

24E-029
Part 573 – Rev.2
Chronology
June 27, 2024

On October 31, 2023, during a dealer demonstration ride of a BMW R 1300 GS in a non-US market, a side case lid opened, the hinges and holding strap broke and the lid contacted the roadway. An engineering investigation was initiated, the part was returned for analysis, and the supplier was contacted.

Tests and analyses were planned to focus on the design of the locking mechanism and the hinges to understand the precision of the locking feature, and the mechanical resistance for the latch hooks when pushed for closing.

The supplier reviewed its records and confirmed that all side cases since start of production had been tested in a 100% end-of-line test, which ensured that all cases would be capable of secure latching if operated correctly.

Additional customer complaints were received in non-US markets, in which customers complained that their side case lids had opened and, in most cases, became detached and contacted the roadway. These parts were requested to be returned for analysis. The first field part was received for analysis on December 1, 2023.

Between December 2023 and March 2024, tests and analyses found that improper locking of the latch hooks was facilitated by the geometry of the latch hooks and the position of the hinges. Additional analyses confirmed that for a lid to detach, both latch hooks would need to be improperly secured. The tests indicated that even if only one of two latch hooks (upper left- or right-hand corner of the side case) was properly locked, the lid would not open even under severe riding stress. Therefore, side cases opening during riding had to be improperly latched on both corners.

On March 14, 2024, BMW decided to conduct a voluntary safety recall for the accessory side cases.

Between November 2023 and March 2024, approximately 14 customer complaints were received in non-US markets.

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

Subsequent to the implementation of the remedy, the market continued to be monitored. On May 29th, a customer complaint in a non-US market was received indicating that the lid separated from the case. A review of this complaint indicated that this case had been produced with the updated specification. On June 4th, a customer complaint was received in a non-US market indicating that the lid separated from the case. A review of this complaint indicated that this case had received the existing recall remedy. Three additional complaints were received from non-US markets up to mid-June.

On June 20, 2024, BMW decided to increase the scope of, and to develop an interim solution for, the existing recall.