

CASE OVERVIEW

Case-ID [REDACTED]

Brake fluid leak

Apr 3, 2019, 2:22 PM

| | | | |
|--------------|--|-----------------|-------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | Mar 12, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Nov 6, 2018 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 1 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

Brake fluid leaked from left caliper

WORK PERFORMED

Inspected caliper found fluid leaking from the seam waiting for back ordered caliper and then will install and bleed the system

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

DIAGNOSIS DATA

Mar 9, 2019, 5:32 PM

VEHICLE DETAILS



VIN [REDACTED]

Transmission Type **MECH**
 Transmission Nr **0010631**

Engine Type **A74**
 Engine Number **41184487**

E-Series **K52**
 Steering
 Body Type
 Model

First Registration Date
 Warranty Start Date
 Mileage **1 mi**

Production Factory **31 - Berlin**
 Production Date **Nov 6, 2018**

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- S0537
- S0660
- S0538
- S0672
- F0718
- S0518
- P0000
- S0719
- S011A
- S0674
- HSB15
- S05AB
- S0585
- S05AC
- S0530
- S0191
- S0504
- S0649
- S0570
- S0519
- L753
- S0998
- S0642
- S0461
- S0764
- S0113
- S0369
- S0486

ATTACHMENTS



IMG_0981.jpg



IMG_0982.jpg



IMG_0983.jpg



IMG_0984.jpg



IMG_0985.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Moore Justin - Justin.A.Moore@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|--------------|
| Apr 3, 2019, 2:22 PM | Status set to Done | Justin Moore |
| Apr 3, 2019, 2:21 PM | Status set to Awaiting dealer reply | Justin Moore |
| Apr 3, 2019, 2:21 PM | Assigned to Justin Moore | Justin Moore |
| Apr 3, 2019, 2:00 PM | Case submitted | MARK WATSON |
| Mar 12, 2019, 6:37 PM | Case created | MARK WATSON |



CASE OVERVIEW

Case-ID

left caliper brake leak

Apr 3, 2019, 2:25 PM

| | | | |
|--------------|--|-----------------|-------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | Mar 12, 2019 | VIN | |
| Created By | MARK WATSON | Production Date | Nov 6, 2018 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 1 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

found brake fluid had leaked upon opening shipping crate

WORK PERFORMED

Inspected caliper and found that it had been leaking from the the seam in the caliper, will replace caliper and bleed system when the parts arrive

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

DIAGNOSIS DATA

Mar 7, 2019, 6:54 PM

VEHICLE DETAILS



VIN [REDACTED]

Transmission Type **MECH**
 Transmission Nr **0011223**

Engine Type **A74**
 Engine Number **45184424**

E-Series **K52**
 Steering
 Body Type
 Model

First Registration Date
 Warranty Start Date
 Mileage **1 mi**

Production Factory **31 - Berlin**
 Production Date **Nov 6, 2018**

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- S05AB
- L753
- S0113
- S0530
- P0000
- S0998
- S0518
- S0764
- S0649
- S0537
- S0585
- S0504
- S0538
- HSB15
- S0461
- S0719
- S0191
- S011A
- S0660
- S0642
- S0672
- S0369
- F0718
- S05AC
- S0674
- S0519
- S0570
- S0486

ATTACHMENTS



IMG_0986.jpg



IMG_0987.jpg



IMG_0988.jpg

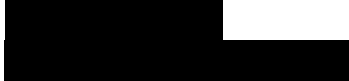


IMG_0989.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Moore Justin - Justin.A.Moore@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|--------------|
| Apr 3, 2019, 2:25 PM | Status set to Done | Justin Moore |
| Apr 3, 2019, 2:24 PM | Status set to Awaiting dealer reply | Justin Moore |
| Apr 3, 2019, 2:24 PM | Assigned to Justin Moore | Justin Moore |
| Apr 3, 2019, 2:02 PM | Case submitted | MARK WATSON |
| Mar 12, 2019, 6:47 PM | Case created | MARK WATSON |

RATING

CLASSIFICATION

Classification **A** Tread Act ID **03 foundation brake system**





NOTES

EXPERT-TOOLS

Online Analysis (IRAP) **No**

On-site support necessary **No**

Date

Date

Responsible

Responsible

Buyback was avoided (if relevant) **No**

WORKSHOP FEEDBACK

TSC

Justin Moore

Thank you for the documentation. Proceed with replacement of the faulty caliper.

Posted on **Apr 3, 2019, 2:24 PM**



CASE OVERVIEW

Case-ID [REDACTED]

front brake calipers leak

May 13, 2019,

9:39 AM

| | | | |
|--------------|--|-----------------|--------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | May 10, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Jan 29, 2019 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 1 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

Brake fluid leaking from both front calipers

WORK PERFORMED

Replace left and right caliper pistons and seals

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|------------|-------------------------|--------------|
| VIN | [REDACTED] | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0025244 | Mileage | 1 mi |
| Engine Type | A74 | Production Factory | 31 - Berlin |
| Engine Number | 06194052 | Production Date | Jan 29, 2019 |

E-Series
Steering
Body Type
Model

K52

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- S0562 S0222 F1118 P0000 S0570 S0538 S0585 S0504 S0674 S0649 S05AC
- S0518 S0672 S0998 S0642 S0113 S0537 S0182 L753 S0461 S05AB S0238
- S0224 S0219 S0660 S0486 S0369 S0764 S0719 S0191 S011A S0519 S0530

ATTACHMENTS



IMG_1110.jpg



IMG_1112.jpg



IMG_1111.jpg



IMG_1109.jpg



IMG_1108.jpg

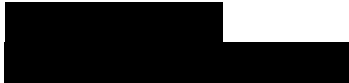


IMG_1106.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Moore Justin - Justin.A.Moore@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|--------------|
| May 13, 2019, 9:39 AM | Status set to Done | Justin Moore |
| May 13, 2019, 9:39 AM | Status set to Awaiting dealer reply | Justin Moore |
| May 10, 2019, 7:59 PM | Status set to Awaiting TSC reply | MARK WATSON |
| May 10, 2019, 4:07 PM | Assigned to Justin Moore | Justin Moore |
| May 10, 2019, 4:07 PM | Status set to Awaiting dealer reply | Justin Moore |
| May 10, 2019, 4:04 PM | Case submitted | MARK WATSON |





Posted on **May 10, 2019, 4:07 PM**



CASE OVERVIEW

Case-ID [REDACTED]

Leaking brake calipers

May 15, 2019,
8:54 AM

| | | | |
|--------------|--|-----------------|--------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | May 14, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Jan 29, 2019 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 1 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

Calipers front left and right leaking brake fluid

WORK PERFORMED

Inspected calipers found that the fluid was leaking from the piston seals, then replaced the pistons and seals, no other related damage found

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|------------|-------------------------|--------------|
| VIN | [REDACTED] | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0025243 | Mileage | 1 mi |
| Engine Type | A74 | Production Factory | 31 - Berlin |
| | | Production Date | Jan 29, 2019 |



Engine Number **06194049**

No. of Workshop Visits **1**

E-Series **K52**

Steering

Body Type

Model

VEHICLE EQUIPMENT

- S0222 S0562 F1118 S0537 S0538 S0764 S05AB S0642 S0649 S0530 P0000
- S0585 S0113 S0719 S05AC S0660 S0219 S0504 S011A S0224 S0674 S0486
- S0369 S0191 S0672 S0182 S0518 L753 S0570 S0238 S0998 S0519 S0461

ATTACHMENTS

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IMG_1118.jpg

IMG_1119.jpg

IMG_1117.jpg

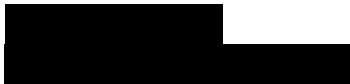
CONTACTS





DEALER

Case-Creator **MARK WATSON**
Case-Approver **MARK WATSON**
Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Booker Thomas - Thomas.J.Booker@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|---------------|
| May 15, 2019, 8:54 AM | Status set to Done | Thomas Booker |
| May 15, 2019, 8:54 AM | Status set to Awaiting dealer reply | Thomas Booker |
| May 15, 2019, 8:47 AM | Assigned to Thomas Booker | Thomas Booker |
| May 14, 2019, 4:47 PM | Case submitted | MARK WATSON |
| May 14, 2019, 4:38 PM | Case created | MARK WATSON |

RATING

CLASSIFICATION

Classification **A** Tread Act ID **03 foundation brake system**

NOTES

EXPERT-TOOLS



5/22/2020

Online Analysis (IRAP) **No**

Date

Responsible

Buyback was avoided (if relevant) **No**



On-site support necessary **No**

Date

Responsible

WORKSHOP FEEDBACK

TSC

Thomas Booker

Hi Mark,

Thank you for the documentation.

Thomas

Posted on **May 15, 2019, 8:54 AM**

CASE OVERVIEW

Case-ID [REDACTED]

Front Right caliper leaks

**May 16, 2019,
9:20 AM**

| | | | |
|--------------|---|-----------------|---------------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | May 14, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Jan 17, 2019 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 1 miles |

Done

COMPLAINT

Breakdown **No**Vehicle on Site **Yes**

COMPLAINT

Front Right caliper leaking fluid

WORK PERFORMED

Inspected caliper found fluid leaking from seals, replaced pistons and seals, No other related damage

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|-----------------|-------------------------|---------------------|
| VIN | [REDACTED] | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0021844 | Mileage | 1 mi |
| Engine Type | A74 | Production Factory | 31 - Berlin |
| Engine Number | 04194034 | Production Date | Jan 17, 2019 |



E-Series
Steering
Body Type
Model

K52

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- S0222
- S0562
- S0113
- S0719
- S05AB
- S0504
- S0530
- S0519
- S0537
- S0538
- S05AC
- S0461
- S0674
- S0570
- S0764
- S0642
- S011A
- S0219
- S0518
- S0585
- S0998
- S0486
- S0238
- S0182
- S0191
- P0000
- S0369
- L753
- S0660
- S0649
- S0224
- S0672
- F1118

ATTACHMENTS



IMG_1125.jpg



IMG_1124.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Moore Justin - Justin.A.Moore@bmw-motorrad.com**





ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|--------------|
| May 16, 2019, 9:20 AM | Status set to Done | Justin Moore |
| May 15, 2019, 8:58 AM | Status set to Awaiting dealer reply | Justin Moore |
| May 15, 2019, 8:57 AM | Assigned to Justin Moore | Justin Moore |
| May 14, 2019, 6:46 PM | Case submitted | MARK WATSON |
| May 14, 2019, 6:39 PM | Case created | MARK WATSON |

RATING

CLASSIFICATION

Classification A Tread Act ID 03 foundation brake system

NOTES

EXPERT-TOOLS

Online Analysis (IRAP) **No** On-site support necessary **No**

Date Date

Responsible Responsible

Buyback was avoided (if relevant) **No**

WORKSHOP FEEDBACK

Justin Moore TSC
 Thank you for the documentation and photos. Proceed with claim.





Posted on **May 16, 2019, 9:20 AM**

TSC

Justin Moore

Thank you for the documentation and photos. Proceed with claim.

Posted on **May 15, 2019, 8:58 AM**



CASE OVERVIEW

Case-ID [REDACTED]

Brake fluid leak

**May 17, 2019,
9:00 AM**

| | | | |
|--------------|---|-----------------|---------------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | May 16, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Jan 20, 2019 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 1 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

brake calipers front left and right leaking brake fluid

WORK PERFORMED

Inspected both calipers and found fluid leaking from the piston seals, replaced pistons and seals on both calipers,
No other related damage

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|----------------|-------------------------|---------------------|
| VIN | [REDACTED] | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0022033 | Mileage | 1 mi |
| Engine Type | A74 | Production Factory | 31 - Berlin |
| | | Production Date | Jan 20, 2019 |



Engine Number 04194038

No. of Workshop Visits 1

E-Series K52

Steering

Body Type

Model

VEHICLE EQUIPMENT

- S0113 S0674 S0649 S0530 S0538 S0504 S05AB S0519 S0642 S0585 S0182
- S0219 S0537 S0764 P0000 S0191 S0998 S0660 S0672 S0461 S0224 S05AC
- L753 S0369 S0570 S0238 S0486 S011A S0719 S0518 F1118 S0562 S0222

ATTACHMENTS



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IMG_1136.jpg



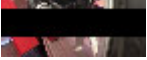
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IMG_1134.jpg



IMG_1131.jpg

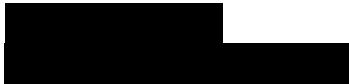


IMG_1130.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Moore Justin - Justin.A.Moore@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|--------------|
| May 17, 2019, 9:00 AM | Status set to Done | Justin Moore |
| May 17, 2019, 8:58 AM | Case escalated | Justin Moore |
| May 17, 2019, 8:56 AM | Status set to Awaiting dealer reply | Justin Moore |
| May 17, 2019, 8:55 AM | Assigned to Justin Moore | Justin Moore |
| May 16, 2019, 6:52 PM | Case submitted | MARK WATSON |



RATING

CLASSIFICATION

Classification A Tread Act ID 03 foundation brake system

NOTES

EXPERT-TOOLS

Online Analysis (IRAP) **No** On-site support necessary **No**

Date Date

Responsible Responsible

Buyback was avoided (if relevant) **No**

WORKSHOP FEEDBACK

TSC

Justin Moore

Thank you for the photos and documentation. Proceed with claim.

Posted on **May 17, 2019, 8:56 AM**

CASE OVERVIEW

Case-ID [REDACTED]

front brake calipers leak

May 30, 2019,
9:05 AM

| | | | |
|--------------|--|-----------------|-------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | May 29, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Oct 4, 2018 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 0 miles |

Done

COMPLAINT

Breakdown **No**Vehicle on Site **Yes**

COMPLAINT

both front calipers leak brake fluid

WORK PERFORMED

Inspected brake calipers found leaking seals, also found that the fluid had discolored the forks where the calipers fasten but I was able to clean the forks without damaging the finish, I replaced the pistons and seals in both the left and right front calipers.

No other related damage found.

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

VIN

[REDACTED]

First Registration Date

Warranty Start Date

Transmission Type

MECH

Mileage

0 mi

Transmission Nr

0009705

Engine Type **A74**
Engine Number **41184091**

Production Factory **31 - Berlin**
Production Date **Oct 4, 2018**

E-Series **K52**
Steering
Body Type
Model

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- S0182
- S0350
- S0270
- S0191
- S0530
- S0193
- S0238
- S0562
- S0143
- S0519
- S0230
- S05AC
- S0518
- P0000
- S0222
- LN1K
- S0272
- S0603
- S0417
- S0224
- S0764
- S0455
- S05AB
- S0376
- F0718
- S0538
- S0233
- S0219

ATTACHMENTS



IMG_1172.jpg



IMG_1171.jpg



IMG_1170.jpg



IMG_1169.jpg



IMG_1168.jpg



IMG_1167.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Booker Thomas - Thomas.J.Booker@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|---------------|
| May 30, 2019, 9:05 AM | Status set to Done | Thomas Booker |
| May 30, 2019, 9:05 AM | Status set to Awaiting dealer reply | Thomas Booker |
| May 30, 2019, 9:00 AM | Assigned to Thomas Booker | Thomas Booker |
| May 29, 2019, 6:55 PM | Case submitted | MARK WATSON |
| May 29, 2019, 6:47 PM | Case created | MARK WATSON |



CASE OVERVIEW

Case-ID [REDACTED]

Brake fluid leak

**May 31, 2019,
12:45 PM**

| | | | |
|--------------|---|-----------------|---------------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | May 30, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Nov 27, 2018 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 0 miles |

Done

COMPLAINT

Breakdown **No**Vehicle on Site **Yes**

COMPLAINT

Front right brake caliper leaks

WORK PERFORMED

Inspected caliper and found fluid leaking from the seam R&R caliper, No other related damage

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|-----------------|-------------------------|---------------------|
| VIN | [REDACTED] | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0015349 | Mileage | 0 mi |
| Engine Type | A74 | Production Factory | 31 - Berlin |
| Engine Number | 47184317 | Production Date | Nov 27, 2018 |

E-Series
Steering
Body Type
Model

K52

No. of Workshop Visits 1

VEHICLE EQUIPMENT

- S0660
- S0570
- L753
- S0674
- S05AB
- S0518
- S0642
- S011A
- S0585
- S0486
- S0764
- S0519
- S0719
- S0530
- S0537
- S0998
- S05AC
- S0672
- S0369
- S0538
- S0461
- S0504
- S0113
- S0649
- P0000
- S0191
- F0718

ATTACHMENTS



IMG_1138.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Booker Thomas - Thomas.J.Booker@bmw-motorrad.com**



ACTIVITIES





| Date & Timestamp | Activity | Performed by |
|------------------------|-------------------------------------|---------------|
| May 31, 2019, 12:45 PM | Status set to Done | Thomas Booker |
| May 31, 2019, 12:44 PM | Status set to Awaiting dealer reply | Thomas Booker |
| May 31, 2019, 11:54 AM | Status set to Awaiting TSC reply | MARK WATSON |
| May 31, 2019, 9:08 AM | Status set to Awaiting dealer reply | Thomas Booker |
| May 31, 2019, 8:59 AM | Assigned to Thomas Booker | Thomas Booker |
| May 30, 2019, 7:17 PM | Case submitted | MARK WATSON |
| May 30, 2019, 7:12 PM | Case created | MARK WATSON |

RATING

CLASSIFICATION

Classification A Tread Act ID 03 foundation brake system

NOTES

EXPERT-TOOLS

Online Analysis (IRAP) **No** On-site support necessary **No**

Date Date

Responsible Responsible

Buyback was avoided (if relevant) **No**

WORKSHOP FEEDBACK

TSC

Thomas Booker

Thank you for that information.

With the leak continuing even after the replacement of the pistons and seals, then replacement of the caliper would be the repair.

Posted on **May 31, 2019, 12:44 PM**

MARK WATSON

I did not disassemble the caliper because I didn't find any parts in AIR that would repair the seam, I did take out the pistons and seals and replace them but the leak persists.

Posted on **May 31, 2019, 11:54 AM**

TSC

Thomas Booker

Hi Mark,
Thank you for the information
Was the caliper disassembled to locate the leak or just replaced?
Thank you

Posted on **May 31, 2019, 9:08 AM**

CASE OVERVIEW

Case-ID [REDACTED]

front brake calipers leak

Jun 3, 2019, 9:13
AM

| | | | |
|--------------|--|-----------------|--------------|
| Priority | Info | E-Series | K51 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | May 31, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Sep 26, 2018 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 2 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

both front brake calipers leak

WORK PERFORMED

Inspected brake calipers and found the piston seals leaking both left and right side, Replaced pistons and seals bled system, no other related damage

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|------------|-------------------------|--------------|
| VIN | [REDACTED] | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0006418 | Mileage | 2 mi |
| Engine Type | A74 | Production Factory | 31 - Berlin |
| | | Production Date | Sep 26, 2018 |



Engine Number 40180207

No. of Workshop Visits 1

E-Series K51

Steering

Body Type

Model

VEHICLE EQUIPMENT

- F0718
- S0519
- S0222
- S0230
- S0538
- S0350
- S0562
- S0456
- S0680
- S05AC
- S0235
- S0224
- S0193
- S0192
- S0992
- LN2E
- S0182
- S05AB
- S017A
- S0413
- P0000
- S0233
- S0530
- S0191
- S0272

ATTACHMENTS



IMG_1205.jpg



IMG_1204.jpg



IMG_1203.jpg



IMG_1202.jpg



IMG_1197.jpg



IMG_1196.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Moore Justin - Justin.A.Moore@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|--------------|
| Jun 3, 2019, 9:13 AM | Status set to Done | Justin Moore |
| Jun 3, 2019, 9:12 AM | Status set to Awaiting dealer reply | Justin Moore |
| Jun 3, 2019, 9:11 AM | Assigned to Justin Moore | Justin Moore |
| May 31, 2019, 4:45 PM | Case submitted | MARK WATSON |
| May 31, 2019, 4:34 PM | Case created | MARK WATSON |



CASE OVERVIEW

Case-ID [REDACTED]

front brake calipers leak

Jun 20, 2019,
10:46 AM

| | | | |
|--------------|--|-----------------|-------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | Jun 19, 2019 | VIN | [REDACTED] |
| Created By | MARK WATSON | Production Date | Oct 9, 2018 |
| Dealer | US, 38948, BMW Motorcycles of Ferndale | Mileage | 0 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

brake fluid leaked from both left and right calipers onto the forks and wheel causing staining

WORK PERFORMED

I cleaned the forks without an issue but the wheel was stained so bad that brake cleaner wouldn't remove it. So we replaced the wheel, I inspected the brake calipers and found them leaking from the seals so we replaced the pistons and seals, no other related damage was found.

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|------------|-------------------------|-------------|
| VIN | [REDACTED] | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0010260 | Mileage | 0 mi |
| | | Production Factory | 31 - Berlin |



Engine Type **A74**
 Engine Number **41184431**

 E-Series **K52**
 Steering
 Body Type
 Model

Production Date **Oct 9, 2018**

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- F0718
- S0570
- S0764
- S0369
- S0486
- S0538
- S0537
- S0238
- S0222
- S0642
- S0461
- S0649
- S0182
- S05AC
- S0660
- P0000
- S0219
- S0585
- S0519
- S0672
- S0518
- S0998
- S011A
- S0113
- S05AB
- S0504
- S0191
- S0719
- S0224
- L753
- S0674
- S0530

ATTACHMENTS



IMG_1309.jpg



IMG_1308.jpg



IMG_1307.jpg



IMG_1306.jpg



IMG_1291.jpg

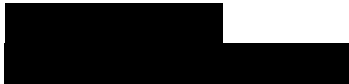


IMG_1290.jpg

CONTACTS

DEALER

Case-Creator **MARK WATSON**
 Case-Approver **MARK WATSON**
 Company **BMW Motorcycles of Ferndale**



TSC

Assignee **Moore Justin - Justin.A.Moore@bmw-motorrad.com**



ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|------------------------|-------------------------------------|--------------|
| Jun 20, 2019, 10:46 AM | Status set to Done | Justin Moore |
| Jun 20, 2019, 8:52 AM | Assigned to Justin Moore | Justin Moore |
| Jun 20, 2019, 8:52 AM | Status set to Awaiting dealer reply | Justin Moore |
| Jun 19, 2019, 7:48 PM | Case submitted | MARK WATSON |
| Jun 19, 2019, 7:34 PM | Case created | MARK WATSON |





CASE OVERVIEW

Case-ID

CALIPER LEAKING

Jul 29, 2019, 8:42 AM

| | | | |
|--------------|--|-----------------|--------------------|
| Priority | Info | E-Series | K51 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | Jul 26, 2019 | VIN | |
| Created By | Jaime Scherer | Production Date | Jan 7, 2019 |
| Dealer | US, 42296, BMW Motorcycles of Burbank | Mileage | 0 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

LARGE AMOUNT OF BRAKE FLUID FOUND WHILE TAKING FROM CRATE.

WORK PERFORMED

CLEAN BRAKE FLUID- INSPECT CALIPER- DISASSEMBLED CALIPER- PHOTOED CALIPER- CLEANED FRONT WHEEL- FRONT WHEEL HAS BLEACHING WHERE FLUID SETTLED- POLISHED FORK-CHECKED CALIPER SEALS AND PISTONS, CHECKED CALIPER. REPLACED CALIPER AND FRONT WHEEL- no damage on seals or piston

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Front brake caliper leaking US 64756713-01

Fault Codes

VEHICLE DETAILS

VIN

First Registration Date
Warranty Start Date

Transmission Type **MECH**



Transmission Nr **0020781**

Engine Type **A74**

Engine Number **02190964**

E-Series **K51**

Steering

Body Type

Model **R 1250 G**

Mileage **0 mi**

Production Factory **31 - Berlin**

Production Date **Jan 7, 2019**

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- F1118
- S0350
- S0193
- S0182
- S0452
- S0680
- S0222
- S0530
- S0519
- S05AB
- S0224
- S0230
- P0000
- S0562
- S05AC
- S0191
- S0192
- S0235
- S0272
- S0233
- S0538
- LNA2

ATTACHMENTS



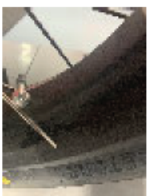
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IMG_1912[1].JPG



IMG_1913[1].JPG



IMG_1909[1].JPG



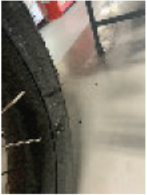
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IMG_1907[1].JPG



IMG_1906[1].JPG



IMG_1905[1].JPG



IMG_1904[1].JPG



IMG_1903[1].JPG



IMG_1902[1].JPG




IMG_1901[1].JPG







CONTACTS


DEALER

Case-Creator **Jaime Scherer**

service@bmwburbank.com

Case-Approver **Jaime Scherer**

service@bmwburbank.com

Company **BMW Motorcycles of Burbank**

mike@bmwburbank.com

TSC

Assignee **Booker Thomas - Thomas.J.Booker@bmw-motorrad.com**

Thomas.J.Booker@bmw-motorrad.com

ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|-----------------------|-------------------------------------|---------------|
| Jul 29, 2019, 8:42 AM | Status set to Done | Thomas Booker |
| Jul 29, 2019, 8:42 AM | Status set to Awaiting dealer reply | Thomas Booker |
| Jul 29, 2019, 8:40 AM | Assigned to Thomas Booker | Thomas Booker |
| Jul 26, 2019, 4:54 PM | Case submitted | Jaime Scherer |
| Jul 26, 2019, 2:49 PM | Case created | Jaime Scherer |

RATING

CLASSIFICATION

Classification **A** Tread Act ID **03 foundation brake system**





NOTES

EXPERT-TOOLS

Online Analysis (IRAP) **No**

On-site support necessary **No**

Date

Date

Responsible

Responsible

Buyback was avoided (if relevant) **No**

WORKSHOP FEEDBACK

TSC

Thomas Booker

Hi Jaime,
Thank you for the pictures and documentation.

Posted on Jul 29, 2019, 8:42 AM





CASE OVERVIEW

Case-ID

BRAKE CALIPER LEAKING FRONT WHEEL

**Oct 18, 2019,
8:42 AM**

| | | | |
|--------------|--|-----------------|---------------------|
| Priority | Info | E-Series | K52 |
| Area | Chassis and Suspension | Engine Type | A74 |
| Case created | Jul 26, 2019 | VIN | |
| Created By | Jaime Scherer | Production Date | Sep 12, 2018 |
| Dealer | US, 42296, BMW Motorcycles of Burbank | Mileage | 0 miles |

Done

COMPLAINT

Breakdown **No** Vehicle on Site **Yes**

COMPLAINT

FLUID LEAKING. CAN SEE LEAK IN RIGHT CALIPER WHEN HAND LEVER DEPRESSED.

WORK PERFORMED

INSPECTION OF CALIPER, CLEANING OF ALL BRAKE FLUID OFF OF FORK/ WHEEL- NO DAMAGE ON SEALS

IMPORTANT ADDITIONAL INFORMATION

Implemented actions/measures

Front brake caliper leaking US 64756713-01

Fault Codes

VEHICLE DETAILS

| | | | |
|-------------------|----------------|-------------------------|--------------------|
| VIN | | First Registration Date | |
| Transmission Type | MECH | Warranty Start Date | |
| Transmission Nr | 0002998 | Mileage | 0 mi |
| | | Production Factory | 31 - Berlin |





Engine Type **A74**
 Engine Number **38184100**
 E-Series **K52**
 Steering
 Body Type
 Model **R 1250 RT**

Production Date **Sep 12, 2018**

No. of Workshop Visits **1**

VEHICLE EQUIPMENT

- S0376
- S0519
- S0562
- P0000
- S0764
- S0270
- S0350
- S0992
- S0143
- S0238
- S05AB
- S0230
- S0417
- S0530
- S0233
- S0182
- L751
- S05AC
- S0272
- S0222
- S0191
- S0538
- S0603
- S0224
- S0193
- S0219
- S0518
- F0718

ATTACHMENTS



DC402CEB-31BE-4908-80A2-A0B0CC15E189.MOV

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IMG_2029[1].JPG



IMG_1907[1].JPG



IMG_2039[1].JPG

IMG_2040[1].JPG




IMG_2041[1].JPG

IMG_2044[1].JPG

IMG_2045[1].JPG

CONTACTS

DEALER

| | |
|---------------|---|
| Case-Creator | Jaime Scherer  service@bmwburbank.com |
| Case-Approver | Jaime Scherer  service@bmwburbank.com |
| Company | BMW Motorcycles of Burbank  mike@bmwburbank.com |

TSC



Assignee

Moore Justin - Justin.A.Moore@bmw-motorrad.com

Justin.A.Moore@bmw-motorrad.com

ACTIVITIES

| Date & Timestamp | Activity | Performed by |
|------------------------|-------------------------------------|---------------|
| Oct 18, 2019, 8:42 AM | Status set to Done | Justin Moore |
| Oct 18, 2019, 8:42 AM | Status set to Awaiting dealer reply | Justin Moore |
| Oct 17, 2019, 9:41 PM | Status set to Reopened by dealer | Jaime Scherer |
| Oct 16, 2019, 9:11 AM | Status set to Done | Justin Moore |
| Oct 8, 2019, 2:03 PM | Status set to Awaiting dealer reply | Justin Moore |
| Oct 8, 2019, 1:58 PM | Status set to Reopened by dealer | Jaime Scherer |
| Jul 31, 2019, 11:04 AM | Status set to Done | Justin Moore |
| Jul 29, 2019, 9:00 AM | Status set to Awaiting dealer reply | Justin Moore |
| Jul 29, 2019, 8:58 AM | Assigned to Justin Moore | Justin Moore |
| Jul 26, 2019, 6:27 PM | Case submitted | Jaime Scherer |
| Jul 26, 2019, 6:02 PM | Case created | Jaime Scherer |

RATING

CLASSIFICATION

Classification

A

Tread Act ID

04 automatic brake controls

NOTES