



U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

## Part 573 Safety Recall Report

## 25V480

**Manufacturer Name:** BMW of North America, LLC

**Submission Date:** Jul 25, 2025

**NHTSA Recall No.:** 25V480

**Manufacturer Recall No.:**

### Manufacturer Information

### Population

**Manufacturer Name:** BMW of North America, LLC

**Address:** P.O. Box 1227  
Westwood NJ, 07675-1227

**Total number of potentially involved:** 33

**Estimated percentage with defect:** 100%

### Vehicle Information

**Vehicle 1:** 2025-2025 BMW F 800 GS

**Product Category:** Motorcycles

**Product Type:** Motorcycles

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Mar 03, 2025 - Mar 03, 2025

**Number of potentially involved:** 1

**Descriptive Information:**

Approximately 1 motorcycle is equipped with the optional emergency call system that may have been inadvertently deactivated.

**Basis for recall population determination:**

Motorcycle manufacturing information and the dataset within the specific backend system were reviewed to determine the number and production date range of potentially affected motorcycles.

**Recall component difference to non-recall component:**

The dataset within the backend system contains incorrect information for potentially affected motorcycles.

**Vehicle 2:** 2025-2025 BMW F 900 GS

**Product Category:** Motorcycles

**Product Type:** Motorcycles

**Fuel / Propulsion:** Spark Ignition Fuel

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**Production Dates:** Mar 25, 2025 - Apr 01, 2025

**Number of potentially involved:** 2

**Descriptive Information:**

Approximately 2 motorcycles are equipped with the optional emergency call system that may have been inadvertently deactivated.

**Basis for recall population determination:**

Motorcycle manufacturing information and the dataset within the specific backend system were reviewed to determine the number and production date range of potentially affected motorcycles.

**Recall component difference to non-recall component:**

The dataset within the backend system contains incorrect information for potentially affected motorcycles.

**Vehicle 3:** 2025-2025 BMW R 1300 GS Adventure

**Product Category:** Motorcycles

**Product Type:** Motorcycles

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Apr 03, 2025 - Apr 03, 2025

**Number of potentially involved:** 2

**Descriptive Information:**

Approximately 2 motorcycles are equipped with the optional emergency call system that may have been inadvertently deactivated.

**Basis for recall population determination:**

Motorcycle manufacturing information and the dataset within the specific backend system were reviewed to determine the number and production date range of potentially affected motorcycles.

**Recall component difference to non-recall component:**

The dataset within the backend system contains incorrect information for potentially affected motorcycles.

**Vehicle 4:** 2025-2025 BMW S 1000 R

**Product Category:** Motorcycles

**Product Type:** Motorcycles

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Apr 01, 2025 - Apr 03, 2025

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**Number of potentially involved:** 3

**Descriptive Information:**

Approximately 3 motorcycles are equipped with the optional emergency call system that may have been inadvertently deactivated.

**Basis for recall population determination:**

Motorcycle manufacturing information and the dataset within the specific backend system were reviewed to determine the number and production date range of potentially affected motorcycles.

**Recall component difference to non-recall component:**

The dataset within the backend system contains incorrect information for potentially affected motorcycles.

**Vehicle 5:** 2025-2025 BMW S 1000 RR

**Product Category:** Motorcycles

**Product Type:** Motorcycles

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Mar 25, 2025 - Apr 29, 2025

**Number of potentially involved:** 22

**Descriptive Information:**

Approximately 22 motorcycles are equipped with the optional emergency call system that may have been inadvertently deactivated.

**Basis for recall population determination:**

Motorcycle manufacturing information and the dataset within the specific backend system were reviewed to determine the number and production date range of potentially affected motorcycles.

**Recall component difference to non-recall component:**

The dataset within the backend system contains incorrect information for potentially affected motorcycles.

**Vehicle 6:** 2025-2025 BMW K 1600 GT

**Product Category:** Motorcycles

**Product Type:** Motorcycles

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Apr 04, 2025 - Apr 04, 2025

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**Number of potentially involved:** 1

**Descriptive Information:**

Approximately 1 motorcycle is equipped with the optional emergency call system that may have been inadvertently deactivated.

**Basis for recall population determination:**

Motorcycle manufacturing information and the dataset within the specific backend system were reviewed to determine the number and production date range of potentially affected motorcycles.

**Recall component difference to non-recall component:**

The dataset within the backend system contains incorrect information for potentially affected motorcycles.

**Vehicle 7:** 2025-2025 BMW R 1300 GS

**Product Category:** Motorcycles

**Product Type:** Motorcycles

**Fuel / Propulsion:** Spark Ignition Fuel

**Production Dates:** Mar 11, 2025 - Apr 22, 2025

**Number of potentially involved:** 2

**Descriptive Information:**

Approximately 2 motorcycles are equipped with the optional emergency call system that may have been inadvertently deactivated.

**Basis for recall population determination:**

Motorcycle manufacturing information and the dataset within the specific backend system were reviewed to determine the number and production date range of potentially affected motorcycles.

**Recall component difference to non-recall component:**

The dataset within the backend system contains incorrect information for potentially affected motorcycles.

## Defect / Noncompliance Description

**Description of the defect or noncompliance:**

This safety recall involves the emergency call (eCall) system. On affected motorcycles, the eCall system may have been inadvertently deactivated due to an error within the dataset in the provisioning backend system.

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**FMVSS1:**

**FMVSS2:**

**Description of the safety risk, including crash, fire, death, injury:**

If the eCall (manual, and automatic in case of a crash) does not function, then the motorcycle location information would not be transmitted. Although the rider is alerted to the loss of functionality, the rider is only alerted one time and, therefore, for any subsequent incidents they may be unaware of the non-functionality. As a result, this could delay or not allow emergency responders from locating the motorcycle, which could increase the risk for potentially injured riders.

**Description of the cause:**

**Identification of any warning that can occur:**

A warning message in the instrument cluster will be displayed to the rider, one time, after the error has occurred.

## Component Manufacturer

**Tier of Supplier:**

**Supplier Type:**

**Name:** BMW AG

**Address:**

**Country:**

## Involved Components

**Component Name 1:** Software / Database

**Component Description:** Software / Database

**Component Part Number:** N/A

## Chronology

In June 2025, several field cases were reported where motorcycles were showing a deactivated eCall system.

An engineering investigation was initiated, focusing on the provisioning status of potentially affected motorcycles in a backend database.

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Reviews showed that between May 26, 2025, and June 12, 2025, a backend database update had occurred. As a result, incorrect information was assigned to certain potentially affected motorcycles within the database. This resulted in a deactivation, or a non-activation, of the eCall function, depending upon the motorcycle status.

On July 16, 2025, 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.

Related NHTSA Recall Number:

## Description of Remedy

**Remedy Type:** Software OTA

**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

**Description of remedy program:**

Updates will be transmitted via an Over-the-Air process to potentially affected motorcycles in an attempt to remedy the applicable electronic control unit.

Owners will be notified by First Class mail and instructed to check the functionality of the eCall system and, if necessary, to take their motorcycle to an authorized BMW motorcycle dealer to have the remedy performed for free.

**How remedy component differs from recalled component:**

Recall component: Part Number – N/A, Software / Database Issue.

**Identify how/when recall condition was corrected in production:**

## Reimbursement Plan

**Description of reimbursement program:**

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.

**Period of reimbursement:**

**Costs to be reimbursed:**

**Address for reimbursement claims:**

**Part 573 Safety Recall Report****25V480****Recall Schedule****Description of recall schedule:**

Notification to dealers is planned to begin and end on July 23, 2025.

Notification to owners is planned to begin and end on September 12, 2025.

**Planned Dealer Notification Date:** Jul 23, 2025 - Jul 23, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Sep 12, 2025 - Sep 12, 2025☐ Phased Recall**Date when VIN will be searchable:** Sep 12, 2025