

From: Gunta Anilkumar Sai <anilksai@gmail.com>
Received: Tue Jan 25 2022 18:29:25 GMT+0800 (Singapore Standard Time)
To: MY BMW <bmw@my.bmw-apac.com>
Subject: Fwd: BMWK1300S Right side engine cover + clutch basket explode

Hi BMW,

I am writing this email to seek your help for an advise.

My name is Anilkumar Sai Gunta, BMW rider since a decade. I own BMW K1300S(2011), and BMW 1200GS(2019).

As pictures attached, BMW K1300S exploded the right side engine cover which may caused by clutch basket as shown in the picture.

This incident happened at my parking lot while warming up the engine. Prior to the incident no symptoms were shown such as noise in clutch or in engine.

I kept the bike upto date timely manner servicing s. And stay at a Zero accidents.

So could please advise .

Thank you

Br
Anilsai



Anil Sai <anilksai@gmail.com>
to muthuramu supplah, MY, Jagadesh ▾
Hi Muthu,

📧 Fri, Apr 8, 4:13 PM ☆ ↩ ⋮

Pertaining to the matter, I would like to escalate this further to you.

After a thorough investigation thru my peers on the right-side engine cover explode. I have reached out to bmw@my.bmw-apac.com on Jan 25, 2022, seeking advice as to the issue I am facing with my bike have not and never occurred anywhere in the world, and suspecting the explosion is due to a design or manufacturing issue.

A detailed investigation was advised by your team to find out the root cause of the issue, three months wait time I was called in today to view the dismantled engine (Image1 to Image5 attached) and concluded by your team root cause is UNKNOWN and NONE.

My K13S engine is healthy and timely serviced. How could a strongly complied part explode for no reason? At the time it happened I was standing on the left side of the bike, if I were on the right side, 100's broken pieces (refer to image explode pieces attached) would go thru my body and be dead, thank god I am safe.

I have purchased my second bike BMW 1200GS because of my 10 years of experience riding BMW and the strong compliance safety by BMW. I am traumatized by the incident as it was a life-threatening event with K1300S.

I have escalated so BMW can take necessary action on the Design or Manufacturing issue of my K13S. and make sure with a good cause to alert it to fellow other K1300S bikers in the world, so they are aware and avoid the occurrence of the incident.

Mr.Jaga sent an 18K quotation to repair and replace the parts (as attached). I am not agreeing to the cost as the "ISSUE HAS CAUSED DUE TO THE DESIGN". I am willing to pay labour charges but not the REPLACEMENT OF THE PARTS.
Do let me know about your consideration.

Br
Anilsai

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MY BMW bmw@my.bmw-apac.com via bmwdegrouponmicrosoft.com
to me ▾

Apr 13, 2022, 7:18 PM ☆

Dear Mr.AnilKumar,

Greetings from BMW Motorrad Customer Relations.

Thank you for your kind patience.

We have been updated by our BMW Motorrad team that they are in the midst of submitting a Goodwill claim on behalf of this the current problem.

Dealer will be coming with an update on the outcome for this next Thursday.


Your understanding will be much appreciated.

Should you need further assistance you may contact us at 1800 88 3000 (option 2).

Thank you and wishing you a great day ahead!

Mit freundlichen Grüßen/ Best regards

BMW Group Malaysia
Prakash Selvam
Customer Relations Associate
Toll Free: 1800 88 3000 (ext 2)
Overseas: +603-2172 0088
Mail: bmw@my.bmw-apac.com
Web: <http://www.bmw.com.my>



MY BMW bmw@my.bmw-apac.com via bmwdegroup.onmicrosoft.com
to me ▾

Apr 14, 2022, 3:58 PM ☆ ↶

Dear Mr AnilKumar,

Greetings from BMW Motorrad Customer Relations.

We hope that this email finds you well and staying safe.

We truly understand your concern previously and your disappointment is definitely not what we want our customers to experience.

However, after persistently trying our utmost best to solve the matter for you we are unable to move forward as the warranty appeal has been rejected by the warranty department due to this bike not being regularly maintained according to the manufacturer's specifications at any BMW Motorrad authorized dealership.

Therefore, under the terms of the warranty, we cannot replace the parts or covered the repairing service for you without any charges.

Please accept our sincere apology for the experience. Our aspiration is to keep you as one of our most valued customers, and we hope to serve you better in subsequent times.

Hope this explanation brings more clarity to the subject of your concern, and we regret not offering you a more positive answer.


We thank you for your patience and understanding on this matter.

Once again, we appreciate your patronage of the BMW brand and rest assured that both BMW Malaysia and Authorized Dealers stand ready to support you with all your vehicle needs.

Keep safe and healthy.

Mit freundlichen Grüßen/ Best regards,

BMW Group Malaysia
Shahul Hameed
Customer Relations Associate
Tel: +60 (3) – 2172 0088
Mail: bmw@my.bmw-apac.com
Web: <https://www.bmw.com.my/> | <https://www.mini.my/> | <https://www.bmw-motorrad.com.my>



Anil Sai <anilsai@gmail.com>
to Jagadesh, muthuramu suplah, miguel llabres-pohl, MY ▾

Apr 16, 2022, 3:41 PM ☆ ↶ ⋮


Hi BMW,

Thanks for the response. After carefully reading your statement I have a question that I hope you can clarify for me:

- Why warranty appeal was considered when the issue "explodes" related to a manufacturing defect?
- Secondly, there is no evidence of a similar issue reported according to my understanding, on online platforms, and within the BMW bikers group. In addition, this issue appeared to be a revelation to the dealer Auto Bavaria Damansara.
- As far as my bike maintenance is concerned, I have shared with you the service record maintained by sunny cycle (Jing Sheng), who is also a BMW certified mechanic. The sunny cycle is also highly recommended by Auto Bavaria for certain issues. Post-purchase (warranty expired) from the previous owner, I have been approaching sunny cycles for regular service. Lastly, when my bike was thoroughly checked by the Auto Bavaria dealer, no engine or maintenance-related questions were raised against me.
- Now since I have clarified your statement. Please look at my request as a manufacturing defect and request you to further research the incident which would have been life-threatening if I was on the left side of the bike while parked (or) while riding. '

Hello Miguel, for your awareness. Found you contact in LinkedIn and hoping you may be able to assist.

Br
Anilsai



MY BMW bmw@my.bmw-apac.com via bmwdegroup.onmicrosoft.com
to me ▾

📧 Apr 21, 2022, 10:59 AM ☆ ↶ ⋮

Dear Mr.AnilKumar,

Greetings from BMW Customer Relations.

We do hope this email finds you well and safe.

Unfortunately for this, the decision has been made and it remains.

We regret to informed that we unable to extend any support/contribution due to 12 years age of the bike and 10 years already over the warranty period as well as there is no service history record within BMW Motorrad Authorised Dealer except for running- in service at 1,234km, dated 21st Nov 2011.

We hope this clarifies.

We do thank you for patronage and support and we sincerely apologize for any inconvenience caused.

Mit freundlichen Grüßen/ Best regards

BMW Group Malaysia
Priyatharisini Visvanathan
Customer Relations Associate
3501, Jalan Teknokrat 5
63000 Cyberjaya
Tel: +60 (3) – 2172 0088
Mail: bmw@my.bmw-apac.com



Anilsai <anilsai@gmail.com>
to jagadesh.krishnan, muthuramu.supplah, miguel.llabres-pohl, MY ▾

📧 Apr 21, 2022, 12:00 PM ☆ ↶ ⋮

Hello

Thanks for your response.

Please note that I am not trying to claim anything based on warranty. I have tried to explain the same in my previous communication as well.

Since you have decided that the decision taken cannot be reversed, I have 3 basic queries and I hope you can assist me to answer them.

1. Can Bmw confirm that this incident have anything to do with manufacturing defect?
2. If No, then will you be able to share the root cause analysis for this specific incident?
3. Based on your statement related to age of the bike, are you suggesting that a BMW bike is not reliable post 12 years of manufacture and my be prone to such incidents if not serviced from authorized dealer?

Br
Anilsai



MY BMW jag.bmwdegrouponmicrosoft.com
to me, Jagadeshkrishnan@Autobavariacommy, miguel.llabres-pohl@bmw.co.th, muthuramu.supplah@autobavaria.com.my ▾

📧 Apr 27, 2022, 12:27 PM ☆ ↶ ⋮

Dear
Mr Anilkumar,

Greetings
from BMW Customer Relations.

We
hope this email finds you well and apologies for the delay in response.

Kindly
refer to the below for the answers to your questions.

1.
Question: Can BMW confirm that this incident have anything to do with manufacturing defect?

Answer:
We are unable to confirm anything as we do not have the service record of this motorcycle save for the 1st running-in service. Anything could have contributed to this incident since the last 12 years of usage.

2.
Question: If no, then will you be able to share the root cause analysis for this specific incident?

Answer:
We are unable to as we do not know the history of the motorcycle and the root cause cannot be determined by looking at the damaged part, which was too extensive for any investigation to be carried out efficiently.

3.
Question: Based on your statement related to the age of the bike, are you suggesting that BMW bike is not reliable post 12 years of manufacture and my be prone to such incidents if not serviced at authorised dealer?

Answer:
BMW motorcycles conforms to the highest international safety requirement standards. Our sales records show that our motorcycles are reliable and may be use for many years to come provided that the motorcycle is maintained with care and standards approved by BMW.

We hope the above clarifies.

For any questions or clarifications, feel free to contact BMW Customer Relations at 1800 88 3000 (option 2).

Thank you and wishing you a great day ahead!

Mit freundlichen Grüßen/ Best regards

BMW Group Malaysia
Ethan Yeoh
Customer Relations Associate
Toll Free: 1800 88 3000 (ext 2)



Anil Sai <aniksai@gmail.com>
to muthuramu.suppiah, MY, miguel.llabres-pohl, Jagadesh ▾

May 5, 2022, 12:58 PM ☆ ↩ ⋮

I am not in agreement with your responses.

The common read in your email is all based on service records and the assumption that if I would have serviced directly through you, the incident may have been prevented.

From day 1, my ask is to understand why this happened and you have been blaming it all on service records unavailability and not using your authorized dealer service option directly, but through BMW certified workshops.

May I remind you, all the service records done to date were submitted to you and as listed previously, the services were done through BMW certified workshop and according to BMW standards. You may scrutinize them to clarify what kind of services were performed. Doesn't that have any value here, especially when the majority of the bikers associated with the BMW mottrade community continue to use these certified workshops post warranty and not from authorized dealers? Limited workshops, longer waiting time, and high cost in servicing are mainly 3 reasons why only very few directly service through you for post-warranty maintenance. In addition, we are talking about an expensive bike here, there is no way that services could have been neglected, and post-checking the service records, you may notice that all were done based on BMW standards.

You mentioned in your last response that your bikes are world-class and manufactured to withstand any age. May I ask you as a consumer if such an incident ever happened in the past and what was the root cause? Or is your world-class team incapable to comment on this? For instance, post the incident, the bike is sitting in your dealer garage since Jan 2022 and you are not even taking any necessary steps to evaluate the reason why this incident happened and blaming it on the biker's negligence in not approaching BMW authorized dealer. How can we approach you directly for servicing post-warranty if this is the attitude and experience we have to go through?

Please understand that I just went through a life-threatening event and rather than trying to investigate the root causes, you are consistently pushing this incident as a biker's negligence of not directly servicing through you. I was even charged for you to initiate the original few steps of investigation with no outcome. Does that mean the bike was well maintained all this while and since your team never came across such an incident, you are incapable of identifying the root cause? The only reason why I came to you directly is that such an incident was not heard of or listed on any common platform and within the BMW community group and thus it's common sense to consider this as a manufacturing defect and nothing to do with servicing.

To summarize,

1. What do my shared service records indicate?
2. Based on that, what is your analysis?
3. As a world-class manufactured of BMW bikes, please share if similar incidents has occurred in the past and what was the root cause considering the fact that no cheap spare parts can be used in your bikes even if I wanted to reduce the service charges when done from a BMW certified workshops
4. What is the guarantee that such a life-threatening incident will not happen again post I give you the green light to work on the bike?



MY BMW via bmwdegroup.onmicrosoft.com
to me ▾

May 31, 2022, 9:35 AM (1 day ago) ☆ ↩ ⋮

Dear
Mr.Anilkumar,

Greetings from BMW Customer Relations.

Thank you for the email.

Please find the explanation below.

Q3. There is no incident related to the clutch basket exploding encountered in the dealership before.

Q4. We were unable to provide any guarantee that a vehicle's part will not fail at any stage of its life. However, there is a product warranty for the parts that you purchase/replace/repair from our authorized dealership.

We belived our authorized dealer, Auto Bavaria Ara Damansara has also communicated options to you to move forward with your BMW motorcycle and if you wish to proceed with any of the options, you may liaise directly with them.

Hope this explanation brings clarity to the subject of your concern, and we regret not offering you a more positive answer.

Should you need further assistance you may contact us at 1800 88 3000 (option 2) or reply to this email.

xxx
xxx
xxx
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Jagadesh Krishnan Muthu
to me, Muthuramu ▾

Mon, May 30, 4:39 PM (3 days ago) ☆ ↩ ⋮

Good day,
Dear sir,

As per our last discussion, kindly refer to the attachment on the quotation for repairing the bike. On the quotation the are two option.

1st option to repair as per the damage concern.(All parts replace is covered two years warranty unlimited mileage on the individual parts and labour).

2nd option to replace the complete engine. (Complete engine carries two year warranty unlimited mileage of complete unit including labour).

Hope for you kind consideration and revert back to us as soonest.

Thank you,

Jagadesh
Customer Service Officer-Motorrad
Sime Darby Auto Bavaria Sdn. Bhd.
Block 1, Sime Darby Motors City,
6, Jalan PJU 1A/7 Ara Damansara,
47301 Petaling Jaya
Selangor Darul Ehsan
Tel : 019-8383806

