



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

29-JUL-2014

Repository ☐

Reference No.
10617303

OWNER INFORMATION (Type or Print)

Name

Address

City NORTON

State MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

WB10226037Z

Make

BMW

Model

F800S

Model Year

2007

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

16-JUN-2014

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 200000 WHEELS

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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).

TL* THE CONTACT OWNS A 2007 BMW F800S MOTORCYCLE. THE CONTACT STATED THAT HE RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 13V549000 (WHEELS). THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER FOR REPAIRS PER THE RECALL. THE VEHICLE WAS INSPECTED AND THE CONTACT WAS ADVISED THAT THE RECALL REPAIR WAS NOT WARRANTED BECAUSE THERE WAS NO SIGN OF WEAR ON THE BEARING OR THE AXLE. THE CONTACT BELIEVED THAT THE RECALL REMEDY WAS NOT SUFFICIENT TO DETERMINE IF THE BEARING OR AXLE WAS WORN AND WANTED THE DEALER TO REPLACE THE BEARING AND AXLE AS A PRECAUTIONARY MEASURE. THE MANUFACTURER WAS CONTACTED AND REFUSED TO REPLACE EITHER COMPONENT UNDER THE RECALL. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Subject: FW: NHTSA: Follow up to ODI Complaint: ----10617303-----
Date: Wednesday, August 27, 2014 8:47:30 AM
Attachments: [EVOQ EMAIL RESPONSE.DOC](#)
[BEARING AND AXLE RECALL.docx](#)
[10617303.pdf](#)

Subject: FW: NHTSA: Follow up to ODI Complaint: ----10617303-----

Here's a questionnaire .

From: [REDACTED]
Sent: Tuesday, August 26, 2014 3:08 PM
To: DataQuality, DataQuality (NHTSA)
Subject: NHTSA: Follow up to ODI Complaint: ----10617303-----

I was sent the document, "10617303", for review. I applied changes in MS Word, with change tracking turned on, in the attached document, BEARING AND AXLE RECALL.
Please contact me if you have questions.

Regards,

[REDACTED]
[REDACTED]

TL* THE CONTACT OWNS A 2007 BMW F800S MOTORCYCLE. THE CONTACT STATED THAT HE RECEIVED NOTIFICATION OF NHTSA CAMPAIGN ID NUMBER: 13V549000 (WHEELS). THE CONTACT STATED THAT THE VEHICLE WAS TAKEN TO THE DEALER FOR REPAIRS PER THE RECALL. THE VEHICLE WAS INSPECTED AND THE CONTACT WAS ADVISED THAT THE RECALL REPAIR WAS NOT WARRANTED BECAUSE THERE WAS NO SIGN OF WEAR ON THE BEARING OR THE AXLE. THE CONTACT BELIEVED THAT THE RECALL REMEDY WAS NOT SUFFICIENT TO PROTECT AGAINST SERIOUS INJURY BECAUSE THE RECALL IS AN INSPECTION TO DETERMINE IF A FAILURE OF THE BEARING AND AXLE HAS OCCURRED NOT AN INSPECTION TO DETERMINE IF A FAILURE OF THE BEARING AND AXLE WILL OCCUR. THE LENGTH OF TIME OR NUMBER OR MILES BETWEEN A DETECTABLE FAILURE AND AN UNCONTROLLABLE RIDING SITUATION HAS NOT BEEN DETERMINED AND COULD BE VERY SHORT, I.E. A FEW WEEKS OR SEVERAL HUNDRED MILES. THE MANUFACTURE RECOMMENDS IN THE RECALL SPECIFICATION THAT THE VEHICLE IS RETURNED TO THE DEALER REGULARLY TO TEST FOR A FAILURE CONDITION. THE CONTACT IS CONCERNED THAT THE VEHICLE WILL BECOME UNCONTROLLABLE DURING AN EXTENDED RIDING EVENT, I.E., TRIP IN EXCESS OF 1000 MILES EVEN IF THE RECALL TESTING DID NOT DETECT A FAILED CONDITION IMMEDIATELY PRIOR TO THE RIDING EVENT.

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THE CONTACT RECOMMENDS THAT ALL BEARING AND AXLE ASSEMBLIES THAT COULD BE SUBJECT TO UNFAVORABLE COMBINATION OF TOLERANCES ARE REPLACED WITH NEW BEARING AND AXLE ASSEMBLIES THAT ARE KNOWN TO BE WITHIN THE MANUFACTURE'S SPECIFICATIONS.

THE MOTORCYCLE IN QUESTION IS VIN WB102260372 [REDACTED] PRIOR TO HAVING THE SUBJECT MOTORCYCLE TESTED BY RECALL THE CONTACT, WHO ALSO OWNS ANOTHER MOTORCYCLE ALMOST IDENTICAL TO THE SUBJECT MOTORCYCLE (VIN WB102260477 [REDACTED] HAD THE DRIVE BELT REPLACED BY A DEALER IN PHOENIX, ARIZONA. THIS PROCEDURE INVOLVES MANY OF THE SAME TESTS AS THE RECALL PROCEDURE. NO ISSUES WERE FOUND WITH THE BEARING OR AXLE DURING THE BELT REPLACEMENT BY THE DEALER. THE DRIVE ASSEMBLY FAILED A FEW DAYS LATER WHILE DRIVING THE VEHICLE FROM ARIZONA TO SOUTH CAROLINA (1900 MILES) RESULTING IN A NEAR MISS OF A SERIOUS ACCIDENT. THE DEALER IN GREENVILLE, SOUTH CAROLINA REPLACED THE BEARING AND AXLE ASSEMBLY UNDER THE RECALL. DETERMINE IF THE BEARING OR AXLE WAS WORN AND WANTED THE DEALER TO REPLACE THE BEARING AND AXLE AS A PRECAUTIONARY MEASURE. THE MANUFACTURER WAS CONTACTED AND REFUSED TO REPLACE EITHER COMPONENT UNDER THE RECALL. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

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U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

