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14V-009  
(6 pages)

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

On December 6<sup>th</sup> 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: 14/01/2014

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.**

Charles Smart, Dept. Head, (Central Warranty Team).

**Signed:** \_\_\_\_\_ C Smart

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<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 – 2014 **Model(s):**

**VG Tiger Explorer ABS A1**

**VKX Tiger Explorer Spoke ABS XC A1**

**VJ Trophy SE A1**

**Production Dates: Beginning:** 17/11/11 **Ending:** 16/12/13

**VIN Range: Beginning:** 524056 – 637166

**Vehicle Type:** Motorcycle **Bodystyle:** Adventurer and Touring

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

Recalled vehicles may be identified by the vin (see effected vin range above).

Recalled vehicles will include ECU's bearing part numbers T1292800 (Explorer) or T1292805 (Trophy).

**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.**

14%

## 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>
VG Tiger Explorer ABS A1	2012	375
VG Tiger Explorer ABS A1	2013	845
VG Tiger Explorer ABS A1	2014	216
VKX Tiger Explorer Spoke ABS XC A1	2013	199
VKX Tiger Explorer Spoke ABS XC A1	2014	305
VJ Trophy SE A1	2013	527
VJ Trophy SE A1	2014	333

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**Total Number Potentially Affected by the Recall:** 2800 \_

**4. Furnish the approximate percentage of the total number of vehicles estimated to actually contain the defect or non-compliance:** Less than 3% \_\_\_\_\_

**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 recall population was established by taking the vin of the first motorcycle built of the model ranges through to the introduction of the modified ECU and engine management software on the assembly line and then taking the vin of the first motorcycle to benefit from the revised part.

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### **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.**

Premature detection of the deviation of the throttle butterfly position from its intended position.

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

Detection thresholds were set too tightly and insufficient signal filtering was applied resulting in an unwanted activation of the safety shutdown strategy.

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

The bike will enter the safety shutdown condition for the Drive-by-Wire system. The throttle butterfly valve is closed and the fuel and ignition cut is activated.

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

None

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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.**

Keihin Europe Ltd

Unit D

Watt Place

Hamilton International Technology Park

Hamilton

Glasgow

G72 0AH

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

Mr Raymond Watson, Managing Director.

#### **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.**

**June – September 2013. Warranty data identifies issues in service. Dealer feedback requested. Subject parts requested for examination.**

**Oct – November 2013. Review of in service data and returned parts at Triumph an supplier. Rectification options identified, created and released for testing.**

**Dec 6<sup>th</sup> 2013. Review of all data and preliminary testing conclusion. Best option in service rectification options identified. Production of counter measure parts commences.**

**Jan 13<sup>th</sup> 2014. Final review meeting between Triumph and supplier to review testing results. Agreement to conduct in service campaign.**

- 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

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#### **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 ECU software & calibration has been modified. ECU hardware has been modified.

The detection parameters for triggering the shutdown have been optimised and the ECU hardware has been changed to filter the signal seen in the throttle position sensor circuit. The optimising of the malfunction detection thresholds has been tested and proven to ensure that the safety shutdown condition is not triggered unnecessarily without compromising the safety if a genuine malfunction were to occurs

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

Revised ECU carries new part numbers (T1292333 & T1292555) and new engine management calibration nos).

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**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.**

The production remedy was introduced on 16th Dec at Vin 637166. The production remedy is the same as that introduced in service.

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#### **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.**

15<sup>th</sup> Jan 2014 – Triumph Motorcycles America Ltd informed of the service campaign.

24<sup>th</sup> Jan 2014 – Triumph dealers to be notified of the campaign.

24<sup>th</sup> Jan 2014 – Triumph customers to be notified of the campaign.

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#### **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 attached.