



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, WB101340XDZ

July 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 at the present time we do not yet have parts to conduct this recall; however, we will notify you via First Class mail as soon as parts become available. At that time, you should make an appointment with your authorized BMW motorcycle dealer in order to have this recall performed on your motorcycle.

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.

PRECAUTIONS FOR YOUR SAFETY

1. 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.
2. 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.

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

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.

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