

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 9/6/2012

Incident Details

VQ-10477841-8618

Document Number: I1290121A

Report Number: 20120906-87CFE-2147463999

Report Submitted Date: 9/6/2012

Who You Are: Consumer

Incident Description: I noticed the clutch cable on my 2010 BMW S1000RR beginning to fray at only a few thousand miles & thought there was a problem was with the cable. WRONG! The actual reason concerns the Synto Clutch Lever I purchased. The lever design to accept clutch cable is NOT CENTERED WITHIN CLUTCH PERCH BLOCK AS THE BMW ORIGINAL EQUIPMENT. It creates a severe angle which results in the cable grinding against the inside of the perch, and the heat developed by friction first eliminates the cables lubrication, then destroys the cable stands one at a time and destroys the perch. This friction of cable metal/perch metal is occurring with each pull-cycle and shaving away tiny pieces of metal from the perch. In a relatively short period of time I, as the rider, is exposed to considerable danger of complete failure because both of these absolutely critical components will be inoperable. When I first noticed the destruction of the clutch cable I contacted my local BMW Dealer, Foothills BMW in Lakewood, CO to order a replacement and complete the installation - at a cost of \$156.00. The BMW dealer confirmed that the clutch cable failure was a symptom of a poorly designed Clutch Lever from Synto. The facts are that Synto released this product with little safety or functionality research and development. Because the 2010 model BMW S1000RR motorcycles only "began" delivery to the U.S. in 2010 and they "began" distribution immediately. I received delivery of my BMW in March 2010, so Synto could not possibly have done any significant due diligence. The truth is that any rider who purchased this project is sitting on a ticking time-bomb. If the clutch cable fails on the street or a track day event the rider will be exposed to great danger of bodily harm. As long as these levers are in the marketplace unsuspecting riders will make the purchase and be completely unaware that they could be exposed to significant potential danger.

I contacted Synto on 9/1/12 via email and they have refused to give me the courtesy of a response. I emailed them again today to confirm I would be notifying your organization. Their website address is:
<http://www.ab-m.de/en/products/synto>

Incident Date: 8/15/2012

Incident Location: Home/Apartment/Condominium - Golden, [REDACTED]

Victim Details

First Name: [REDACTED]

Last Name: [REDACTED]

Injury Information: Incident, No Injury

Victim is of Hispanic/Latino origin? No

Race: White

Other Race/Ethnicity:

Source of Race Information: Respondent - Self/Family

My Relationship to Victim: Self

Gender: Male

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

Age when 54 Years

incident

occurred:

Address: [REDACTED], Golden, Colorado, [REDACTED] United States

E-mail: [REDACTED]

Phone Number: [REDACTED]

Product Details

Product Description: Motorcycle Clutch Lever for 2010-1012 BMW S1000RR motorcycles

Product Category: Motorcycle Clutch Lever

Product Type:

Brand Name: Synto - <http://www.ab-m.de/en/contact>

Manufacturer / Importer / Private Labeler Name: ABM Fahrzeugtechnik GmbH

Importer /

Private Labeler

Name:

Model Name or

Number:

Serial Number:

Date

Manufactured:

Manufacturer

Date Code:

Manufacturer Address: Krummholzstrasse 5, D-79206 Breisach, Germany

Address:

Manufacturer Website URL: <http://www.ab-m.de/en/products/synto>

Website URL:

Manufacturer Phone Number: +49 (0)7667 9446-11

Phone Number:

Retailer:

Retailer State:

Additional Details

Purchase Date: 9/6/2010 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. N/A

The product was modified before the incident. N/A

Have you contacted the manufacturer? Yes

If not, do you N/A
plan to contact
them?

Explanation: Contacted via email on 9/1/12

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Golden, Colorado, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I have reviewed the Report and that the information provided in this Report is true and accurate to the best of my knowledge, information, and belief. Yes

OMB Control Number 3041-0146