

CL-10213885-4549

BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227  
(201)307-4000  
Attn: Jorge Soriano

12-04-07

2007 DEC 28 AM 7: 28

Reference: 2007, BMW, F650GSA, VIN # WWB10185A57Z [REDACTED]

From:

[REDACTED]  
Corona, Calif. [REDACTED]  
[REDACTED]

On 10-15-07, I purchased a new F650 from "Long Beach BMW". The salesman was Kevin Foster.

Everything about the purchase was fine. I found Kevin to be amicable and was obviously concerned about BMW motorcycles and the image of the brand. I can not think of one negative comment to make about him.

On 10-16-07, I had the opportunity to clean and closely inspect the (black) motorcycle. I then found a couple of minor scratches on the left side body panel. I rode back to Long Beach the following day and Kevin introduced me to the Service Mgr (Steve). Steve looked at the left panel and stated that even if a new part was ordered, the paint color might not match and/or it might be in worse condition than the one on the bike. Steve claimed that if a new part was ordered and it was in worse condition than the one on the bike, it would have to be changed due to the return policies BMW maintains (?). I told Steve that I would like for him to try. He seemed upset and stated that he would ask another staff member and would look my information up with sales and call me back. As of 12-04-07, he has not called me back about the panel.

On 12-01-07, I began washing the bike again. I then found moderate etching into the painted surfaces of the right side frame and engine casing. I removed the right side panel and found that the vehicle battery was mounted higher than the rider's waistline. I also found that the battery was mounted forward of the rider when seated on the motorcycle. The placement of the battery as well as the type used ("wet" or non-sealed) can cause an unsafe condition if any of the acid leaks out. The acid, if pushed by the wind can blow rearward towards the rider. Upon closer inspection, I found that the plastic hose which is meant to vent the battery was not connected. The hose was lying forward of the battery compartment and appeared new. The end was not flanged and it appeared to me that it had never been attached. I removed the battery and found that two of the cells were filled well above the "Maximum" line. It appeared the battery acid had flowed out of the battery and had coursed through the engine area, down the frame and had dripped on the engine and rear suspension adjustment control. This situation posed a risk to me as the

MC  
12/01/07  
KB

battery acid in question was running along the outside of the frame directly adjacent to my right leg. It is fortunate that the acid did not burn me and cause me to lose control of the motorcycle while riding on the local congested freeways.

I immediately called Kevin on the telephone about this latest issue. Kevin asked me if I had notified the Service Dept. I told Kevin that Service had “blown me off” at my last request. Kevin advised me that since I had a complaint, I should notify the General Manager (Charles Berthon).

On 12-02-07 at approximately 9:00 AM, I spoke to Charles on the telephone. I explained my situation and he advised me that this would be a warranty repair. Charles told me that he would have to discuss this issue with Steve and have him call me back to set an appointment.

As of 12-04-07 at 9:00 PM I have not heard from any of the Long Beach BMW staff.

After looking further into the motorcycle, I found that in addition to the aforementioned damages, some of the plastic parts above the valve cover were partially melted.

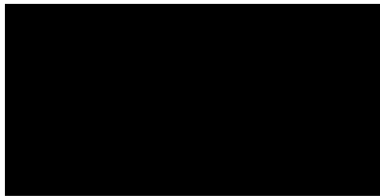
I saved for this machine. I paid cash. It is my primary mode of transportation. I already have 1700 miles on it – it is not a “toy” (in my case).

Due to Long Beach BMW ignoring my plea, I went to Brown Motorworks in Pomona. Eddie (Service Mgr) was very pleasant and helpful. He explained that this issue would most likely be handled by warranty and answered all of my questions. He stated that he would have an answer for me as to how BMW would want to respond to this issue by the end of 12-05-07.

I was disappointed by Long Beach BMW. Perhaps an F650 is “small fries” compared to the BMW cars that they sell at the same dealership; I don’t know. What I do know is that I will not make another purchase from them. In addition to the minor scratches that they would not help me with, their service staff left the drive chain too tight (15-20 MM) and the wood type screws that they use to hold the paper plate on are too long and bored holes into the rear fender. The battery vent hose was the worst of it due to the etching in the frame and engine. Not the best way to handle a premier brand machine.

I hope that Brown Motorworks can remedy the battery acid damage and make my 6 week old motorcycle new again. It seems that compliments of Long Beach BMW, I am stuck with the scratched panel (I did not mention this to Brown Motorworks as the bike is no longer brand new).

I don’t know what else to say – my brand new damaged motorcycle is sitting in a dealership awaiting authorization for repairs.



Cc: Long Beach BMW  
2998 Cherry Ave.  
Signal Hill, Ca. 90755  
(562)427-5494

NHTSA H.Q.  
1200 New Jersey Ave. S. E.  
West Building  
Washington DC 20590