

Part 573 Safety Recall Report

20V-451

Manufacturer Name : Triumph Motorcycles America, LTD

Submission Date : AUG 03, 2020

NHTSA Recall No. : 20V-451

Manufacturer Recall No. : SRAN 582



Manufacturer Information :

Population :

Manufacturer Name : Triumph Motorcycles America, LTD

Address : 100 Hartsfield Centre Parkway

Suite 200 Atlanta GA 30354

Company phone : 678-854-2010

Number of potentially involved : 603

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2020-2020 Triumph Tiger 900

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based upon a review of factory records.

Production Dates : NOV 28, 2019 - NOV 28, 2019

VIN Range 1 : Begin : SMTE60DF6LT989168 **End :** SMTE60DF6LT989168 Not sequential

Vehicle 2 : 2020-2020 Triumph Tiger 900 Rally

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based upon a review of factory records.

Production Dates : NOV 28, 2019 - FEB 25, 2020

VIN Range 1 : Begin : SMTE63DF8LT989190 **End :** SMTE63DF1LTAA9491 Not sequential

Vehicle 3 : 2020-2020 Triumph Tiger 900 GT Low

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based upon a review of factory records.

Production Dates : NOV 28, 2019 - FEB 25, 2020

VIN Range 1 : Begin : SMTE65DF0LT989146 **End :** SMTE65DF7LTAA9233 Not sequential

Vehicle 4 : 2020-2020 Triumph Tiger 900 GT

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based upon a review of factory records.

Production Dates : NOV 28, 2019 - FEB 26, 2020

VIN Range 1 : Begin : SMTE62DF8LT989135 End : SMTE62DF6LTAA9593 Not sequential

Vehicle 5 : 2020-2020 Triumph Tiger 900 GT Pro

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based upon a review of factory records.

Production Dates : NOV 28, 2019 - FEB 20, 2020

VIN Range 1 : Begin : SMTE64DF1LT989215 End : SMTE64DF3LTAA7957 Not sequential

Vehicle 6 : 2020-2020 Triumph Tiger 900 Rally Pro

Vehicle Type : MOTORCYCLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : The recall population was based upon a review of factory records.

Production Dates : NOV 28, 2019 - FEB 17, 2020

VIN Range 1 : Begin : SMTE67DF0LT989126 End : SMTE67DF1LTAA6789 Not sequential

Description of Noncompliance :

Description of the Noncompliance : This non-compliance relates to the rear reflex reflector as fitted to certain Tiger 900 models, which may detach from the motorcycle. Detachment of the reflex reflector would result in the motorcycle no longer fully complying with FMVSS 108.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

Description of the Safety Risk : Detachment of the reflex reflector may under certain circumstances reduce the visibility of the motorcycle to drivers of other vehicles. As a consequence, visibility of the motorcycle may be compromised leading to an increased risk to safety.

Description of the Cause : Problems in the reflex reflector manufacturing process and tooling resulted in parts containing incorrectly dimensioned spigots. The spigots are used to

locate and fasten the reflex reflector to the motorcycle. The supplier corrected the process and tooling to ensure parts conform to the drawing specification.

Identification of Any Warning that can Occur : The operator may notice the reflex reflector to be missing when carrying out regular checks or when cleaning the motorcycle.

Involved Components :

Component Name 1 : Reflector

Component Description : Reflex Reflector

Component Part Number : T2707111

Component Name 2 : Reflector

Component Description : Reflector, Rear

Component Part Number : T2700650

Supplier Identification :

Component Manufacturer

Name : ECIE Srl

Address : Via L. Settembrini
Lainate (MI) FOREIGN STATES 20020

Country : Italy

Chronology :

April 2020: Triumph Central Warranty Team identifies a number of warranty claims for missing rear reflex reflectors on Tiger 900 family models. The issue is raised with the Manufacturing Dept. for review and investigation.

April to mid-May: Triumph Manufacturing Dept. undertakes review of manufacturing processes and liaises with Triumph Quality Dept. and supplier. An affected provisional range of motorcycles is identified.

Mid-May to mid-July 2020: Triumph Central Warranty Team continues to monitor in-service warranty claims.

July 28th 2020: Meeting called to review the data and investigation outcome. Decision to conduct a non-compliance recall agreed.

Description of Remedy :

Description of Remedy Program : Owners will be contacted and instructed to bring their motorcycles to a Triumph dealer to have the rear reflex reflector replaced free of charge (parts and labor). Triumph Safety Recall Action Notice 582 refers.

How Remedy Component Differs from Recalled Component : Triumph dealers will replace the defective rear reflex reflectors (Triumph part nos: T2700650 and T2707111) with a replacement remedy reflector contained in Triumph remedy spares kit T2706969.

Identify How/When Recall Condition was Corrected in Production : Assured parts were received from the supplier. The condition was corrected in production on 28/11/19 at VIN AA9677 by use of remedy reflex reflectors.

Recall Schedule :

Description of Recall Schedule : The planned notification dates are an estimate and may be revised.

Planned Dealer Notification Date : AUG 05, 2020 - AUG 05, 2020

Planned Owner Notification Date : AUG 17, 2020 - AUG 17, 2020

* NR - Not Reported