

RECEIVED

By Recall Management Division at 7:51 am, Dec 03, 2012

VIA CERTIFIED MAIL, RETURN RECEIPT REQUESTED, AND EMAIL

November 30, 2012

Ms. Nancy Lummen Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, DC 20590

**Re: Recall Campaign
Front Side Trim Panel Fasteners
2013 BMW C600 Sport Maxi-Scooter**

Dear Ms. Lewis:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573.

Pursuant to Section 573.6(c), we submit the following information.

- Manufacturer: Bayerische Motoren Werke AG (BMW AG)

Designated Agent: Thomas C. Baloga
Vice President, Engineering-US
BMW of North America, LLC
200 Chestnut Ridge Rd. (Bldg. 150)
Woodcliff Lake, New Jersey 07677
- Make: BMW

Model Year / Model: 2013 / C600 Sport Maxi-Scooter

Inclusive Dates of Manufacture: Aug. 7, 2012 – Nov. 20, 2012
- The number of scooters affected is approximately 266.
- The percentage of scooters estimated to actually contain the condition is unknown at this time.
- This recall involves the “snap-lock” fasteners of the left and right front side trim panel. Three “snap-lock” fasteners, in addition to other types of fasteners, are used to secure the front side trim panels to the scooter frame. At very high speeds (greater than 100mph) the front side trim panel can start to separate from the frame because the “snap-lock” fasteners do not have sufficient strength at these higher speeds. If this speed was maintained, then the panel could completely separate from the frame and fall. If this happened, it could interfere with riding and handling of the scooter, and increase the risk of a crash. It could also create a hazard for other road users.

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
(201) 307-4000

Fax
(201) 571-5479

Website
bmwusa.com



6. On October 22, 2012, BMW initially became aware of this matter as a result of a wind tunnel test on the C600 Sport. In the wind tunnel, at speeds above 100mph, the front side trim panel started to separate from the frame. When this speed was maintained, the test showed that the panel could completely separate from the frame and fall.

Analyses were conducted in order to understand the test results, and to determine a root cause for the separation of the panel from the frame. It was thought that the panel's fasteners could be a contributing factor. It was determined that the "snap-lock" fasteners were not strong enough to keep the panel in place at very high speeds.

On November 8, 2012, the wind tunnel test was repeated with stronger "snap-lock" fasteners. This wind tunnel test was successful.

Production and manufacturing records were examined in order to determine the number, and production range, of potentially affected scooters.

On November 22, 2012, out of an abundance of caution (because this can only occur at very high speeds), BMW decided to conduct a voluntary recall.

BMW has not received any reports of any accidents or injuries related to this issue.

7. Not applicable.
8. BMW will conduct a recall campaign to remedy the affected scooters. The left and right front side trim panels will be removed and reattached with stronger "snap-lock" fasteners.

BMW expects to begin and complete dealer notification in December. BMW expects to begin and complete owner notification in late January.
9. Not applicable.
10. A copy of the Service Bulletin will be submitted when available. A draft copy of the owner notification letter is attached.
11. Not applicable.

Sincerely,

BMW of NORTH AMERICA, LLC



David Cordero
Safety Integrity and Recall Manager

Attachment

TREAD ACT CUSTOMER REIMBURSEMENT PLAN
(BMW of North America, LLC)

Customer Reimbursement for Safety Related Recall Repairs
Effective with Safety related recalls initiated January 15, 2003

The customer is encouraged to request reimbursement from their authorized BMW motorcycle dealer. Alternatively, the customer may submit the 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

In all cases:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the BMW motorcycle dealer network will be considered; however, the procedure must meet BMW standards.
- 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.

The authorized BMW motorcycle dealer will request a copy of the owner notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims shall be processed within 60 days of receipt.