

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552 (B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received</p> <p>31-OCT-2013</p>	<p>Repository <input type="checkbox"/></p>	<p>Reference No.</p> <p>10550394</p>	
<p>Name</p> <p>Address</p>		<p>Daytime Telephone Number</p>	<p>E-mail Address</p>		
<p>City HAINES CITY</p>		<p>State FL</p>	<p>Zip Code</p>	<p>Evening Telephone Number</p>	
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p align="center">VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>WB10313019Z</p>		<p>Make</p> <p>BMW</p>	<p>Model</p> <p>R1200 GS</p>	<p>Model Year</p> <p>2009</p>	
<p>Date Purchased</p>	<p>Dealer's Name and Telephone Number</p>		<p>Engine:</p> <p>No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><input type="checkbox"/></p>	<p>Dealer's City</p>	<p>State</p>	<p>Zip Code</p>		
<p>Transmission Type</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>	<p>Incident Date(s)</p> <p>30-SEP-2013</p>	
<p><input type="checkbox"/> Cruise Control</p>					
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 020000 SUSPENSION</p>			<p>Failure Mileage</p> <p>42182</p>	<p>Failure Speed</p> <p>60</p>	
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p align="center">APPLICABLE INCIDENT INFORMATION</p> <p align="center"><i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i></p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2009 BMW 1200 GS MOTORCYCLE. THE CONTACT STATED THAT WHILE DRIVING 60 MPH, THE REAR FINAL DRIVE BEARING BECAME SEPARATED. THE CONTACT WAS ABLE TO STOP THE MOTORCYCLE WITH THE FRONT BRAKE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE REAR FINAL BEARING WAS REPLACED. THE FAILURE AND CURRENT MILEAGE WAS 42,182.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p><small>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</small></p>					

November 8, 2013

BMW North America
Attn.: Mr. Ludwig Willisich
CEO and President
P.O. Box 1227
Westwood, NJ 07675

RE: Rear Final Drive Failure

Dear Mr. Willisich:

On September 30, 2013, while touring the Upper Peninsula of Michigan with a couple of other riders, my rear final drive failed while traveling approximately 60 mph down a highway. The rear end of my bike slid sideways. At first I thought I had a flat tire until I was finally able to stop and check. Oil was pouring out of the rear end of my 2009 R1200 GS (VIN#WB10313019Z[REDACTED]). With only 42,182 miles on my bike, I was (still am) shocked. I always have my bikes well maintained, (my husband and I currently own nine motorcycles, three of which are BMWs) and despite no recommendation for any service on the rear end, I have had the oil changed and the rear end checked three different times prior to this failure.

I contacted the closest BMW shop, several hours away in Wisconsin for service. I was surprised to hear that they didn't have the parts on hand because they were repairing another GS with the same problem and it would be at least three to five business days for new parts to arrive. I discussed my situation with the other riders, and without much choice, we cancelled the remainder of our trip and I rode double with another rider to get back to the Lower Peninsula. After 29 hours on the road to retrieve my bike and take it to another BMW shop with parts in stock, my bike was finally repaired.

It was determined that the breakdown of the final drive was due to a bearing failure, not misuse or lack of maintenance. I contacted the customer service department at BMW North America. BMW motorcycles have long held a reputation for reliability and durability. It is because of this reputation and the serious, potentially deadly defect with the GS model, I was confident that once BMW was made aware of this problem and my case was reviewed, BMW would stand behind their product. Much to my dismay, the individual(s) that reviewed my case, did not feel as strongly about the integrity of BMW Motorcycles as me, and agreed to pay only 75% of the cost for the repairs.

Both my husband and I were seriously considering purchasing two new water-cooled 1200 GS models this spring. However, the blasé attitude we received when it came to standing behind your product is making it very difficult to even consider making a new BMW purchase (especially since the Japanese brands now offer products in the adventure market, and they too have a reputation for reliability, at about 2/3 the price). This is not a complaint on the person that took my information (they were fine), it is against the "committee" that chose to be short-sighted. With a serious, potentially deadly defect being brought to their attention, it would have cost BMW North America next to nothing to stand behind their product 100%, looking out for the best interest of both the customer and the integrity and reputation of

BMW Motorrad USA



November 18, 2013

[REDACTED]
Haines City, FL [REDACTED]

Dear [REDACTED]

Re: 2009 BMW R 1200 GS, VIN: Z [REDACTED]

Thank you for contacting BMW of North America, LLC. Please accept my sincere apology for your service loss and inconvenience that occurred as a result of the bearing failure.

I discussed your concerns and your request for additional goodwill to cover 100% of the cost with the area team. Although we empathize with your situation, we are unable to fulfill your request for additional assistance.

I also checked regarding product improvements to the original bearing. There was a change as a result of ongoing product improvement, that involved the addition of a vent hole for fluid overflow and temperature dissipation.

We strive to support our customers with the highest level of service. Thank you for sharing your comments with us.

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

CUSTOMER #: 52459
 UNIT# 226700

22754

BMW Motorcycles
 of Southeast Michigan
 39933 Ford Road - Canton, MI 48187
 General: (734) 981-1479
 Fax: (734) 981-7075
 www.bmwmcsem.com



INVOICE

DUPLICATE 1
 PAGE 1

HAINES CITY, FL.

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6012 MICHAEL GLINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY MATT	09	BMW R1200GS	WB10313019Z [REDACTED]		42182/42182		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23APR09 DD			WAIT 04OCT13		95.00	CASH	04OCT13
R.O. OPENED	READY	OPTIONS: STK:226700 DLR:30520					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S OIL IS LEAKING OUT OF FINAL DRIVE
 CAUSE: CROWN WHEEL BEARING FAILED

3311999 REMOVING/INSTALLING REAR WHEEL DRIVE

7418	W	0.75					(N/C)
7418	CP	0.25				23.75	23.75
1	33-11-7-720-235	GROOVED BALL BEARING:T99L00W			28.78	28.78	28.78
	CP						(N/C)
	W						
1	33-11-7-679-864	SHAFT SEAL:T99D00TW			7.45	7.45	7.45
	CP						(N/C)
	W						
1	33-11-7-695-218	O-RING:T99D00TR			2.11	2.11	2.11
	CP						(N/C)
	W						
1	34-52-7-708-523	O-RING:T99D00TR			0.50	0.50	0.50
	CP						(N/C)
	W						
3312733		REPLACING BEARING OF CROWN WHEEL					
7418	W	1.43					(N/C)
7418	CP	0.48				45.13	45.13

FC: 3312023100

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL FLUID

CP						2.25	2.25
W							(N/C)

SPLIT FOR LINE A 75/25 LABOR AND PARTS

REMOVED FINAL DRIVE, CLEANED OUT INTERNALS, REPLACED DAMAGED SEAL
 IN HOUSING COVER, INSTALLED NEW BEARING. REINSTALLED NEW FINAL DRIVE
 AND ADDED FLUID. GOODWILL PER ATTACHED LETTER/ JACK DELPIZZO / 75% BMW
 / 25% CUSTOMER PAY. PLEASE SEND FOR FIELD AUTHORIZATION

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

-CERTIFICATION-
 ALL REPAIRS AND PARTS LISTED WERE
 FURNISHED IN COMPLIANCE WITH MICHIGAN
 AUTO REPAIR ACT (P.A. 300)

ALL PARTS NEW UNLESS
 OTHERWISE INDICATED.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Michael Glinski 10/4/13

CUSTOMER #: 52459
 UNIT# 226700

22754

BMW Motorcycles
 of Southeast Michigan
 39933 Ford Road - Canton, MI 48187
 General: (734) 981-1479
 Fax: (734) 981-7075
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DUPLICATE 1
 PAGE 2

HAINES CITY, FL

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6012 MICHAEL GLINSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY MATT	09	BMW R1200GS	WB10313019Z [REDACTED]		42182/42182	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
23APR09 DD			WAIT 04OCT13		95.00	CASH
R.O. OPENED	READY	OPTIONS: STK:226700 DLR:30520				
09:15 30SEP13	11:49 04OCT13					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B**	C/S	CHECK	REAR	BRAKE PADS			
		00	MAINTENANCE				
		7418	CP	0.00		0.00	0.00
		1	61-1363	FA363HH BRK PAD EBC SINTERED	38.99	0.00	0.00
CHECKED PADS, WERE SOAKED WITH FLUID, REPLACED PADS. GOODWILL PER BMW MOTORCYCLES OF SE MICHIGAN							

				CUSTOMER PAY SHOP MATERIALS FOR REPAIR ORDER			3.44

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ALL PARTS NEW UNLESS OTHERWISE INDICATED.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
 [Signature] 10/4/13

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	68.88
PARTS AMOUNT	38.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	2.25
MISC. CHARGES	3.44
TOTAL CHARGES	113.41
LESS INSURANCE	0.00
SALES TAX	2.54
PLEASE PAY THIS AMOUNT	115.95



Rear tire and brake after the final drive bearing failed

