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13V-032
(8 pages)

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

On 24th January 2013 , 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: 25th January 2013.

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: _____ C H Smart

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): Daytona 675

Production Dates: Beginning: 20th July 2010 Ending: 21st Sept 2011

VIN Range: Beginning:

Daytona 675 vin range 464176 to 467607 Gold wheels 20/7/10-31/8/10
Daytona 675 vin range 515776 to 517467 Graphite wheel (front wheel only) 25/8/11-14/9/11
Daytona 675 vin range 515370 to 517338 Graphite wheel (rear wheel only) 20/8/11-21/9/11
Daytona 675 vin range 515348 to 516784 Gold wheel (front wheel only) 22/8/11-5/9/11
Daytona 675 vin range 515255 to 516113 Gold wheel (rear wheel only) 20/8/11-29/8/11

Vehicle Type: Mc Bodystyle: Sports

Make(s): Triumph Model Years Involved: 2011-12 Model(s): Street Triple

Production Dates: Beginning: 20th July 2010 Ending: 14th Sept 2011

VIN Range: Beginning:

Street Triple & Street Triple 95CV Vin range 464169 to 467147 Graphite wheels 20/7/10-25/8/10
Street Triple R Vin range 464171 to 467150 Graphite wheels 20/7/10-25/8/10
Street Triple R Vin range 464491 to 466968 Gold wheels 9/8/10-24/8/10
Street Triple & Street Triple 95CV Vin range 515763 to 517490 Graphite wheels 26/8/11-14/9/11
Street Triple R Vin range 515770 to 517503 Graphite wheels 24/8/11-14/9/11
Street Triple R Vin range 515345 to 516794 Gold wheel (front wheel only) 22/8/11-7/9/11
Street Triple R Vin range 515235 to 516115 Gold wheel (rear wheel only) 19/8/11-29/8/11

Vehicle Type: Mc Bodystyle: Sports

Make(s): Triumph Model Years Involved: 2012 Model(s): Thunderbird

Production Dates: Beginning: 20th July 2010 Ending: 24th Aug 2011

Thunderbird, Thunderbird ABS vin range 464183 to 467874 20/7/10-2/9/10
Thunderbird, Thunderbird ABS vin range 508895 to 515657 (rear wheel only) 16/6/11-24/8/11

Vehicle Type: Mc Bodystyle: Cruiser

VIN Range: Beginning:

Make(s): Triumph Model Years Involved: 2012 Model(s): Thunderbird Storm

Population determined from information provided by supplier, factory records and physical stock check.

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.

Triumph wheel supplier, Jiangsu, admits fitted bearings not supplied by Triumph's intended bearing supplier. Affected bearings are found in the front and rear wheels of effected vins. Some vehicles require both wheels to be repaired whereas other vehicles require only one wheel to be repaired (as indicated above).

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

A manufacturing error at supplier tier.

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

Triumph has no evidence that the recalled bearing fitted is inferior to that required by Triumph. However, Triumph has no details of the bearing supplier, its quality controls and standards and therefore confidence in the bearing is low. Potential problems arising from bearing quality variability are acknowledged by Triumph. As a precautionary measure Triumph believes it is in the customers best interests to fit the correctly specified bearing from a known supplier with auditble quality control records.

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

- a) Whereas Triumph has no evidence pertinent to the subject bearings, it is reasonably envisaged that play in the wheel would precede any ultimate bearing failure.
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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.

JIANGSU ZHONLIANG ALUMINUM CO.,LTD

ZHONGDONG VILLAGE,
HOUQIAO,
WUXI,
JIANGSU PROVINCE,
CHINA

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

Mr. Robin Xu

Email: zlorobin@zl-chelun.com

TEL: [0086-510-88721780](tel:0086-510-88721780)

Fax: 0086-13812056675

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.**

6/11/12 – Triumph manufacturing personnel (UK) inform Triumph UK Central Warranty Team of fitment of non-specified bearings to certain models.

Triumph UK undertake investigation into scope of the issue. No in-service concerns had been raised. No accidents had been reported.

25/1/13 – Triumph UK inform Triumph USA. UK seek advice from US on status of in-service action; service bulletin or recall.

25/1/13 – Triumph USA contact NHTSA for guidance. Advice obtained and relayed to UK.

- 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.**

None

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 supplier has confirmed that they will source bearings from Triumph's specified bearing supplier now and in the future. Triumph specified bearing supplier will monitor the demand for their bearings against Triumph's build.

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.

All effected parts in factory stores were repaired (fitted with the correct bearings) in the short term to ensure assured quality wheel assemblies arrived at the production line. Factory records controlled. The wheel supplier has confirmed use of correct bearing. Triumph quality personnel have visited and will continue to visit the supplier in order to check bearing specification in the future.

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.

29th Jan 2013 – notify dealers.

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.

Service Bulletins to follow in due course.