

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: S 1000 RR Recall Announcement
Date: Friday, April 20, 2012 2:43:49 PM

Publish Date: April 20, 2012
From: Motorcycles
Expiration Date: April 27, 2012

DCSnet Message
Urgent



Subject: S 1000 RR Recall Announcement

Dear BMW Motorrad Dealers,

BMW Motorrad USA has announced a voluntary Safety Recall on certain Model Year 2012 S 1000 RR motorcycles.

Please see the attached documents for more information. Included is a Question & Answer document to assist you with customer inquiries.

As soon as more information is available, including a Service Information Bulletin, you will be promptly notified.

Sincere Regards,

BMW Motorrad USA

Attachments:



[2012-S1000RR-ConnectingRodBoltconnection-](#)

[QA_Final_42012\[80de561e\].pdf](#)



[Dealer letter-announcement 4-20-](#)

[12\[80de7689\].pdf](#)



[2012-S1000RR-ConnectingRodBoltconnection-](#)

[QA_Final_42012\[80de561e\].pdf](#)



[Dealer letter-announcement 4-20-12\[80de7689\].pdf](#)

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

Re: K46 Safety Recall

Dear BMW Motorrad USA dealers,

Yesterday evening, Thursday April 19, 2012 BMW Motorrad announced to the National Highway Traffic Safety Administration (NHTSA) a voluntary recall of approximately 1,400 **US model year 2012 S 1000 RR** motorcycles. The production dates affected are Sep. 1, 2011 – Apr. 10, 2012. This recall is related to the fastening of the connecting rod bolts.

Although full details of the exact repair procedure have not yet been announced by the factory, we expect that affected motorcycles will require new connecting rod bolts installed with a thread locking agent.

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.

Over the next months, our timely, voluntary response will demonstrate that BMW Motorrad stands behind its products, supports its dealers and has only the best interests of its customers at heart.

The factory has already initiated a change on the production line and motorcycles with a VIN sequence starting **ZL16475** or higher can be delivered to customers in the usual fashion with immediate effect following arrival at dealerships.

At this point we need to ask you **NOT** to order any parts for the repairs until the Service Information Bulletin is released. This additional information will be distributed as soon as available.

Sincerely,

BMW Motorrad USA.

12V-xxx
2012 BMW S1000 RR Motorcycles
Connecting Rod Bolts
Q&A

Q1. Which models are affected by this recall?

Affected are Model Year 2012 BMW S1000 RR motorcycles produced between Sep. 1, 2011 and Apr. 10, 2012.

Q2. Why are other motorcycles not affected?

This issue only affects the manufacturing process of certain BMW S 1000 RR motorcycles.

Q3. How many motorcycles in the US are affected?

The number of motorcycles in the US affected is approximately 1,414.

Q4. What is the specific problem?

The issue involves connecting rod bolts that can come loose. At high engine operating speeds the bolts can become completely loose and separate from the connecting rod. If this happens, the engine can be severely damaged and leak oil or seize. Leaking oil may cause handling issues.

Q5. What can happen?

The engine can be severely damaged and leak oil or seize. Leaking oil may cause handling issues.

Q6. Can the rider become aware of the problem?

If the rider hears a knocking sound and/or feels unusual vibrations coming from the engine, the motorcycle may be experiencing this issue. Riders should take precaution, keep the engine speed as low as safely possible, bring the bike to a stop when it is safe to do so and shut off the engine. Please contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 immediately to have your motorcycle brought to the nearest authorized BMW motorcycle dealer.

Q6a. What should I do if I notice this condition in my motorcycle?

If you hear a knocking sound and/or feel unusual vibrations coming from the engine, the motorcycle may be experiencing this issue. You should take precaution, keep the engine speed as low as possible, bring the bike to a stop when it is safe to do so and shut off the engine. Please contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 immediately to have your motorcycle brought to the nearest authorized BMW motorcycle dealer.

Q7. What corrective measures will be taken?

The connecting rod bolts will be replaced and a thread-locking agent will be applied to the bolts.

Q8. How did BMW become aware of the problem?

BMW became aware of the problem through its quality control procedures.

12V-xxx
2012 BMW S1000 RR Motorcycles
Connecting Rod Bolts
Q&A

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

No.

Q10. Can riders continue to ride their motorcycles?

Yes, however, if you hear a knocking sound and/or feel unusual vibrations coming from the engine, the motorcycle may be experiencing this issue. You should take precaution, keep the engine speed as low as possible, bring the bike to a stop when it is safe to do so and shut off the engine. Please contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 immediately to have your motorcycle brought to the nearest authorized BMW motorcycle dealer.

When you receive your letter from us about this matter, please have this service performed by an authorized BMW motorcycle dealer as soon as possible.

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?

Owners of affected motorcycles will receive a letter via First Class mail asking them to schedule an appointment with their authorized BMW motorcycle dealer.

Q12. How will the recall be performed?

Customers of affected motorcycles who make an appointment will have the connecting rod bolts replaced and a thread-locking agent applied to the bolts.

Q13. How long will the repair take?

This repair should take approximately 8 hours; however, additional time may be required depending upon the BMW motorcycle dealer's scheduling and processing. The repair will be performed free of charge by your authorized BMW motorcycle dealer.

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.)

Q14. How many motorcycles have experienced this problem?

There have been 33 warranty claims globally with one in the US.

Q15. When will I receive my owner notification letter?

Mailings are planned for May.

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

Yes. We are in the process of implementing the recall campaign to ensure that the necessary parts are at the dealers prior to sending out the owner notification letters.

12V-xxx
2012 BMW S1000 RR Motorcycles
Connecting Rod Bolts
Q&A

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.)