

Retail Operator General Manager	Sales New Motorcycles	Sales Pre-Owned Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
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## BMW Motorrad USA

# SB-10056106-7277

### Service Information Bulletin

**Subject:** Film Type Fuel Level Sender “Fuel Strip”: Warranty Extension to 12 years without Mileage Limitation

**Models:** Model Year 2005-2013 R and K series motorcycles that contain a film type fuel level sender “Fuel Strip”  
To assist you in identifying eligible vehicles, the DCSnet Warranty Vehicle Inquiry has been updated. Please select the “Vehicle Comment” button to display the extended coverage information.

**Details:** BMW Motorrad USA has become aware of a potential durability issue with the film type fuel level sender “Fuel Strip” equipped on certain model year 2005 to 2013 R and K series motorcycles.

**Aftersales Solution:** On eligible motorcycles, the limited warranty for the film type fuel level sensor has been extended to **12 years without mileage limitation**, as determined from the original in-service date.

**This is a “warranty coverage extension.” This is not a Recall or Technical Campaign; please do NOT perform this repair as a preventive measure.**

There is no immediate repair required **unless** the BMW motorcycle is currently experiencing this problem.

#### Customer Notification Letter of Warranty Extension

Even though this is **NOT** a Recall, BMW Motorrad USA will be sending a “Customer Notification” letter to inform the affected customers of the component-specific extension of the Limited Warranty-BMW Motorcycles.

A sample letter is included.

Additional information:

The fuel strip (fuel level measurement device) is to be replaced and appropriately calibrated only if the fuel gauge has repeatedly not indicated the correct fuel level during recent trips.

Please recommend to the customers that they should always reset one of the two trip odometers each time the motorcycle is refueled so that ridden miles can also be used as a secondary indicator of the appropriate distance to refuel, based upon riding experience.

**Warranty Information:** The limited warranty for the film type fuel level sensor “Fuel Strip” has been extended to **12 years without mileage limitation**, as determined by the original in-service date.

This component’s warranty extension applies to the above-listed models only and is transferable. It is applicable to eligible vehicles that are registered and operated in all 50 states (including Puerto Rico).

The existing warranty coverage for all other parts has not changed.

Should the film type fuel level sensor “Fuel Strip” fail again, the film type fuel level sensor “Fuel Strip” is covered by the remaining portion of the extended limited warranty coverage period.

For eligible repairs, claim this work with the defect code and the RSD labor operations as outlined below.

<b>Defect code:</b>	16 14 91 12 00	Fuel Sensor extended warranty
<b>Labor code:</b>	Refer to RSD	Removing and Installing or Replacing Fuel Level Sensor
<b>Part numbers:</b>	16 14 7 675 547	Fuel Level Sensor (as applicable)
	<b>or</b>	
	16 14 7 697 815	Fuel Level Sensor (as applicable)
	See EPC/ETK	Fuel pump sealing ring/gasket (only if necessary)

Only one main labor operation can be claimed per repair visit. All other labor operations for any other line(s) must be claimed using plus code labor operations. Please refer to the Warranty Policy and Procedures Manual regarding add-ons, proper support, documentation, claims submission and archiving requirements as applicable.

**Prior Customer Pay Repairs:** If a customer requests reimbursement for a previously performed repair, please follow the procedure below.

Review the customer-pay invoice (authorized BMW Motorrad dealer or independent service provider) to ensure it addresses the exact issue described in this Service Information Bulletin.

Reimburse the customer (labor and parts for a previous repair performed at an authorized BMW Motorrad dealer, parts only for a previous repair performed at an independent service provider).

Submit the customer-paid repair expense under Defect Code 16 14 91 12 00, as follows:

Sublet Code 3  
Dollar amount (with no markup)  
Comment: Reimbursement for allowable expenses related to the previous customer pay repair.

Retain the “original” customer pay invoice in your files; this documentation may be requested during the claim review process. Please include comments detailing the Sublet amount request.

**Contact:** Service and Technical Manager

## Sample Customer Letter

### **Certain Model Year 2005-2013 BMW Motorcycles Warranty Coverage Extension / Repair Expense Reimbursement**

Dear BMW Owner:

At BMW, we are committed to maintaining a level of motorcycle and service excellence that exceeds your expectations now and in the future. Consistent with this philosophy, we want to help you avoid problems and minimize your inconvenience.

This letter addresses an issue involving the fuel level indicator on certain Model Year 2005 – 2013 BMW motorcycles. The issue could cause an inaccurate “high” or “low” fuel gauge reading. To address this issue, we are extending our warranty on the relevant part for 12 years and unlimited mileage, as specified below.

We recommend that you reset your trip odometer each time you refuel, so that you can also use ridden miles as a secondary indicator of the appropriate distance to refuel, based upon your riding experience. The extended warranty coverage described below is available to you, if the fuel level indicator has demonstrated repeated inaccuracies in recent trips.

#### **Warranty Coverage Extension**

BMW is extending the warranty coverage for the fuel measurement device (called a fuel strip) associated with your fuel level indicator on your motorcycle. **This extended warranty coverage is valid for up to 12 years and unlimited mileage, starting from the date of first retail sale or the date your motorcycle was first placed in service as a demonstrator or company motorcycle, whichever is earlier.** Under the terms of this extended warranty coverage, BMW will cover all necessary repair costs related to this issue. This warranty extension is transferable to any subsequent owner. Warranty coverage for other parts is not affected; the corresponding Warranty terms and conditions can be found in your Service and Warranty information booklet.

We sincerely apologize for any inconvenience, but we hope that this extended warranty coverage reassures you that we stand behind our products.

#### **Repair Expense Reimbursement**

If you previously had the fuel strip replaced at an authorized BMW motorcycle dealer within the term of the extended warranty period, BMW will provide reimbursement for all out-of-pocket expenses you incurred for parts and labor. If you replaced the fuel strip at an independent repair facility within the term of the extended warranty period, BMW will provide reimbursement for your eligible out-of-pocket expenses for the parts, excluding labor charges.

Please contact your authorized BMW motorcycle dealer for reimbursement. Your authorized dealer will request a copy of your previously paid invoice, and then inspect the motorcycle prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement. Your authorized BMW motorcycle dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you will receive reimbursement.

Your authorized BMW motorcycle dealer should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-831-1117 or via email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com) for any special assistance that you may require. Should you need BMW Motorcycle Roadside Assistance during operation of your motorcycle, they may be reached at 1-877-680-2176.

**Please keep this letter with your motorcycle documentation for ease of reference in the future.**

We appreciate your confidence in our product, and we are pleased to take this action in support of you, our valued BMW customer.

Sincerely,

BMW OF NORTH AMERICA, LLC