

Part 573 Safety Recall Report

23V-051

Manufacturer Name : BMW of North America, LLC

Submission Date : FEB 03, 2023

NHTSA Recall No. : 23V-051

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : BMW of North America, LLC

Address : P.O. Box 1227

Westwood NJ 07675-1227

Company phone : 18005257417

Population :

Number of potentially involved : 754

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 BMW S 1000 R

Vehicle Type : MOTORCYCLES

Body Style :

Power Train : GAS

Descriptive Information : Approximately 270 motorcycles may have received a software update at a dealer which may reset the front wheel lift-off configuration without displaying the reset in the instrument cluster.

Basis for recall population determination: All Model Year 2022 - 2023 BMW S 1000 R motorcycles from 02/16/2021 through 11/18/2022 which received a software update at a dealer.

Recall component difference to non-recall component: A specific software configuration which was only released to the dealer organization.

Production Dates : FEB 26, 2021 - NOV 18, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2020-2023 BMW S 1000 XR

Vehicle Type : MOTORCYCLES

Body Style :

Power Train : GAS

Descriptive Information : Approximately 484 motorcycles may have received a software update at a dealer which may reset the front wheel lift-off configuration without displaying the reset in the instrument cluster.

Basis for recall population determination: All Model Year 2020 - 2023 BMW S 1000 XR motorcycles from 03/02/2020 through 11/25/2022 which received a software update at a dealer.

Recall component difference to non-recall component: A specific software configuration which was only released to the dealer organization.

Production Dates : MAR 02, 2020 - NOV 25, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : This safety recall involves the function of the front wheel lift-off assistant after receiving a software update at a dealer. The feature Riding Modes Pro includes a customizable riding mode "Dynamic Pro". In the factory setting, the parameter "front wheel lift-off assistant" is deactivated. Riders can personalize this parameter to different levels. After a software update at a dealer the configuration in the riding mode "Dynamic Pro" will be reset to the factory setting ("front wheel lift-off assistant" deactivated). The rider will not be informed about this reset because it is not displayed in the instrument cluster. If the front wheel lift-off assistant is deactivated, a front wheel lifting will not be suppressed or adjusted.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the front wheel lift-off assistant setting is reset to the factory setting ("front wheel lift-off assistant" deactivated) without displaying the reset to the rider, this could cause unexpected handling and control, and increase the risk of a crash.

Description of the Cause : NR

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name 1 : Recall component – N/A – software issue

Component Description : Recall component – N/A – software issue

Component Part Number : Recall component – N/A – software issue

Supplier Identification :

Component Manufacturer

Name : BMW AG

Address : NR

NR

Country : NR

Chronology :

In July 2022, BMW became aware of an incident in France involving a 2022 BMW S 1000 XR. It was reported that the rider experienced unexpected handling and control which allegedly contributed to a crash with injury. At that time, preliminary reviews were inconclusive.

In September, an incident in Turkey involving a 2021 BMW S 1000 XR was reported with a description similar to the July incident, but without injury.

Further reviews were conducted, including motorcycle build configuration information and motorcycle service history records. Field information, including warranty claims, customer complaints, and incident reports, were reviewed.

Beginning in October, technical analyses involving various riding scenarios were conducted. Testing was performed with various software configurations and mode settings in an attempt to reproduce the alleged condition reported in the field incidents.

In December, an incident in Belgium involving a 2021 BMW S 1000 XR was reported with a description similar to the prior incidents, but without injury.

Further analyses were performed which determined that a specific software package released to dealers could inadvertently reset the front wheel lift-off assistant to the factory setting mode unknown to the rider.

Motorcycle assembly information and production system records were used to determine the number and production dates of potentially affected motorcycles.

On January 27, 2023, BMW decided to conduct a voluntary safety recall.

Description of Remedy :

Description of Remedy Program : Owners will be notified by First Class mail and informed that the user parameters of the riding mode “Dynamic Pro” have been reset to the factory setting during a previous software update at a dealer. They will be requested to check the configuration settings in the riding mode “Dynamic Pro” and to adjust the settings as needed. Owners will also be instructed to visit an authorized BMW motorcycle dealer so that the dealer can inspect the motorcycle, and the motorcycle service records can be appropriately updated. If this condition were to occur to a potentially affected motorcycle prior to this recall, the remedy would be covered by the BMW New Vehicle Limited Warranty program. Therefore, reimbursement for a pre-notification remedy re Part 573.13 and Part 577.11 is not necessary.

How Remedy Component Differs from Recalled Component : Recall component – N/A – software issue

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notification to dealers is planned to begin and end on February 3, 2023. Notification to owners is planned to begin and end on March 28, 2023.

Planned Dealer Notification Date : FEB 03, 2023 - FEB 03, 2023

Planned Owner Notification Date : MAR 28, 2023 - MAR 28, 2023

* NR - Not Reported