

# BMW Group

May 7, 2004

Mr. Kenneth N. Weinstein  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

RECEIVED  
NHTSA-215  
2004 MAY 19 P 4 11  
OFFICE OF  
DEFECTS INVESTIGATION

**Re: Recall Campaign - Fuel Pump Flange  
2003 - 2004 BMW F650 CS Motorcycles**

04V-236  
(6 pages)

Dear Mr. Weinstein:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573.

Pursuant to Section 573.6(c) of the above, we submit the following information.

- Manufacturer: Bayerische Motoren Werke AG (BMW AG)

Designated Agent: BMW of North America, LLC  
Woodcliff Lake, New Jersey 07677
- Make: BMW

Model Year / Model: 2003 - 2004 / F650 CS

Inclusive Dates of Manufacture: 01/2002 - 09/2003
- The number of vehicles potentially containing the defect is approximately 1,560.
- The percentage of vehicles estimated to actually contain the defect is less than three percent.
- The potential defect involves the plastic fuel pump flange. If the flange comes into contact with a sufficient amount of acid or chemical compound(s) containing acidic elements, the material property of the plastic may change, and become brittle. This can occur, for example, from contact with battery acid, or cleaning products containing acidic elements. Over time, the flange may begin to crack. Eventually, the crack(s) may propagate. These cracks can eventually allow fuel to escape from the fuel tank.
- BMW first became aware of the potential problem in August 2003 through reports received in Germany, Japan, and the US. Subsequent investigations and analyses resulted in an identification of the potential defect, as well as, a determination of the range of potentially affected vehicles.

Company  
BMW of North America, LLC  
BMW Group Company

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PO Box 1227  
Westwood, NJ  
07675-1227

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Woodcliff Lake, NJ  
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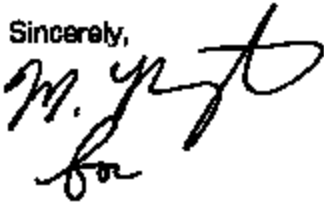
BMW has received no reports, nor is BMW otherwise aware of any accidents or injuries related to this issue.

7. Not applicable.
8. BMW will conduct a recall campaign to remedy the affected motorcycles. Specifically, an acid-resistant cap will be fitted over the fuel pump flange on all affected motorcycles.

BMW expects to begin and complete owner notification in June 2004.

9. A copy of the Service Bulletin will be submitted when available.
10. A draft copy of the owner notification letter is attached.
11. Not applicable.

Sincerely,



Karl-Heinz Ziwick  
Vice President, Engineering - US

Attachment

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN  
(BMW of North America, LLC)**

**Customer Reimbursement for Safety Related Recall Repairs  
Effective with Safety related recalls initiated January 15, 2003**

The customer is encouraged to request reimbursement from their authorized BMW retailer. Alternatively, the customer may submit the request for reimbursement to the following address:

**Customer Relations Department  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07875-1227**

In all cases:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the BMW retailer network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.
- When BMW Genuine Parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

The authorized BMW retailer will request a copy of the owner notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims shall be processed within 60 days of receipt.

DRAFT

June 2004

**Recall Campaign No. 04V-xxc, Fuel Pump Flange**

Dear BMW Owner:

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 2003 - 2004 BMW F650 CS motorcycles. Our records indicate that you are the owner of a potentially affected motorcycle.

**DESCRIPTION OF DEFECT**

The defect involves the plastic fuel pump flange. If the flange comes into contact with a sufficient amount of acid or chemical compounds containing acidic elements, such as battery acid or certain cleaning products, the plastic flange may become brittle. Over time, the flange may crack, and eventually allow fuel to escape from the fuel tank.

**You may continue to ride your motorcycle; however, do not leave this problem unattended.**

**PRECAUTIONS**

- 1. CONTACT YOUR AUTHORIZED BMW RETAILER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If you are in any way concerned with your ability to safely operate the motorcycle, please contact your BMW retailer to arrange for pickup and repair of the motorcycle.**
- 3. If you detect/smell fuel escaping from the tank during riding, your motorcycle may be experiencing this problem. If this occurs, you should pull over carefully to a safe location away from traffic and immediately contact BMW Roadside Assistance at 1-800-332-4269 to have the motorcycle brought to the nearest Authorized BMW retailer.**
- 4. If you are not the only rider of this motorcycle, please advise all other riders of this important information.**

**DESCRIPTION OF REPAIR**

The repair will consist of fitting an acid-resistant cap over the fuel pump flange on all affected motorcycles.

This repair may take up to one hour, and will be performed *free of charge* by your Authorized BMW retailer. Additional time may be required depending on the BMW retailer's scheduling and processing.

**OTHER INFORMATION**

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

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this campaign, please contact your Authorized BMW retailer.**

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-831-1117.

If the BMW retailer 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, 400 Seventh Street S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

**BMW OF NORTH AMERICA, LLC**

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN  
(BMW of North America, LLC)**

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW retailer. Expenses from repair facilities outside of the BMW retailer network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.

Your authorized BMW retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- When BMW Genuine Parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

We anticipate that your authorized BMW retailer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW retailer be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

Customer Relations and Services Department  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227