



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

NEF-109 br  
Ref. No. 11349395

[REDACTED]  
San Juan, PR [REDACTED]

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2018 BMW G310R motorcycle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Consumers requesting assistance with individual scheduling problems do not fall under our jurisdiction. You can learn more about NHTSA's investigation and recall process on our website at

[https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf).

We recommend that you contact BMW or continue to work with your local dealer to resolve this scheduling matter and have the recall remedy performed as soon as possible.

In addition, the Federal Trade Commission (FTC) has jurisdiction over dealership scheduling problems and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the

FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

June 4, 2020  
San Juan, P.R.

Attn.: Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave.,  
S.E., Washington, DC 20590

Dear Administrator:

Enclosed you will find a copy of a BMW motorcycle important safety recall - Remedy Available letter dated, March 2020.

I have scheduled pick-up of the BMW g 310r motorcycle with the local BMW Dealer ~~for~~ for the Safety Recall Remedy and they; (PLANET HONDA, Ave. 65 Infanteria, Esquina Expreso Trujillo Alto, Rio Piedras, Puerto Rico, 00923.) have failed to appear in a timely manner and have left me waiting all day on June 4, 2020 to no avail.

Please, advise me at your earliest convenience what recourse is available to be SAFE when riding this BMW g 310r motorcycle.

I look forward to your prompt reply in this matter of concern.

Encl.: (two) 1. BMW Letter  
2. Purchase order

# BMW



## IMPORTANT SAFETY RECALL – Remedy Available

This notice applies to your motorcycle/scooter, WB30G1106JF [REDACTED]  
Recall Campaign No. 19V-593: Brake Calipers

March 2020

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with 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 2017-2020 BMW G 310 GS, G 310 R motorcycles, and C 400 X scooters. Our records indicate that you are the owner of a potentially affected motorcycle/scooter.

### **Why are we contacting you?**

We are pleased to inform you that we are ready to perform this recall. **If you have not had this recall performed, or only had the Interim Remedy performed, please contact your authorized BMW Motorcycle dealer immediately to schedule an appointment for the Final Remedy.** To locate your nearest BMW motorcycle dealer, visit [www.bmwmotorcycles.com/dealer](http://www.bmwmotorcycles.com/dealer).

### **What could happen?**

Over time, the front and/or rear brake calipers may be subject to corrosion. If a caliper became corroded, then braking performance could be affected, increasing the risk of a crash.

**If you notice an increase in brake noise, visible signs of corrosion on a caliper, an unusual odor near a caliper, reduced performance when attempting to accelerate, or find that it is more difficult to manually push/maneuver the unit, then your motorcycle/scooter may be experiencing this issue. Please contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 to have your motorcycle/scooter brought to the nearest authorized Motorcycle dealer.**

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

### **What will BMW do?**

The brake calipers will be replaced for free, and take approximately two hours. If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

### **What if the current motorcycle/scooter ownership information is incorrect?**

You can update motorcycle/scooter ownership and contact information by completing the enclosed postage-paid card. **If you are a motorcycle/scooter lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

### **What if you have questions or experience problems?**

For the latest updates to this recall, please visit [www.bmwmotorcycles.com/recall](http://www.bmwmotorcycles.com/recall). Should you have any questions about this recall, please contact your authorized BMW motorcycle dealer. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or at [CustomerRelations@bmwmotorcycles.com](mailto:CustomerRelations@bmwmotorcycles.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>.**

Please be assured that your safety is important to us, and we sincerely apologize if this recall causes any inconvenience. We recommend always wearing a helmet and protective apparel when riding.

Sincerely,  
BMW of North America, LLC

Spanish translation on back side  
Traducción en español en el lado inverso



Company  
BMW  
of North America, LLC

BMW Group Company

Mailing Address  
PO Box 1227  
Westwood NJ 07675-1227

Telephone  
(800) 525-7417

Fax  
(201) 930-8362

E-mail  
[CustomerRelations@bmwmotorcycles.com](mailto:CustomerRelations@bmwmotorcycles.com)

Internet  
[bmwusa.com](http://bmwusa.com)

# PLANET HONDA

TEL.: (787) 620-5850 · FAX: (787) 620-5827  
www.bellainternational.com

Ave. 65 Interterris, Esquina Expreso Trujillo Alto  
Río Piedras, Puerto Rico 00923  
270906 PO Box 190816, San Juan, PR 00919-0816

NOMBRE DEL COMPRADOR		FECHA DE COMPRA		03/25/2019	
DIRECCION POSTAL		E-MAIL ADDRESS		SAN JUAN PR	
SIRVASE ENTRAR MI ORDEN POR UN VEHICULO		MARCA	AÑO	COLOR	MODELO
SEGURO SOCIAL		NUMERO DE SERIE	USADO <input type="checkbox"/> ALQUILER <input type="checkbox"/>		STOCK NO.
MILLAJE		NUMERO DE TABLILLA	NUEVO <input checked="" type="checkbox"/> CON GARANTIA DE LEY <input type="checkbox"/>		
VENTA A LEASING CO.			PRECIO UNIDAD	6,299.00	
Ejecutivo de Leasing			EQUIPO EXTRA INCLUIDO (MARCADO)		
APROBACION #			<input type="checkbox"/> ACONDICIONADOR AIRE	01	
NOMBRE DEL CUENTE			<input type="checkbox"/> RADIO	02	
TRADE - IN			<input type="checkbox"/> ALARMA	03	
MARCA			<input type="checkbox"/> ALFOMBRAS	04	
MILLAJE			<input type="checkbox"/> CD	05	
TABLILLA			SISTEMA NAVEGACION		
SERIE NO.			TOTAL PRODUCTOS ** (ver detalle)		
BALANCE ADEUDADO A:			TAX MUNICIPAL		
CRÉDITO POR CARRO USADO			TAX ESTATAL		
BALANCE ADEUDADO			PRONTO		
CRÉDITO NETO			6,499.00		
OTROS			6,499.00		
DETALLE DE PRODUCTOS			TOTAL	GASTOS DE TABLILLA, TRASPASO, REGISTRO	
Tratamiento Interior/Exterior				200.00	
Ech			PRECIO TOTAL	6,499.00	
Dispositivo de frenado			CRÉDITO TOTAL	6,499.00	
Sensores de reversa			BALANCE A PAGAR		
Otros			POLIZA ("SENCILLA" O "DOBLE")		
Suma total de productos			CONTRATO DE SERVICIO		
COMPAÑIA ASEGURADORA			BALANCE CONTRATO A FINANCIARSE		
AGENTE DE SEGUROS			OBSERVACIONES	TABLILLA \$200.00. LA VENTA ES FINAL NO SE ACEPTAN DEVOLUCIONES	
BALANCE - CONTRATO A PAGARSE DE ACUERDO CON			PAGO TABLILLA RECIBIDO	\$ _____ RECIBO NUM. _____	
<input checked="" type="checkbox"/> CONTINÚO DE VENTA CON CONDICIONAL CASH			PRONTO RECIBIDO	\$ 6,499.00 RECIBO NUM. _____	
<input type="checkbox"/> ARRENDAMIENTO FINANCIERO (LEASE)			BALANCE COBRADO	\$ _____ RECIBO NUM. _____	
EN 1 PLAZOS MENSUALES DE CADA UNO			FAVOR DE LEER TODAS Y CADA UNA DE LAS PARTIDAS AQUÍ		
EN -1 PLAZOS MENSUALES DE CADA UNO			CONTENIDAS. NO FIRME ESTE CONTRATO EN BLANCO.		
CANTIDAD DEL RESIDUA.			NOTA: El comprador expresamente garantiza que el automóvil usado entregado a cuenta "Trade in", si alguno, está libre de todo gravamen o contrato de venta condicional y que la licencia del mismo vehículamente utilizado será entregada a la vendedora con el vehículo. Se entiende que toda compra a plazos es mediante contrato de venta condicional, hipoteca sobre bienes y/o arrendamiento financiero "lease". En caso de que el comprador exprese su opción por alguna financiación particular para el financiamiento del balance de esta venta, se le conceden 10 días de esta fecha para traer a la vendedora el importe de este balance y en caso de no concurrir dicho término sin que se haya pagado dicho balance la vendedora quedará en libertad de: (1) utilizar cualquier entidad financiera para cobrar dicho saldo; (2) Requirir la devolución y/o reposición de la unidad cubriendo el comprador por una suma correspondiente a su uso y depreciación o (3) cualquier otro medio o derecho contenido a la vendedora. Igual beneficio tendrá la vendedora en caso que la compradora no provea evidencia de seguro de desasta "single interest" en un término de dos días a partir de la fecha de esta y en todo caso que así se comprometa la compradora. En tal caso se entenderá que la adquisición de la vendedora tiene la autorización expresa del comprador. El comprador ha representado a la vendedora ser mayor de edad. Todo vehículo usado se vende de acuerdo a la garantía establecida por ley. En caso de incumplimiento de la compra de un vehículo usado la vendedora expresamente rechaza el comprador la garantía normal en carne nueva que concede la casa manufacturera cuya garantía es de conocimiento del comprador. Aunque esta orden esté firmada por un vendedor no obligará en forma alguna a la vendedora hasta tanto haya sido aprobada y firmada por uno de los oficiales de la casa. Esta orden de compra y el contrato de venta condicional correspondiente al contrato de hipoteca sobre bienes muebles, si la venta es a plazos, constituirá por escrito todas las condiciones del negocio. *Sujeto a cambio conforme a términos finales del contrato de financiamiento.		
BELLA INTERNATIONAL CORP.			FIRMA DEL COMPRADOR		
GERENCIA			FIRMA DEL VENDEDOR		
			E4216 LAUREANO, JOSE		
			FACTURA NUM.		

