



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
FEB 22 2011
01-SEP-2010

Repository
Reference No.
10353369

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City SACRAMENTO State CA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WB10555A13Z [REDACTED] Make BMW Model K1200LT Model Year 2003
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type [REDACTED] Antilock Brakes Powertrain [REDACTED] Multiple Failure: [REDACTED] Incident Date(s) 24-JUL-2010
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 072200 FUEL SYSTEM, GASOLINE: DELIVERY: HOSES, LINES/PIPING, AND FITTINGS
Failure Mileage 21740 Failure Speed 45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 BMW K1200LT. THE CONTACT STATED THAT THE MOTORCYCLE HAS QUICK RELEASE FUEL LINES THAT ARE MADE OUT OF PLASTIC AND THEY BREAK EASILY. IF THE MOTORCYCLE WAS BEING DRIVEN AND THEY BREAK, GAS WOULD LEAK ONTO THE DRIVER AND IT COULD CAUSE A FIRE. THE DEALER STATED THAT THIS HAPPENS FROM TIME TO TIME AND THEY WOULD REPLACE THEM. THE DEALER STATED THAT THERE WERE TWO LINES, ONE MALE AND ONE FEMALE AND THAT IT NEEDS TO BE MADE KNOWN WHEN THE MOTORCYCLE IS PURCHASED THAT THE LINES SHOULD BE REPLACED. THE MOTORCYCLE WAS REPAIRED. THE FAILURE MILEAGE WAS 21740 AND THE CURRENT MILEAGE WAS 21740.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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10353369

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Name

Address

City SACRAMENTO

State CA

Zip Code

Daytime Telephone Number

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The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WB10555A13Z

Make
BMW

Model
K1200LT

Model Year
2003

Date Purchased

Dealer's Name and Telephone Number
A+S Motorcycles 800-689-9893

Engine:
No: Cylinders
4

Fuel Type:
Gas

Original Owner

Dealer's City
Roseville

State
CA

Zip Code
95661

Transmission Type
Manual

Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
24-JUL-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 072200 FUEL SYSTEM, GASOLINE: DELIVERY; HOSES, LINES/PIPING, AND FITTINGS

Failure Mileage
21740

Failure Speed
45

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

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[Redacted]

08/28/2010 12:22 AM

To CustomerService@bmwmotorcycles.com

cc [Redacted]

bcc

Subject 2003 K 1200LT Quick Release Fuel Connector Cracking

Dear Representative:

Is anyone aware of a potential problem with leaking fuel caused by cracking quick release fuel connectors on 2003 K 1200 LT motorcycles? My friends seem to think it is all over the forums, but since I am the latest victim of having my right leg covered with fuel while riding my 2003 K 1200 LT I wanted to know if this has been brought to the attention of the BMW company? The local BMW dealership in Roseville California seemed to have little concern over the seriousness of what may be a defective or age related cracking problem. I cannot believe that after having my 2003 LT serviced at this dealership annually since 2005 that no service person mentioned or suggested that these quick release fuel connectors be replaced before a problem occurs.

Heck, even the service manager brushed off the situation saying that "Even if the bike is parked in a garage, the coupling could crack and drip fuel on the garage floor. If the garage contains a gas water heater, well..." It's one thing to not know about a problem, but in this case, to know about the potential for an explosion or serious injury and not even make an attempt to warn/advise customers *before there is a problem* is just beyond belief.

With such a well engineered motorcycle, I am have a difficult time understanding why BLM dealerships are not at least suggesting that the stock connectors be replaced just for safe sake. If this type of fuel leak problem occurred on a Toyota, or Lexus, or Dodge Ram truck, I am sure there would be a nationwide recall issued by the company, or eventually, the National Transportation Safety Board, to help minimize vehicles, and perhaps their drivers/passengers from becoming BBQ bits.

thanks for reading,

[Redacted]

Sacramento, CA [Redacted]

[Redacted]

thanks,

800-831-1117
 ext 2519
 Marlene
 BMW-HQ

A&S MOTORCYCLE PARTS,

1125A Orlando Ave.
Roseville, CA 95661-
(800)689-9893

Repair Order Invoice

R/O Number: 999056564
Invoice Number: 99646616
Cashier: VALERIE MACKEY
Date: 7/24/2010
Date Promised: 7/3/2010

Repair Order For:

Description:

SACRAMENTO, CA

Units For This Repair Order

Service Writer: VALERIE MACKEY

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles
2003	BMW	K1200LT	WB10555A13Z		092	21740

Job: FUEL LEAK

Job For: 2003 BMW K1200LT WB10555A13Z

Description

C/S THAT THERE IS A FUEL LEAK ON THE RIGHT SIDE OF THE BIKE.

Parts

Part Number	Quantity	Description	Each Price	Extension
ZLCD17005FKM	2	FUEL QUICK RELEASE FEMALE	\$21.50	\$43.00
ZLCD22005FKM	2	FUEL QUICK RELEASE MALE	\$25.50	\$51.00
16121176918.5	4	CLAMP CRIMP (13)/FORCE QTY. 25	\$1.76	\$7.04
46632325999.5	1	BOLT/FORCED QTY. 20	\$0.89	\$0.89
46632347012.5	1	NUT/FORCED QTY. 10	\$4.43	\$4.43
Parts Subtotal				\$106.36

Labor

Description	Job Code	Technician	Quantity	Line Total
DIAG LEAK --R&R DISCONNECTS		CLAY PARKINSON	1.5 Hours	\$145.50
Labor Subtotal				\$145.50

Recommendations

Resolution

REPLACED FUEL QUICK DISCONNECTS WITH METAL ONES.

Job Subtotal \$251.86

Customer Copy
Thank you!
 ALEX
2002
Appr Code: 561151
Record #: 0000004
Total: \$ 260.64
 10:73261674 Ref #: 0004
07/24/10 14:12:02
Batch #: 615
Name:

Sale

A & S Motorcycle Parts 3
1125 Orlando Ave
Roseville, CA 95678
916-726-7334

Subj: **Your BMW Correspondence [1-1595828258]**
Date: 8/31/2010 7:19:51 A.M. Pacific Daylight Time
From: CustomerService@bmwmotorcycles.com
To: [REDACTED]
Dear [REDACTED]

Thank you for contacting BMW Motorrad USA.

Your case has been forwarded to Marlen at 1-800-831-1117, extension 2519. She is currently researching your inquiry and will be in contact with you shortly to assist you further.

The BMW Motorrad Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1-800-831-1117.

Regards,

Ashley Stursa
BMW Motorrad USA

-----Original Message-----

From: [REDACTED]
Sent: 8/31/2010 12:00:00 AM
To: custsrv <CustomerService@bmwmotorcycles.com>
Cc: [REDACTED]
Subject: 2003 K 1200LT Quick Release Fuel Connector Cracking

Dear Representative:

Is anyone aware of a potential problem with leaking fuel caused by cracking quick release fuel connectors on 2003 K 1200 LT motorcycles? My friends seem to think it is all over the forums, but since I am the latest victim of having my right leg covered with fuel while riding my 2003 K 1200 LT I wanted to know if this has been brought to the attention of the BMW company? The local BMW dealership in Roseville California seemed to have little concern over the seriousness of what may be a defective or age related cracking problem. I cannot believe that after having my 2003 LT serviced at this dealership annually since 2005 that no service person mentioned or suggested that these quick release fuel connectors be replaced before a problem occurs.

Heck, even the service manager brushed off the situation saying that "Even if the bike is parked in a garage, the coupling could crack and drip fuel on the garage floor. If the garage contains a gas water heater, well..." It's one thing to not know about a problem, but in this case, to know about the potential for an explosion or serious injury and not even make an attempt to warn/advise customers before there is a problem is just beyond belief.

With such a well engineered motorcycle, I am have a difficult time understanding why BLM dealerships are not at least suggesting that the stock connectors be replaced just for safe sake. If this type of fuel leak problem occurred on a Toyota, or Lexus, or Dodge Ram truck, I am sure there would be a nationwide recall issued by the company, or eventually, the National Transportation Safety Board, to help minimize vehicles, and perhaps their drivers/passengers from becoming BBQ bits.

thanks for reading,

[REDACTED]
Sacramento, CA [REDACTED]
[REDACTED]

thanks,
[REDACTED]

THIS WEEKEND ONLY
ONLINE AND IN STORES:
FREE GIFT WITH PURCHASE ▶

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MOTOR CYCLIST
[CLICK HERE](#)

MOTOR CYCLIST

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Home ▶ Recalls ▶ 2003 ▶ Bmw ▶ K Series ▶ 52959

2003 Bmw K Series FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS Recall

Read the complete details of this K Series recall issued on Jan 15, 2004 by the NHTSA, including the number of motorcycles affected, consequence, proposed solution from Bmw, and more.

Select Make Zip
Get free and easy new car price quote in minutes.

Recall ID #52959

Recall ID #52959 - FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Recall Date
JAN 15, 2004

Motorcycle Affected
2003 BMW K SERIES

Summary
ON CERTAIN MOTORCYCLES, THE O-RING IN FUEL LINE QUICK-DISCONNECT COUPLING COULD BECOME DAMAGED AND LEAD TO A FUEL LEAK. THERE IS ALSO A PROBLEM INVOLVING CRIMP-TYPE HOSE CLAMPS, WHICH CAN RESULT IN A FUEL LEAK.

Consequence
FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE.

Remedy
DEALERS WILL INSPECT AND, IF NECESSARY, ADJUST ALL CRIMP-TYPE HOSE CLAMPS. ALSO, ALL FUEL LINE QUICK-DISCONNECT COUPLINGS WILL BE INSPECTED. IF A LEAK IS DETECTED, THE QUICK-DISCONNECT O-RING WILL BE REPLACED. IF DAMAGED, THE COUPLING WILL BE REPLACED. OWNER NOTIFICATION BEGAN ON APRIL 30, 2004. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.

Potential Motorcycles Affected
39000

Notes
BAYERISCHE MOTOREN WERKE

Chevy Tahoe Research

Find new [Chevy Tahoe](#) information as well as reviews, photos, specs and more. The Chevy Tahoe has a sufficient engine producing ample horsepower and has a comparable trade in value which should come in handy when you go to shop for your next car. Other similar vehicles are the [Toyota Tundra](#) and the [Pontiac Solstice](#).

Bmw Motorcycle Recalls

- [2003 BMW R MODEL](#)
- [2003 BMW R 1150 RT](#)
- [2003 BMW R 1150 RS](#)
- [2003 BMW R 1150 R](#)
- [2003 BMW R 1150 GS ADVENTURE](#)
- [2003 BMW R 1150 GS](#)
- [2003 BMW R 1100 S](#)
- [2003 BMW K1200 S](#)
- [2003 BMW K SERIES](#)
- [2003 BMW F650 CS](#)

Latest News

- [September 2010 Motorcyclist Table of Contents](#)
Take a look at the September 2010 Motorcyclist Table of Contents... more
- [Kymco Quannon 150 - A Fresh Face in the Crowd](#)
A 14-horsepower alternative to the metro bus pass... more
- [Doin' Time - Yamaha YZ450F Motorcycle](#)
Stallers' Rides... more
- [Bean Clean Chain Cleaner](#)
NIC Tested... more
- [5 Questions With...Triumph CEO Tue Mantoni](#)
Up To Speed... more

BLOGS
COMMUNITY VOICES

- [Part IX: Back On Track](#)
In my last update the FBS's fate was uncertain. I'd discovered that the frame, swingarm, and both subassemblies bent. Well I'm pleased to say that things have taken a wonderful turn. Immediately... more
- [An inside look at Galfer's custom brake line operations](#)
Motorcyclist recently had the opportunity to stop in at Galfer's U.S. headquarters in Concord, California to learn about their custom brake line service and take an impromptu tour of the facility... more
- [Part VIII: Paging Pauline A. Jackson](#)
At some point in the last three decades, the FBS must have been crashed. Hard. As it turns out, both Comstar wheels and the beautiful powder-coated X-frame are badly bent... more
- [2010 Honda VFR1200F Update](#)
Those who read Motorcyclist on any quasi-regular basis probably remember how much our Aaron P. Frank loved the automatic dual-clutch transmission version of Honda's steamy, 1237cc V-4 in Japan. But... more
- [Part VII: Like a Big Puzzle](#)
The contents in the various boxes and crates are steadily dwindling. When I started this project 3 months ago the

cardo
scala rider
G4™ PowerSet

America's Leading
Bike-to-Bike
Bluetooth
Intercom
Communication
System.

America's Best Rides & Roads
Enter to Win Brought to you by

a Garmin Zumo 220 Go with responsibility

Create Your Own
MOTOR CYCLIST
Custom Cover!

CLICK HERE

BMW K - R Series Motorcycle Recall

NOTE: These recalls are presented as a public safety resource. For more information, visit your local BMW Motorcycle dealer or visit the National Highway Traffic Safety Administration website.

Make / Models :	Model/Build Years:
BMW / K SERIES	2001-2004
BMW / R SERIES	2000-2002 2004

More**wBW Pages**

BMW
Motorcycles
Page

BMW
Motorcycle
Recall Page

NHTSA CAMPAIGN ID Number : 04V028000

Recall Date : JAN 15, 2004

Component: FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Potential Number Of Units Affected: 39000

Summary:

ON CERTAIN MOTORCYCLES, THE O-RING CONTAINED WITHIN THE FUEL LINE QUICK-DISCONNECT COUPLING COULD BECOME DAMAGED. THERE IS ALSO A PROBLEM INVOLVING CRIMP-TYPE HOSE CLAMPS, WHICH CAN RESULT IN A SMALL FUEL LEAK.

Consequence:

FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE.

Remedy:

DEALERS WILL INSPECT AND, IF NECESSARY, ADJUST ALL CRIMP-TYPE HOSE CLAMPS. ALSO ALL FUEL LINE QUICK-DISCONNECT COUPLINGS WILL BE INSPECTED. IF A LEAK IS DETECTED, THE QUICK-DISCONNECT O-RING WILL BE REPLACED. IF DAMAGED, THE COUPLING WILL BE REPLACED. OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING FEBRUARY 2004. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.

Notes:

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).



"NHTSAHotline@telesishq.com"
 m"
 <NHTSAHotline@telesishq.com
 m>

To [REDACTED]
 cc
 bcc

09/01/2010 02:09 PM

Subject Case Escalation

Please respond to
 NHTSAHotline@telesishq.com

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: COMPLAINT
Case Number: 292335

Escalation:	None	Status:	Closed
Date:	2010-09-01	Time:	17:09:15
Creation Date:	2010-09-01	Creation Time:	16:55:49

Description:

Entered on 09/01/2010 at 17:09:15 EDT (GMT-0400) by Robert Lee:

TL- THE CONTACT OWNS A 2003 BMW K 1200LT. THE CONTACT STATED THAT THE MOTORCYCLE HAS QUICK RELEASE FUEL LINES ON IT THAT ARE MADE OUT OF PLASTIC AND THEY BREAK. IF THE MOTORCYCLE IS BEING DRIVEN AND THEY BREAK, GAS WILL LEAK ONTO THE DRIVER AND CAN CAUSE A FIRE. THE DEALER STATED THAT THIS HAPPENS FROM TIME TO TIME AND THEY WOULD REPLACE THEM. THE DEALER STATED THAT THERE ARE TWO LINES, ONE MALE AND ONE FEMALE AND THAT IT NEEDS TO BE MADE KNOWN WHEN THE MOTORCYCLE IS PURCHASED THAT THE LINES SHOULD BE REPLACED. THE MOTORCYCLE HAD BEEN REPAIRED. THE FAILURE MILEAGE WAS 21740 AND THE CURRENT MILEAGE WAS 21745.RL

Entered on 09/01/2010 at 16:55:49 EDT (GMT-0400) by Robert Lee:

TL

Contact Information:

Last Name:	[REDACTED]	First Name:	[REDACTED]
Address:	[REDACTED]		
City:	SACRAMENTO	State/Province:	CA California
Zip:	[REDACTED]	Country:	United States
Phone:	[REDACTED]	Email Address:	[REDACTED]
NHTSA ID:	243243	ODI #:	10353369

February 10, 2011

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigations, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

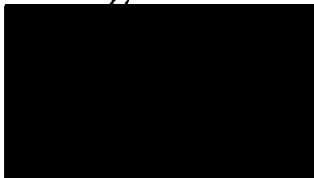


Dear Representative:

I am sending the additional information regarding the fuel line failure on my 2003 BMW K1200LT motorcycle. I have included the repair invoice from A & S Motorcycle, the dealer who originally sold the motorcycle, to show what they did to repair the problem.

I have also included a copy of my note that I sent directly to BMW to inquire about this safety problem. As you will see, they did respond, but only that they would look into the matter. No further communication regarding this safety problem was received from BMW.

Please let me know if I may be of additional help in regards to resolving this safety problem.

Sincerely,


Sacramento, CA





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



Letter sent to 8/28/2010
Customer Service
at BMW HQ

Dear Representative:

Is anyone aware of a potential problem with leaking fuel caused by cracking quick release fuel connectors on BMW's 2003 K 1200 LT motorcycles? My friends seem to think it is all over the forums, but since I am the latest victim of having my right leg covered with fuel while riding my 2003 K 1200 LT I wanted to know if this has been brought to the attention of the BMW Company or to the National Highway Traffic Safety Administration or National Traffic Safety Board? I was extremely fortunate that the fuel leaking onto my right leg while riding did not ignite. Had it done so, I would have at least been badly burned, and at worst, probably severely injured or killed in trying to dismount the burning motorcycle in traffic.

The local BMW dealership in Roseville California seemed to have little concern over the seriousness of what may be a defective or age related cracking problem. I cannot believe that after having my 2003 LT serviced at this dealership annually since 2005 that no service person mentioned or suggested that these quick release fuel connectors be replaced before a problem occurs.

Heck, even the service manager brushed off the situation saying that "Even if the bike is parked in a garage, the coupling could crack and drip fuel on the garage floor. If the garage contains a gas water heater, well..." It is one thing to not know about a problem, but in this case, to know about the potential for an explosion or serious injury and not even make an attempt to warn/advise customers before there is a problem is just beyond belief.

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Thanks for reading,

[REDACTED]
[REDACTED]
[REDACTED]
Gold River, CA [REDACTED]

A&S MOTORCYCLE PARTS,

1125A Orlando Ave.
Roseville, CA 95661-
(800)689-9893

Repair Order Invoice

R/O Number: 999056564
Invoice Number: 99646616
Cashier: VALERIE MACKEY
Date: 7/24/2010
Date Promised: 7/3/2010

Repair Order For:

Description:

SACRAMENTO, CA

Units For This Repair Order

Service Writer: VALERIE MACKEY

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles
2003	BMW	K1200LT	WB10555A13Z		092	21740

Job: FUEL LEAK

Job For: 2003 BMW K1200LT WB10555A13Z

Description

C/S THAT THERE IS A FUEL LEAK ON THE RIGHT SIDE OF THE BIKE.

Parts

Part Number	Quantity	Description	Each Price	Extension
ZLCD17005FKM	2	FUEL QUICK RELEASE FEMALE	\$21.50	\$43.00
ZLCD22005FKM	2	FUEL QUICK RELEASE MALE	\$25.50	\$51.00
16121176918.5	4	CLAMP CRIMP (13)/FORCE QTY. 25	\$1.76	\$7.04
46632325999.5	1	BOLT/FORCED QTY. 20	\$0.89	\$0.89
46632347012.5	1	NUT/FORCED QTY. 10	\$4.43	\$4.43
Parts Subtotal				\$106.36

Labor

Description	Job Code	Technician	Quantity	Line Total
DIAG LEAK --R&R DISCONNECTS		CLAY PARKINSON	1.5 Hours	\$145.50
Labor Subtotal				\$145.50

Recommendations

Resolution

REPLACED FUEL QUICK DISCONNECTS WITH METAL ONES.

Job Subtotal \$251.86

Customer Copy
Thank you!

ANEX
2002
Appr Code: 561151
Record #: 0000004
Total: \$ 260.64

ID: 73261674 Ref #: 0004
07/24/10 14:12:02
Batch #: 615
Name: [REDACTED]

Sale

A & S Motorcycle Parts 3
1125 Orlando Ave
Roseville, CA 95678
916-726-7334



[Redacted]
08/28/2010 12:22 AM

To CustomerService@bmwmotorcycles.com
cc [Redacted]
bcc
Subject 2003 K 1200LT Quick Release Fuel Connector Cracking

Dear Representative:

Is anyone aware of a potential problem with leaking fuel caused by cracking quick release fuel connectors on 2003 K 1200 LT motorcycles? My friends seem to think it is all over the forums, but since I am the latest victim of having my right leg covered with fuel while riding my 2003 K 1200 LT I wanted to know if this has been brought to the attention of the BMW company? The local BMW dealership in Roseville California seemed to have little concern over the seriousness of what may be a defective or age related cracking problem. I cannot believe that after having my 2003 LT serviced at this dealership annually since 2005 that no service person mentioned or suggested that these quick release fuel connectors be replaced before a problem occurs.

Heck, even the service manager brushed off the situation saying that "Even if the bike is parked in a garage, the coupling could crack and drip fuel on the garage floor. If the garage contains a gas water heater, well..." It's one thing to not know about a problem, but in this case, to know about the potential for an explosion or serious injury and not even make an attempt to warn/advise customers *before there is a problem* is just beyond belief.

With such a well engineered motorcycle, I am have a difficult time understanding why BLM dealerships are not at least suggesting that the stock connectors be replaced just for safe sake. If this type of fuel leak problem occurred on a Toyota, or Lexus, or Dodge Ram truck, I am sure there would be a nationwide recall issued by the company, or eventually, the National Transportation Safety Board, to help minimize vehicles, and perhaps their drivers/passengers from becoming BBQ bits.

thanks for reading,

[Redacted]

Sacramento, CA [Redacted]

[Redacted]

thanks,

800-831-1117
ext 2519
Marlene
BMW-HQ

Subj: **Your BMW Correspondence [1-1595828258]**
Date: 8/31/2010 7:19:51 A.M. Pacific Daylight Time
From: CustomerService@bmwmotorcycles.com
To: [REDACTED]
Dear [REDACTED]

Thank you for contacting BMW Motorrad USA.

Your case has been forwarded to Marlen at 1-800-831-1117, extension 2519. She is currently researching your inquiry and will be in contact with you shortly to assist you further.

The BMW Motorrad Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1-800-831-1117.

Regards,

Ashley Stursa
BMW Motorrad USA

No response was received from Marlen

[Handwritten signature]

-----Original Message-----

From: [REDACTED]
Sent: 8/31/2010 12:00:00 AM
To: custsrv <CustomerService@bmwmotorcycles.com>
Cc: [REDACTED]
Subject: 2003 K 1200LT Quick Release Fuel Connector Cracking

Dear Representative:

Is anyone aware of a potential problem with leaking fuel caused by cracking quick release fuel connectors on 2003 K 1200 LT motorcycles? My friends seem to think it is all over the forums, but since I am the latest victim of having my right leg covered with fuel while riding my 2003 K 1200 LT I wanted to know if this has been brought to the attention of the BMW company? The local BMW dealership in Roseville California seemed to have little concern over the seriousness of what may be a defective or age related cracking problem. I cannot believe that after having my 2003 LT serviced at this dealership annually since 2005 that no service person mentioned or suggested that these quick release fuel connectors be replaced before a problem occurs.

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thanks for reading,

[REDACTED]
Sacramento, CA [REDACTED]
[REDACTED]

thanks,

[REDACTED]

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Home » Recalls » 2003 » Bmw » K Series » 52959

2003 Bmw K Series FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS Recall

Read the complete details of this K Series recall issued on Jan 15, 2004 by the NHTSA, including the number of motorcycles affected, consequence, proposed solution from Bmw, and more.

Select Make Zip

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Recall ID #52959

Recall ID #52959 - FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Recall Date
JAN 15, 2004

Motorcycle Affected
2003 BMW K SERIES

Summary
ON CERTAIN MOTORCYCLES, THE O-RING IN FUEL LINE QUICK-DISCONNECT COUPLING COULD BECOME DAMAGED AND LEAD TO A FUEL LEAK. THERE IS ALSO A PROBLEM INVOLVING CRIMP-TYPE HOSE CLAMPS, WHICH CAN RESULT IN A FUEL LEAK.

Consequence
FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE.

Remedy
DEALERS WILL INSPECT AND, IF NECESSARY, ADJUST ALL CRIMP-TYPE HOSE CLAMPS. ALSO, ALL FUEL LINE QUICK-DISCONNECT COUPLINGS WILL BE INSPECTED. IF A LEAK IS DETECTED, THE QUICK-DISCONNECT O-RING WILL BE REPLACED. IF DAMAGED, THE COUPLING WILL BE REPLACED. OWNER NOTIFICATION BEGAN ON APRIL 30, 2004. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.

Potential Motorcycles Affected
39000

Notes
BAYERISCHE MOTOREN WERKE

Chevy Tahoe Research

Find new [Chevy Tahoe](#) information as well as reviews, photos, specs and more. The Chevy Tahoe has a sufficient engine producing ample horsepower and has a comparable trade in value which should come in handy when you go to shop for your next car. Other similar vehicles are the [Toyota Tundra](#) and the [Pontiac Solstice](#).

Bmw Motorcycle Recalls

- 2003 BMW R MODEL
- 2003 BMW R 1150 RT
- 2003 BMW R 1150 RS
- 2003 BMW R 1150 R
- 2003 BMW R 1150 GS ADVENTURE
- 2003 BMW R 1150 GS
- 2003 BMW R 1100 S
- 2003 BMW K1200 S
- 2003 BMW K SERIES
- 2003 BMW F650 CS

Latest News

September 2010 Motorcyclist Table of Contents
Take a look at the September 2010 Motorcyclist Table of Contents. [more](#)

Kymco Quannon 150 - A Fresh Face in the Crowd
A 14-horsepower alternative to the metro bus pass. [more](#)

Doin' Time - Yamaha YZ450F Motorcycle
Staffers' Rides. [more](#)

Bean Clean Chain Cleaner
MC Tested. [more](#)

5 Questions With...Triumph CEO Tue Mantoni
Up To Speed. [more](#)

BLOGS
COMMUNITY VOICES

Part IX: Back On Track
In my last update the MBS fate was uncertain. I'd discovered that the frame, swingarm, and both wheels were a hant. Well I'm pleased to say that things have taken a wonderful turn. [Immediately. more](#)

An inside look at Galfer's custom brake line operations
Motorcyclist recently had the opportunity to stop in at Galfer's U.S. headquarters in Oxnard, California to learn about their custom brake line service and take an impromptu tour of the facility. [more](#)

Part VIII: Paging Pauline A. Jackson
At some point in the last three decades, the MBS must have been crashed. Hard. As it turns out, both Comstar wheels and the beautiful powder-coated X-frame are badly bent. [more](#)

2010 Honda VFR1200F Update
Those who read Motorcyclist on any quasi-regular basis probably remember how much our Aaron P. Frank loved the automatic dual-clutch transmission version of Honda's steamy, 1237cc V-4 in Japan. But. [more](#)

Part VII: Like a Big Puzzle
The contents in the various boxes and crates are uselessly dwindling. When I started this project 3 months ago the

cardo
scala rider
G4™ PowerSet

America's Leading Bike-to-Bike

Bluetooth Intercom Communication System.

America's Best Rides & Roads

Enter to Win

a Garmin Zumo 250

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Custom Cover!

[CLICK HERE](#)



"NHTSAHotline@telesishq.com"
 m"
 <NHTSAHotline@telesishq.com
 m>

To [REDACTED]
 cc
 bcc

09/01/2010 02:09 PM

Subject Case Escalation

Please respond to
 NHTSAHotline@telesishq.com

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: COMPLAINT
Case Number: 292335

Escalation:	None	Status:	Closed
Date:	2010-09-01	Time:	17:09:15
Creation Date:	2010-09-01	Creation Time:	16:55:49

Description:

Entered on 09/01/2010 at 17:09:15 EDT (GMT-0400) by Robert Lee:

TL- THE CONTACT OWNS A 2003 BMW K 1200LT. THE CONTACT STATED THAT THE MOTORCYCLE HAS QUICK RELEASE FUEL LINES ON IT THAT ARE MADE OUT OF PLASTIC AND THEY BREAK. IF THE MOTORCYCLE IS BEING DRIVEN AND THEY BREAK, GAS WILL LEAK ONTO THE DRIVER AND CAN CAUSE A FIRE. THE DEALER STATED THAT THIS HAPPENS FROM TIME TO TIME AND THEY WOULD REPLACE THEM. THE DEALER STATED THAT THERE ARE TWO LINES, ONE MALE AND ONE FEMALE AND THAT IT NEEDS TO BE MADE KNOWN WHEN THE MOTORCYCLE IS PURCHASED THAT THE LINES SHOULD BE REPLACED. THE MOTORCYCLE HAD BEEN REPAIRED. THE FAILURE MILEAGE WAS 21740 AND THE CURRENT MILEAGE WAS 21745.RL

Entered on 09/01/2010 at 16:55:49 EDT (GMT-0400) by Robert Lee:

TL

Contact Information:

Last Name:	[REDACTED]	First Name:	[REDACTED]
Address:	[REDACTED]		
City:	SACRAMENTO	State/Province:	CA California
Zip:	[REDACTED]	Country:	United States
Phone:	[REDACTED]	Email Address:	[REDACTED]
NHTSA ID:	243243	ODI #:	10353369

BMW K - R Series Motorcycle Recall

NOTE: These recalls are presented as a public safety resource. For more information, visit your local BMW Motorcycle dealer or visit the National Highway Traffic Safety Administration website.

Make / Models :	Model/Build Years:
BMW / K SERIES	2001-2004
BMW / R SERIES	2000-2002 2004

NHTSA CAMPAIGN ID Number : 04V028000

Recall Date : JAN 15, 2004

Component: FUEL SYSTEM, GASOLINE:DELIVERY:HOSES, LINES/PIPING, AND FITTINGS

Potential Number Of Units Affected: 39000

Summary:

ON CERTAIN MOTORCYCLES, THE O-RING CONTAINED WITHIN THE FUEL LINE QUICK-DISCONNECT COUPLING COULD BECOME DAMAGED. THERE IS ALSO A PROBLEM INVOLVING CRIMP-TYPE HOSE CLAMPS, WHICH CAN RESULT IN A SMALL FUEL LEAK.

Consequence:

FUEL LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE COULD RESULT IN A FIRE.

Remedy:

DEALERS WILL INSPECT AND, IF NECESSARY, ADJUST ALL CRIMP-TYPE HOSE CLAMPS. ALSO ALL FUEL LINE QUICK-DISCONNECT COUPLINGS WILL BE INSPECTED. IF A LEAK IS DETECTED, THE QUICK-DISCONNECT O-RING WILL BE REPLACED. IF DAMAGED, THE COUPLING WILL BE REPLACED. OWNER NOTIFICATION IS EXPECTED TO BEGIN DURING FEBRUARY 2004. OWNERS SHOULD CONTACT BMW AT 1-800-831-1117.

Notes:

CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

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