

Retail Operator General Manager	Sales New Motorcycles	Sales Pre-Owned Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date:	August 2014	Source:	SI 23/2014			
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BMW Motorrad USA Service Information Bulletin

****Notice of Recall 14V-320****

Subject: Replacing Rear Spring Strut

Model: R 1200 RT (K52, 0A03/0A13) with Dynamic ESA as optional extra (option code 0191 or 0233)

Details: A ban on riding has been in effect since June 05, 2014 for the R 1200 RT (K52) fitted with Dynamic ESA as an optional extra. The possibility of the piston rod of the rear spring strut breaking under certain circumstances could not be precluded. Once the new, improved Dynamic ESA spring strut has been installed the vehicles affected can be ridden again.

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: All vehicles dispatched from the factory after June 05, 2014 are fitted with an improved Dynamic ESA spring strut.

Aftersales Solution: All vehicles affected by this issue must have the Dynamic ESA rear spring strut or the dummy spring strut removed and a new, improved Dynamic ESA spring strut installed (see attached work item 00 60 296 for a description of the procedure).

The green spot is the identifying mark for the new, improved Dynamic ESA spring strut.



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 33 41 00	Replacing rear spring strut
	Labor code:	00 60 296*	Replacing rear spring strut (with Dynamic ESA), 12 FRUs
	Part number:	33 54 8 557 148	ESA spring strut, rear (See Strut Ordering and Distribution Process Below!)
	Sublet:	Code 4	Reimbursement for VOR shipping charges, \$50

*Main Work 00 60 296 - this main labor operation crediting 12 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.

Spring Strut Ordering and Distribution Process: On Friday August 15th, all dealers were provided a customer list of affected VINs showing which are planned to be repaired at each dealer. As shock absorbers become available in the BMW North American parts warehouses, they will be auto-shipped to dealers by order of the affected VIN's retail delivery date. First priority of delivery will be for those customers awaiting repairs followed by dealer inventory (non-retailed units, retailed but not yet delivered, trade assists, repurchases, etc.).

Motorrad Aftersales has implemented a VIN-specific auto-ship process for prioritized distribution of the R 1200 RT (K52) rear Dynamic ESA shock. In order to facilitate an equitable and orderly distribution, part number 33 54 8 557 148 involved in this repair **will be blocked from direct dealer orders** until all customers' shocks have been shipped. Once the supply for shocks for those customers awaiting repairs has been met, the normal ordering process will resume for motorcycles in dealer inventory.

As customer shock absorbers become available and are being shipped, DCSnet Broadcast Messages will be released, noting the VINs for which those shocks are destined.

Contact: Service and Technical Manager

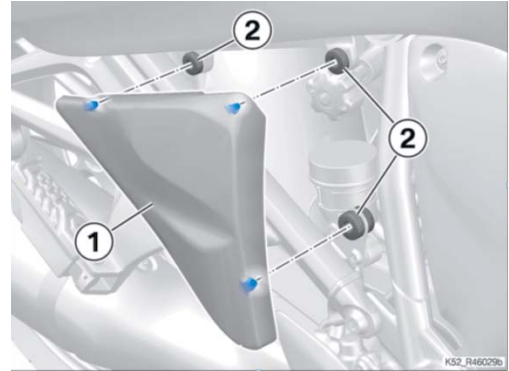
00 60 296 Replacing rear spring strut (with Dynamic ESA)

1 Preparatory work

- Removing front seat
- Removing rear seat
- Removing luggage carrier
- Removing left engine spoiler
- Removing left cover for spring strut
- Removing left rear trim panel
- Removing silencer cover
- Remove the silencer
- Remove the rear wheel

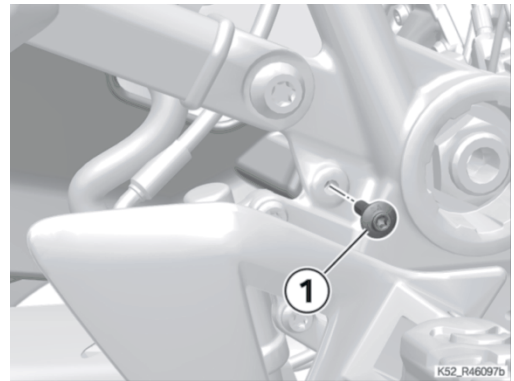
2 Removing right cover for spring strut

Ease cover (1) out of grommets (2) and remove.

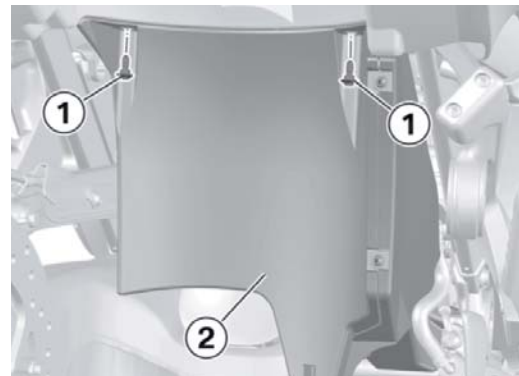


3 Removing front rear-wheel cover

Remove screw (1).

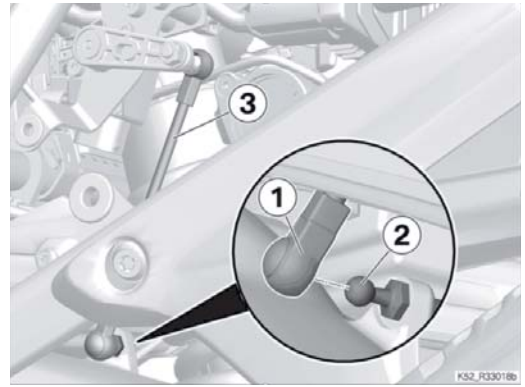


Remove screws (1).
Remove front rear-wheel cover (2).

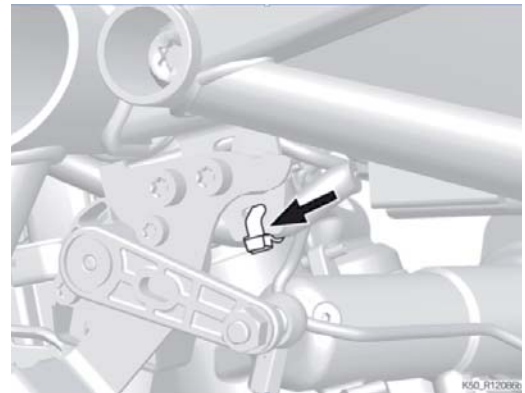


Work item continued: Disengaging actuator rod for ride-height sensor from swingarm

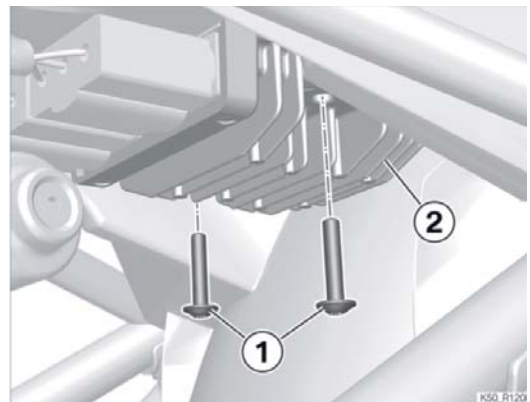
- 4 Unclip ball socket (1) from ball head (2).
Pivot actuator rod (3) up.



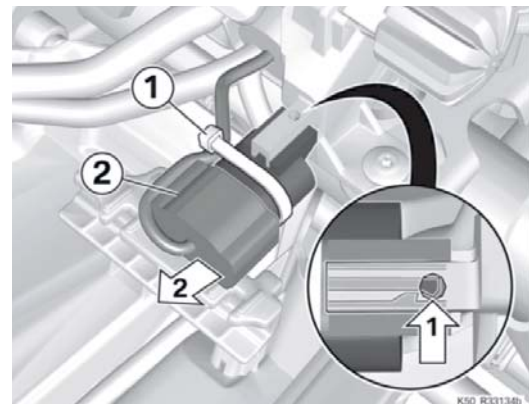
- 5 **Releasing voltage regulator**
Remove cable tie (arrow).



Remove screws (1).
Allow voltage regulator (2) to dangle to one side.

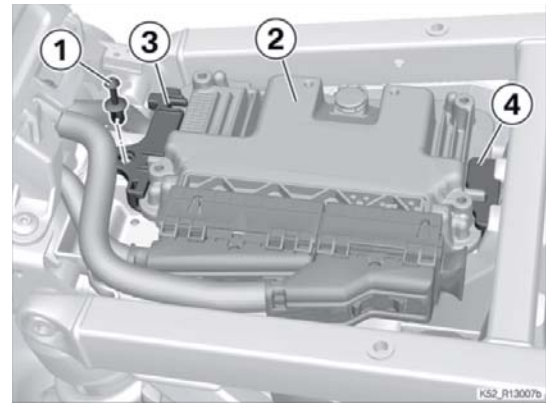


- 6 **Disengage the engine control unit**
Remove cable tie (1).
Disengage fuse carrier (2) by working through the hole (detail) and remove.

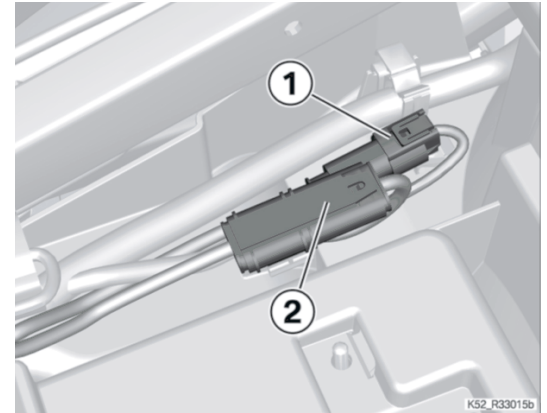


Work item continued:

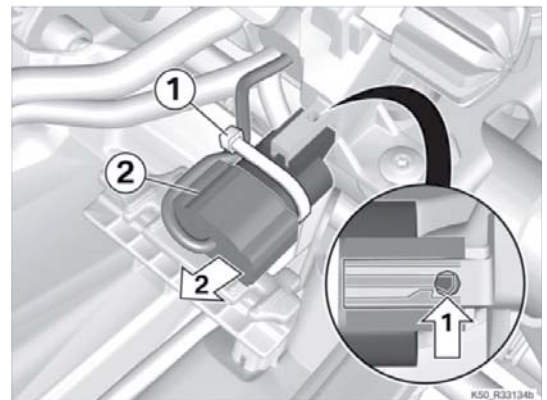
Remove body-bound rivet (1).
Remove engine control unit (2) with rubber holders (3) and (4).
Allow engine control unit (2) to dangle to one side.



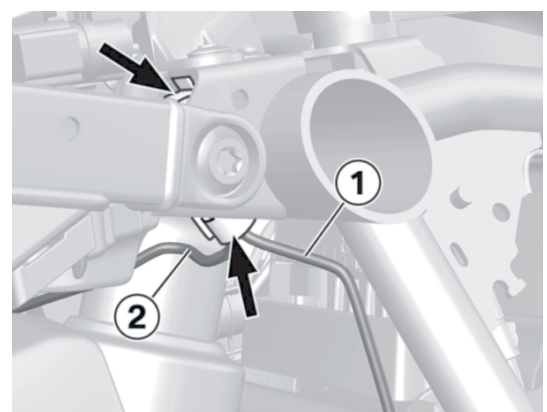
7 Disengaging cable for ESA spring strut
Disconnect plugs (1) and (2) for the ESA spring strut and remove.



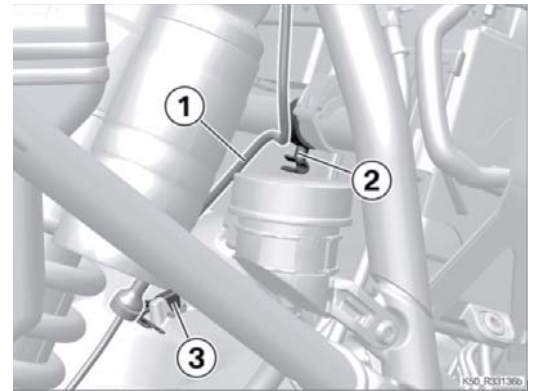
Remove cable tie (1).
Disengage fuse carrier (2) by working through the hole (detail) and remove.



Disengage cables (1) and (2) for the ESA spring strut from the holders (arrows).



Work item continued: Disengage cable (1) for ESA spring strut from holders (2) and (3).

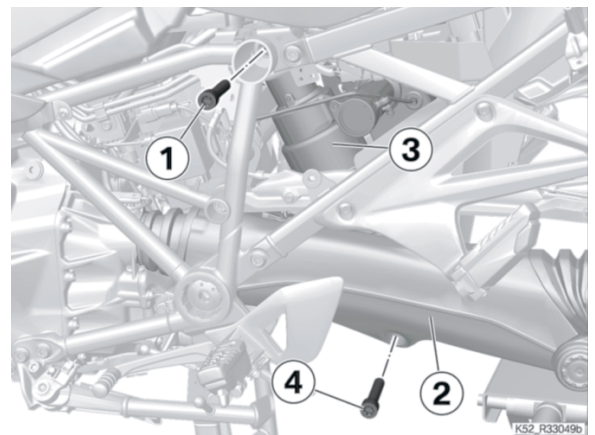


8 Removing rear spring strut

Attention: Risk of hard or sharp-edged objects damaging components. Take care not to scratch components; cover or mask as necessary.
Support swingarm (1) with scissor jack (00 1 571).

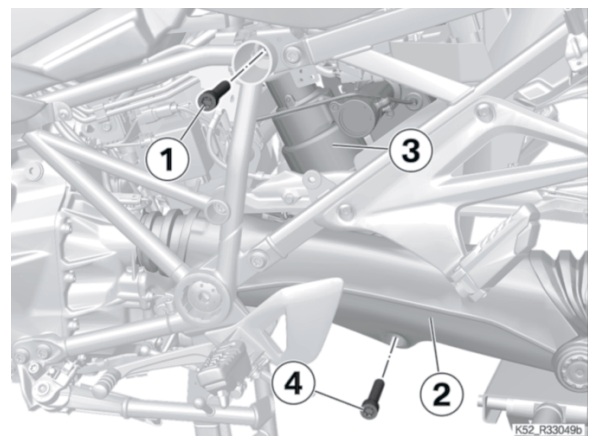


Remove screw (1), if necessary lifting or lowering swingarm (2) slightly to take the strain off spring strut (3).
Fully lower swingarm (2).
Remove screw (4).
Remove spring strut (3).



9 Installing rear spring strut

Clean the threads.
Install spring strut (3).
Insert original screw (1).
Slightly raise swingarm (2).
Install original screw (4) and tighten screw (1).



Tightening torques	
Spring Strut to Frame	
M12 x 1.5 x 60 Thread-locking compound (Loctite 2701,High strength)	100 Nm
Spring Strut to Swingarm	
M12 x 75 - 10.9 Thread-locking compound (Loctite 2701,High strength)	100 Nm

Remove scissor jack.

Work item Finishing work

continued:

10

- Securing cable for ESA spring strut
- Securing engine control unit
- Securing actuator rod for ride-height sensor to swingarm
- Securing voltage regulator
- Installing front rear-wheel cover
- Installing right cover for spring strut
- Install the rear wheel
- Installing silencer
- Install the silencer cover
- Installing left rear trim panel
- Installing left cover for spring strut
- Installing left engine spoiler
- Installing luggage carrier
- Installing rear seat
- Installing front seat
- Removing right engine spoiler
- Connecting BMW Motorrad diagnostic system to vehicle
- Calibrating ride-height sensor
- Disconnecting BMW Motorrad diagnostic system from vehicle
- Installing right engine spoiler
- Final check of work performed