



IMPORTANT SAFETY RECALL

This notice applies to your vehicle, WB102440X9ZR99998

January 2014

Recall Campaign No. 13V-549
2007-2009 F 800 S / ST – Rear Wheel Bearing

Dear BMW Owner / Lessee:

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 2007-2009 F 800 S / ST motorcycles. Our records indicate that you are the owner of a potentially affected motorcycle.

DESCRIPTION OF PROBLEM

Corrosion can occur at the rear wheel bearing. As mileage increases, this can result in wear of the rear axle and the bearing which could lead to play of the rear wheel. This would typically be noticed as noise and/or harshness during riding.

Additionally, in some cases while riding at low speed, especially after squeezing the clutch lever, the rear wheel may chatter or ratchet. Either condition could affect the handling and control of the motorcycle, increasing the risk of a crash.

PRECAUTIONS FOR YOUR SAFETY

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

1. **PLEASE CONTACT YOUR AUTHORIZED BMW MOTORCYCLE DEALER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
2. **If you notice a noise and/or feel harshness in ride quality from the rear wheel, it may be experiencing excessive wear of the rear axle. Bring your motorcycle to the nearest authorized BMW dealer for inspection as soon as possible**
3. **If you are riding at low speed, squeeze the clutch lever, and the rear wheel chatters or ratchets, your motorcycle may be experiencing this condition. Carefully move away from traffic and pull over and park in a safe location as soon as possible. Do not continue to ride your motorcycle. Contact your authorized BMW Motorcycle dealer to have your motorcycle brought to the nearest authorized BMW dealer.**

4. If you perform service/maintenance on your motorcycle, and notice play of the rear wheel, it may be experiencing this condition. Bring your motorcycle to the nearest authorized BMW dealer for inspection as soon as possible.
5. If you are not the only rider of this motorcycle, please advise all other riders of this important information.

DESCRIPTION OF REPAIR

The rear wheel bearing will be inspected and, if necessary, replaced by an improved version including the rear axle.

The actual repair may take up to 1 ½ 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

If you are no longer the owner of this motorcycle, we would appreciate your furnishing us with the name and address of the new owner using the enclosed postage-paid card.

If you are a lessor of this motorcycle, 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.

We sincerely apologize for any inconvenience this may cause you. We appreciate your confidence in our product, and we wish to do everything we can to retain it. **Should you have any questions about this campaign, please contact your authorized BMW motorcycle dealer.** Should you need any additional assistance, you may contact BMW Customer Relations and Services at 1-800-525-7417, or via Email at CustomerRelations@bmwusa.com. Should you need BMW Motorcycle Roadside Assistance, they can be contacted at 1-877-680-2176.

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>.

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.