



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

DOT Auto Safety Hotline
INFORMATION ACT (FOIA), 5 U.S.C.
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 552(B)(6)

Repository ☐

22-AUG-2016

Reference No.
10897569

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HENDERSON State NV Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

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 [REDACTED] Make BMW Model R 1200 GS Model Year 2007

Date Purchased Jan 3, 2007 Dealer's Name and Telephone Number San Diego BMW Motorcycles 619-289-1971 Engine: No: Cylinders 2 Fuel Type: Gas
Original Owner ☒ Dealer's City San Diego State CA Zip Code [REDACTED]

Transmission Type [REDACTED] ☒ Antilock Brakes Powertrain Multiple Failure: 3 Incident Date(s) 19-AUG-2016
☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS) Failure Mileage 26000 Failure Speed 20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment Failure Location: [REDACTED]
☐ Prior Repair
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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 R 1200 GS ADVENTURE. WHILE DRIVING APPROXIMATELY 20 MPH, THERE WAS AN ODOR OF FUEL AND FUEL FUEL LEAKED ON THE VEHICLE. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE VEHICLE WAS SERVICED PER NHTSA CAMPAIGN NUMBER: 13V617000 (FUEL SYSTEM, GASOLINE), BUT THE REMEDY FAILED TO REPAIR THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 26,000. THE VIN WAS NOT AVAILABLE.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

So far two Incidents or Failures has happened. Both fuel pumps replaced and leak has been at connection at fuel pump flange even after recall, has been preformed. I called BMW Headquarters and they said warranty has expired. I believe this is still a safety issue that is very dangerous, which a fire could result. The Recall did not fix the matter.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

145 VEGAS
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UNITED STATES**



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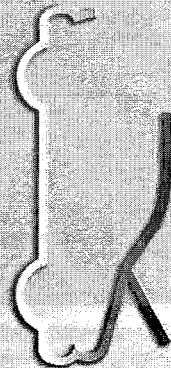
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, WB10397027Z [REDACTED]

March 2014 [T34 B1 26987]

Recall Campaign No. 13V-617

2005 – 2012 BMW Motorcycles – Fuel Pump

- 2005 – 2011 BMW R Model Motorcycles
- 2005 – 2012 BMW K Model Motorcycles
- 2010 – 2011 BMW S 1000 RR Motorcycles
- 2006 – 2010 BMW HP2 Motorcycles

Dear BMW Owner / Lessee:

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 Model Year 2005 – 2012 BMW motorcycles. Our records indicate that you are the owner of an affected motorcycle.

IMPORTANT NOTICE

Please note that at the present time we do not yet have parts to conduct this Recall; however, we will notify you via First Class mail as soon as parts become available. At that time, you should make an appointment with your authorized BMW motorcycle dealer in order to have this Recall performed on your motorcycle.

Company

BMW of North America, LLC

BMW Group Company

Mailing address

PO Box 1227
Westwood, NJ
07675-1227

Office address

300 Chestnut Ridge Road
Woodcliff Lake, NJ
07677-7731

Telephone

(800) 525-7417

Fax

(201) 930-8362

E-mail

CustomerService@
bmwmotorcycles.com

Website

bmwusa.com

DESCRIPTION OF PROBLEM

This recall involves the fuel pump, and also the auxiliary fuel pump on GS models. Due to excessive loads applied to the fuel pump flange in the area of the fuel line quick connector during motorcycle servicing, cracks may develop in the plastic flange. Excessive loads can be generated during improper removal and insertion of the quick connector, or by removing the fuel tank prior to disconnecting the fuel line.

Further damage can be caused by corrosive materials or fluids in the area of the flange. Over time, this could affect the seal between the flange and the flange housing. Eventually, a small fuel leak could occur during engine operation. After the engine is shut off, the fuel leak stops.

In the unlikely presence of an ignition source, a fuel leak could lead to a fire.

PRECAUTIONS FOR YOUR SAFETY

1. If you smell gasoline or notice a fuel leak while the engine is operating, the motorcycle may be experiencing this condition. Carefully move away from traffic and pull over to a safe location as soon as possible. Shut off the engine. Do not continue to ride your motorcycle. Contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 to have your motorcycle brought to the nearest authorized BMW dealer. BMW will cover this cost if your motorcycle is no longer covered by the BMW Motorcycle Roadside Assistance program.



Printed on Recycled Paper

2. If you are not the only rider of this motorcycle, please advise all other riders of this important information.

DESCRIPTION OF REPAIR

The fuel pump will be inspected.

If no leaks are present, cracks in the flange are small, and the flange diameter has not exceeded a certain measurement, then a reinforcing ring will be installed on the flange neck to prevent the possibility of future leakage. After this action is completed, your fuel pump will be equivalent to current production.

The reinforcing ring did not fix problem

If leaks are present, if cracks in the flange extend to the bottom of the flange, or if the flange diameter has exceeded a certain measurement, then the fuel pump will be replaced with the current production design which includes the reinforcing ring.

The actual repair may take up to two hours; however additional time may be required depending upon the BMW dealer's schedule. This work will be performed free of charge by your authorized BMW motorcycle dealer.

OTHER INFORMATION

Should you need BMW Motorcycle Roadside Assistance, they can be contacted at 1-877-680-2176.

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

If you are a lessor of this motorcycle, Federal Regulations require you to forward this notice to your lessee within ten days.

We sincerely apologize for any inconvenience this may cause you. We appreciate your confidence in our product, and we wish to do everything we can to retain it. **Should you have any questions about this campaign, please contact your authorized BMW motorcycle dealer.** Should you need any additional assistance, you may contact BMW Customer Relations and Services at 1-800-525-7417, or via Email at CustomerRelations@bmwusa.com.

If your BMW motorcycle dealer 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, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

BMW OF NORTH AMERICA, LLC