



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

1200 New Jersey Avenue SE.
Washington, DC 20590

January 30, 2012

[REDACTED]
Mesa, AZ [REDACTED]

NVS-216 et
Ref. No. 10428629

Dear [REDACTED]

Thank you for your correspondence addressed to BMW of North America LLC., concerning your model year (MY) 2005 BMW R1200 RT motorcycle. A copy of your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the fuel pump high-pressure quick disconnect on your MY 2005 BMW R1200RT motorcycle cracked, which allowed raw fuel to leak out near the left exhaust pipe and ignition system components. You request that BMW initiate a safety defect recall to remedy his problem free of charge. In addition, you want BMW to refund owners that paid for this repair and redesign the fuel pump assembly.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to fuel system problems, specifically fuel pump leakage in MY 2005BMW R1200RT motorcycles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We recommend that you continue to work with BMW to resolve this issue.

Your request for free repair of the fuel pump or a refund does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Arizona Office of the Attorney General regarding your problem and your rights under State law.



You may also ask your dealership for a meeting with a BMW district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, and Washington, DC 20580; and by using the Internet complaint form at www.ftc.gov/ftc/complaint.htm.

You may also want to seek immediate help with your vehicle complaint by contacting the Better Business Bureau (BBB) AUTO LINE Program. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to, www.lemonlaw.bbb.org to file and review eligibility information, or call 1-BBB- AUTO-LINE at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement