



## IMPORTANT SAFETY RECALL – Remedy Available

This notice applies to your motorcycle,  
Recall Campaign No. 17V-438: Front Fork

August 2017

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with 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 2014-2017 BMW R 1200 GS and R 1200 GS Adventure motorcycles. Our records indicate that you are the owner of a potentially affected motorcycle.

### **Why are we contacting you?**

We are pleased to inform you that the necessary parts are being shipped to dealers. **If you have not already had this recall performed, then please contact your authorized BMW Motorcycle dealer immediately to schedule an appointment. To locate your nearest BMW motorcycle dealer, visit [www.bmwmotorcycles.com/dealers](http://www.bmwmotorcycles.com/dealers).**

### **What could happen?**

This Safety Recall involves the front fork tube's pressed-in seal plug which connects the steering bar with the front fork tube. While riding, a gap could occur at the plug as a result of significant impact (e.g., a pothole or other road hazard) which could cause the plug to loosen and separate, resulting in unstable steering. This could affect handling and stability, and increase the risk of a crash.

**If you notice an oil leak at the plug, see a gap, or hear a rattling noise, your motorcycle may be experiencing this issue. If this occurs, carefully move away from traffic and pull over and park in a safe location as soon as possible. Contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 to have your motorcycle brought to the nearest authorized BMW motorcycle dealer.**

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

### **What will BMW do?**

The fixed fork tubes will be inspected for damage including a possible gap at the location of the pressed-in seal plug. Depending upon the size of the gap, the fixed fork tubes will be retrofitted with an additional bushing or "collar," or, the fixed fork tubes will be replaced along with a bushing or "collar." This repair will be performed **free of charge**, and take approximately one hour. If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

### **What if the current motorcycle ownership information is incorrect?**

You can update motorcycle ownership and contact information by completing the enclosed postage-paid card. **If you are a motorcycle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

### **What if you have questions or experience problems?**

**For the latest updates to this recall, please visit [www.bmwmotorcycles.com/recall](http://www.bmwmotorcycles.com/recall).** Should you have any questions about this recall, please contact your authorized BMW motorcycle dealer. If you need additional assistance, contact BMW Customer Relations and Services at 1-800-525-7417 or 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>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend always wearing a helmet and protective apparel when riding.

Sincerely,  
BMW of North America, LLC



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Company  
BMW  
of North America, LLC

BMW Group Company

Mailing Address  
PO Box 1227  
Westwood NJ 07675-  
1227

Telephone  
(800) 525-7417

Fax  
(201) 930-8362

E-mail  
[CustomerRelations@  
bmwusa.com](mailto:CustomerRelations@bmwusa.com)

Internet  
[bmwusa.com](http://bmwusa.com)

**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 expenses to be considered for reimbursement, please contact your authorized BMW Motorcycle dealer. Expenses paid to 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, your previously paid invoice. They will then inspect your motorcycle (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 part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- 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.

Your authorized BMW Motorcycle dealer should 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, your BMW Motorcycle dealer will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized BMW Motorcycle dealer should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-525-7417 for any special assistance that you may require.

In special situations where your authorized BMW Motorcycle dealer cannot be of assistance, you may submit your written request for reimbursement to:

Customer Relations and Services Department  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your motorcycle (if it is still in your possession and was repaired at a facility outside of the BMW Motorcycle dealer network) will need to be inspected at an authorized BMW Motorcycle dealer before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet BMW standards for recall completion.