



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [INSERT VIN]

June 2014

**Recall Campaign No. 14V-211**  
**2013 R 1200 GS – Gearbox Sealing Ring**

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 Model Year 2013 R 1200 GS motorcycles. Our records indicate that you are the owner of an affected motorcycle.

### DESCRIPTION OF PROBLEM

This recall involves the gearbox sealing ring. Due to the possibility of high pressure within the gearbox, the sealing ring could be pushed out from its seated position. If this happened, oil could leak onto the rear tire.

If oil leaked onto the rear tire, this could adversely affect handling and increase the risk of a crash.

### 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 notice oil around the gearbox, swing arm or on the rear tire, 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.**
3. **If you are not the only rider of this motorcycle, please advise all other riders of this important information.**

**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 REPAIR

A bracket will be installed that secures the sealing ring in its seated position, which prevents the possibility of high oil pressure pushing it out of its seated position.

The actual repair may take up to one hour; 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 issue 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 recall, 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](mailto: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.