BMW

July 2013

Recall Campaign No. 13E-030
-Accessory Luggage Rack

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 for certain Accessory Luggage Racks (BMW part number 8-527-038) that can be equipped to Model Year 2013 C 650 GT Maxi-Scooters. Our records indicate that you are the owner of a Maxi-Scooter.

We are contacting you because you may have purchased an accessory luggage rack that is the subject of this recall.

If you have purchased the accessory luggage rack, please return it to your authorized BMW motorcycle dealer who will replace it free of charge. However, if you have not purchased the accessory luggage rack, you may disregard any further instructions in this letter.

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

DESCRIPTION OF PROBLEM

The luggage rack is secured to the scooter via several attachment bolts. During riding, the bolts could loosen. If the bolts continue to loosen, the luggage rack could eventually separate from the scooter. This could result in a road hazard for drivers of other vehicles increasing 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 hear a rattling noise from the rear of the scoter, one or more of the luggage rack attachment bolts may be starting to loosen. If the luggage rack starts to loosen while riding, carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to ride your scooter. Please contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 in order to have your scooter brought to the nearest authorized BMW motorcycle dealer.**

3. **If you are not the only rider of this scooter, 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

The accessory luggage rack will be replaced.

The actual repair may take up to one half-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 reached at 1-877-680-2176.

If you are no longer the owner of this scooter, we would appreciate you furnishing us with 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.

Again, we sincerely apologize for any inconvenience this may cause you.

Should you have any questions about this campaign, please contact your authorized BMW motorcycle dealer.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services by telephone at 1-800-525-7417, or by email at CustomerService@bmwmotorcycles.com.

If the 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.