

CL-10494431-5942

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Apache Jct., AZ ██████████

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

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

MAR 19 2015

Date: January, 15, 2015

Ref.: 10494431 NVS-216
Ref.: BMW R Series Quick - disconnect recall
VIN WB10319A54Z ██████████
VIN WB10319A24Z ██████████

Dear Mr. Reid,

I received your letter dated 5/21/2013 and the package showing the correspondence between the NHTSA and BMW in regards to the leaking quick disconnects.

You suggested that I should contact BMW for a reimbursement. This is what I did but BMW denied my request without any further explanation (see attached copies).

I feel that BMW deceived the NHTSA with their communications which sounded like they would recall all of the affected motorcycles and reimburse owners who paid for the repairs out of their own pocket.

Fact is that BMW included only a part of the bikes which were equipped with the original plastic disconnects. Customers who had (or have) the same problem due to exactly the same part are advised to have the quick disconnects replaced but obviously BMW is not willing to reimburse the cost for these repairs.

This is not what Mr. Karl Heinz Z***ca, Vice President, Engineering, wrote in his letter dated January, 15, 2004:

RR
3/19/15
SUD

8. “(...)
Additionally, all fuel line quick disconnect couplings will be inspected. If a leak is detected, the o-ring contained within each quick disconnect coupling will be replaced. If damage is found on the quick - disconnect coupling, it will be replaced.

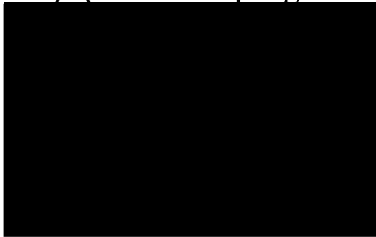
The new service information bulletin prepared for this recall will reinforce the proper procedure for reconnecting the quick disconnect coupling during motorcycle servicing.”

The customer is encouraged to request reimbursement from their authorized BMW retailer. Alternatively, the customer may submit the request for reimbursement to the following address:

*Customer Relations Department
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675-1227”*

A BMW motorcycle technician from California explained to me that he has not seen one single R1200C with the original plastic quick - disconnects which would not require replacement. The manufacturer of these parts acknowledged that the plastic used in these parts is not ethanol resistant. When a mechanic tries to separate the fuel lines at the plastic quick disconnects, they simply break off because they become so brittle. The inspection of the O-rings is not possible without separating the plastic quick-disconnects and consequently destroying them.

I am not only upset about BMWs practice to limit the recall to a small number of motorcycles, despite the fact that the same plastic disconnects were installed in motorcycles which were not included in the recall, but also about BMWs deceptive announcement to the NHTSA that the quick-disconnect coupling would be replaced if defective.



Attachments

BMW Motorrad USA



November 5, 2013

[REDACTED]
Apache Junction, AZ [REDACTED]

Re: [REDACTED] 2004 BMW R 1200 C, VIN: Z [REDACTED]

Dear [REDACTED]

Thank you for contacting BMW of North America, LLC.

I checked your VIN against the March 2004 Recall 04V-028, Fuel Line Connections and your model and VIN are not included.

This recall involved the connection points of the fuel system and included o-ring changes and the tightening of fuel line clamps. It did not include any change to the quick release coupling.

Models produced after Dec. 2003 utilized a different manufacturing plant and procedure and were not affected.

Kind regards,

A handwritten signature in black ink that reads "Mark Pechko".

Mark Pechko
BMW Motorrad USA
Executive Customer Care
Customer Relations and Services

Company
BMW of North America, LLC

BMW Group Company

Mailing address
PO Box 1227
Westwood, NJ
07675-1227

Office address
200 Chestnut Ridge Road
Woodcliff Lake, NJ
07677-7731

Telephone
(201) 263-8211

Fax
(201) 930-8484

Website
bmwmotorcycles.com

[REDACTED]
Apache Junction, AZ [REDACTED]

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

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."

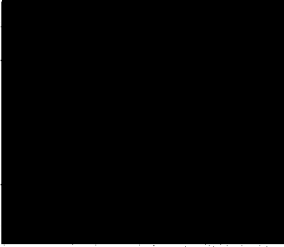
First, I would like to point out that I own 2 R1200Cs (see above VINs). Both had the original plastic fuel quick disconnects which leaked fuel. There have been several reports of owners who had a fuel puddle in their garage or experienced fuel spraying out of the defective quick disconnects while riding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

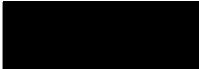
Second: the bike with the VIN ending in Z [REDACTED] was manufactured prior to December 2003, according to the production label. When I called my authorized BMW dealership in September 2012 and complained that I could smell fuel from a distance of about 20 feet, I was told that this was a very common 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.

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 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.



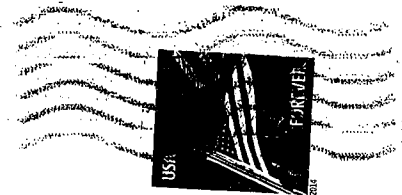


Apache Junction, AZ



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