

BMW



IMPORTANT SAFETY RECALL

This notice applies to your motorcycle,
Recall Campaign No. 24E-029: Dealer Accessory Side Case

Remedy is
Available

May 2024

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 Dealer Accessory Side Cases for Model Year 2024 BMW R 1300 GS models. Our records indicate that you may be the owner of a potentially affected side case.

Why are we contacting you?

We are pleased to inform you that we are ready to perform this safety recall. **If you purchased a dealer accessory side case, please contact your authorized BMW Motorcycle dealer immediately to schedule an appointment.** Please visit bmwmotorcycles.com/dealer to locate your nearest authorized BMW Motorcycle dealer.

What could happen?

The lid(s) of the side case(s) may appear to be securely closed; however, the latch hook(s) may not have snapped properly into the lock(s). If this occurred, the side case(s) could open while riding, which could cause the contents to fall out. Also, the hinges and holding strap may not securely hold the lid and could break, which could cause the lid to detach. The lid, or case contents, could become a hazard for road users and increase the risk of a crash.

If you are not the only rider of this motorcycle, please advise all other riders of this important information.

What will BMW do?

The side case's locking mechanism and hinges will be repaired at no charge to you, and should take about two hours. Please note that you do not need to drop off your motorcycle at the dealer – only the side cases need to be provided to the dealer.

What if I am not the current owner of this motorcycle?

If you changed your address or sold the motorcycle, please let us know by contacting BMW Customer Relations (see left side of page for contact info). **If you are a motorcycle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.**

What if I have additional questions?

Should you have any questions about this recall, please contact your authorized BMW Motorcycle dealer. If you need additional assistance, please contact BMW Customer Relations.

Company

BMW
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BMW Group Company

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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.nhtsa.gov>.

Please be assured that your safety is important to us, and we sincerely apologize if this safety recall causes any inconvenience. We recommend always wearing a helmet and protective gear while riding.

Sincerely,

BMW of North America, LLC