

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle,

April 2014 [T19 B2 13428]

Recall Campaign No. 13V-617

2005 – 2012 BMW Motorcycles – Fuel Pump

- 2005 – 2011 BMW R Model Motorcycles
- 2005 – 2012 BMW K Model Motorcycles
- 2010 – 2011 BMW S 1000 RR Motorcycles
- 2006 – 2010 BMW HP2 Motorcycles

Dear BMW Owner / Lessee:

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 Model Year 2005 – 2012 BMW motorcycles. Our records indicate that you are the owner of an affected motorcycle.

IMPORTANT NOTICE

Please note that we had informed you of this matter by letter in March, and indicated that the necessary parts for your motorcycle were not yet available. In our March letter, we stated that we would inform you when parts were available, and to schedule a visit with your authorized BMW motorcycle dealer at that time. With this letter, **we are pleased to inform you that the necessary parts are now available**, and we encourage you to schedule an appointment with your authorized BMW motorcycle dealer as soon as possible.

Company

BMW of North America, LLC

BMW Group Company

Mailing address

PO Box 1227
Westwood, NJ
07675-1227

Office address

300 Chestnut Ridge Road
Woodcliff Lake, NJ
07677-7731

Telephone

(800) 525-7417

Fax

(201) 930-8362

E-mail

CustomerService@
bmwmotorcycles.com

Website

bmwusa.com

DESCRIPTION OF PROBLEM

This recall involves the fuel pump, and also the auxiliary fuel pump on GS models. Due to excessive loads applied to the fuel pump flange in the area of the fuel line quick connector during motorcycle servicing, cracks may develop in the plastic flange. Excessive loads can be generated during improper removal and insertion of the quick connector, or by removing the fuel tank prior to disconnecting the fuel line.

Further damage can be caused by corrosive materials or fluids in the area of the flange. Over time, this could affect the seal between the flange and the flange housing. Eventually, a small fuel leak could occur during engine operation. After the engine is shut off, the fuel leak stops.

In the unlikely presence of an ignition source, a fuel leak could lead to a fire.

PRECAUTIONS FOR YOUR SAFETY

1. **PLEASE CONTACT YOUR AUTHORIZED BMW MOTORCYCLE DEALER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
2. **If you smell gasoline or notice a fuel leak while the engine is operating, the motorcycle may be experiencing this condition. Carefully move away from traffic**



and pull over to a safe location as soon as possible. Shut off the engine. Do not continue to ride your motorcycle. Contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 to have your motorcycle brought to the nearest authorized BMW dealer. BMW will cover this cost if your motorcycle is no longer covered by the BMW Motorcycle Roadside Assistance program.

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

DESCRIPTION OF REPAIR

The fuel pump will be inspected.

If no leaks are present, cracks in the flange are small, and the flange diameter has not exceeded a certain measurement, then a reinforcing ring will be installed on the flange neck to prevent the possibility of future leakage. After this action is completed, your fuel pump will be equivalent to current production.

If leaks are present, if cracks in the flange extend to the bottom of the flange, or if the flange diameter has exceeded a certain measurement, then the fuel pump will be replaced with the current production design which includes the reinforcing ring.

The actual repair may take up to two hours; however additional time may be required depending upon the BMW dealer's schedule. This work will be performed *free of charge* by your authorized BMW motorcycle dealer.

OTHER INFORMATION

Should you need BMW Motorcycle Roadside Assistance, they can be contacted at 1-877-680-2176.

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

If you are a lessor of this motorcycle, Federal Regulations require you to forward this notice to your lessee within ten days.

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

We sincerely apologize for any inconvenience this may cause you. We appreciate your confidence in our product, and we wish to do everything we can to retain it. **Should you have any questions about this campaign, please contact your authorized BMW motorcycle dealer.** Should you need any additional assistance, you may contact BMW Customer Relations and Services at 1-800-525-7417, or via Email at CustomerRelations@bmwusa.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>.

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 your payment to be considered for reimbursement, please contact your authorized BMW motorcycle dealer. Expenses from repair facilities outside of the BMW motorcycle dealer network will be considered; however, the repair procedure must meet BMW standards.

Your authorized BMW motorcycle dealer 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.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts 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.

We anticipate that your authorized BMW motorcycle dealer 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 motorcycle dealer 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

Please note, if you choose to submit a request for reimbursement to the Customer Relations and Services department, your vehicle will still need to be inspected (if it is still in your possession) at an authorized BMW motorcycle dealer before a claim can be submitted for consideration. This is to ensure that prior repairs associated with this recall completed at an outside facility meet BMW standards.