

TO:

25 Nov 2014

US DOT

NHTSA Office of Defects Investigation

1200 New Jersey Ave.

West Building

Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)RE: Complaints 10637751 and 10630065

DEC -3 2014

Greetings;

I filed these complaints in September of this year. Both have to do with the failure of ABS modules on 2004 BMW K1200GT motorcycles. I called your toll free number and was told that in order to find out what was being done about the complaints, I would have to write this letter to your department. The call reference number is [REDACTED] and the operator kept telling me the manufacturer would tell me what was being done. That isn't correct and she seemed quite confused.

When the ABS module fails on these motorcycles, there will be minimal to no brakes available and this places the rider and passenger in danger of serious injuries or death. Please look into this. This part is defective, dangerous and will cause injuries and deaths if not corrected or replaced. I contacted the manufacturer and they suggested that I take it to a dealer. I checked with several dealers and they all wanted around \$2700 for the new module and about \$1000 in labor to install it. It is difficult to understand why something so defective and failure prone is so expensive and why would any rider want a failure prone component replaced with another failure prone component?

Please look in your data base about BMW motorcycle brake complaints and you will see this is not an isolated incident.

I look forward to hearing from your department.

V/P
[REDACTED]Woodbine, MD [REDACTED]
[REDACTED]

N.M.

12/10/14

MW

TEAM
USA

Woodbine, MD

CAPITAL DISTRICT 200218

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