


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

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>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</p>		<p>Date Received 16-NOV-2012</p>	<p>Repository <input type="checkbox"/> Reference No. 10484930</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	
<p>Address [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>	
<p>City FRIDAY HARBOR</p>	<p>State WA</p>	<p>Zip Code [REDACTED]</p>	<p>Evening Telephone Number [REDACTED]</p>
<p>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).</p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WB1050908CZ [REDACTED]</p>		<p>Make BMW</p>	<p>Model K1300 S</p>
<p>Model Year 2012</p>	<p>Date Purchased 10/19/12</p>	<p>Dealer's Name and Telephone Number SOUTH SOUND MOTORCYCLES</p>	
<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: GASOLINE</p>	<p>Original Owner <input type="checkbox"/></p>	<p>Dealer's City FIFE</p>
<p>State WA</p>	<p>Zip Code [REDACTED]</p>	<p>Transmission Type 6 SPEED STANDARD</p>	<p><input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>
<p>Powertrain SHAFT DRIVE</p>	<p>Multiple Failure:</p>	<p>Incident Date(s) 02-NOV-2012</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Code: ENGINE (PWS) CAM SPROCKET HAD COME OFF DUE TO LACK OF QUALITY CONTROL I.E. LOOSE BOLTS.</p>		<p>Failure Mileage 300</p>	<p>Failure Speed 10</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
		<p>Reported to Police N</p>	
<p>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).</p>			
<p>TL* THE CONTACT OWNS A 2012 BMW K1300S MOTORCYCLE. THE CONTACT STATED THAT WHILE DRIVING 10 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSIS WHERE THE CONTACT WAS INFORMED THAT THE ENGINE FAILED AND SELF DESTRUCTED INTERNALLY. THE MANUFACTURER WAS NOTIFIED AND ADVISED THAT THE VEHICLE WOULD BE REBUILT AND RETURNED TO HIM. THE VEHICLE HAD NOT YET BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGE WAS 300. ## VIN PASSED ## 2012 BMW K1300S ## VEHICLE HAS BEEN REPAIRED AND IS NOW IN MY POSSESSION, WITH POSSIBLE EXTENDED WARRANTY (3 YEARS STANDARD). I FELT WITH ONLY 300 MILES THE MOTORCYCLE SHOULD EITHER HAVE BEEN REPLACED OR AT VERY LEAST, THE ENGINE REPLACED. THIS IS A \$20K MOTORCYCLE AND BMW IS SUPPOSED TO PROVIDE QUALITY & INTEGRITY. NOT TRUE IN THIS SITUATION.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<p>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 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.</p>			

RIDE WEST BMW

8100 LAKE CITY WAY NE
SEATTLE, WA 98115-
(206) 527 5511

CUST
COPY

Repair Order Invoice

R/O Number: 51333
Invoice Number: 20328245
Cashier: CAMERON HILLER
Date: 11/28/2012
Date Promised: 11/2/2012

Repair Order For:

[REDACTED]
FRIDAY HARBOR, WA [REDACTED]
[REDACTED]

Description:

Units For This Repair Order

Service Writer: MARK EDDY

Year	Make	Model	VIN/Serial No.	Plate	Key Board	Miles
2012	BMW	K1300S	Z [REDACTED]	TEMP		309

Job: CUST STATES CYCLE JUST STOPPED (Warranty Claim Number: 51333)

Job For: 2012 BMW K1300S Z [REDACTED]

Description

WOULD NOT RESTART
TOWED IN

Parts

Part Number	Quantity	Description	Each Price	Extension
11127712947	1	CYL.HEAD GASKET	Warranty	Warranty
11127675484	1	SHAFT SEAL	Warranty	Warranty
07119963252	1	CRUSH WASHER 252	Warranty	Warranty
07119904680	1	O-RING	Warranty	Warranty
11147727974	1	GASKET	Warranty	Warranty
11137676132	17	ALU SCREW 6x25	Warranty	Warranty
11147678478	5	SCREW	Warranty	Warranty
11147678137	1	GASKET	Warranty	Warranty
11257713547	4	PISTON	Warranty	Warranty
07119905412	1	O-RING	Warranty	Warranty
11317726514	1	CAMSHAFT EXHAUST	Warranty	Warranty
11317701209	1	SPROCKET	Warranty	Warranty
11317701207	1	TIMING CHAIN	Warranty	Warranty
11317699888	1	CHAIN TENSIONER	Warranty	Warranty
11317675400	1	GUIDE RAIL	Warranty	Warranty
11317705460	1	O-RING SET	Warranty	Warranty
11317727500	2	ASA-BOLT	Warranty	Warranty
11318526932	1	CHAIN TOOTH-JUMP GUARD	Warranty	Warranty
11341340849	16	SEAL RING	Warranty	Warranty
11347684355	8	EXHAUST VALVE	Warranty	Warranty
11347684354	8	INTAKE VALVE	Warranty	Warranty
11341340846	32	VALVE COLLET	Warranty	Warranty
11427721779	1	OIL FILTER K1300	Warranty	Warranty
11127675484	1	SHAFT SEAL	Warranty	Warranty
11517705437	1	GASKET	Warranty	Warranty
11517684351	0	GASKET	Warranty	Warranty
07119905382	1	O-RING	Warranty	Warranty

Job: CUST STATES CYCLE JUST STOPPED (Warranty Claim Number: 51333) (Continued)
Job For: 2012 BMW K1300S Z [REDACTED]

Parts (Continued)		Each Price	Extension
Part Number	Quantity Description		
23007678015	1 GASKET	Warranty	Warranty
23007683409	1 COLLAR NUT	Warranty	Warranty
18217672804	4 EXHAUST GASKET	Warranty	Warranty
32131092152	4 CLAMP	Warranty	Warranty
13547682115	4 HOSE CLAMP	Warranty	Warranty
11257713549	4 SNAP RING	Warranty	Warranty
11127716528	1 CYLINDER HEAD, BLACK	Warranty	Warranty
11117722513	6 SCREW	Warranty	Warranty
11117670404	4 SCREW	Warranty	Warranty
07119963384	1 FORK CAP CRUSH RING	Warranty	Warranty
11247671250	8 BOLT	Warranty	Warranty
11347721182	2 SHIM 5.05	Warranty	Warranty
11127674645	1 OUTER GASKET	Warranty	Warranty
5W40	8 5w40 Synthetic (.5 qt)	Warranty	Warranty
Parts Subtotal			Warranty

Labor Description	Job Code	Technician	Line Total
diag/leakdown etc	1199000	BRIAN WENDORF	Warranty
	1105041	BRIAN WENDORF	Warranty
	1100648	BRIAN WENDORF	Warranty
Labor Subtotal			Warranty

Recommendations

Resolution

*CONFIRMED COMPLAINT-REMOVED CLUTCH COVER. FOUND EXCESSIVE SLACK IN CHAIN, REMOVED VALVE COVER TO FIND EXHAUST CAM SPROCKET HAD COME OFF WITH THE ASSUMPTION THAT THE BOLTS WERE LEFT LOOSE. RE-TIMED AND CHECKED LEAKDOWN-#1 CYL WAS AT 100% LEAKDOWN WITH OTHERS OK.

#1 CYL VALVES CONTACTED PISTON HEAVILY WITH #4 VALVES CONTACTED PISTONS SLIGHTLY
 *REMOVED ENGINE FROM MOTORCYCLE
 *DISASSEMBLED ENGINE TO INSPECT
 *REPLACED CYLINDER HEAD AND VALVES & EXHAUST CAMSHAFT
 *ADJUSTED VALVES
 *REPLACED ALL PISTONS
 *INSTALLED NEW CAM SPROCKETS AND CHAIN AND ALL TENSIONER RAILS
 *ASSEMBLED ENGINE WITH NEW GASKETS
 *INSTALLED ENGINE IN MOTORCYCLE
 *PRIMED AND FILLED ENGINE WITH OIL
 *FILLED AND BLED COOLING SYSTEM
 *ADJUSTED EXHAUST FLAP
 *TEST DROVE - GOOD

Job Subtotal	Warranty
Repair Order Subtotal	\$0.00