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Safety Defect and Noncompliance Report Guide for Vehicles
PART 573 Defect and Noncompliance Report¹

On 28th April, 2004, Triumph Motorcycles Ltd [MFR] decided that (a defect which relates to motor vehicle safety)(a noncompliance 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 Noncompliance Reports.**

Date this report was prepared: 5th May 04

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 Ltd,

385 Walt Sanders Memorial Drive

suite 100

Newnan, Georgia GA30265

United States of America

Identify the corporate official, by name and title, whom the agency should contact with respect to this recall.

Mr. Dan Harman, National Operations Manager, Triumph Motorcycles (America) Ltd

Telephone Number: 001 678 854 2010 Fax No.: 001 678 854 2025

Name and Title of Person who prepared this report.

Charles Smart

Warranty Dept Head

Signed: 

¹Each manufacturer must furnish a report, to the Associate Administrator for Safety Assurance, for each defect or noncompliance condition which relates to motor vehicle safety.

This guide was developed from 49 CFR Part 573, "Defect and Noncompliance 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:** 2002 - 3 **Model(s):** Bonneville America _____

Production Dates: Beginning: 25/6/01 _____ **Ending:** 11/12/02

VIN Range: Beginning: 139158 _____ **Ending:** 176552 _____

Vehicle Type: Motorcycle _____ **Bodystyle:** Classic _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models have a minimum of a 10mm gap between the starter motor cable and oil cooler pipe.

Make(s): Triumph _____ **Model Years Involved:** 2003-4 _____ **Model(s):** Speedmaster _____

Production Dates: Beginning: 24/9/02 _____ **Ending:** 12/3/04

VIN Range: Beginning: 161591 _____ **Ending:** 176552 _____

Vehicle Type: Motorcycle _____ **Bodystyle:** Classic _____

Descriptive information which characterizes/distinguishes the recalled vehicles from those model vehicles not included in the recall:

Unaffected models have a minimum of a 10mm gap between the starter motor cable and oil cooler pipe.

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.

Less than 1%

II. Identify the Recall Population

3. Furnish the total number of vehicles recalled potentially containing the defect or noncompliance.

<u>Model</u>	<u>Year</u>	<u>Number of Vehicles Potentially Involved</u>
<u>Bonneville America</u>	<u>2002 - 3</u>	<u>2465</u>
<u>Speed Master</u>	<u>2003 - 4</u>	<u>326</u>

Total Number Potentially Affected by the Recall: 2791

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

Having identified the potential for the fault at the manufacturing facility, a change to the Assembly operator process was introduced from Vin 176553. For the purposes of the in-service action, Triumph elected to ask its dealers to check all bikes built from start of production for the affected models.

III. Describe the Defect or Noncompliance

5. Describe the defect or noncompliance. The description should address the nature and physical location of the defect or noncompliance. Illustrations should be provided as appropriate.

Under certain assembly conditions, the electrical power supply cable to the starter motor may come into direct contact with the oil cooler return pipe. In time, this may cause the insulation on the starter cable to degrade. The starter cable is positioned towards the front of the engine assembly. Triumph Technical Service Bulletin No: 325 contains illustrations.

Describe the cause(s) of the defect or noncompliance condition.

The manufacturing assembly process required clarification.

Describe the consequence(s) of the defect or noncompliance condition.

Should the starter motor cable insulation become worn through by contact with the oil cooler return pipe, a 12-volt electrical short would occur.

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

(a) Unable to start motorcycle. (b) hear /smell electrical short.

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

Not applicable

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

N/a

IV. Provide the Chronology in Determining the Defect/Noncompliance

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.

See attached.

7. With respect to a noncompliance, identify and provide the test results or other data (in chronological order and including dates) on which the noncompliance was determined.

Not applicable

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 TSB No: 325 for full details.

Examine the power supply cable to the starter motor for signs of contact with the oil cooler pipe. If a gap of greater than 10mm exists, no further action necessary. If a gap of less than 10mm exists, slacken starter motor cable and position. If gap of less than 10mm still exists, reposition oil cooler pipe.

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

Existence of a 10mm gap between cable and pipe.

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.

A change to the assembly process was introduced to ensure 10mm gap exists.

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.

April – advise NHTSA and foreign agencies of Triumph’s decision to recall.

May – prepare customer and dealer correspondence and launch recall to general public.

VII. Furnish Recall Communications

9. Furnish a final copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance 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 noncompliance 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.