

CL-10494431-8309

JAN 29 2013

[REDACTED]  
Apache Jct., AZ [REDACTED]

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

BMW of North America  
300 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677-7731

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

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580

Victory BMW  
1701 N. Arizona Ave.  
Chandler, AZ 85225

Date: January 23, 2013

Ref.: BMW R Series Quick Disconnect recall  
VIN WB10319A54Z [REDACTED]  
VIN WB10319A24Z [REDACTED]

Dear Sir or Madam,

I own two 2004 BMW R1200C motorcycles and had one of them repaired last year because it was leaking fuel. The dealership told me that there have been numerous complaints because of the original quick disconnects made of plastic. Obviously these parts were improved with a better design made of metal. My dealer (Victory BMW in Chandler, AZ) also contacted you in regards to this issue and never received a response.

There has been at least one recall in regards to leaking quick disconnects on BMW R-series motorcycles made between 1998 and 2004 but neither of my 2 motorcycles was included. I already called last year to find out why my motorcycles were not included and was told that BMW does not have any control over the inclusion of certain VINs. According to your customer service

NAL  
1/30/13  
emd

center, the decision to include certain VINs and others not, is made by the NHTSA. Today I called again because now my other motorcycle has the same problem with the plastic quick disconnectors. I even asked to talk to a supervisor and was told again ***"The NHTSA determines which VINs have to be recalled"***.

I called the NHTSA and talked to a supervisor because it does not make sense to me that certain vehicles which have exactly the same problem and the same part with a design flaw would not be included. The information which I received from the NHTSA was ***"We don't know which VINs are affected, only the manufacturer has this information. The manufacturer has to determine which vehicles were equipped with faulty parts and which VINs have to be recalled, we only give a recommendation."***

I am under the impression that your company is not concerned with the fire hazard from the plastic quick disconnectors, despite numerous complaints and tries to suggest that the issue was addressed by recalling a limited number of motorcycles. I am also under the impression that your company cares more about the expenses of a recall of all the vehicles with the plastic quick disconnectors rather than about safety.

Until now I have not received an answer from you why my motorcycles were not included despite the fact that they were equipped with exactly the same plastic quick disconnectors which were described in the recall. I am also upset about your excuse ***"We don't determine which vehicles have to be included, the NHTSA sends us a list of VINs which we have to recall..."***, since this is obviously not true.

Sincerely  
Yours truly





Like 297

**BMW R 1200 GS - 2005 BMW R 1200 GS Problems & Complaints**

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**There are 8 complaints filed for the 2005 BMW R 1200 GS**

by BMW

Below is a list of complaints & problems filed against the **2005 BMW R 1200 GS**. These problems includes information received by **NHTSA** from consumers either directly or as reported by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. If you like to file an official complaint for the 2005 BMW R 1200 GS, you can do so by calling the NHTSA Mon-Fri 8am to 8pm at 888-327-4236, TTY: 800-424-9153. You can also file your complaint online by [clicking here](#). Your complaint will be added to the NHTSA complaints database after a thorough review. If a trend is discovered, an investigation will be opened by the ODI.

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See complaints below ↓

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[Fuel System Gasoline](#) (4)      [Power Train](#) (4)      [Structure](#) (1)      [Wheels](#) (1)

| Complaint                    | Description  |
|------------------------------|--|
| <b>POWER TRAIN</b>           | 8/27/2012 - RAPID CITY, SD<br>FINAL DRIVE UNIT FAILED AND LOCKED UP THE REAR WHEEL<br><br><a href="#">View Details</a>   |
| <b>POWER TRAIN</b>           | 2/13/2012 - CHICAGO, IL<br>REAR DRIVE FAILURE WHILE RIDING TWO UP, OIL SOAKED REAR WHEEL, WHEEL WOBBLE. BETWEEN WOBBLE AND OIL CONTROL LOST (AND SLOW SPEED AT THAT POINT).<br><br><a href="#">View Details</a>  |
| <b>POWER TRAIN</b>           | 2/11/2012 - PEACHTREE CITY, GA<br>FINAL DRIVE AND DRIVESHAFT FAILED.<br><br><a href="#">View Details</a>   |
| <b>FUEL SYSTEM, GASOLINE</b> | 2/4/2012 - YANKEE HILL, CA<br>A PLASTIC FUEL LINE QUICK DISCONNECT FAILED AS THE FUEL LINE WAS BEING REMOVED FROM THE FUEL TANK TO PERFORM NORMAL MAINTENANCE. AS A RESULT THE BULKHEAD SIDE OF THE FITTING JAMMED OPEN ALLOWING FUEL TO POUR FROM THE FUEL TANK. THIS OCCURRED IN A GARAGE THAT ALSO CONTAINED A GAS FIRED WATER HEATER AND COULD EASILY HAVE CAUSED A FIRE. IN THIS CASE I WAS ABLE TO TEMPORARILY BLOCK THE FLOW, VENTILATE THE GARAGE, AND THEN DRAIN THE TANK. CONVERSATIONS WITH THE MAKERS OF THE FUEL LINE FITTING INDICATE THAT BMW RECOMMENDED AGAINST THEIR USE, ESPECIALLY ON CALIFORNIA VEHICLES; THE FITTING MANUFACTURERS OFFER THE SAME FITTINGS IN BRASS, WHICH I USED TO REPLACE THE BMW SUPPLIED FITTINGS. HOWEVER, THE PLASTIC BULKHEAD INTO WHICH THE FEMALE FITTING FITS HAD BEEN EMBRITLED BY EXPOSURE TO FUEL AND IT ALSO CRACKED. THE BULKHEAD WAS REPLACED BY AN ALUMINUM PART I FABRICATED FOR THAT PURPOSE. I NOTIFIED TWO BMW MOTORCYCLE DEALERS OF THE PROBLEM BUT NEITHER WERE FAMILIAR WITH IT OR ANY SAFETY RECALL CAMPAIGN. SEARCHES OF VARIOUS INTERNET MOTORCYCLE FORUMS SHOWS THIS TO BE A COMMON PROBLEM NOT JUST ISOLATED TO THE BMW R1200GS. A DETAILED ACCOUNT OF MY EXPERIENCE CAN BE FOUND AT THE URL BELOW:<br><a href="http://GUNSMOKE.COM/MOTORCYCLING/R1200GS/QUICK_CONNECTS/INDEX.HTML">HTTP://GUNSMOKE.COM/MOTORCYCLING/R1200GS/QUICK_CONNECTS/INDEX.HTML</a> |

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|-----------------------------------|---|
| <b>FUEL SYSTEM,<br/>GASOLINE</b>  | <p><a href="#">View Details</a></p> <p>1/10/2012 - ATLANTA, GA<br/>THE FUEL GAUGE STOPPED WORKING BECAUSE OF A FAILURE OF THE "FUEL STRIP" SENDER IN THE GAS TANK. EVEN THOUGH THERE HAVE BEEN MULTIPLE FAILURES OF THE FUEL STRIPS EVEN ON THE SAME BIKE, BMW REFUSES TO ACKNOWLEDGE THAT THERE IS A PROBLEM.</p> <p><a href="#">View Details</a></p>  |
| <b>FUEL SYSTEM,<br/>GASOLINE</b>  | <p>10/31/2011 - LAFAYETTE, LA<br/>THE FLANGE ON THE FUEL TANK, CRACK, LEAKING FUEL EVERYWHERE, THIS HAPPENS TO OTHERS.</p> <p><a href="#">View Details</a></p>  |
| <b>FUEL SYSTEM,<br/>GASOLINE</b>  | <p>12/30/2010 - LABELLE, FL<br/>BMW MOTORCYCLE, R1200/GS 2005 MODEL, GAS LEAK PROBLEM. ON PLASTIC QUICK DISCONNECTORS IN THE FUEL LINE, CRACKS CAN FORM IN THE THIN FITTINGS, JUST ABOVE THE FUEL PUMP. CAUSING GAS TO SPRAY, POOL, THEN LEAK DIRECTLY ON TO THE HOTTEST PART OF THE EXHAUST PIPE WHEN THE MOTORCYCLE IS PLACED ON THE SIDESTAND. THIS CREATES A FIRE HAZARD. THESE THIN PLASTIC FITTINGS ARE DESTINED TO FAIL, AND NEED TO BE CHANGED OUT WITH AVAILABLE BRASS FITTINGS TO REMEDY THIS POTENTIAL HAZARD.</p> <p><a href="#">View Details</a></p>   |
| <b>STRUCTURE</b>                  | <p>11/5/2010 - DEL MAR, CA<br/>BMW R1200GS REAL WHEEL FLANGE THE FLANGE IS A BILLET PART THAT CONNECTS THE REAR WHEEL AND THE REAR BRAKE DISC TO THE MOTORCYCLE. WORLD-WIDE THERE ARE REPORTS FROM USERS OF R1200GS MODELS MANUFACTURED IN 2004 AND 2005 ABOUT CRACKS IN THE FLANGE AROUND EITHER THE MOUNTING HOLES FOR THE BRAKE DISC OR THE MOUNTING HOLES FOR THE REAR WHEEL. SEVERAL INCIDENTS ARE KNOWN WHERE THE REAR BRAKE DISC BROKE OFF WHILE THE VEHICLE WAS IN MOTION. ON LAST INSPECTION THE FLANGE ON MY MOTORCYCLE HAD DEVELOPED CRACKS AROUND ALL 5 MOUNTING HOLES FOR THE REAR WHEEL BOLTS. BMW DENIES THAT THERE IS A PROBLEM WITH THE ORIGINAL PART AND REFUSES REPLACEMENT, CLAIMING THAT IN ALL INCIDENTS THE BOLTS MUST HAVE BEEN ASSEMBLED WITH TOO HIGH TORQUE. THE REAR WHEEL HAS ALWAYS BEEN MOUNTED BY MYSELF, AND ALWAYS USING A TORQUE WRENCH WITH THE CORRECT SETTING. THE ORIGINAL PARTS ONE THESE MOTORCYCLES APPARENTLY WERE BMW PART-NUMBER 33117694910; AS</p> <p>REPLACEMENT BMW NOW SELLS A RE-DESIGNED PART WITH THE NEW PART-NUMBER 33117699631. THE DANGER FOR A CRASH SHOULD THE REAR WHEEL OR THE REAR BRAKE DISC BREAK OFF WHILE IN MOTION ARE OBVIOUS. BMW HAS NOT ACKNOWLEDGED THE PROBLEM, DOESNT OFFER FREE REPLACEMENTS AND TO MY KNOWLEDGE HAS NOT SENT OUT A SERVICE BULLETIN OR ANY OTHER KIND OF WARNING TO DEALERS OR CUSTOMERS.</p> <p><a href="#">View Details</a></p> |
| <b>WHEELS</b>                     | <p>11/5/2010 - DEL MAR, CA<br/>BMW R1200GS REAL WHEEL FLANGE THE FLANGE IS A BILLET PART THAT CONNECTS THE REAR WHEEL AND THE REAR BRAKE DISC TO THE MOTORCYCLE. WORLD-WIDE THERE ARE REPORTS FROM USERS OF R1200GS MODELS MANUFACTURED IN 2004 AND 2005 ABOUT CRACKS IN THE FLANGE AROUND EITHER THE MOUNTING HOLES FOR THE BRAKE DISC OR THE MOUNTING HOLES FOR THE REAR WHEEL. SEVERAL INCIDENTS ARE KNOWN WHERE THE REAR BRAKE DISC BROKE OFF WHILE THE VEHICLE WAS IN MOTION. ON LAST INSPECTION THE FLANGE ON MY MOTORCYCLE HAD DEVELOPED CRACKS AROUND ALL 5 MOUNTING HOLES FOR THE REAR WHEEL BOLTS. BMW DENIES THAT THERE IS A PROBLEM WITH THE ORIGINAL PART AND REFUSES REPLACEMENT, CLAIMING THAT IN ALL INCIDENTS THE BOLTS MUST HAVE BEEN ASSEMBLED WITH TOO HIGH TORQUE. THE REAR WHEEL HAS ALWAYS BEEN MOUNTED BY MYSELF, AND ALWAYS USING A TORQUE WRENCH WITH THE CORRECT SETTING. THE ORIGINAL PARTS ONE THESE MOTORCYCLES APPARENTLY WERE BMW PART-NUMBER 33117694910; AS REPLACEMENT BMW NOW SELLS A RE-DESIGNED PART WITH THE NEW PART-NUMBER 33117699631. THE DANGER FOR A CRASH SHOULD THE REAR WHEEL OR THE REAR BRAKE DISC BREAK OFF WHILE IN MOTION ARE OBVIOUS. BMW HAS NOT ACKNOWLEDGED THE PROBLEM, DOESNT OFFER FREE REPLACEMENTS AND TO MY KNOWLEDGE HAS NOT SENT OUT A SERVICE BULLETIN OR ANY OTHER KIND OF WARNING TO DEALERS OR CUSTOMERS.</p> <p><a href="#">View Details</a></p>        |
| <b>POWER TRAIN:<br/>DRIVELINE</b> | <p>11/5/2010 - DEL MAR, CA<br/>BMW R1200GS REAL WHEEL FLANGE THE FLANGE IS A BILLET PART THAT CONNECTS THE REAR WHEEL AND THE REAR BRAKE DISC TO THE MOTORCYCLE. WORLD-WIDE THERE ARE REPORTS FROM USERS OF R1200GS MODELS MANUFACTURED IN 2004 AND 2005 ABOUT CRACKS IN THE FLANGE AROUND EITHER THE MOUNTING HOLES FOR THE BRAKE DISC OR THE MOUNTING HOLES FOR THE REAR WHEEL. SEVERAL INCIDENTS ARE KNOWN WHERE THE REAR BRAKE DISC BROKE OFF WHILE THE VEHICLE WAS IN MOTION. ON LAST INSPECTION THE FLANGE ON MY MOTORCYCLE HAD DEVELOPED CRACKS AROUND ALL 5 MOUNTING HOLES FOR THE REAR WHEEL BOLTS. BMW DENIES THAT THERE IS A PROBLEM WITH THE ORIGINAL PART AND REFUSES REPLACEMENT, CLAIMING THAT IN ALL INCIDENTS THE BOLTS MUST HAVE BEEN ASSEMBLED WITH TOO HIGH TORQUE. THE REAR WHEEL HAS ALWAYS BEEN MOUNTED BY MYSELF, AND ALWAYS USING A TORQUE WRENCH WITH THE CORRECT SETTING. THE ORIGINAL PARTS ONE THESE MOTORCYCLES APPARENTLY WERE BMW PART-NUMBER 33117694910; AS REPLACEMENT BMW NOW SELLS A RE-DESIGNED PART WITH THE NEW PART-NUMBER 33117699631. THE DANGER FOR A CRASH SHOULD THE REAR WHEEL OR THE REAR BRAKE DISC BREAK OFF WHILE IN MOTION ARE OBVIOUS. BMW HAS NOT ACKNOWLEDGED THE PROBLEM, DOESNT OFFER FREE REPLACEMENTS AND TO MY KNOWLEDGE HAS NOT SENT OUT A SERVICE BULLETIN OR ANY OTHER KIND OF WARNING TO DEALERS OR CUSTOMERS.</p> <p><a href="#">View Details</a></p>        |



Apache Junction, AZ



PHOENIX AZ 852

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

20590

