

ID Number Search Results

Complaints	Investigations	Recalls	Service Bulletins
1	N/A	N/A	N/A

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

Date Complaint Filed: 02/17/2013

Component(s): ELECTRICAL SYSTEM , FUEL/PROPULSION SYSTEM

Date of Incident: 02/16/2013

NHTSA ID Number: 10498389

All Products Associated with this Complaint

Details

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: BMW of North America, LLC

Vehicle Identification No. (VIN): WB10398019Z...

SUMMARY:

FUEL SENSOR STRIP FAILURE. INACCURATE FUEL LEVEL DISPLAYED. LOW FUEL LIGHT INOPERATIVE. UNEXPECTED NO FUEL AND ENGINE STOPS AT HIGHWAY SPEED. SECOND TIME THIS HAS HAPPENED, FIRST STRIP WAS REPLACED, THE SECOND STRIP ALSO FAILED. A COMMON PROBLEM WITH THIS MOTORCYCLE REPORTED ON THE FORUMS. *TR

I wish to edit my complaint # **10498389**.

The **system affected is Fuel/Propulsion**. I previously included Electrical, but it is related to the Fuel Strip that reads the level of gas in the tank.

CRASH: YES

Summary

This series of BMW motorcycles has been known for years to have often faulty reading fuel gauges. Some read falsely too little fuel, some read falsely too high a level. My failure is in the second category; it tells me that there is more fuel left than actually exists leading to running out while in operation.

My first fuel strip failed in December. At that time, and I reported this in a separate complaint, I ran out showing 38 miles left on the tank and while I was about 4 miles from a planned refueling.

The second fuel strip--replaced for \$300 by BMW-- is the subject of this complaint. Though it displayed 119 miles left on the tank, I was planning a stop for fuel in 8 miles. I was traveling on I 55 in North Mississippi at about 75 mph. I felt the engine sputter and unfortunately familiar with this sensation from my previous experience, I recognized this as the engine dying because of no fuel. I looked at the display...no low fuel light, 119 miles to go on the tank, the bar graph showed about 1/3 full.

I planned on going into neutral and coasting to a stop on the interstate's shoulder, but in order to let off speed I remained in 6th allowing the engine to slow me down before I shifted to Neutral.

I guided the now powerless bike toward the shoulder, but, and I saw them coming, the edge of the road had rumble strips between the road and the shoulder. They were far deeper and rougher than anticipated and though I hit them at probably about 25 mph, the ride through them was so rough and vibrating that I thought I lost both tires to puncture or rupture. This distracted my plan to shift into neutral and the bike continued to slow quickly so that when I stopped I suffered a slow/no speed tip over into the retaining wall that separated the shoulder from the ditch on the side of the highway.

When that happened the front of my bike fell hard against the concrete wall destroying the windscreen and brackets. I only suffered a sore wrist and shoulder. A friend riding with me helped me right the bike and it was still rideable. Because of the first time the r1200r fuel strip failed, and knowing from numerous reports on numerous motorcycle/ BMW forums that replacement of the strip was no guarantee that the problem was solved, because of that, I carried 1/2 gallon of gas with me.

I poured that in and made it to the gas station, filling the tank which was completely



empty except for the 1/2 gallon I poured.

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New orleans,
La

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8/25/13

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NEW ORLEANS LA 700

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