

Safety Defect and Non-compliance Report Guide for Vehicles  
**PART 573 Defect and Non-compliance Report**<sup>1</sup>

On 30<sup>th</sup> April 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: 30<sup>th</sup> April 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) Ltd, 100 Hartsfield Centre Parkway, Suite 200, Atlanta, Georgia, 30354, 678.854.2010 p

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.

Emma Rowe, Warranty Recall Co-Ordinator (Central Warranty Team).

Signed: \_\_\_\_\_ E D Rowe

---

<sup>1</sup>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:** 2012/2013\_ **Model(s):** Explorer (VG)

**Production Dates: Beginning:** February 2012\_ **Ending:** December 2012

**VIN Range: Beginning:** 536172 - 578630

**Vehicle Type:** M/C \_\_\_\_\_ **Bodystyle:** Adventure \_\_\_\_\_

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

Affected models have a NHTSA Label containing incorrect information relating to the payload.

**Make(s):** Triumph \_\_\_\_\_ **Model Years Involved:** 2012/2013\_ **Model(s):** Explorer (VGL)

**Production Dates: Beginning:** December 2011\_ **Ending:** March 2012

**VIN Range: Beginning:** 528777 - 543545

**Vehicle Type:** M/C \_\_\_\_\_ **Bodystyle:** Adventure \_\_\_\_\_

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

Affected models have a NHTSA Label containing incorrect information relating to the payload.

**Make(s):** Triumph\_\_\_\_\_ **Model Years Involved:** 2012/2013\_ **Model(s):** Explorer XC (VKX)

**Production Dates: Beginning:** November 2012\_ **Ending:** January 2013

**VIN Range: Beginning:** 576859 - 584127

**Vehicle Type:** M/C \_\_\_\_\_ **Bodystyle:** Adventure \_\_\_\_\_

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

Affected models have a NHTSA Label containing incorrect information relating to the payload.

**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.**

<b>Model</b>	<b>Year</b>	<b>Number of Vehicles Potentially Involved</b>
Explorer & Explorer XC	2012/2013	1186

**Total Number Potentially Affected by the Recall:** 1186

**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:**

Population determined from start of production till discovery of incorrect data by Triumph Design Engineers during factory audit.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**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 attached service bulletin.

---

---

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

The payload data detailed on the NHTSA Label is incorrect.

---

---

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

Failure to undertake this work could lead in the motorcycle being over loaded causing instability.

---

---

---

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

None.

---

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

N/A

---

---

---

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

**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.

December 2012 –Triumph Central Warranty Team (UK) informed of incorrect data contained on the NHTSA Label. Paperwork and replacement labels produced.

30/04/2012 – Triumph UK inform Triumph USA.

30/04/2012 – Triumph UK submits Form 573 to Triumph USA.

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.

N/A

---

**V. Identify the Remedy**

7. 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 condition contains the correct payload data.

---

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

The recall condition details a payload of 222KG. The remedy condition details a payload of 212KG.

---

---

---

---

**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.**

Corrected labels have been fitted to all vins post 584133 in production by Triumph UK.

---

---

---

#### **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.**

---

---

#### **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 Bulletin 498 to follow in due course.