New motorcycles only) .....3 X T3330336 - Bolt, Cap/hd, M10 X 1.25 X 100, Slv

3 x T3350005 - Nut, M10, Flanged

Parts required (Motorcycles in service only) .....3 X T3330336 - Bolt, Cap/hd, M10 X 1.25 X 100, Slv

3 x T3350005 - Nut, M10, Flanged

1 X T2050102 - Sleeve, Ground, 10 15 72

1 X T2050098 - Sleeve, Ground

2 x T3800155 - Bearing, Needle Roller

4 x T3600122 - Seal, Oil

**Parts ordering instructions**

**For Triumph Subsidiary dealers using Triumph Warranty On-Line:** Order all repair parts by submitting a New Prior through the Warranty On-Line system. Entering the above repair code in a New Prior will automatically add the necessary part and labour times for this Service Bulletin.

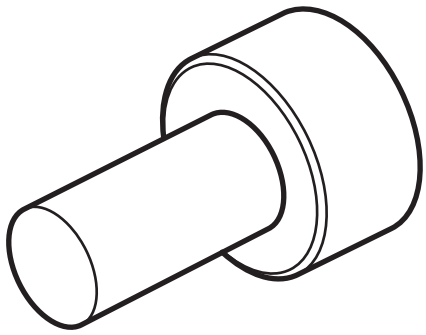
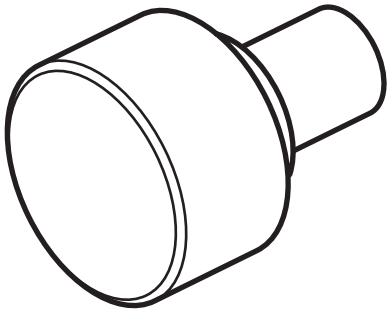
**For Overseas Distributor dealers NOT using Triumph Warranty On-Line:** Orders should be placed using the normal parts ordering procedure.

**Parts return instructions** .....Dealer to retain all parts for 90 days. All parts must be stored in a secure, non-public accessed area and correctly identified with a completed warranty label. Thereafter the parts must be rendered unusable prior to scrapping. It is

suggested the bolts are damaged by placing the threaded portion in a vice and the threads crushed, and then the bolts bent over. Similarly, the nuts, bearing sleeves, spacers, bearings and seals (if replaced) should be crushed in a vice, or otherwise damaged, until they are unusable.

**Service tools (only if required)**. . . . . .T3880253 - Tool, Extract, Drag Link Bearing

T3880254 - Tool, Insert, Drag Link Bearing

| T3880253 - Tool, Extract, Drag Link Bearing | T3880254 - Tool, Insert, Drag Link Bearing |
|---|---|
|  |  |

**Other Instructions**

Once completed, please mark the service record book that the requirements of this bulletin have been complied with.

**Replacement Procedure**

**Warning**

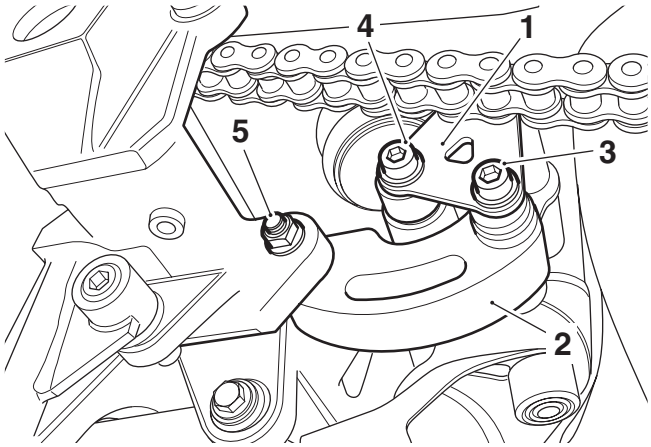
Throughout the following procedure, ensure that the motorcycle is stabilised and adequately supported to prevent the risk of injury from the motorcycle falling.

**Warning**

Failure to tighten any of the fasteners to the correct torque specification may result in loss of motorcycle control and an accident.

## Removal - all motorcycles

1. Raise and support the rear of the motorcycle beneath the frame or engine. Position a block to support the rear wheel.
2. Remove the nut and bolt (discard the nut) securing the drag link to the drop link. Collect the hardened washer from under the bolt head.
3. Release the drag link from the drop link and collect the two spacers and hardened washers.
4. Remove the nut and bolt (discard the nut) securing the drag link to the frame.
5. Detach the drag link from the frame.
6. Remove the nut and bolt (discard the nut) securing the drop link to the rear suspension unit.

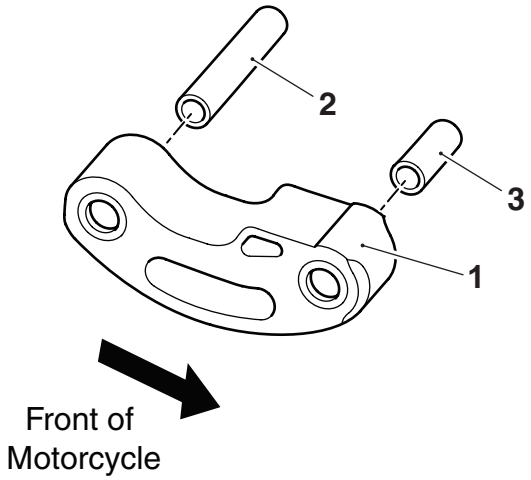



**1. Drop link**
**2. Drag link**
**3. Drag link to drop link bolt**
**4. Drop link to rear suspension unit bolt**
**5. Drag link to frame bolt**

## Bearing Inspection and Lubrication

1. Remove the bearing sleeves from the drag link assembly.
2. Without removing the seals, carefully inspect the drag link bearings for signs of damage or wear. If any damage or wear is found, replace the drag link bearings as described on page *5*.
3. If the drag link bearings are serviceable, lubricate the bearings and seals with grease to NLGI 2 specification (we recommend Mobil grease HP222).

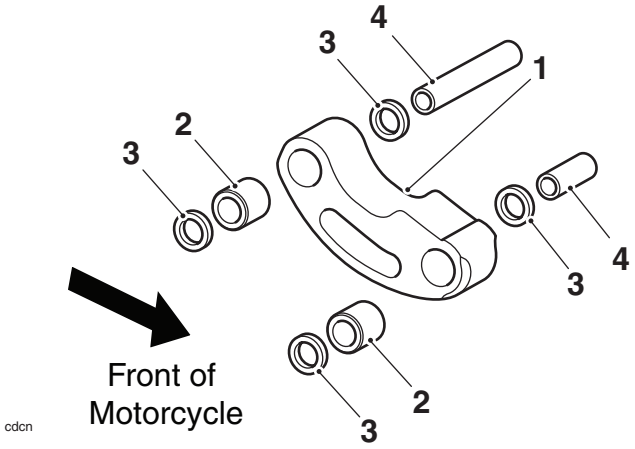
4. Clean and refit the bearing sleeves, installing the short sleeve towards the front of the motorcycle.




**1. Drag link assembly**
**2. Rear bearing sleeve**
**3. Front bearing sleeve**

**Bearing Replacement (if required):**

1. Remove the bearing sleeves from the drag link assembly.
2. Remove and discard the four drag link seals.



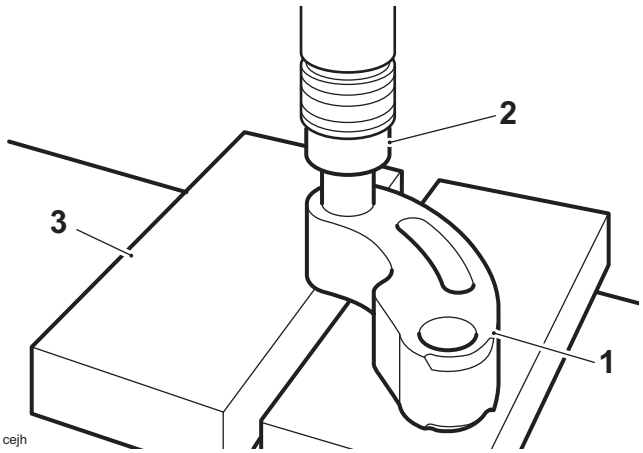

**1. Drag link**
**2. Bearing**
**3. Seals**
**4. Bearing sleeve**

**Warning**

When using a press, always wear overalls, eye, face and hand protection. Objects such as bearings frequently break-up under load and the debris caused during break-up may cause damage and injury to unprotected parts of the body.

Never wear loose clothing which could become trapped in the press and cause a crushing injury to the hand, arms or other parts of the anatomy.

3. Transfer the drag link to a press, and using service tool T3880253, press out the rear bearing through the drag link as shown below. Collect the bearing as it is released, reposition the tool and repeat for the remaining bearing. Remove the tool from the drag link.

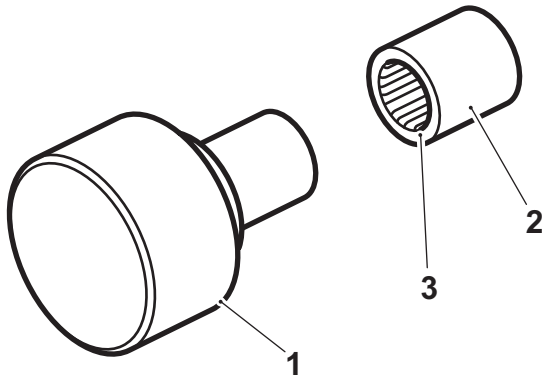



**1. Drag link**
**2. Tool T3880253**
**3. Press bars**

**Warning**

The bearings must be installed with the marked side of the bearing facing towards service tool T3880254. Failure to follow this instruction will result in damage to the bearing.

4. Ensure service tool T3880254 is clean.
5. Position a new bearing to service tool T3880254, with the marked side of the bearing facing towards the tool.



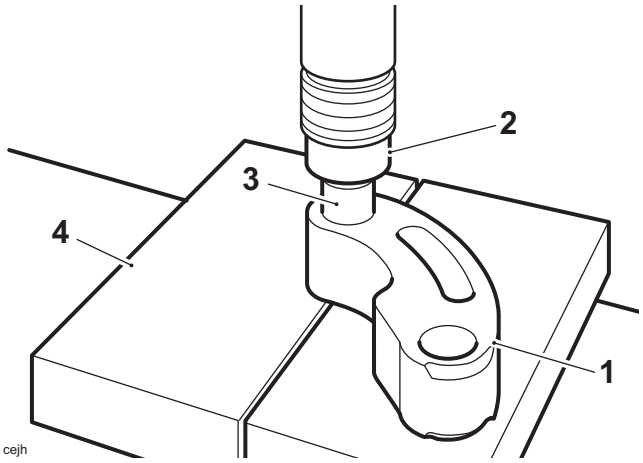

**1. Tool T3880254**
**2. Bearing (shown with marked side facing the service tool)**
**3. Bearing markings**

**Warning**

When using a press, always wear overalls, eye, face and hand protection. Objects such as bearings frequently break-up under load and the debris caused during break-up may cause damage and injury to unprotected parts of the body.

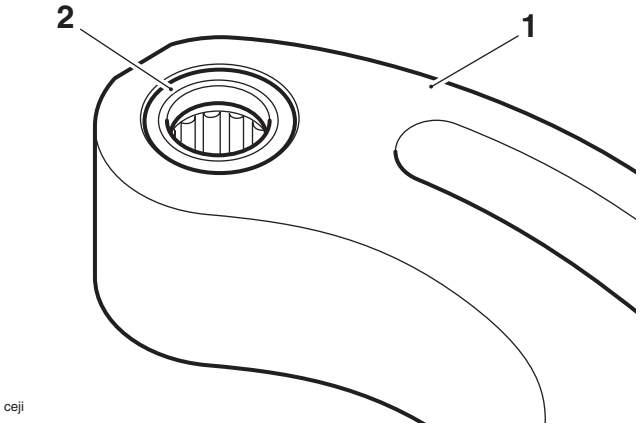
Never wear loose clothing which could become trapped in the press and cause a crushing injury to the hand, arms or other parts of the anatomy.

6. Position the service tool and bearing to the press as shown below, and press in the new bearing until the tool contacts the drag link. Repeat for the remaining bearing.




**1. Drag link**
**2. Tool T3880254**
**3. Bearing**
**4. Press bars**

7. Install four new seals, with the marked side of the seal facing outwards, until they are flush with the surface of the drag link.

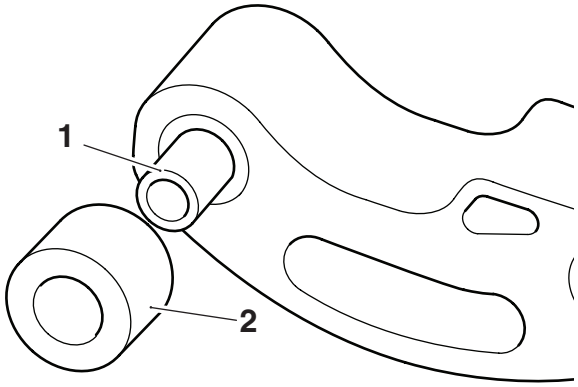



**1. Drag link**
**2. Seal (flush with surface of drag link)**

8. Lubricate the drag link bearings and seals with grease to NLGI 2 specification (we recommend Mobil grease HP222). Fit the new bearing sleeves, installing the short sleeve towards the front of the motorcycle.

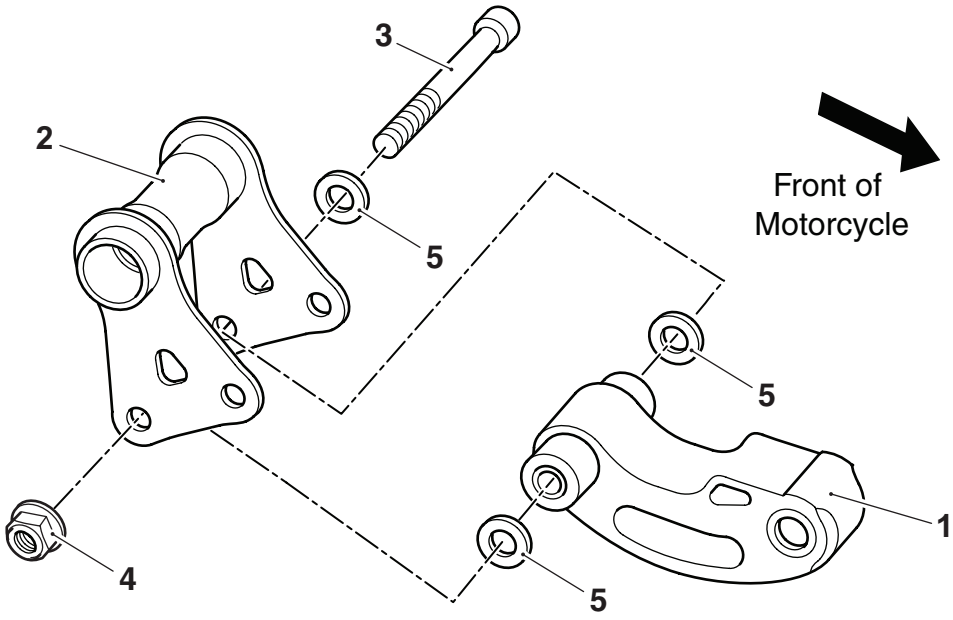
## Installation

1. Align the drop link to the rear suspension unit and install a new bolt (part number T3330336) from the left hand side. Fit a new nut (part number T3350005) and tighten to **48 Nm**.
2. Position the drag link in the correct orientation to the frame and fit a new front bolt (part number T3330336) from the right hand side. Fit a new nut (part number T3350005) and tighten to **48 Nm**.
3. Lubricate the exposed outer surface of the rear bearing sleeve with grease to NLGI 2 specification (we recommend Mobil grease HP222).
4. Fit the two spacers to the outside of the bearing sleeve (one on each side) as shown below.



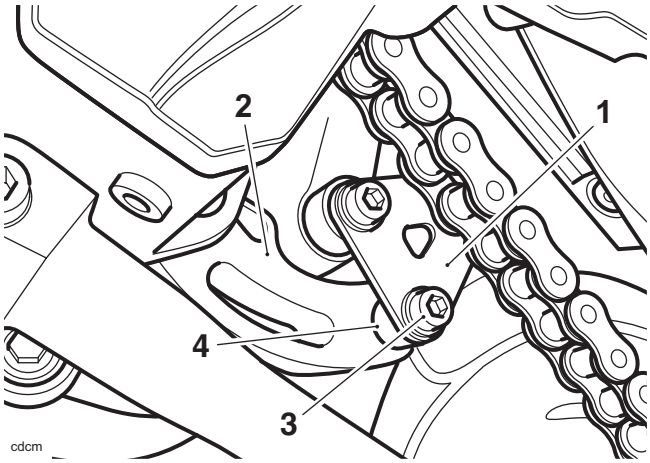

**1. Rear bearing sleeve**
**2. Spacer (right hand shown)**

5. Align the drag link to the drop link and fit the hardened washer to each end of the bearing sleeve, between the side plates of the drop link.




**1. Drag link (shown with the bearing sleeve and spacers assembled)**
**2. Drop link**
**3. Drag link to drop link bolt**
**4. Nut**
**5. Hardened washers**

6. Fit the hardened washer to the new drag link to drop link bolt.
7. Install the new drag link to drop link bolt (part number T3330336) from the left hand side, fit a new nut (part number T3350005) and tighten to **48 Nm**.




**1. Drop link**
**2. Drag link**
**3. Drag link to drop link bolt**
**4. Spacer (left hand shown)**

8. Lower the motorcycle to the ground and remove the support.
9. Mark the service record book that the requirements of this bulletin have been complied with.

**Circulation**

(Initial and date when read and return to central file holder)

| Service Manager | Parts Manager | Sales Manager | Workshop Supervisor | Technician 1 | Technician 2 |
|---|---|---|---|---|---|
| | | | | | |