

# BMW



## IMPORTANT SAFETY RECALL

This notice applies to your motorcycle,

October 2015

### Recall Campaign No. 15V-537: Engine Control Unit Software

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2013-2015 G 650 GS and Model Year 2013-2014 G 650 GS Sertao motorcycles. Our records indicate that you are the owner of an affected motorcycle.

#### DESCRIPTION OF PROBLEM

This recall involves the engine control unit software which regulates the idle speed. Under the following conditions, the engine may stall:

- the clutch lever is engaged,
- the engine is operating at idle speed.

Although engine stalling typically occurs shortly before the motorcycle is brought to a stop, it could also increase the risk of a crash.

#### PRECAUTIONS FOR YOUR SAFETY

When coming to a stop, be attentive to the engine idle.

If the engine stalls, then this issue may be occurring. Carefully move away from traffic and pull over to a safe location as soon as possible. Do not continue to ride your motorcycle. You may contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 to have your motorcycle brought to the nearest authorized BMW Motorcycle dealer.

If you are not the only rider of this motorcycle, please advise all other riders of this important information.

#### DESCRIPTION OF REPAIR

Your motorcycle will be programmed with revised engine control unit software. During the service visit, the intake manifold hose clamp will be inspected and tightened.

**This free repair** will take approximately two hours; however additional time may be required depending upon your authorized BMW Motorcycle dealer's schedule.

**Please contact your authorized BMW Motorcycle dealer to schedule an appointment to have the programming update performed. You can locate your nearest authorized BMW Motorcycle dealer at [www.bmwmotorcycles.com/dealers](http://www.bmwmotorcycles.com/dealers).**



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**OTHER INFORMATION**

If you are no longer the owner of this motorcycle, we request that you provide us the name and address of the new owner using the enclosed postage-paid card so that we can contact the new owner regarding this issue. If you are a lessor of this motorcycle, Federal Regulations require you to forward this notice to your lessee within ten days. If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

**Should you have any questions about this recall, please contact your authorized BMW Motorcycle dealer.** Should you need any additional assistance, you may contact BMW Customer Relations and Services via Email at [CustomerRelations@bmwusa.com](mailto:CustomerRelations@bmwusa.com), or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday.

If your BMW Motorcycle dealer is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

BMW recommends that you always wear a helmet and protective apparel when riding.

We sincerely apologize for any inconvenience this recall may cause; however, be assured that BMW is concerned about your safety and security.

**BMW of North America, LLC**