

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Model Year 2012 S 1000 RR Recall Update  
**Date:** Thursday, April 26, 2012 5:52:35 PM

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From: Motorcycles  
Expiration Date: May 10, 2012

DCSnet Message  
Urgent



Subject: Model Year 2012 S 1000 RR Recall Update

Dear BMW Motorrad Dealers,

Please see the attached document for an important update regarding the MY12 S 1000 RR recall.

Best regards,

BMW Motorrad USA

Attachments:  [Dealer Letter Recall Update 4 26 2012\[80dee248\].pdf](#) 

[Dealer Letter Recall Update 4 26 2012\[80dee248\].pdf](#)

Recipients: BMW Motorcycles, CC-MotorcycleMailingList  
BMW Motorcycles, All Offerings, All Regions, All Areas, All Departments, All Personnel

# BMW Motorrad USA

April 26, 2012

Dear BMW Motorrad Dealer Principal;

On Friday, April 20, 2012 BMW Motorrad sent a broadcast message informing you of a voluntary recall of approximately 1,400 **US Model Year 2012 S 1000 RR** motorcycles relating to the connecting rod bolts.

Yesterday, BMW Motorrad USA Senior Management and Dealer Forum Representatives spoke about the dealers' perspective of the recall and ways BMW can demonstrate that it stands behind its products, supports its dealers and has only the best interests of its customers at heart.

BMW Motorrad USA commits to keeping you informed as pertinent information becomes available.

Below is the latest information and recommendations:

- NHTSA intends to post the official recall notification within a few days (<http://www.nhtsa.gov>)
- This recall only applies to Model Year ("MY") 2012 vehicles produced between 9/1/11 – 4/10/12. All other MY or production dates are NOT affected
- We are aware of only 1 case in the US
- Customer notification letters will start going out as soon as parts are available in our warehouses
- Parts availability is expected to start on the 3<sup>rd</sup> week of May, pending confirmation from Germany
- Dealers will be supplied free of charge with one engine adapter tool that works with universal engine stands
- We strongly recommend that you do not receive or open any repair order for the recall repairs until the recall is officially shown on DCS for the specific VIN and parts are at the dealership for the specific VIN
- We strongly recommend that you start reserving workshop capacity (approximately 8 hrs/bike) based on the number of bikes that you sold or still have in inventory for the production range
- Dealer inventory of affected motorcycles, including official P2 demonstrators, with a due date of 5/31/12 will automatically receive a 60-day credit extension

BMW regrets the inconvenience this will cause our retailers and customers. Every effort will be made to minimize the negative impact of this unfortunate yet necessary service action and we will continue to provide updates on this recall as soon as more information is available.

Sincerely,

**BMW Motorrad USA**