

**BMW Response  
to  
NHTSA PE20-002  
(Q1-7)  
29 May 2020**

1. **State, by model and model year, the number of subject, similarly equipped, and peer vehicles BMW has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by BMW, state the following:**
  - a. **Vehicle identification number(VIN);**
  - b. **Make;**
  - c. **Model;**
  - d. **Model Year;**
  - e. **Date of manufacture;**
  - f. **Subject component supplier, part number and design version;**
  - g. **Date warranty coverage commenced; and**
  - h. **The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).**

**Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.**

Response 1

The source of this information is our vehicle production and sales databases and is current as of May 19, 2020.

The number of subject vehicles BMW has manufactured for sale or lease in the United States is contained in Table 1.

<b>Model</b>	<b>MY 2019</b>	<b>MY 2020</b>
R 1250 GS	1,659	991
R 1250 GS Adventure	1,815	1,297
R 1250 RT	1,468	643

**Table 1.**

The number of similarly equipped vehicles BMW has manufactured for sale or lease in the United States is contained in Table 2.

<b>Model</b>	<b>MY 2020</b>
S 1000 RR	912
S 1000 XR	157

**Table 2.**

The number of peer vehicles BMW has manufactured for sale or lease in the United States is contained in Table 3.

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<b>Model</b>	<b>MY 2018</b>
R 1200 GS	1,584
R 1200 GS Adventure	1,973
R 1200 RT	1,686

**Table 3.**

Attachment "PRODUCTION-DATA" in Response Folder "RESPONSE-Q1-Q7" contains the requested information. The information is organized by date of manufacture from oldest to newest.

2. **State the number of each of the following, received by BMW, or of which BMW is otherwise aware, which relate to, or may relate to, the alleged defect in the subject, similarly equipped, and peer vehicles:**
- a. **Consumer complaints, including those from fleet operators;**
  - b. **Field reports, including dealer field reports;**
  - c. **Reports involving a crash, injury or fatality;**
  - d. **Property damage claims; and**
  - e. **Third-party arbitration proceedings where BMW is or was a party to the arbitration; and**
  - f. **Lawsuits, both pending and closed, in which BMW is or was a defendant or codefendant.**

**For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).**

**In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and BMW's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f" identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.**

Response 2

The source of this information is our customer contact database (current as of May 13, 2020), field report database (current as of May 4, 2020), dealer field report database (current as of May 14, 2020), and legal database (current as of May 28, 2020).

The number of reports, if any, by category that relate or may relate to the alleged defect in the subject vehicles is provided in Table 4. Table 4 also includes the number of reports, if any, in which an allegation, of the type noted in 2(c), is contained within the specific report in that category.

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<b>Category</b>	<b>Number</b>	<b>Number Including Allegation of Crash</b>	<b>Number Including Allegation of Injury</b>	<b>Number Including Allegation of Fatality</b>
<b>Consumer Complaints</b>	17	0	0	0
<b>Field Reports</b>	0	0	0	0
<b>Dealer Field Reports</b>	139	0	0	0
<b>Property Damage Claims</b>	0	0	0	0
<b>Third-Party Arbitration Proceedings</b>	0	0	0	0
<b>Lawsuits</b>	0	0	0	0

**Table 4.**

The number of reports, if any, by category that relate or may relate to the alleged defect in the similarly equipped vehicles is provided in Table 5. Table 5 also includes the number of reports, if any, in which an allegation, of the type noted in 2(c), is contained within the specific report in that category.

<b>Category</b>	<b>Number</b>	<b>Number Including Allegation of Crash</b>	<b>Number Including Allegation of Injury</b>	<b>Number Including Allegation of Fatality</b>
<b>Consumer Complaints</b>	7	0	0	0
<b>Field Reports</b>	0	0	0	0
<b>Dealer Field Reports</b>	2	0	0	0
<b>Property Damage Claims</b>	0	0	0	0
<b>Third-Party Arbitration Proceedings</b>	0	0	0	0
<b>Lawsuits</b>	0	0	0	0

**Table 5.**

The number of reports, if any, by category that relate or may relate to the alleged defect in the peer vehicles is provided in Table 6. Table 6 also includes the number of reports, if any, in which an allegation, of the type noted in 2(c), is contained within the specific report in that category.

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<b>Category</b>	<b>Number</b>	<b>Number Including Allegation of Crash</b>	<b>Number Including Allegation of Injury</b>	<b>Number Including Allegation of Fatality</b>
<b>Consumer Complaints</b>	0	0	0	0
<b>Field Reports</b>	0	0	0	0
<b>Dealer Field Reports</b>	1	0	0	0
<b>Property Damage Claims</b>	0	0	0	0
<b>Third-Party Arbitration Proceedings</b>	0	0	0	0
<b>Lawsuits</b>	0	0	0	0

**Table 6.**

3. **Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:**
- a. **BMW's file number or other identifier used;**
  - b. **The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);**
  - c. **Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;**
  - d. **Vehicle's VIN;**
  - e. **Vehicle's make, model and model year;**
  - f. **Vehicle's mileage at time of incident;**
  - g. **Incident date;**
  - h. **Report or claim date;**
  - i. **Whether a crash is alleged;**
  - j. **Whether property damage is alleged;**
  - k. **Number of alleged injuries, if any; and**
  - l. **Number of alleged fatalities, if any.**

**Provide this information separately in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.**

Response 3

The source of this information is our customer contact database (current as of May 13, 2020), field report database (current as of May 4, 2020), dealer field report database (current as of May 14, 2020), and legal database (current as of May 28, 2020).

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Consumer Complaints

Attachment "REQUEST NUMBER TWO DATA" in Response Folder "RESPONSE-Q1-Q7" contains the requested information for the consumer complaints that relate or may relate to the alleged defect in the subject and similarly equipped vehicles. Separate tabs are provided for the subject and similarly equipped vehicles. The search did not identify any consumer complaints that relate or may relate to the alleged defect in the peer vehicles. Item (g) "Incident Date" is not available. The information is organized by category, and within category by ascending BMW file number.

Field Reports

The search did not identify any field reports that relate or may relate to the alleged defect in the subject, similarly equipped, or peer vehicles.

Dealer Field Reports

Attachment "REQUEST NUMBER TWO DATA" in Response Folder "RESPONSE-Q1-Q7" contains the requested information for the dealer field reports that relate or may relate to the alleged defect in the subject, similarly equipped, and peer vehicles. Separate tabs are provided for the subject, similarly equipped, and peer vehicles. Item (g) "Incident Date" is not available. The information is organized by category, and within category by ascending BMW file number.

Legal Matters

The search did not identify any property damage claims, third-party arbitration proceedings, or lawsuits that relate or may relate to the alleged defect in the subject, similarly equipped, or peer vehicles. These matters would include complaints and claims for Liability, Breach of Warranty, Class Action, and Lemon-Law cases, the latter of which are based upon a variety of complaints where it is alleged that the vehicle is out of service for more than 30 days or that certain alleged defects cannot be repaired after a reasonable number of attempts. The alleged defect that is the subject of the Information Request may be one of a number of alleged defects in the Complaint, but may not be the focus of the Complaint, or it may be part of a repair order related to a lawsuit or third party arbitration/mediation and may not be specifically stated in the Complaint filed.

4. **Produce copies of all documents related to each item within the scope of Request No 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method BMW used for organizing the documents. Describe in detail the search methods and search criteria used by BMW to identify the items in response to Request No.2.**

Response 4

The source of this information is our customer contact database (current as of May 13, 2020), field report database (current as of May 4, 2020), dealer field report database (current as of May 14, 2020), and legal database (current as of May 28, 2020).

The search methods and search criteria consisted of the NHTSA definitions of "subject vehicles", "similarly equipped vehicles", "peer vehicles", "subject component", and "alleged defect" as outlined in NHTSA's Information Request. Specific search methods and search criteria for each category of information are described below.

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Consumer Complaints

Attachment "CONSUMER-COMPLAINTS" in Response Folder "RESPONSE-Q1-Q7" contains copies of the consumer complaints that relate or may relate to the alleged defect in the subject and similarly equipped vehicles. Within the attachment are two separate files, one pertaining to the subject vehicles and one pertaining to the similarly equipped vehicles. Within each file, the consumer complaints are organized by ascending BMW file number. As noted in response to Question 3, the search did not identify any consumer complaints that relate or may relate to the alleged defect in the peer vehicles. Consumer complaint codes and code descriptions utilized in the search are contained in Table 7. Each report was reviewed to identify possible complaints that relate or may relate to the alleged defect. Each report was also reviewed to determine if an allegation of the type noted in Question 2(c) existed.

<b>Consumer Complaint Code</b>	<b>Consumer Complaint Code Description</b>
3400	Brakes
3422	Calipers

**Table 7.**

Field Reports

As noted in response to Question 3, the search did not identify any field reports that relate or may relate to the alleged defect in the subject, similarly equipped, or peer vehicles. The field report database was queried for all reports pertaining to the subject, similarly equipped, and peer vehicles. Each report was reviewed to identify any field reports that relate or may relate to the alleged defect. No field reports were identified.

Dealer Field Reports

Attachment "DEALER-FIELD-REPORTS" in Response Folder "RESPONSE-Q1-Q7" contains copies of the dealer field reports that relate or may relate to the alleged defect in the subject, similarly equipped, and peer vehicles. Each dealer field report is a separate file and is denoted by BMW file number. Search terms / key words utilized in the search are contained in Table 8. Each report was reviewed to identify any dealer field reports that relate or may relate to the alleged defect. Each report was also reviewed to determine if an allegation of the type noted in Question 2(c) existed.

<b>Dealer Field Report Key Word</b>
Brake
Caliper
Leak
Fluid
Drip
Drop
Seep
Weep
Sweat

**Table 8.**

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Legal Matters

As noted in response to Question 3, the search did not identify any property damage claims, third-party arbitration proceedings, or lawsuits that relate or may relate to the alleged defect in the subject, similarly equipped, or peer vehicles.

5. **State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by BMW to date that relate to, or may relate to, the alleged defect in the subject, similarly equipped, and peer vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.**

**Separately, for each such claim, state the following information:**

- a. **BMW's claim number;**
- b. **Vehicle owner or fleet name (and fleet contact person), street address, email address and telephone number;**
- c. **VIN;**
- d. **Repair date;**
- e. **Vehicle mileage at time of repair;**
- f. **Repairing dealer's or facility's name, telephone number, city and state or ZIP code;**
- g. **Labor operation number(s);**
- h. **Problem code(s);**
- i. **Diagnostic trouble code(s);**
- j. **Replacement part number(s) and descriptions(s);**
- k. **Concern stated by customer;**
- l. **Cause as stated on the repair order;**
- m. **Correction as stated on the repair order; and**
- n. **Additional comments, if any, by dealer/technician related to claim and/or repair.**

**Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.**

Response 5

The source of this information is our warranty claims database and is current as of May 4, 2020.

The number of warranty claims by Model and Model Year that relate or may relate to the alleged defect in the subject vehicles is contained in Table 9.

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<b>Model</b>	<b>MY 2019</b>	<b>MY 2020</b>
R 1250 GS	269	207
R 1250 GS Adventure	177	231
R 1250 RT	282	145

**Table 9.**

The number of warranty claims by Model and Model Year that relate or may relate to the alleged defect in the similarly equipped vehicles is contained in Table 10.

<b>Model</b>	<b>MY 2020</b>
S 1000 RR	112
S 1000 XR	10

**Table 10.**

The number of warranty claims by Model and Model Year that relate or may relate to the alleged defect in the peer vehicles is contained in Table 11.

<b>Model</b>	<b>MY 2018</b>
R 1200 GS	0
R 1200 GS Adventure	0
R 1200 RT	2

**Table 11.**

Attachment "WARRANTY-DATA" in Response Folder "RESPONSE-Q1-Q7" contains the requested information. Separate tabs are provided for the subject, similarly equipped, and peer vehicles. The data is organized by ascending BMW claim number. For an individual claim, there may be more than one labor operation and/or more than one part number. This can be identified on the row for the claim within the column containing the labor operation and/or the column containing the part number.

- 6. Describe in detail the search methods and search criteria used by BMW to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.**

**Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged defect in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.**

**State, by make and model year, the terms of the new vehicle warranty coverage offered by BMW on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended**

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**warranty coverage option(s) that BMW offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.**

Response 6

The problem code and problem code description utilized in the search is contained in Table 12. While each specific claim was not reviewed, a representative sample of claims was reviewed to identify possible claims that relate or may relate to the alleged defect.

<b>Warranty Claim Problem Code</b>	<b>Warranty Claim Problem Code Description</b>
34110148xx	Front brake caliper leaking

**Table 12.**

Information pertaining to labor operations, labor operation descriptions, problem codes, problem code descriptions, diagnostic trouble codes, and diagnostic trouble code descriptions are contained in Attachment "WARRANTY DATA" in Response Folder "RESPONSE-Q1-Q7". Separate columns contain the requested information.

Diagnostic trouble codes, if any, would be manually entered onto the repair order by the dealer technician. Subsequently, the warranty claims administrator would manually enter that information into the claim record or, if possible, it could be downloaded from the dealer's system into the claim record.

The terms of the New Motorcycle Limited Warranty coverage for the subject motorcycles is 3 years / 36,000 miles, whichever occurs first, for defects in materials and workmanship, and includes coverage for the subject component. Additionally, parts and accessories installed during service, or sold over-the-counter, are warranted for the balance of the New Motorcycle Limited Warranty period, or 2 years from its installation/sale, whichever is greater. BMW does not offer an extended warranty coverage program for the subject vehicles.

- 7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that BMW has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that BMW is planning to issue within the next 120 days.**

Response 7

The source of this information is our dealer communications database and is current as of May 28, 2020.

Attachment "SERVICE-INFORMATION" in Response Folder "RESPONSE-Q1-Q7" contains the requested information.