

FOR AGENCY USE ONLY 100148	
Date Received 26-AUG-2020 NOV 05 2020	Repository <input type="checkbox"/> Reference No. 11351396
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline	
U.S. Department of Transportation National Highway Traffic Safety Administration	
OWNER INFORMATION (Type or Print)	
Name	Daytime Telephone Number
Address	E-mail Address
City MOORESVILLE State NC Zip Code	Evening Telephone Number
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>	
VEHICLE INFORMATION	
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WB10F1201JZ	Make BMW
Model K 1600 GTL	Model Year 2018
Date Purchased 07/01/2017	Dealer's Name and Telephone Number MOTORCYCLES OF CHARLOTTE
Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner <input checked="" type="checkbox"/>	Dealer's City CHARLOTTE-NC
State NC	Zip Code 28273
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain
Multiple Failure: YES	Incident Date(s) 01-OCT-2019
FAILED COMPONENT(S)/PART(S) INFORMATION	
Vehicle Component Codes: 100000 POWER TRAIN, 180000 VEHICLE SPEED CONTROL, 060000 ENGINE (PWS)	Failure Mileage 2755
	Failure Speed 65
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE	
Tire Make	Tire Model (Name or Number)
	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair
Failure Location:	
Tire Component Code	Tire Failure Type:
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE	
Make:	Date Manufactured:
	Model No./Name:
Seat Type:	Installation System:
Child Seat Component Code:	Failed Part:
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>	
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Number of Persons Injured	Number of Deaths
	Reported to Police N
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).	
TL* THE CONTACT OWNS A 2018 BMW K 1600 GTL. THE CONTACT STATED WHILE DRIVING AT 65 MPH, THE ACCELERATOR PEDAL WAS DEPRESSED BUT THE VEHICLE FAILED TO ACCELERATE. THE CONTACT STATED ENGINE PROBLEM WARNING MESSAGE DISPLAYED. THE CONTACT WAS ABLE TO PARK ON THE SIDE OF ROAD AND AFTER A COUPLE OF MINUTES THE VEHICLE WAS RESTARTED AND THE CONTACT WAS ABLE TO DRIVE HOME. THE CONTACT STATED HE HAD EXPERIENCE THE FAILURE MULTIPLE TIMES. THE CONTACT STATED THE FAILURE WAS INDETERMINATELY AND FELT UNSAFE TO DRIVE TO THE DEALER. THE MOTORCYCLE WAS TOWED TO LOCAL (DEALER MOTORCYCLES OF CHARLOTTE LOCATED AT 731 WESTINGHOUSE BLVD, CHARLOTTE, NC 28273, (704) 882-6106) BUT WERE UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED AS OF YET. THE MANUFACTURER HAD BEEN INFORMED OF FAILURE. THE FAILURE MILEAGE WAS 2,755.	
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY	
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.	

Motorcycles of Charlotte
731 Westinghouse Blvd.
Charlotte, NC 28273
Phone: 704-882-6106

Repair Order Invoice

Doc Number: [REDACTED]
Service Writer: MICHAEL D. LONG
Date Printed: 06/10/2020
Date Promised: 05/08/2020
Cashier: MICHAEL D. LONG
Cashier Date: 06/03/2020

[REDACTED]
MOORESVILLE, NC [REDACTED]

Customer Information

Home Phone: [REDACTED]
Email: [REDACTED]

Summary

Unit	Job	Job Total
2018 BMW401 K1600GTL	NOTES	\$0.00
2018 BMW401 K1600GTL	SBS - NO OPEN BULLETIN(S)	\$0.00
2018 BMW401 K1600GTL	JOB 1 - RUNNING ISSUE	
		WARRANTY
	Job Subtotal:	\$0.00
	Tax:	\$0.00
	Total:	\$0.00
	Less Deposits:	\$0.00
	Total Due:	\$0.00

I authorize additional repairs over the initial estimate _____

I understand that I am fully responsible for properly tying down and securing my Unit when it is returned to my possession. Storage charges per our posted rate will be added to all items not picked up within 7 days of notification of completion of service.

PLEASE NOTE North Carolina law requires the use of a helmet at all times while operating a motorcycle.

CAUTION!!!!!!!! New tires may require a 100 mile break-in period. Please use caution when accelerating or negotiating corners. FAILURE TO DO SO MAY RESULT IN AN ACCIDENT.

Thank you for your business! My signature below acknowledges work has been completed.

Signature: _____

Detail

Unit 2018 BMW401 K1600GTL EBONY
VIN/Serial No:WB10F1201JZD [REDACTED]

Color:EB
Plate:

Keyboard:
Odom/Hrs In:2,529 **Out:**2,564

NOTES

Description:

Job Subtotal **\$0.00**

SBS - NO OPEN BULLETIN(S)

Description:MOTORCYCLES OF CHARLOTTE HAS VERIFIED THERE ARE NO OPEN SERVICE BULLETINS AS OF THIS REPAIR ORDER CREATION

Job Subtotal **\$0.00**

JOB 1 - RUNNING ISSUE

Description: CLIENT STATES: UNIT STILL HAS A THROTTLE ISSUE. HE LEFT AND WENT TO PUT FUEL IN UNIT (NEXT DOOR TO DEALERSHIP) AND WHILE THERE THE IDLE RAISED TO CLOSE BETWEEN 2-3K RPM AND COULD BE HEARD FLUCTUATING UP AND DOWN BY A FEW HUNDRED RPM. WHEN TECH WENT TO RETRIEVE MOTORCYCLE HE ACTUALLY HAD UNIT STALL ON HIM.

DIAGNOSE AND ADVISE WHAT REPAIR IS NEEDED (WARRANTY REPAIR - PROCEED)

Resolution: throttle issue.
TSARA 254077

- Check the throttle valve with the ignition switched off for full adjustment range and freedom of movement. Also, Look for movement of the throttle valve when switching on the ignition to see if it does the sweep without interruption.
- check the wiring for any damage or pinching etc.

no pinching damage visible, throttle has full freedom of movement while off and i can feel the gears perhaps not as smooth as some others, off its slightly open per normal, when turning the bike on it doesn't do a full sweep, it'll go to maybe 25% and then to closed

replaced throttle body and tested unit through several different ride situations, no failure could be reproduced at this time

Parts

Part #	Qty	Description	Price	Discount	Total
13548564960	1.00	THROTTLE HOUSING ASSY	WARRANTY	WARRANTY	WARRANTY
13717728301	1.00	GASKET	WARRANTY	WARRANTY	WARRANTY
Parts Subtotal					WARRANTY

Labor

Description	Technician	Hour	Total
DIAG	CLINTON HARRIS	WARRANTY	WARRANTY
REPLACE THROTTLE BODY	CLINTON HARRIS	WARRANTY	WARRANTY
Labor Subtotal			WARRANTY

Job Subtotal **WARRANTY**

All Jobs Subtotal: **\$0.00**
Tax: **\$0.00**
Total: **\$0.00**
Less Deposits: **\$0.00**
Total Due: **\$0.00**

Motorcycles of Charlotte
 731 Westinghouse Blvd.
 Charlotte, NC 28273
 Phone: 704-882-6106

Repair Order Invoice

Doc Number: [REDACTED]
 Service Writer:
 Date Printed: 05/01/2020
 Date Promised: 10/24/2019
 Cashier: MICHAEL D. LONG
 Cashier Date: 10/24/2019

[REDACTED]
 MOORESVILLE, NC [REDACTED]

Customer Information

Home Phone: [REDACTED]
 Email: [REDACTED]

Summary

Unit	Job	Job Total
2018 BMW401 K1600GTL	NOTES	\$0.00
2018 BMW401 K1600GTL	SBS - OPEN BULLETIN(S)	\$0.00
2018 BMW401 K1600GTL	SERVICE - (NEW FORM WITH ZERO PARTS) (2018-NOV)	\$135.00
2018 BMW401 K1600GTL	OIL - ENGINE OIL & FILTER (MAINT) (2018-NOV)	\$163.83
2018 BMW401 K1600GTL	OIL - FINAL DRIVE (2018-NOV)	\$61.09
2018 BMW401 K1600GTL	SB SIB 13 002 13 (031) SOFTWARE UPDATE DME	WARRANTY
2018 BMW401 K1600GTL	CHECK BEARING DEFLECTION AT REAR WHEEL SWINGARM	\$94.50
Job Subtotal:		\$454.42
Misc:		\$14.57
Job Parts Subtotal:		\$122.32
Job Labor Subtotal:		\$332.10
Tax:		\$34.00
Total:		\$502.99
Less Deposits:		(\$10.00)
Credit Cards:		(\$492.99)
Total Due:		\$0.00

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CAUTION!!!!!!! New tires may require a 100 mile break-in period. Please use caution when accelerating or negotiating corners. FAILURE TO DO SO MAY RESULT IN AN ACCIDENT.

Thank you for your business! My signature below acknowledges work has been completed.

Signature: _____

Detail

Unit 2018 BMW401 K1600GTL EBONY
VIN/Serial No:WB10F1201JZ [REDACTED]

Color:EB
Plate:

Keyboard:
Odom/Hrs In:2,191 Out:2,197

NOTES

Description:NOT HERE
9AM APP
ANNUAL SERVICE
F&R BRAKE FLUSH

Job Subtotal \$0.00

SBS - OPEN BULLETIN(S)

Description:MOTORCYCLES OF CHARLOTTE HAS VERIFIED THERE ARE OPEN SERVICE BULLETINS AS OF THIS REPAIR ORDER
CREATION - PLEASE SEE INDIVIDUAL JOB LINES FOR ADDITIONAL DETAILS

Job Subtotal \$0.00

SERVICE - (NEW FORM WITH ZERO PARTS) (2018-NOV)

Description:REV NOV 2018
CUSTOMER STATES PERFORM SERVICE
Resolution: - 2YR ANNUAL SRVC PERFORMED
- CHECKLIST ATTACHED
- ALL FASTENERS TORQUED

Labor

Description	Technician	Total
PERFORM SERVICE	JOHN ORMSBY	\$135.00

Labor Subtotal \$135.00

Job Subtotal \$135.00

OIL - ENGINE OIL & FILTER (MAINT) (2018-NOV)

Description:REV NOV 2018
CLIENT STATES CHANGE ENGINE OIL & FILTER
Resolution: - OIL & FILTER SRVC PERFORMED
- ALL FASTENERS TORQUED

Parts

Part #	Qty	Description	Price	Discount	Total
83212365959	5.00	BMW ADVANTEC 5W40 DRUM	\$17.50	\$0.00	\$87.50
07119863252	1.00	DRAIN/FILL WASHER 16X20	\$1.97	\$0.00	\$1.97
11427673541	1.00	OIL FILTER, HEX HEADS	\$21.71	\$0.00	\$21.71

Parts Subtotal \$111.18

Labor

Description	Technician	Total
ENGINE OIL DISPOSAL	MICHAEL D. LONG	\$5.40
CHANGE ENGINE OIL & FILTER	JOHN ORMSBY	\$47.25

Labor Subtotal \$52.65

Job Subtotal \$163.83

OIL - FINAL DRIVE (2018-NOV)

Description:REV NOV 2018
CUSTOMER STATES CHANGE FINAL DRIVE FLUID
Resolution: - FINAL DRIVE FLUSH AND FILL SRVC PERFORMED
- ALL FASTENERS TORQUED

Parts

Part #	Qty	Description	Price	Discount	Total
33117695219	2.00	O-RING	\$1.07	\$0.00	\$2.14
07512296486	1.00	OIL BMW 75W90 SAF-XO - 200ML	\$9.00	\$0.00	\$9.00

Parts Subtotal \$11.14

Labor

Description	Technician	Total
CHANGE FINAL DRIVE FLUID	JOHN ORMSBY	\$47.25
FINAL DRIVE FLUID DISPOSAL	MICHAEL D. LONG	\$2.70

Labor Subtotal \$49.95

Job Subtotal \$61.09

- SB SIB 13 002 13 (031) SOFTWARE UPDATE DME

Description: CLIENT STATED THERE IS AN INTERMITTENT ISSUE WHERE BIKE WILL GO INTO LIMP RIDING MODE AND WHEN HE CYCLES THE KEY IT WORKS FINE UNTIL NEXT TIME

RECALL 13V-528

SOFTWARE UPDATE

REQUIRES ISTA/P VERSION 2.46.0 OR HIGHER, IT IS ESSENTIAL TO CONFIRM THE ISTA/P VERSION USED IN THE FINAL REPORT

DEFECT CODE: 00 00 13 15 00 PROGRAMMING ECU

LABOR CODE: 00 60 274 PROGRAMMING ECU, 5 FRUs

Resolution: - DME UPDATE PERFORMED AS INSTRUCTED BY BMW BULLETIN

- FLAG ATTACHED TO RO
- ALL FASTENERS TORQUED

Labor

Description	Technician	Hour	Total
PROGRAMMING ECU	JOHN ORMSBY	WARRANTY	WARRANTY
		Labor Subtotal	WARRANTY
		Job Subtotal	WARRANTY

CHECK BEARING DEFLECTION AT REAR WHEEL SWINGARM

Description:

Resolution: - BEARINGS LUBED AND ALL FASTENERS TORQUED

Labor

Description	Technician	Hour	Total
BEARING DEFLECTION	JOHN ORMSBY		\$94.50
		Labor Subtotal	\$94.50
		Job Subtotal	\$94.50

All Jobs Subtotal:	\$454.42
Shop Supplies:	\$14.57
Tax:	\$34.00
Total:	\$502.99
Less Deposits:	(\$10.00)
Credit Cards:	(\$492.99)
Total Due:	\$0.00

Motorcycles of Charlotte
731 Westinghouse Blvd.
Charlotte, NC 28273
Phone: 704-882-6106

Repair Order Invoice

Doc Number: [REDACTED]
Service Writer: MICHAEL D. LONG
Date Printed: 05/02/2020
Date Promised: 04/22/2020
Cashier: MICHAEL D. LONG
Cashier Date: 05/02/2020

[REDACTED]
MOORESVILLE, NC [REDACTED]

Customer Information

Home Phone: [REDACTED]
Email: [REDACTED]

Summary

Unit	Job	Job Total
2018 BMW401 K1600GTL	NOTES	\$0.00
2018 BMW401 K1600GTL	SBS - OPEN BULLETIN(S)	\$0.00
2018 BMW401 K1600GTL	SBS - SIB - Recall 19V-692 Converting Gearbox	WARRANTY
2018 BMW401 K1600GTL	THROTTLE ISSUE	WARRANTY
Job Subtotal:		\$0.00
Tax:		\$0.00
Total:		\$0.00
Less Deposits:		\$0.00
Total Due:		\$0.00

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CAUTION!!!!!!!!!! New tires may require a 100 mile break-in period. Please use caution when accelerating or negotiating corners. FAILURE TO DO SO MAY RESULT IN AN ACCIDENT.

Thank you for your business! My signature below acknowledges work has been completed.

Signature: _____

Detail

Unit 2018 BMW401 K1600GTL EBONY
VIN/Serial No:WB10F1201JZ

Color:EB

Keyboard:

Plate:

Odom/Hrs In:2,498

Out:2,528

NOTES

Description:

Job Subtotal \$0.00

SBS - OPEN BULLETIN(S)

Description: MOTORCYCLES OF CHARLOTTE HAS VERIFIED THERE ARE OPEN SERVICE BULLETINS AS OF THIS REPAIR ORDER CREATION - PLEASE SEE INDIVIDUAL JOB LINES FOR ADDITIONAL DETAILS

Job Subtotal \$0.00

SBS - SIB - Recall 19V-692 Converting Gearbox

Description: SIB - Recall 19V-692 Converting Gearbox

This recall involves two defect codes please verify in AIR which defect applies to the vehicle being worked as it determines the actual work performed:

- 00 00 23 23 00 Converting Gearbox
- 00 00 23 24 00 Replace the Gearshift Forks

Situation #1 Models with Defect Code 00 00 23 23 00
Model Description Engineering Designation Type Code
K 1600 GT, GTL, GTL Excl. K48, K48/11, K48/12 0611, 0612, 0F11, 0F12
K 1600 B / Grand America K61 0F53

Certain internal transmission parts may not have been manufactured to sufficient specifications. This could lead to a double engagement of gears and/or internal damage particularly to the shift fork, selector sleeve or gearwheel. In some instances, under unfavorable conditions the transmission may lock and prevent the rear wheel from turning.

Situation #2 Models with Defect Code 00 00 23 24 00
Model Description Engineering Designation Type Code
K 1600 GT, GTL K48/11, K48/12 0F11, 0F12

In individual cases, damage to the shift fork might occur. If damage occurs gear change may not happen correctly. In some instances, under unfavorable conditions the transmission may lock and prevent the rear wheel from turning.

Important: The transmission input shafts installed in vehicles with defect 00 00 23 24 00 are manufactured by a different manufacturer than those that are installed in vehicles with defect 00 00 23 23 00. Therefore, only the gearshift forks must be replaced for vehicles marked with defect code 00 00 23 24 00 (see "Gearshift fork" in Figure 1)

As part of the repair it must be verified that the transmission input shaft that does not have to be converted is actually installed in the affected vehicles. The transmission input shafts can be identified by the selector sleeve for 5th / 6th gear: If the incorrect sleeve is fitted a TSARA case must be created.

Service Solution

The transmission repair as described in the accompanying work item "00 60 346 Convert Gearbox" which includes the gearshift fork, selector sleeve of the 5th/6th gear and the free gearwheel of the 6th gear is for defect code 00 00 23 23 00 (Situation #1)

For defect code 00 00 23 24 00 (Situation #2) only perform the gearshift fork replacement task in the same work item.

Vehicles Affected

In order to determine if a specific vehicle is affected by this Recall Campaign, it will be necessary to verify all VIN's through AIR (Aftersales Information Research). Based on the response of the system, either proceed with the repair or take no further action. Please note, VIN's in DCS Vehicle History Check may © 2019 BMW of North America, LLC not appear until 24-72 hours after the release of this bulletin, therefore AIR is the recommended method for determining open campaigns.

Warranty Information

The repairs described in this bulletin are covered under warranty regardless of time or mileage. Reimbursement for this Recall Campaign is through normal claim entry utilizing the following information:

Defect Code Situation #1
00 00 23 23 00 Converting Transmission
FRU Numbers, Descriptions, Amounts, Parts
*00 60 346 Converting Gearbox, Model-specific - 32 - 33 FRU's

Description: +00 60 728 Converting Gearbox, Model-specific - 31 - 32 FRU's
 23 00 505 Additional work removing /installing transmission with reverser,
 Model-specific - 18 - 20 FRU's

Defect Code Situation #2
 00 00 23 24 00 Replace Gearshift Fork
 FRU Numbers, Descriptions, Amounts, Parts
 *23 00 020 Removing / Installing gearbox, Model-Specific - 19 - 21 FRU's
 +23 00 659 Removing / installing gearbox, Model-Specific - 18 - 20 FRU's
 23 00 505 Additional work removing / installing gearbox with reverser, Model-specific -18-20
 FRU's
 23 31 501 Renew selector forks (gearbox removed) 4 FRU's
 23 31 532 Additional work for replacing gearshift forks (transmission removed) (for reverser) 8
 FRU's

*Main Work: These main labor operations include 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
 Parts information
 As parts stock will be limited for the first few months, we will be allocating parts for urgent requests only. Urgent requests are defined as a customer bike down, an escalated consumer complaint or a sold unit that is waiting delivery. All request must be made through an IDS ticket with a valid VIN number.

Resolution:transmission recall complete

Parts

Part #	Qty	Description	Price	Discount	Total
81925A1BB87	1.00	DC2323 TRANSMISSION	WARRANTY	WARRANTY	WARRANTY
Parts Subtotal					WARRANTY

Labor

Description	Technician	Hour	Total
PROPER LABOR CODES AND TIMES MUST BE DETERMINED BY TECH AND ADVISOR	BRENNAN D'ORAZIO	WARRANTY	WARRANTY
Labor Subtotal			WARRANTY
Job Subtotal			WARRANTY

THROTTLE ISSUE

Description: CLIENT STATES: THROTTLE WILL BE UNRESPONSIVE AT TIMES WHILE RIDING. VERY CONCERNING TO THE CLIENT AND WANTS IT CURED

Resolution: FOUND THROTTLE CODE. PERFORMED SOFTWARE UPDATE
 software update complete, to resolve throttle issue. after extended test ride we could not reproduce the issue again.

Labor

Description	Technician	Hour	Total
dme update	BRENNAN D'ORAZIO	WARRANTY	WARRANTY
Labor Subtotal			WARRANTY
Job Subtotal			WARRANTY

All Jobs Subtotal:	\$0.00
Tax:	\$0.00
Total:	\$0.00
Less Deposits:	\$0.00
Total Due:	\$0.00