



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

May 21, 2013

[REDACTED]
Apache Junction, AZ [REDACTED]

NVS-216 nlm
Ref. No. 10494431

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 BMW R1200C motorcycles. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your two MY 2004 BMW R1200C motorcycles develop a fuel leak at a fuel line disconnect. You state that you are aware of at least one recall regarding leaking quick disconnects in BMW R series motorcycles produced between 1998 and 2004. You called BMW but they advised that your motorcycles were not included in the recall. In addition, BMW told you that they have no control over the inclusion of specific vehicle identification numbers (VIN) in a recall.

On January 15, 2004, BMW initiated NHTSA Safety Recall Campaign No. 04V-028 (summary enclosed). The recall addresses a potential safety defect involving a crimp-type hose clamp on a fuel line that can develop a leak in certain MY 2000 through MY 2004 BMW 1200R and 1200K motorcycles. BMW determined that the problem could occur during service due to improper reconnection of the coupling. The affected motorcycles were produced between May 2000, through December 2003.

If your motorcycles were produced between the affected date range we recommend that you contact BMW for further assistance. In addition, NHTSA does not have access to a manufacturer's VIN's or production dates. Therefore it incumbent on manufacturers to determine which vehicles are affected by the safety defect and provide NHTSA that information. NHTSA uses VIN information to monitor recall completion rates and to review the adequacy of recall remedies.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

BMW Group

Facsimile Transmission

To/Company: George Person / NHTSA
Telephone: 202.366.5210
Fax: 202.366.7882
From/Department: Martin Rapaport / Safety and Environmental Engineering
Telephone: (201) 573-7708
Fax: (201) 762-0764
Date: 15 January 2004
Number of Pages: 7
(including cover):
Re: Recall Campaign - Crimp Connection and Quick-Disconnect Coupling
2000-2004 BMW R & K Model Motorcycles

RECEIVED

2004 JAN 15 P 7 52

OFFICE OF DEFECTS
AND COMPLAINTS

04V-028 ① of ②

Dear Mr. Person:

Following this cover sheet, please find BMW's Part 573 report pertaining to the referenced issue.

The signed original has been sent to Mr. Ken Weinstein via FedEx.

Sincerely,



Martin Rapaport
Safety Engineering Manager

Cc: N. Seymour (NHTSA)

Company
BMW of North America, LLC

BMW Group Company

Mailing address
PO Box 1227
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07676-1227

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

Telephone
(201) 573-7708

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E-mail
martin.rapaport@bmwna.com

Website
bmwusa.com



BMW Group

January 15, 2004

04V-028 ② of ②

Mr. Kenneth N. Weinstein
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

**Re: Recall Campaign – Crimp Connection and Quick-Disconnect Coupling
2000 – 2004 BMW R & K Model Motorcycles**

Dear Mr. Weinstein:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573.

Pursuant to Section 573.6(g) of the above, we submit the following information.

- Manufacturer:** Bayerische Motoren Werke AG (BMW AG)

Designated Agent: BMW of North America, LLC
Woodcliff Lake, New Jersey 07677
- Make:** BMW

Model Year / Model: 2000 – 2004 / R & K Models
(except R 1100S)

Inclusive Dates of Manufacture: 5/2000 – 12/2003
- The number of vehicles potentially containing the defect is approximately 46,000.
- The percentage of vehicles estimated to actually contain the defect is less than two percent.
- The potential defect involves crimp-type hose clamps along the fuel line of the affected motorcycles. In certain cases, insufficient force has been applied to the crimp. As a result, a small leak could develop. If a leak develops, it is more prevalent during a cold start of the motorcycle.
- BMW became aware that during motorcycle servicing, the o-ring contained within the fuel line quick-disconnect coupling could become damaged. BMW determined that this could occur during motorcycle servicing due to an improper reconnection of the coupling. In July 2002, BMW issued a service information bulletin containing the proper procedure for reconnecting the quick-disconnect coupling during service.

Company
BMW of North America, LLC

BMW Group Company

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PO Box 1227
Westwood, NJ
07675-1227

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300 Chestnut Ridge Road
Woodcliff Lake, NJ
07677-7731

Telephone
(201) 307-4000

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(201) 762-0764

Website
bmwna.com



BMW further became aware of a potential problem involving crimp-type hose clamps as a result of a number of field reports and warranty claims received worldwide. These reports primarily indicated the presence of a small fuel leak during a cold start of the motorcycle due to an insufficient tightening of the crimp. Any possible leak ceased after the engine reached operating temperature and, therefore, was unlikely to become an ignition source.

BMW has also received a small number of owner complaints that may be related to the potential leakage due to an improper crimp force, including owner complaints received from NHTSA as part of PE03-054. At the present time, BMW is not aware of any accidents that may be related to this issue. However, BMW has received one claim concerning an injury that may be related to this problem.

7. Not applicable.
8. BMW will conduct a recall campaign to remedy the affected motorcycles. All crimp-type hose clamps will be inspected. A measurement of the crimp gap will be taken and compared to the specified dimension. If necessary, the gap will be adjusted to the specified dimension by a new crimping tool.

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.

BMW expects to begin and complete owner notification in late February 2004.

9. A copy of the Service Bulletin will be submitted when available.
10. A draft copy of the owner notification letter is attached.
11. Not applicable.

Sincerely,



Karl-Heinz Zwirca
Vice President, Engineering - US

Attachment

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)**

04V-028 ④ of ⑦

**Customer Reimbursement for Safety Related Recall Repairs
Effective with Safety related recalls initiated January 15, 2003**

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**

In all cases:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the BMW retailer network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.
- When BMW Genuine Parts are used, the Manufacturer's Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

The authorized BMW retailer will request a copy of the owner notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims shall be processed within 90 days of receipt.

DRAFT

February 2004

04V-028 ⑤ of ⑦

Recall Campaign No. 04V-002, Crimp Connection and Quick-Disconnect Coupling

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect which relates to motor vehicle safety exists in certain 2000 - 2004 BMW R & K Model motorcycles. Our records indicate that you are the owner of a potentially affected vehicle.

DESCRIPTION OF DEFECT

The potential defect involves crimp-type hose clamps along the fuel line. In certain cases, insufficient force has been applied to the crimp. As a result, a small leak could develop. If a leak develops, it is more common during a cold start of the motorcycle.

You may continue to ride your motorcycle; however, do not leave this problem unattended.

PRECAUTIONS

1. **CONTACT YOUR AUTHORIZED BMW RETAILER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
2. If you are in any way concerned with your ability to safely operate the motorcycle, please contact your BMW retailer to arrange for pickup and repair of the motorcycle.
3. If you detect a fuel leak, your motorcycle may be experiencing this problem. If this occurs while operating the motorcycle, you should pull over carefully to a safe location away from traffic and immediately contact BMW Roadside Assistance at 1-800-332-4269 to have the motorcycle brought to the nearest Authorized BMW retailer. If you detect a leak prior to riding, please contact your BMW retailer to arrange for pickup and repair of the motorcycle.
4. If you are not the only rider of this motorcycle, please advise all other riders of this important information.

DESCRIPTION OF REPAIR

The repair will consist of inspecting, and if necessary adjusting, all crimp-type hose clamps. Additionally, 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 quick-disconnect coupling will be replaced.

This repair may take up to 2½ hours depending upon specific model configuration.

This repair will be performed *free of charge* by your Authorized BMW retailer. Additional time may be required depending on the BMW retailer's scheduling and processing.

OTHER INFORMATION

If you are no longer the owner of this vehicle, we would appreciate you furnishing us with the name and address of the new owner using the enclosed postage-paid card.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessees.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

Should you have any questions about this campaign, please contact your Authorized BMW retailer.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-831-1117.

If the BMW retailer is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

BMW OF NORTH AMERICA, LLC

TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)

04V-028 ⑦ of ⑦

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW retailer. Expenses from repair facilities outside of the BMW retailer network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.

Your authorized BMW retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- When BMW Genuine Parts are used, the Manufacturer Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

We anticipate that your authorized BMW retailer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW retailer be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

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

BMW Group

Facsimile Transmission

To/Company: George Person / NHTSA
Telephone: 202.366.5210
Fax: 202.366.7882
From/Department: Martin Rapaport / Safety and Environmental Engineering
Telephone: (201) 573-7708
Fax: (201) 782-0764
Date: 20 January 2004
Number of Pages (including cover): 2
Re: **Recall Campaign - Crimp Connection and Quick-Disconnect Coupling
2000 - 2004 BMW R & K Model Motorcycles
Amendment to Part 573 Report**

04V-028

Dear Mr. Person:

Following this cover sheet, please find BMW's amended Part 573 report pertaining to the referenced issue.

The signed original has been sent to Mr. Ken Weinstein via FedEx.

Sincerely,



Martin Rapaport
Safety Engineering Manager

Cc: N. Seymour (NHTSA)

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BMW Group

January 20, 2004

Mr. Kenneth N. Weinstein
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

**Re: Recall Campaign - Crimp Connection and Quick-Disconnect Coupling
2003 - 2004 BMW R & K Model Motorcycles
Amendment to Part 573 Report**

Dear Mr. Weinstein:

BMW is amending its January 15, 2004 Part 573 report pertaining to the referenced matter.

Specifically, we are amending section 3 of our January 15, 2004 report due to a clerical error. Our January 15th report inadvertently included in section 3 a number of non-US vehicles. Therefore, our report is revised as follows:

3. The number of vehicles potentially containing the defect is approximately 30,000.

Sincerely,



Martin Raepport
Safety Engineering Manager

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BMW of North America, LLC

BMW Group Company

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