

BMW



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, WB101340XDZC99999.

September 2014

Recall Campaign No. 14V-264

2012-2014 C 600 Sport, C 650 GT – Camshaft Chain Tensioner

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 2012 – 2014 C 600 Sport and C 650 GT Maxi-Scooters. Our records indicate that you are the owner of an affected scooter.

IMPORTANT NOTICE

Please note that we had informed you of this matter by letter in July, and indicated that the necessary parts for your motorcycle were not yet available. In our July 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.

DESCRIPTION OF PROBLEM

This recall involves the camshaft chain tensioner. As a result of an improperly produced camshaft chain tensioner, the chain could loosen and create a metallic slapping noise from the engine. If this noise is not noticed while riding, the engine could breakdown. If this were to happen, the engine will lose power and could stall when decelerating, which could increase the risk of a crash. After stalling, the engine cannot be restarted.

Company
BMW of North America, LLC

BMW Group Company

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Westwood, NJ
07675-1227

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Woodcliff Lake, NJ
07677-7731

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Fax
(201) 930-8362

E-mail
CustomerService@
bmwmotorcycles.com

Website
bmwusa.com

PRECAUTIONS FOR YOUR SAFETY

- PLEASE CONTACT YOUR AUTHORIZED BMW MOTORCYCLE DEALER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- If you hear a loud noise near the engine, especially at high engine speed, if the engine loses power, or if the engine stalls while decelerating, the scooter 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 scooter. Contact BMW Motorrad Roadside Assistance at 1-877-680-2176 to have your scooter brought to the nearest authorized BMW motorcycle dealer.**
- If you are not the only rider of this scooter, please advise all other riders of this important information.**

DESCRIPTION OF REPAIR

The camshaft chain tensioner will be replaced.

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 Motorrad Roadside Assistance, they can be contacted at 1-877-680-2176.

If you are no longer the owner of this scooter, 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 scooter, 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.

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 via Email at CustomerRelations@bmwusa.com or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday. We appreciate your confidence in our product and we wish to do everything we can to retain it.

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>.

We sincerely apologize for any inconvenience this issue may cause you.

BMW recommends that you always wear a helmet and protective apparel when riding.

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.