

# Service Bulletin

Date: March 2004  
Bulletin No: 16 001 04 (002) Revised

## BMW Motorrad USA

Subject: Recall 04V-028, Fuel line connections.  
K and R Series.

**NHTSA Safety Act:** Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the consumer. This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect or noncompliance has been remedied before delivery.

**Details:** Concerns exist with the integrity of the various connection points of the fuel system on both K and R series motorcycles.

There are four (4) possible points of concern. These four (4) points are listed below:

- 1) The correct and consistent sealing of the quick release fuel line coupling (R and K series).
- 2) The tightness of the fuel line clamps (R and K series).
- 3) The correct tightening torque at the connection point of the fuel pump flange (K series).
- 4) The sealing of the immersion tube sensor (K 1200 RS and GT).

Each point will be described in further detail in the body of this bulletin. For some VINs multiple points of concern will apply, so please read this bulletin completely and carefully before proceeding.

**Point #1: Sealing of the quick release coupling: (see figure#1 below):**



**Concern:** Damage to O-ring seals in the quick release fuel coupling may lead to fuel leaks in this area.

**Solution:** Visually check each quick release coupling for leaks. If there is the least sign of a leak, replace the sealing O-ring. Moisten the O-ring with motor oil to make this assembly easier.

In order to avoid leaks at the quick release coupling, we recommend that the O-rings be replaced every time servicing the motorcycle involves the separation of the quick release coupling. A separate Service Bulletin will be issued to emphasize this point.

**Important Note:** Please refer to Service Bulletin number 16 003 02 (029), dated July 2002, for additional information on the correct handling of the quick release coupling.

Operating Manager
Parts Department
Service Department
Ref:18 T6/2004



**Point #2: Tightness of the fuel line clamps (see Figures #2 and #3 below):**

Figure #2



Figure #3

**Concern:** Inadequately secured fuel line clamps at the fuel distributor and at the quick release coupling may allow fuel to leak from these areas.

**Production Solution:** For all VINs later than the last one of the affected VIN ranges the tightness of the fuel line clamps is correct (review VIN range on pages 6 & 7)

**Service Solution:** The Service Solution is in two areas; at the fuel distributor and at the quick release coupling. Each point is handled separately below.

**At the fuel distributor:** Check the fuel line clamps and ensure that they are closed completely. Use BMW special tool number 13 1 500 to completely close the fuel line clamps.

**At the quick release coupling:** Check for fuel leaks. If no leaks are present take no further action on this point. If leaks are present check the condition of the spigots of the quick release coupling as well as the condition and tightness of the fuel line clamps. At this location the fuel line clamp should not be closed completely, rather there should be a 4mm gap visible (see figure #4 below).

Figure #4:



**Important Note:** If the hose connection is discovered to be leaking even though the tightness of the fuel line clamp is correct, check the identification marks on the fuel line clamp to determine that the clamp is of the correct size (correct size = 16.0).

If the fuel line clamp needs to be replaced (see reference to appropriate part numbers in Warranty Reimbursement section), replace the connection hose as well. In completing this operation it is essential to observe the dimensions shown in Figures #6 and #7 on the following page.

Please see the "Important Note" under "Warranty Reimbursement" on Page 4.

When removing fuel line clamps, we recommend using the tool and position as shown in figure #5.



Figure #5:

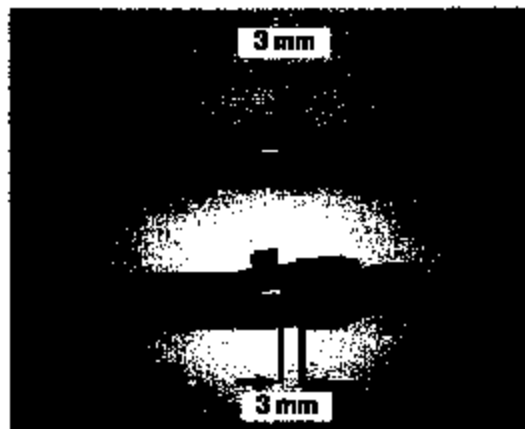


Figure #6

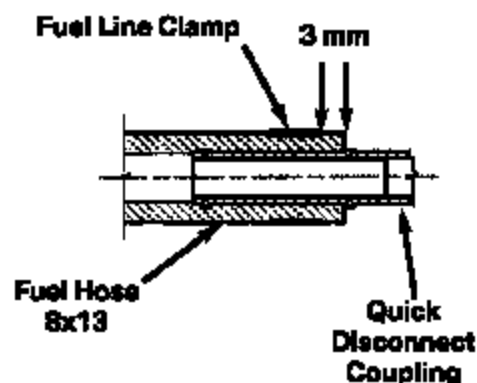


Figure #7

- Point #3:** Checking the tightening torque of the fuel pump flange for K Series (see Figure #8 below): The settling of materials may cause leaks in this connection area. Point #3 is to be completed together with the checks and updates describe in Points 1 & 2.



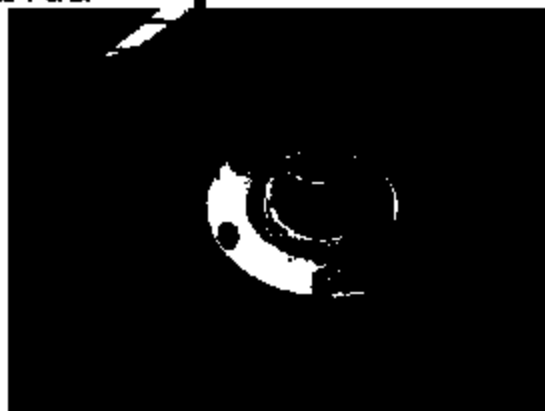
Figure #8:

**Production Solution:** During production, the tightening torque of the fuel pump flange was increased to 70 Nm.

**Service Solution:** For motorcycles within the affected VIN range for this point, correct the tightening torque of the fuel pump flange to the specified torque of 70Nm. The use of BMW special tool number 16 1 710/711 will be required for this adjustment.

- Point #4:** Checking the seal of the immersion tube sensor on the K 1200 RS and K 1200 GT models (see Figure 9 below): In some cases, a loss of fuel may occur at the immersion tube sensor flange. Point#4 is to be completed together with the checks and updates describe in Points 1 & 2.

Figure #9



**Production Solution:** The diameter of the opening of the fuel tank has been decreased to fit the immersion tube sensor. The newer fuel tanks therefore require a smaller gasket.

**Point #4:** **Service Solution:** For all motorcycles in the affected VIN range for Point#4 check the seal of the immersion tube. If a fuel leak is apparent, replace the current gasket with a new gasket, part number 16 11 7 686 297, specifically developed to address this point.

**Affected VIN Range:** The number of Individual VINs affected by this action is very large and includes many model and model year combinations. A separate chart for each Point is attached to this bulletin. Each chart will detail the VIN range affected by the Individual Point as well as the defect code, flat rate code and FRU count so that the exact reimbursement amount can be determined for each VIN.

To help avoid confusion, please do not hesitate to check the Vehicle History screens in DCS for Individual VINs to determine the work required for each motorcycle.

**Warranty Reimbursement:** Submit a separate campaign claim for each applicable defect code using the Work Package definitions noted below. The Work Package / Model / Flat Rate Code / FRU combinations are detailed on pages 6 and 7 of this bulletin.

**Defect Code:** 00 00 16 29 00

**Description:** Checking fuel system.

**Work Package #1:** Checking the fuel system for leaks. Covers Point #1.

**Work Package #2:** Checking for fuel system leaks, replacing quick disconnect coupling O-rings, tightening / replacing fuel line clamps. Covers Point #1 and #2.

**Possible Flat Rate Codes, FRUs and part numbers for this defect code.**

Flat Rate Code:	00 60 110
Description:	Checking fuel system for leaks.
FRU:	From 3 to 9 FRU depending on model.
Flat Rate Code:	00 60 612
Description:	Tightening fuel line clamps.
FRU:	1
Flat Rate Code:	00 60 614
Description:	Replace O-ring in quick release coupling.
FRU:	1
Part Number:	13 31 7 659 110
Description:	O-ring
Qty:	2
Part Number:	16 12 1 176 918 or 17 12 1 461 500
Description:	Fuel line clamp.
Sublet Code:	Replacing fuel hose(s) as required 4
Amount:	Enter individual amounts as calculated and described below.

**Important Note:** The replacement of fuel line clamps and fuel hoses will vary with the model and the number of clamps and hoses that may require replacement. As such it is not possible to apply specific parts and labor amounts as part of a work package.

In the claim comments enter the part number(s), part quantities, dealer net pricing, parts handling @40% of dealer net and the applicable labor operations and labor totals for the installation of the hoses replaced. Provide a total price for this portion of the repair both in the claim comments and in the "Sublet Amount" of your campaign claim entry.

**Warranty  
Reimbursement:**

**Defect Code: 00 00 16 30 00**

**Description: Checking the tightening torque of the fuel pump flange.**

**To be completed in conjunction with defect code 00 00 16 29 00, Points 1 & 2.**

**Work Package #1: Checking the tightening torque of the fuel pump flange.**

**Possible Flat Rate Codes, FRUs and part numbers for this defect code.**

Flat Rate Code: 00 61 611

Description: Checking the tightening torque of the fuel pump flange.

FRU: K 1200 LT 17 FRU

K 1200 RS, GT 05 FRU

**Defect Code: 00 00 16 31 00**

**Description: Replacing Immersion tube sensor gasket.**

**To be completed in conjunction with defect code 00 00 16 29 00, Points 1 & 2.**

**Work Package #1: Replacing Immersion tube sensor gasket.**

**Possible Flat Rate Codes, FRUs and part numbers for this defect code.**

Flat Rate Code: 00 60 613

Description: Replacing Immersion tube sensor gasket.

FRU: 3

Part Number: 16 11 7 686 297

Description: Gasket

Qty: 1

**Work Package #2: Checking the immersion sensor gasket for leaks.**

Flat Rate Code: 16 99 000

Description: Checking the immersion sensor gasket for leaks. No leaks found.

FRU: 1

**Customer  
Notification:**

The current owner of each R and K series motorcycle affected by this recall will be notified by a first class letter describing the details of the recall. In this letter, each customer will be asked to contact the BMW motorcycle retailer of his choice, making a service appointment for the completion of the updates called for this recall.

**Contact:**

Pat Raymond  
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BMW Motorrad USA

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Defect Code: 00 00 16 29 00			Work Package #2					
Model	First VIN to be included	Last VIN to be included	Work Package #1		Work Package #2		Work Package #2	
			Flat Rate Code	FRU	Flat Rate Code	FRU	Flat Rate Code	FRU
K 1200 LT	ZD 74574 ZD 74559	ZD 74574 ZD 80869	00 60 110	9	00 60 612	1	00 60 614	1
K 1200 RS	ZA 53025 ZG 35413	ZA 54010 ZG 38756	00 60 110	7	00 60 612	1	00 60 614	1
K 1200 GT	ZK 00000 ZK 02069 ZK 02073	ZK 02068 ZK 02069 ZK 02073	00 60 110	7	00 60 612	1	00 60 614	1
R 1200 C	ZA 67336	ZA 68540	00 60 110	3	00 60 612	1	00 60 614	1
R 1200 C Phoenix	ZG 10702	ZG 11026	00 60 110	3	00 60 612	1	00 60 614	1
R 1200 C Montauk	ZJ 95000 ZJ 95340 ZJ 95342	ZJ 95338 ZJ 95340 ZJ 95343	00 60 110	3	00 60 612	1	00 60 614	1
R 1200 CL/CLC	ZJ 30001 ZJ 30324 ZJ 31712 ZJ 31727 ZJ 31730 ZJ 31736 ZJ 31741	ZJ 30322 ZJ 31710 ZJ 31725 ZJ 31728 ZJ 31733 ZJ 31736 ZJ 31741	00 60 110	3	00 60 612	1	00 60 614	1
R 1150 GS	ZE 53834 ZL 20000	ZE 54949 ZL 21205	00 60 110	3	00 60 612	1	00 60 614	1
R 1150 GS Adventure	ZH 30000	ZH 32113	00 60 110	3	00 60 612	1	00 60 614	1
R 1150 R	ZF 45000	ZF 49545	00 60 110	3	00 60 612	1	00 60 614	1
R 1150 R Rockster	ZJ 65000 ZJ 65216	ZJ 65213 ZJ 66038	00 60 110	3	00 60 612	1	00 60 614	1
R 1150 RS	ZG 70000	ZG 70942	00 60 110	3	00 60 612	1	00 60 614	1
R 1150 RT	ZE 85000	ZE 93933	00 60 110	4	00 60 612	1	00 60 614	1

**Defect Code: 00 00 16 30 00**

Model	First VIN to be Included	Last VIN to be included
K 1200 LT	ZD 74559	ZD 79830
K 1200 RS	ZA 53025 ZG 35413	ZA 54010 ZG 38756
K 1200 GT	ZK 00001	ZK 01060

**Work Package #1**

Flat Rate Code	FRU
00 60 611	17
00 60 611	5
00 60 611	5

**Defect Code: 00 00 16 31 00**

K 1200 RS	ZA 53025 ZG 35413	ZA 54010 ZG 38756
K 1200 GT	ZK 00001	ZK 01546

**Work Package #1**

00 60 613	3
00 60 613	3

**Work Package #2**

16 99 000	1
16 99 000	1





**February 2004**

**Recall Campaign No. 04V-028, Crimp Connection and Quick-Disconnect Coupling**

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect that relates to motor vehicle safety exists in certain 2000 – 2004 BMW R & K Model motorcycles. Our records indicate that you are the owner of a potentially affected vehicle.

**DESCRIPTION OF DEFECT**

The potential defect involves crimp-type hose clamps along the fuel line. In certain cases, insufficient force has been applied to the crimp. As a result, a small leak could develop. If a leak develops, it is more common during a cold start of the motorcycle.

You may continue to ride your motorcycle; however, do not leave this problem unattended.

**PRECAUTIONS**

- 1. CONTACT YOUR AUTHORIZED BMW RETAILER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.**
- 2. If you are in any way concerned with your ability to safely operate the motorcycle, please contact your BMW retailer to arrange for pickup and repair of the motorcycle.**
- 3. If you detect a fuel leak, your motorcycle may be experiencing this problem. If this occurs while operating the motorcycle, you should pull over carefully to a safe location away from traffic and immediately contact BMW Roadside Assistance at 1-800-332-4289 to have the motorcycle brought to the nearest Authorized BMW retailer. If you detect a leak prior to riding, please contact your BMW retailer to arrange for pickup and repair of the motorcycle.**
- 4. If you are not the only rider of this motorcycle, please advise all other riders of this important information.**

**DESCRIPTION OF REPAIR**

The repair will consist of inspecting, and if necessary adjusting, all crimp-type hose clamps. Additionally, all fuel line quick-disconnect couplings will be inspected. If a leak is detected, the quick-disconnect o-ring will be replaced. If damaged, the quick-disconnect coupling will be replaced.

This repair may take up to 2½ hours depending upon specific model configuration.

This repair will be performed *free of charge* by your Authorized BMW retailer. Additional time may be required depending on the BMW retailer's scheduling and processing.

**OTHER INFORMATION**

If you are no longer the owner of this vehicle, we would appreciate you furnishing us with the name and address of the new owner using the enclosed postage-paid card.

If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee.

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 campaign, please contact your Authorized BMW retailer.**

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services at 1-800-831-1117.

If the BMW retailer 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, 400 Seventh Street S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

**BMW OF NORTH AMERICA, LLC**

**TREAD ACT CUSTOMER REIMBURSEMENT PLAN**  
(BMW of North America, LLC)

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW retailer. Expenses from repair facilities outside of the BMW retailer network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.

Your authorized BMW retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- When BMW Genuine Parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

We anticipate that your authorized BMW retailer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW retailer be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

Customer Relations and Services Department  
BMW of North America, LLC  
P.O. Box 1227  
Westwood, NJ 07675-1227

**04V-028**  
**2000 – 2004 R & K Model Motorcycles**  
**Crimp Connection and Quick-Disconnect Coupling**

**Q1. Which models are affected by this recall?**

Affected models are certain 2000 – 2004 R and K models produced between May 2000 and December 2003. These models contain crimp-type hose clamps attached to quick-disconnect couplings along the fuel lines.

**Q2. Why are other models not affected?**

Affected models are those containing the crimp-type hose clamps attached to quick-disconnect couplings along the fuel lines. Models produced earlier than May 2000 do not contain the quick-disconnect coupling, and those produced after December 2003 are being assembled in the manufacturing plant with a different procedure, and are therefore not affected.

**Q2a. Why is the R 1100S not included?**

The R 1100S is not included because it does not contain the crimp-type hose clamps, nor the quick-disconnect couplings.

**Q3. How many models are affected?**

Approximately 39,000 R and K models in the US are affected.

**Q4. What is the specific problem?**

In certain cases, insufficient force has been applied to the crimp-type hose clamps along the fuel line.

**Q5. What can happen?**

A small fuel leak could develop in the area of a crimp-type hose clamp. The leak is more common during a cold start of the motorcycle.

**Q6. How does the rider become aware of the problem?**

The rider may notice a small fuel leak.

**Q7. What corrective measures will be taken?**

The repair will consist of inspecting, and if necessary adjusting, all crimp-type hose clamps. Additionally, all fuel line quick-disconnect couplings will be inspected. If a leak is detected, the quick-disconnect o-ring will be replaced. If damaged, the quick-disconnect coupling will be replaced.

**Q8. How did BMW become aware of the problem?**

BMW became aware of the problem through its own quality control processes and analyses.

**Q9. Is BMW aware of any accidents associated with the recall?**

No.

**Q10. Can customers continue to ride their motorcycles?**

Yes, but we recommend that affected customers, who will receive a letter asking them to schedule an appointment with their authorized BMW motorcycle retailer, do so as soon as possible.

If you are in any way concerned with your ability to safely operate the motorcycle, please contact your authorized BMW motorcycle retailer to arrange for pickup and repair of the motorcycle.

If you detect a leak while riding, your motorcycle may be experiencing this problem. In this case, you should pull over carefully as soon as possible to a safe location and away from traffic. Do not continue to ride the motorcycle. Contact BMW Roadside Assistance at 1-800-332-4269 immediately to have the motorcycle brought to the nearest Authorized BMW motorcycle retailer.

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

**Q11. How will customers be informed of the recall?**

Affected customers will receive a letter via First Class mail asking them to schedule an appointment with their authorized BMW motorcycle retailer.

**Q12. How will the recall be performed?**

Affected customers who make an appointment will have all crimp-type hose clamps inspected, and if necessary, adjusted. Additionally, all fuel line quick-disconnect couplings will be inspected. If a leak is detected, the quick-disconnect o-ring will be replaced. If damaged, the quick-disconnect coupling will be replaced.

**Q13. How long will the repair take?**

This repair may take up to 2½ hours depending upon the specific model configuration.

This repair will be performed *free of charge* by your Authorized BMW motorcycle retailer. Additional time may be required depending on the retailer's scheduling and processing.

**Q14. How many models have experienced this problem?**

The exact number is unknown at this time.

**Q15. When will I receive my owner notification letter?**

Mailings are planned for late February 2004.

**Q16. Do I have to wait for my recall letter in order to have my recall performed?**

Yes. BMW is in the process of implementing the recall campaign to ensure that the necessary parts are at the Authorized BMW motorcycle retailers prior to sending out the owner notification letters.

**Q17. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?**

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred. (Note to Cust. Rel.: Please review and refer to the "TREAD Act Customer Reimbursement Plan" when speaking with the customer.)