

CL-10524430-7873

NHSTA
Office of Defects Investigation (NVS-210)
West Building
1200 New Jersey Ave SE
Washington DC 20590

June 29, 2013

Subject: BMW Motorcycle Final Drive Failure

Dear Sirs:

I experienced a Final Drive failure on my 2009 BMW R1200GS on May 24, 2013 the same as described in ODI No. 10439549, and currently being investigated under campaign DP12001.

Motorcycle Vin Number is: WB10313079Z [REDACTED]
Odometer reading at time of failure was: 33168

I have enclosed a picture of the rear wheel to show the extent of gear oil leaked unto the rear wheel (safety issue).

Also enclosed a copy of the repair bill to indicate the magnitude of the failure.

The motorcycle is out of warranty. BMW Motorrad USA extended a "Goodwill" offer of \$1000 towards the repair; however, it was conditioned upon signing a release which limited their liability (acceptable) and prohibited me from revealing the facts leading up to the release and all conditions of it in any manner (very unethical concerning a safety item). Consequently I declined their Goodwill offer.

For Your Consideration,

[REDACTED]

Canyon Lake, Ca [REDACTED]

Email: [REDACTED]

NAM
71113
SMD





BMW MOTORCYCLES OF ESCONDIDO

499 North Hale Avenue
ESCONDIDO, CA 92029
Telephone: (760) 520-1288
Fax: (760) 520-1287

SERVICE DEPARTMENT HOURS
9am - 6pm Tuesday - Friday
9am - 5pm Saturday
Closed Monday and Sunday

R/O Open Date	R/O Number
5/28/13	6021948/1
R/O Close Date	Status
6/01/13	Final
Mileage In	Mileage Out
33166	33168

Service Advisor / Tag #

JACK PREWITT/*W*

Vehicle Identification Number

WB10313079Z

Delivery Date

In-Service Date

CANYON, CA

Work Phone

Home Phone

Year	Make	Model	Body	Color	License Number
2009	BMW	R 1200 GS		GREY	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - 3300M: FINAL DRIVE DIAGNOSIS
PLEASE CHECK AND ADVISE THE CUSTOMER REPORTS
THAT THE FINAL DRIVE STARTED TO MAKE A NOISE THEN
THE BRAKE WARNING LIGHT CAME ON.
TOWED IN

Caused by

FINAL DRIVE PARTS DESTROYED INTERNALLY

DAMAGED THE REAR BRAKE ROTOR

DAMAGED REAR BRAKE CALIPER

Work performed by CHRIS JOHNS

(012)

Installed 33 11 7 726 889 :Right-angle gearbox wit 1@1671.91

414.00

1671.91

Installed 34 21 7 664 102 :REAR BRAKE DISC 1@252.33

252.33

Installed 33 17 7 709 205 :Screw 5@1.25

6.25

Installed 34 21 7 677 603 :Brake caliper, rear 1@493.02

493.02

Installed 81 22 0 142 156 :BRAKE FLUID 1@4.09

4.09

Installed 07 11 9 963 072 :Gasket ring 2@.44

.88

Installed 07 12 9 905 658 :ISA screw 1@5.82

5.82

Installed 07 11 9 903 396 :Fillister-head screw wi 1@1.29

1.29

REPALCED FINAL DRIVE UNIT

BRAKE CALIPER

BRAKE ROTOR

BLEED BRAKE SYSTEM AND

FILLED FINAL DRIVE UNIT WITH SAF-XO

TEST RODE COMPLETE

THE ENGINE MAKES A KNOCKING

NOISE

OIL LEVEL IS OKAY . UNKNOWN INTERNAL ISSUE

Sub Total: 2849.59

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

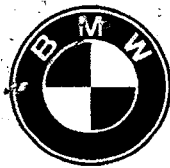
SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



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* Schubert C3 Helmets only \$499! Hurry! Offer ends May *
* 31st! See the parts department for full details. *

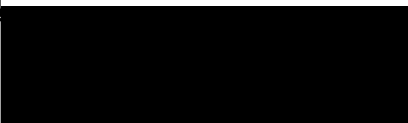
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	414.00
PARTS	2435.50
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	194.80
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	3044.40
	3044.40

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

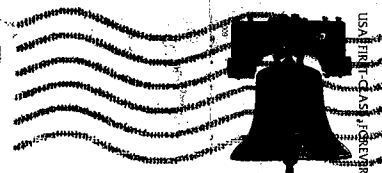


Canyon Lake, Calif



SM BERNARDINO CA 923

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