

24V-557
Part 573
Chronology
July 25, 2024

During launch events for the R 1300 GS in October 2023, BMW became aware of several issues involving the starter relay, such as no-start conditions and rotating starter motors. The root cause was identified as moisture reaching the electronic components due to an insufficient injection molding process involving the relay housing along with damage to the housing that could occur during motorcycle assembly or a dealer service visit.

On November 10, 2023, a Service Action was released to inspect and, if necessary, replace the starter relay.

On November 17th, in a non-US market, the starter relay on a press bike started smoldering. An engineering investigation was initiated, the part was held for analysis, and the supplier was contacted.

Between the end of November 2023 and January 2024, additional field incidents in non-US markets occurred, where starter relays overheated and started smoking or smoldering. These parts were requested to be returned for analysis. It was determined that a visual check for damage, as detailed in the November Service Action, was not sufficient.

On January 18, 2024, a new Service Action was released to replace the starter relay with a version produced with an improved injection molding process.

In mid-February, BMW became aware of a report where it was determined that the starter relay caused a fire. On February 23rd, BMW decided to conduct a voluntary recall to replace the starter relay. On March 1st, BMW submitted a Part 579 report to NHTSA, as potentially affected US motorcycles had not yet been imported into the US market. NHTSA assigned this action as Foreign Recall ID 24F-048. Potentially affected US motorcycles had the starter relay replaced with the version containing the improved injection molding process.

On March 19th, an additional measure to improve production quality was introduced at the motorcycle assembly plant, consisting of a redesigned starter relay holder pre-assembled with the relay and the wiring harness, which was intended to prevent possible mishandling of the relay during motorcycle assembly.

On March 25th, a smoldering starter relay was reported from a non-US market. After determining that it was produced with the improved injection molding process, a new engineering investigation was initiated, the part was held for analysis, and the supplier was contacted again. Between April and July, seven additional field incidents occurred in non-US markets, where starter relays overheated and started smoking or smoldering. All field cases capable of analysis showed traces of damage to the relay housing, the housing configuration was the improved injection molding process and, importantly, all were clipped into the original relay holder.

On July 18, 2024, BMW decided to conduct a voluntary safety recall.

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