

Retail Operator General Manager	Sales New Motorcycles	Sales Pre-Owned Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: June 2014	Source: SI 14/2014					
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BMW Motorrad USA Service Information Bulletin

****Notice of Recall 14V-211****

Subject: Retainer for Radial Shaft Seal

Model: R 1200 GS (K50, 0A01/0A11)

Details: BMW Motorrad has ascertained that the radial shaft seal of the gearbox output shaft can come off its seat. Engine oil can then leak into the rear wheel swing arm and make its way on to the rear tire. If this happens the occurrence of a critical riding situation cannot be precluded.

Vehicles affected: In order to determine if a specific vehicle is affected by this Recall Campaign, it will be necessary to verify all vehicle VINs through a DCS Vehicle History Check. Based on the response of the system, either proceed with the repair or take no further action. Please note, affected VINs may not appear until 24-72 hours after the release of this bulletin.

NHTSA Statement: PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THE VEHICLE IS IN THE SHOP FOR MAINTENANCE OR REPAIRS.

BMW Motorcycle dealers must ensure recalls are completed after having been notified by BMW of North America, LLC (BMW Motorrad USA) that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the dealer's possession at the time of notification. In BMW NA's case, this notification would typically be made by the issuance of a recall notification in the form of a Service Information Bulletin (SIB) or transmission of a Dealer Communication System (DCS) recall message.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a recall campaign is announced by BMW NA, dealers must ensure that all recalls on vehicles and new items of replacement equipment are completed BEFORE delivery to the consumer. This means that dealers may not legally deliver new vehicles or new items of replacement equipment to consumers with an open recall.

The Safety Act also prohibits dealers from selling or leasing the vehicle or item of replacement equipment, unless and until the open recall has been completed BEFORE delivery. This also pertains to motorcycles in the Certified Pre-Owned program, and to items of replacement equipment.

Finally, BMW motorcycle dealers should not sell or use parts that have been recalled by BMW Motorrad USA. Please follow the specific instructions provided by BMW Motorrad USA on the return or disposition of the parts.

Production Solution: From June to August 2013, a retaining ring has been fitted at the radial shaft seal during series production.

After-sales Solution: A retainer is to be fitted at the gearbox output seal. See accompanying work item 00 60 291 on page 3 for details.
Prior to fitting the retainer, check the seal to ensure that it is correctly seated and not leaking. If it's not correctly seated or is leaking, the seal has to be replaced per work item 23 12 620 on the current RSD (Repair and Service Data BMW Motorrad) DVD.

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

Warranty Processing Information:	Defect code: 00 00 23 22 00	Installing retainer
	Labor code: 00 60 291*	Installing retainer for radial shaft seal, gearbox output shaft, 5 FRU
	Part number: 33 73 8 555 052	Securing Plate
	33 17 7 687 623	Cable tie

Additional warranty scope if seal is unseated or leaking

Note, use the following information **only** if the gearbox output seal is not correctly seated or leaking.

Labor Code: +23 12 620	Replacing shaft sealing ring of output shaft (see RSD for FRU amount)
Part number: 23 12 8 520 546	Shaft seal

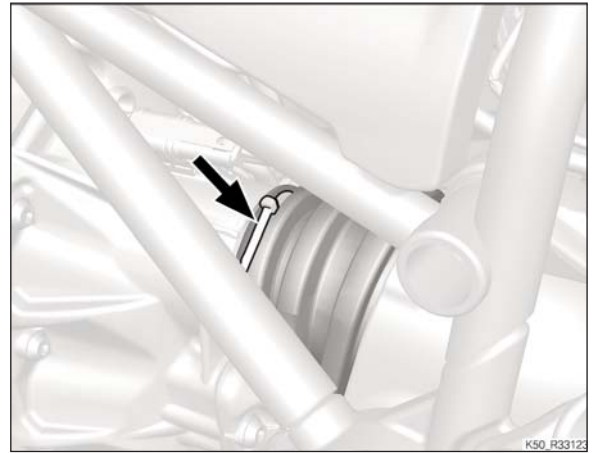
*Main Work 00 60 291 - This main labor operation crediting 5 FRUs includes all repair procedures to complete the task with allowance for necessary ancillary tasks (e.g. visual inspection, lubrication, cleaning parts etc.) and administrative tasks. Only one main labor operation can be claimed per repair 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.

Contact: Service and Technical Manager

Work item: 00 60 291 Installing retainer for radial shaft seal, gearbox output shaft

1 Installing retainer

Remove cable tie (arrow).



Work flexible gaiter (1) to the rear.

Check

Lay a precision straight-edge across shaft sealing ring (2), resting at both ends on gearbox cover mating faces (3).

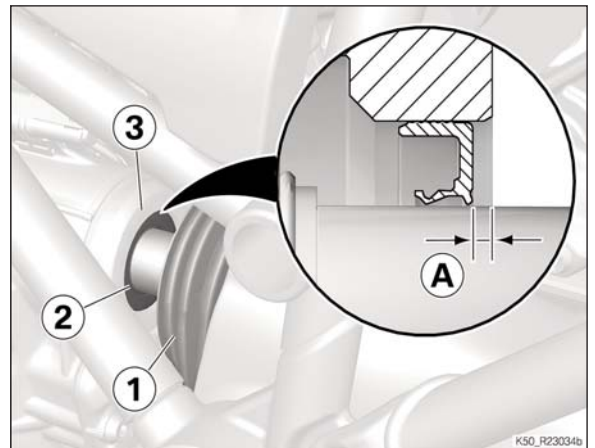
Check recess (A), shaft sealing ring (2) must be recessed or at most flush.

Result

Shaft sealing ring projects past gearbox cover shows signs of rubbing or leaks.

Measure

Replacing radial shaft seal of output shaft (description in work item: 23 12 620, to be billed as a separate item).

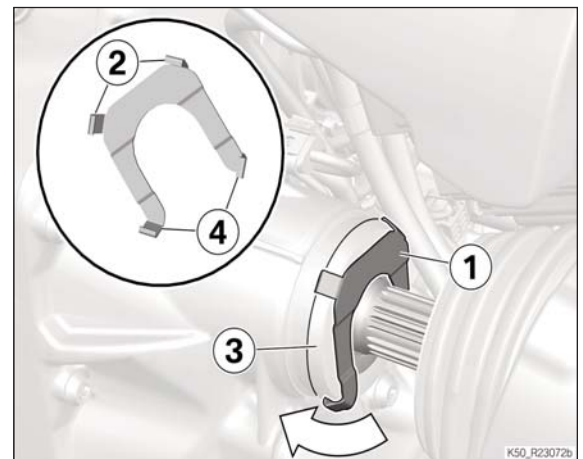


Hold retainer (1) with top hook (2) in position on gearbox cover (3).

Press retainer (1) at bottom, if necessary with a suitable tool, firmly against gearbox cover (3).

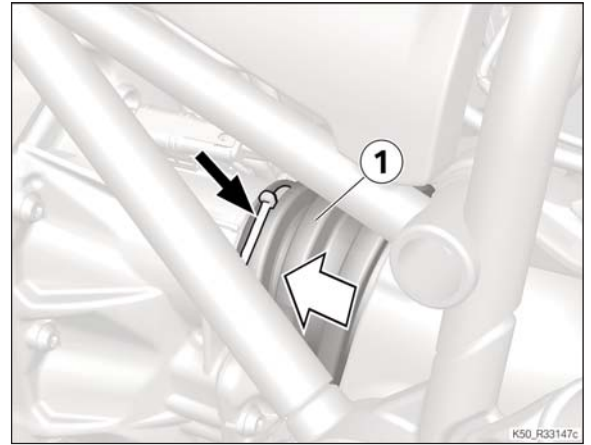
Bottom hooks (4) engage.

Turn retainer (1) through 360° to ensure that hooks (4) are correctly latched in gearbox cover (3).



Work flexible gaiter (1) forward.

Install the cable tie (arrow).



2 Finishing work

Final check of work performed