

2011 Triumph Thunderbird Storm Engine Noises VIN – SMTB02XXXXXXXXXXXX

6/1/2011 – Purchased new Triumph Thunderbird Storm from Joe’s Cycles in Dayton Ohio, trading in my 2002 America I had purchased new from him December 2001.

I was cautioned by Joey that there may be odd engine noises until break-in oil is changed at 500 miles.

Riding home I did notice odd engine noises, particularly one that sound like a cross between rod bearing knock, piston slap and valve float.

6/6/2011 – Rode up to Joe’s and had Joey test drive to listen to engine noises – he said that “it is normal, would go away after changing the break in oil”, I don’t hear anything odd”, “that is the nature of the beast”, “just ride it”.

6/7/2011 – Changed oil and filter (10W-40) at 491 – most “odd-ball” noises cleared, but still hear the bad engine noise –rod knock / piston slap / valve rattle combo.

6/13/2011 –Sent first letter to Joe’s and Triumph USA.

6/15/2011 – Second visit to dealership – Joey says there is no problem.

6/28/2011 – Sent second letter to Joe’s and TUSA and Triumph Motorcycles Ltd, United Kingdom.

7/6/2011 – Received letter from TUSA stating that the dealer says there is no problem so they will not become involved.

7/18/2011 – Third visit to dealership – again I was told that there is no problem. I informed Joey that this was my third visit with no correction and that satisfied the Ohio State Attorney’s General “Lemon Law” requirement. He agreed to have the bike torn into and checked out by a mechanic. Scheduled fourth visit for 7/25/2011

7/25/2011 – Fourth visit to dealership – they inspected engine and said no problem found. Riding home I continued to hear the hammering noise as well a cable started slapping against my right thigh. and the bike went “flat”. I nursed the bike home and found that the loose “cable” was the right side MAP vacuum hose that had not been properly attached.



I also found water leaking on the front of the engine, leaving a caustic white stain (see photos). I found that the radiator hose clamp had not been tightened.



I also noticed that the speedometer bezel appeared “warped”, with a large gap (~ ½ inch – see photo) between it and the gas tank. Found to be the speedometer cable knotted underneath the bezel, causing the plastic to be bent out of shape.



8/17/2011 – Third letter to TUSA and Triumph Motorcycles Ltd, United Kingdom.

Engaged the Ohio State Attorney’s General for submission of complaint under the “Lemon Law”.

Triumph USA responded to Lemon Law filing with same position – until the dealer says there is an issue there is no issue.

9/9/2011 – I took the bike to my local Kawasaki dealer for an independent evaluation – the service manager had a mechanic ride it, with no coaching on what was up, and he came back and said “I hear a knocking between 2 and 3K rpm and it is not normal” – I have the service invoice stating just that.

Unlike the “big” manufacturers (Honda, HD, etc), Triumph does not participate in any mediation program so my next recourse was to file a lawsuit, which I did.

T-USA and the dealer were given 28 days to respond to the law suit.

T-USA and the dealer appear to have obtained joint counsel, who requested a 30 day extension (and got it), so as of now the required response date is 11/29.

I just want to be made “whole” in my purchase. If the dealer would have taken the step to fix whatever the source of the noise is way back on June 6th (six days after I bought the bike), this all would be a non-issue. Now, with over 6,000 miles on it, the damage to the engine is certainly done and getting worse with every mile, so my lawyer is suing for my money back plus “damages” and his fees.

I just want a bike that I can ride without constantly worrying about a rod coming through the crankcase and my leg!!!!