



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

August 24, 2011

MR. SCOTT CALLANDER
MANAGER WARRANTY
TRIUMPH MOTORCYCLES AMERICA LIMITED
SUITE 101, WALT SANDERS MEMORIAL DRIVE
NEWNAN CITY, GA 30265

NVS-215dgl
11V-434

SUBJECT: ENGINE MANAGEMENT SOFTWARE

DEAR MR. CALLANDER:

This letter serves to acknowledge Triumph Motorcycles America Limited's (Triumph) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TRIUMPH/TIGER 800/2011-2012
TRIUMPH/TIGER 800 XC/2011-2012

NHTSA Campaign Number: 11V-434

Mfg's Report Date: August 22, 2011

Components: ENGINE AND ENGINE COOLING

Potential Number of Units Affected: 1485

Summary:

TRIUMPH IS RECALLING CERTAIN MODEL YEAR 2011-2012 TIGER 800 AND TIGER 800 XC MOTORCYCLES MANUFACTURED FROM SEPTEMBER 2010 THROUGH JUNE 2011, FOR A PROBLEM WITH THE ENGINE MANAGEMENT SOFTWARE.

Consequence:

THE RIDER MAY NOTICE LOWER RPMS AND WHEN DECELERATING THE ENGINE COULD STALL, INCREASING THE RISK OF A CRASH.

Remedy:

DEALERS WILL DOWNLOAD NEW ENGINE MANAGEMENT SOFTWARE INTO THE MOTORCYCLES ELECTRONIC CONTROL UNIT (ECU), FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT TRIUMPH CUSTOMER SERVICE DEPARTMENT AT 1-678-539-8782.

Notes:

TRIUMPH'S SAFETY RECALL NUMBER IS 431. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is expected owners will be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Willard". The signature is fluid and cursive, with a large initial "R" and a long, sweeping tail.

Rick Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement