



## SIB 16 02 14 Fuel Strip Warranty Extension

2023-11-13

This Service Information Bulletin replaces SIB 16 002 14 (017) **dated June 2014**.

### What's New (Specific text highlighted):

- Part number changed

## MODEL

Model	Model Description	Production Date
K44 (0597)	K 1200 GT	
K43 (0594)	K 1200 R	
K43/HV (0595)	K 1200 R Sport	
K40 (0197)	K 1200 S	
K25 (0317)	R 1200 GS	
K25/11 (0313)	R 1200 GS	
K25/02 (0397)	R 1200 GS Adventure	
K25/12 (0390)	R 1200 GS Adventure	
K26/32 (0480)	R 1200 GS Adventure	Until model year 2010
K27 (0398)	R 1200 R	
K27/11 (0490)	R 1200 R	
K26 (0388)	R 1200 RT	
K26/11 (0440)	R 1200 RT	Until model year 2010
K28 (0338)	R 1200 ST	
K29 (0396)	R 1200 S	

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.

## SITUATION

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.

## PROCEDURE

On eligible motorcycles, the limited warranty for the film type fuel level sensor **was** 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 **sent** 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:

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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.

## PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in ETK which takes into account specific equipment and/or options.

Additional parts like gaskets, hardware and chemicals may be required for the complete repair.

Part numbers changed for the fuel level sensors:

16 14 7 675 547 is now 16 14 1 600 132

And

16 14 7 697 815 is now 16 14 1 600 133

### **Part Number**

16 14 1 600 132	Fuel Level Sensor (as applicable)
OR	
16 14 1 600 133	Fuel Level Sensor (as applicable)
16 14 7 697 815	Fuel pump sealing ring/gasket (only if necessary)

## CLAIM 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 AIR labor operations as outlined below.

### **Defect code**

16 14 91 12 00	Fuel Sensor extended warranty
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### **Labor Operation**

Refer to AIR for Labor code	Removing and Installing or Replacing Fuel Level Sensor	Refer to AIR for FRU
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FRUs includes all repair procedures to complete the task with allowance for necessary ancillary tasks (e.g., visual inspection, lubrication, cleaning parts etc.) and administrative tasks.

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.

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## 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.

## QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Contact the BMW Technical Support Group via TSARA
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Motorrad Parts Department

Supporting Materials

[picture\\_as\\_pdf 16 02 14 FILM TYPE FUEL LEVEL SENSOR.pdf](#)

