

Service Bulletin

Date: May 2004

Bulletin No: 16 002 04 (009)

BMW Motorrad USA

Subject: Notice of Recall 04V-236 - Installation of fuel pump flange cap, F 650 CS.

Operating Manager

Parts Department

Service Department

Reference: 16 172004

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the customer. This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect for noncompliance has been remedied before delivery.

Topic: Cracks in the fuel pump flange and possible fuel leaks in the area of the fuel pump flange may result if the flange comes in contact with a sufficient amount of acid or chemical compounds containing acidic elements.

- Cause:**
1. Using non-approved cleaning agents that contain acid or chemicals containing acidic elements.
 2. The pump flange coming into contact with the battery acid during battery maintenance or battery filling.

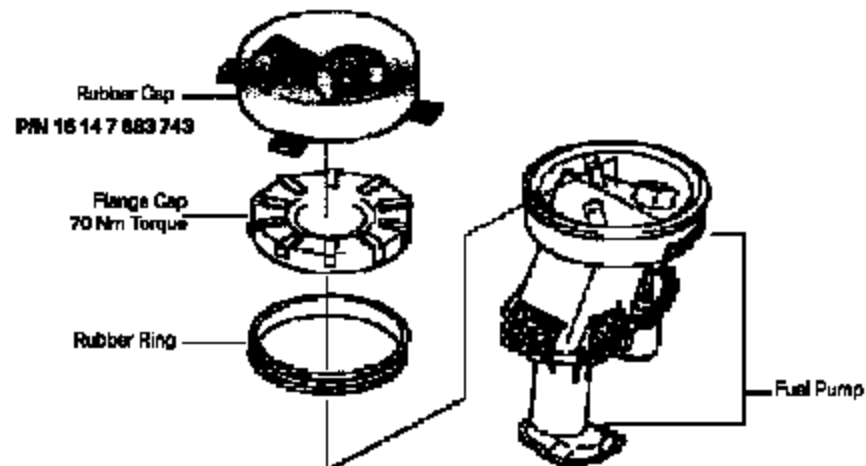
Production Measures: A rubber cap will be fitted to protect the flange starting with VIN ZH16560.

Service Measures:

1. Check the tightening torque of the fuel pump flange cap. Tighten the Flange Cap to 70Nm using BMW Special Tool PIN 90 88 6 161 021.

Important Note: The torque spec of the fuel pump flange has been reassessed. It has been confirmed that the value of 70Nm is correct.

2. Fit the Protective Rubber Cap, Part Number 16 14 7 683 743.



Important Note: Recall 04V-236 involves F 650 CS models within a certain range of Vehicle Identification Numbers (VIN).

In order to determine if a specific motorcycle is affected by Recall 04V-236, it will be necessary to consult the Vehicle History function in DCS (Dealer Communication System). Based on defect code identification in the system, either proceed with the required corrective action or take no further action.

The VIN range listed below is only for informational purposes and is not to be considered as the only deciding factor.

Model	First VIN in range possibly affected	Last VIN in range possibly affected
VIN Range F 650 CS	ZH15000	ZH16559

Warranty Claim: For warranty reimbursement, enter a campaign claim using the Work Package and special claim keys noted in the chart below.

Defect Code: 00 00 16 32 00
Description: Rubber Cap, Fuel Pump Flange

Work Package 1:
Flat Rate Code: 00 60 607
Description: Checking torque tightness of Flange Cap and installing Protective Rubber Cap.
Flat Rate Units: 4 FRU

Part Number: 16 14 7 683 743
Description: Protective Rubber Cap
Qty: 1

Sublet Code: 4
Sublet Amount: Claim actual amount not to exceed \$1.00
Covering: 2 Fuel Hose Clamps

Customer Notification: The current owner of each F 650 CS motorcycle affected by Recall 04V-236 will be notified by a first class letter describing the details of the recall. In this letter, each customer will be asked to contact the BMW motorcycle retailer of his choice, making a service appointment for the completion of the updates called for in this recall.

Contact : Pat Raymond (201) 307 4261
Service and Technical Manager patraymond@bmwna.com
BMW Motorrad USA

Attachments : Customer Letter
TREAD ACT Letter
Recall Q & A

Links:



June 2004

Recall Campaign No. 04V-236, 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 07875-1227

04V-236
2003-04 F650 CS Motorcycles
Fuel Pump Flange

Q1. Which models are affected by this recall?

Affected models are certain 2003-04 F650 CS models produced between January 2002 and September 2003.

Q2. Why are other models not affected?

Models produced after September 2003 have had a cap installed over the fuel pump flange.

Q3. How many models are affected?

Approximately 1,560 models in the US are affected.

Q4. What is the specific problem?

If the fuel pump 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.

Q5. What can happen?

Over time, the flange may crack. Eventually, this could allow fuel to escape from the tank.

Q6. How does the rider become aware of the problem?

The rider may detect/smell fuel escaping from the tank.

Q7. What corrective measures will be taken?

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

Q8. How did BMW become aware of the problem?

BMW became aware of the problem through its own quality control processes and analyses.

Q9. Is BMW aware of any accidents associated with the recall?

No.

Q10. Can customers continue to ride their motorcycles?

Yes, but we recommend that owners of affected motorcycles, who will receive a letter asking them to schedule an appointment with their authorized BMW motorcycle retailer, do so as soon as possible.

If you are in any way concerned with your ability to safely operate the motorcycle, please contact your authorized BMW motorcycle retailer to arrange for pickup and repair of the motorcycle.

If you detect small fuel escaping from the tank, your motorcycle may be experiencing this problem. If operating the motorcycle, you should pull over carefully as soon as possible to a safe location and away from traffic. Do not continue to ride the motorcycle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have the motorcycle brought to the nearest Authorized BMW motorcycle retailer.

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

Q11. How will customers be informed of the recall?

Owners of affected motorcycles will receive a letter via First Class mail asking them to schedule an appointment with their authorized BMW motorcycle retailer.

Q12. How will the recall be performed?

Affected customers who make an appointment will have an acid-resistant cap installed over the fuel pump flange.

Q13. How long will the repair take?

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

Q14. How many models have experienced this problem?

The exact number is unknown at this time.

Q15. When will I receive my owner notification letter?

Mailings are planned for June 2004.

Q16. Do I have to wait for my recall letter in order to have my recall performed?

Yes. BMW is in the process of implementing the recall campaign to ensure that the necessary parts are at the Authorized BMW motorcycle retailers prior to sending out the owner notification letters.

Q17. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred. (Note to Cust. Rel.: Please review and refer to the "TREAD Act Customer Reimbursement Plan" when speaking with the customer.)