

BMW



IMPORTANT SAFETY RECALL

This notice applies to your motorcycle,

May 2015

Recall Campaign No. 15V-141: Rear Wheel Flange

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 2005 – 2011 BMW motorcycles. Our records indicate that you are the owner of an affected motorcycle.

DESCRIPTION OF PROBLEM

This recall involves the rear wheel flange. If the rear wheel bolts are tightened beyond the specified torque limit when the wheel is re-installed after a service procedure, then cracks could develop in the rear wheel flange. Over time, the bolts could loosen and potentially "back out" of their threaded holes. This could lead to a loss of stability of your motorcycle and increase the risk of a crash.

PRECAUTIONS FOR YOUR SAFETY

1. **CONTACT YOUR AUTHORIZED BMW MOTORCYCLE DEALER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
2. **If you detect a wobble when cornering and the tire pressures are correctly set, then this issue may be occurring. Carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to ride your motorcycle. You may contact BMW Motorcycle Roadside Assistance at 1-877-680-2178 to have your motorcycle brought to the nearest authorized BMW dealer.**
3. **If you are not the only rider of this motorcycle, please advise all other riders of this important information.**

DESCRIPTION OF REPAIR

The aluminum rear wheel flange will be replaced with a steel version.

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.



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

Website
bmwusa.com



Printed on Recycled Paper

OTHER INFORMATION

If you are no longer the owner of this motorcycle, we request that you provide us the name and address of the new owner using the enclosed postage-paid card so that we can contact the new owner regarding this issue. 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.

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@bmwna.com, or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday.

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 recall may cause you.

BMW recommends that you always wear a helmet and protective apparel when riding.

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 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.