[redacted]
Apache Junction, AZ [redacted]

CL-10494431-1413

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

BMW Motorrad USA
Attn.: Mark Pechko
PO Box 1227
Westwood, NJ 07675-1227

CC:
US Department of Transportation
NHTSA, Attn.: Randy Reid
1200 New Jersey Ave., SE
Washington, DC 20590

Ref.: 2004 BMW R1200C, VIN: Z[redacted]
2004 BMW R1200C VIN: Z[redacted]
Ref. No.: 10494431 NVS-216 nlm

APR 11 2014

Your letter dated November, 5, 2013
Date: 3/30/2014

Dear Mr. Pechko,

I have received your letter in which you stated that models produced after Dec. 2003 "utilized a different manufacturing plant and procedure and were not affected."

First, I would like to point out that I own 2 R1200Cs (see above VINs). Both had the original plastic fuel quick disconnectors which leaked fuel. There have been several reports of owners who had a fuel puddle in their garage or experienced fuel spraying out of the defective quick disconnectors while riding the bike.

Second: the bike with the VIN ending in Z[redacted] was manufactured prior to December 2003, according to the production label. When I called my authorized BMW dealership in September 2012 and complained that I could smell fuel from a distance of about 20 feet, I was told that this was a very common problem related to the fuel quick disconnects. I paid a total of $ 170.33 to have the defective fuel quick disconnects and crimp type hose clamps replaced.

RR
5.1.14
SMD

I asked my BMW dealership to reimburse me but they never received a response from you. When I called your Customer Relations Department I was told "Your VIN was not included in the recall you have to pay for the repair out of your own pocket" without any explanation why I would have to pay for this safety related repair if other BMW owners with exactly the same problem (and the same defective parts get reimbursed.

I feel that BMW only included a part of the affected VINs in order to save money, telling the rest of the owners to pay the cost to make their vehicle safe out of their own pocket.

I am asking you once again to reimburse the $ 170.33 which I paid to make this motorcycle safe.

Regards,

[redacted]

[redacted]
Apache Junction, AZ [redacted]

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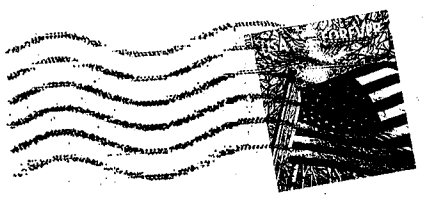

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