

# Part 573 Safety Recall Report

## 23V-884

**Manufacturer Name :** BMW of North America, LLC**Submission Date :** MAR 04, 2024**NHTSA Recall No. :** 23V-884**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 : 2,369

Estimated percentage with defect : 100 %

**Vehicle Information :**

Vehicle 1 : 2021-2024 BMW R 18 (R 18 B, R 18 Transcontinental)

Vehicle Type : MOTORCYCLES

Body Style :

Power Train : GAS

**Descriptive Information :** Approximately 2,369 motorcycles were manufactured with a headlamp where the low beam reflector attachment points could become damaged and eventually break.

**Basis for recall population determination:**

Motorcycle manufacturing information and supplier production records were reviewed to determine the number and production date range of potentially affected motorcycles.

Recall component difference to non-recall component: Potentially affected motorcycles were manufactured with a headlamp where the low beam reflector attachment points could become damaged and eventually break.

Production Dates : MAR 24, 2021 - DEC 28, 2023

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Noncompliance :**

**Description of the Noncompliance :** This non-compliance recall involves the headlamp. One or more of the attachment points between the low beam's upper and/or lower reflector and the headlamp housing could become damaged and break. If all attachment points broke, then the affected reflector could shift out of position within the housing. This could cause a change in the form and direction of the low beam. The high beam and position lamps are not affected.

FMVSS 1 : 108 - Lamps, reflective devices, and assoc. Equipment

FMVSS 2 : NR

**Description of the Safety Risk :** Insufficient illumination of the roadway for the rider could increase the risk of a crash. Oncoming drivers or riders may experience glare which could increase the risk of a crash.

**Description of the Cause :** NR

**Identification of Any Warning that can Occur :** The rider may notice one or more of the following conditions: a rattling noise within the headlamp, a vibrating low beam, and/or a change in illumination of the roadway.

### Involved Components :

**Component Name 1 :** Headlamp

**Component Description :** Headlamp

**Component Part Number :** 8395642, 8395641

### Supplier Identification :

#### Component Manufacturer

**Name :** ZKW Slovakia s.r.o.

**Address :** Bedzianska cesta 679/375  
Krusovce Foreign States 95631

**Country :** Slovakia

### Chronology :

On October 17, 2023, BMW became aware of field cases where customers complained about vibrating headlamps and/or detached reflectors within the headlamp. An engineering investigation was initiated.

A parts return program was implemented, and the headlamp supplier was contacted. Initial analyses pointed toward vibration-induced damage. As a result, the testing profiles and performance parameters from the development process were reviewed.

From these analyses, it was found that the vibration profiles on R18 models when ridden by customers differed from the profiles which had been used for endurance testing during the development phase.

Parallel to the engineering activities, field data was analyzed. It was found that, between May 2022 and December 2023, BMW received approximately 8 customer complaints, 72 warranty claims, and 68 dealer field

reports that may be related to the issue. BMW is also aware of approximately 6 NHTSA VOQs that were submitted to the agency. The field data indicated that approximately 75 unique motorcycles may have experienced this condition.

On December 19, 2023, BMW decided to conduct a voluntary non-compliance recall.

BMW has not received any reports, nor is BMW otherwise aware, of any accidents or injuries related to this issue.

Description of Remedy :

Description of Remedy Program : The headlamp will be replaced.

Owners will be notified by First Class mail and instructed to take their motorcycle to an authorized BMW motorcycle dealer to have the remedy performed for free. 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 – Headlamp – part number 8 395 642, 8 395 641

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 December 22, 2023.  
Notification to owners is planned to begin and end on February 13, 2024.

Planned Dealer Notification Date : DEC 22, 2023 - DEC 22, 2023

Planned Owner Notification Date : FEB 13, 2024 - FEB 13, 2024

\* NR - Not Reported