

From: [Artemis HelpDesk \(NHTSA\)](#)
To: [NHTSA ODI CED](#)
Cc: [EVOO \(NHTSA\)](#)
Subject: Artemis HelpDesk Inbox - VOQ# 11590049, [REDACTED] - Please READ and RESPOND. URGENT.
Date: Tuesday, June 4, 2024 11:00:10 AM

Hello CRD Inbox,
You may have already seen this one below as it was forwarded when I was on vacation. (see below)

Thanks,
Cameron Olson
Artemis Help Desk
artemis@dot.gov

From: Artemis HelpDesk (NHTSA)
Sent: Friday, May 31, 2024 12:27 AM
To: Ritter III, Robert (NHTSA) <robert.j.ritter@dot.gov>
Cc: Reid, Randy (NHTSA) <randy.reid@dot.gov>; Wells, Cynthia CTR (NHTSA) <Cynthia.Wells.CTR@dot.gov>
Subject: Consumer inquiry - Please READ and RESPOND. URGENT. / VOQ #11590049

For the CRD.

Thanks, -- Bob

From: [REDACTED]
Sent: Thursday, May 30, 2024 11:10 PM
To: Artemis HelpDesk (NHTSA) <Artemis@dot.gov>
Cc: Vehicle Safety Hotline <vsh@dot.gov>
Subject: Consumer inquiry - Please READ and RESPOND. URGENT. / VOQ #11590049

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Couple of days ago I called your phone number and they gave me this:

[REDACTED] reference number

Over a week ago I filed a Safety Complaint on your website (See below).

The Tracking Number for that Complaint is:

[11590049](#)

I wanted to reach out to you to ask you to please EXPEDITE this complaint, Contact BMW Motorad USA to see if they will fix these Safety issues.

This is for a 2012 BMW K1600 GT Motorcycle.

These issues started in 2020 as documented by the local BMW dealer Maintenance records (which I can send to you if you like).

1- The Rear Shock is dead. This is a KNOWN issue with this bike and a HUGE Safety issue as it effects the Handling and Braking of the bike.

2- The Front Shock is dead too. This also is a known issue. Many people who owns these bikes have reported on various forums online that they had to replace their shocks on these bikes at 10,000 miles or so. BMW will NOT replace them as they consider it a "Wear and tear" item.

In comparison, my 1999 BMW R1100 RT motorcycle has the Original Shocks with ZERO issues, with 104,000 miles on the bike.

So BMW is able to make Reliable products. They just in the last few years started to Cut corners and install CHEAP parts to save few dollars and stick the owners with the cost of replacing the parts and the very expensive labor to replace these parts. Not to mention the fact that bike can't be used for several days while this is done. And risking the Safety of us who ride these bikes.

3- The other Safety issue that has been happening since 2020 is the Clutch Safety Switch.

That too is failing and needs replacing. Dealer wants over \$500. Again, this is a Safety item that often fails. BMW should replace it under RECALL.

Same with the Shocks.

Could you please contact BMW and issue a RECALL to have these Safety Issues Fixed at NO cost to us??

BMW simply DO NOT care and will NOT replace these on their own. A Safety Recall NEEDS to be issued URGENTLY.

Thank you.

[REDACTED]

----- Original Message -----

From: [REDACTED]
To: [REDACTED]
Subject: Thanks for Letting Us Know About Your Safety Problem
Date: Wed, 22 May 2024 08:21:16 +0000 (UTC)

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is [11590049](#). Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at [NHTSA.gov](#) with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. [Sign up to receive recall email alerts from NHTSA](#) if there's ever a recall involving your vehicle, tire or child seat.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday, 8:00AM to 8:00PM EST(Spanish-speaking representatives available)
TTY: 888-424-9153
(Please have your ODI number referenced above available.)
- Email: <https://www.nhtsa.gov/about-nhtsa/contact-us>
(Please indicate your ODI Number referenced above in the contact form.)

Thank you for contacting us and playing a critical role in helping to keep our roads safe.

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