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

CL-10494431-5079

[redacted]

Apache Jct., AZ [redacted]

OCT 23 2013

U.S. Department of Transportation
National Highway Traffic Safety Admininstration
Attn.: Randy Reid
1200 Jersey Ave. SE
Washington, DC 20590

Cc:
BMW of North America
PO Box 1227
Westwood, NJ 07675-1227

Date: October, 15, 2013

Ref.: 10494431 NVS-216
Ref.: BMW R Series Quick Disconnect recall
VIN WB10319A54Z[redacted]
VIN WB10319A24Z[redacted]

Dear Mr. Reid,

thank you for your response to my complaint in regards to the plastic quick disconnects used in my BMW R1200C motorcycles.

I disagree that only motorcycles which were produced through December 2003 are affected: Both of my R1200C's were originally equipped with the plastic quick disconnects, one was manufactured in 10/2003, the other one in 02/2004. Both bikes developed a hazardous fuel leak and when I asked BMW to reimburse me for the repair at a BMW service center (on the one which was manufactured in 10/2003) I was told "***the VIN of your bike was not included in the recall, that's why you have to pay the repair of the quick disconnects out of your own pocket.***" When I asked why they didn't include all of the bikes with the plastic quick disconnects, the answer was "we don't have any control over the question which bikes are included and which ones not, we get the list of VINs from the NHTSA".

NM
102513
SMD

From your letter I understand that this is not true and it appears that this answer was just a cheap excuse. I am under the impression that BMW knows exactly how many bikes were delivered with the plastic quick disconnects and tried to save money by only recalling a part of the vehicles.

I feel that this practice is not only deceptive towards the NHTSA (obviously BMW tried to show "*We have addressed this issue...*"), it is also irresponsible not to recall all of the bikes which were delivered with the same faulty parts. Even the manufacturer of these plastic quick disconnects admitted that the plastic used in these parts wasn't resistant to the ethanol contained in US gasoline.

A BMW service advisor told me that he has not seen a single R1200C on which the plastic quick disconnects were still safe. There are numerous reports of owners of R1200C's talking about fuel spraying out of broken plastic quick disconnects. I will include one report as an example, there are more reports on www.chromeheads.com

Sincerely
Yours truly,

[redacted]

Attachment

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Bmw R1200c 2003

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Bmw R1200c 2003 bulletins

Bulletin	Bulletin date	Replacement Bulletin	Item no.	Summary	Added
EXTERIOR LIGHTING					
SB-63-02-01	08/01/2010		10037025	Ready	2011-04-27
SB-63-02-01	08/01/2010		10037025	Bmw : procedure for determining and replacing incendescent and halogen light bulbs under warranty. *rm	2011-04-27
FUEL SYSTEM, OTHER					
SB-00-021-07	11/01/2007		10030825	Bmw motorcycle: engine fuels containing ethanol. bmw motorrad has no objection to the use of al engine fuels containing up to a maximum of 10% ethanol and imposes no warranty restrictions. ethanol mixtures in proportions higher than 10%	2009-12-07

Bmw R1200c 2003 investigations

NHTSA ID	Manufacturer	Date open	Date close	Subject	Recall campaign
FUEL SYSTEM, GASOLINE - DELIVERY - HOSES, LINES/PIPING, AND FITTINGS					
PE03054	BAYERISCHE MOTOREN WERKE	12/01/2003	01/23/2004	FUEL LINE LEAKAGE	04V028000
	Bmw is conducting a recall (04v-028).an information request(ir)response was not received. upon bmw's receipt of the ir, and after discussions with odi, bmw determined that a recall was necessary. on certain motorcycles, the o-ring contained within the fuel line quick-disconnect coupling could become damaged.further, there is also a problem involving crimp-type hose clamps, which can also result in a small fuel leak.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.				

Bmw R1200c 2003 Consumer Complaints

Fail date	miles	occurences	Purchase date
ENGINE AND ENGINE COOLING			
09/27/2003	200	40	05/30/2003
	Motorcycle throttle locks at 2000 rpm with no warning, motorcycle engine will die when clutch is engaged., motorcycle will die dur acceleration from standing stop.		
FUEL SYSTEM, GASOLINE			
08/21/2009	20624	1	
	While riding my motorcycle fuel starting spraying from a fuel line disconnect fitting. the male portion broke. i was stopped at a traffic light and noticed fuel just gushing out of one of the side panels and splashing on the exhaust. my entire tank (aprox 2 gallons) emptied in a matter of 1-2 minutes. this is the first time this has happened to me but from research on online forums www.chromeheads.com it is very common. this could have caused a major fire. the fuel was dripping directly onto my hot exhaust pipes, legs and boots. if the fuel had caught on fire it would have caused me serious injury. bmw now sells metal quick connects. i think there should be a recall and all these plastic quick connects should be replaced with metal ones. *tr		
STEERING - LINKAGES			
02/01/2003	1		02/01/2003
	Bmw motorcycle model r1200clc. the motorcycle pulls to the right. bmw's response is no fault found opperating as designed.		
04/24/2003	100	1	04/21/2003
	The bmw cruiser family of motorcycles exhibits a large proportion of units that have a pull to the right issue, in varying degrees. this is extremly dangerous on a two wheeled vehicle. a review of web sites that support these vehicles all report the same issue occuring. to date, bmw has not done anything about the issue. i am contacting you as bmw has discontinued the model this year and i feel that no fix will be forthcoming. owners have done various quick fixes, but none have been certified by bmw. currently my bike with 6,000 miles is		

[redacted]
Apache Junction, AZ [redacted]

PHOENIX AZ 852
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