

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

In July 2011, Triumph Motorcycles Limited 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: 22nd Aug 2011

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.

Scott Callander, 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 (Central Warranty Team).

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: 2011-12 Model(s): Tiger 800 & Tiger 800 XC including ABS variants

Production Dates: Beginning: Sept 2010 _____ Ending: June 2011

VIN Range: Beginning: 466334 - 509062

Vehicle Type: Mc Bodystyle: Dual Purpose _____

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:

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:

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.

100%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or non-compliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
Tiger 800 & Tiger 800 XC	2011 -12	668

Our records indicate that our Parts Dept despatched the following to US dealers 378 x A9778004, 190 x A9778005, 6 x A9938181, 5 x A9938182, 89 x A9938183 = TOTAL 668 to be modified.

All above contain a centre stand return spring T2081698, which is to be replaced with new spring T20817777.

Total Number Potentially Affected by the Recall: 668_____

4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or non-compliance: 100%_____

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 is based on the number of centre stand assemblies sold into the US.

The centre stand assemblies are optional accessories and not fitted as original equipment.

This data was then backed up with physical checks of returned material.

A new component was designed and tested and entered production (the final date of the recall)

Quality assured parts were fitted after the recall final vin.

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.

Please refer to Triumph Service Bulletin No 430

The centre stand assemblies requires the removal of the originally supplied return spring, to be replaced with the new spring T20817777.

It is possible on effected machines that the centre stand spring may fracture leading to the centre stand making unexpected contact with the road surface.

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

The original return spring does not always return to its original length. The originally supplied return spring may grow in length, leading to a loose centre stand and may lead to a fracture in the spring wire.

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

If undetected, the spring may fracture leading to the centre stand unexpectedly dragging along the road surface..

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

- a) The customer may detect a “rattle” from the underside of the m/c when riding.
 - b) The customer may detect a “scraping” noise once the stand had made contact with the road surface.
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If the defect or non-compliance is in a component or assembly purchased from a supplier, identify the supplier by corporate name and address.

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

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.**

There have been no reported accidents, injuries or fatalities.

June 2011 – first reports of loose centre stand assemblies in service.

Investigation commenced. Resolution determined.

July 2011 – decision to launch safety recall.

- 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.**

As above

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.**

Please refer to SB430 (attached)

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

Replacement spring is of a different design, having two separate coils, one inside the other.

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.

Replacement spring fitted to all accessory kit part numbers on or after 10th Aug 2011.

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.

n/a

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.