



# Recall 17E - 052

## Checking Turn Indicator

### Various Models

### Service Information No. **SI 77 002 17**

Leadership circle

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Marketing

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Sale  
New motorcycles

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Sale  
Used motorcycles

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Aftersales

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Administration

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11/2017

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## Recall 17E-052 Checking Turn Indicator

### Situation

In the course of quality observations, BMW Motorrad has established that for some vehicles, LED flashing turn indicators were offered as an accessory, which do not meet NHTSA and DOT requirements.



Fig. 1: optional accessories, LED flashing turn indicator

### Series solution

As of August 2017 the affected turn indicators are no longer offered.

### Service solution

In all instances vehicles that have already been handed over to customers must have the work outlined in the below notice carried out. For vehicles that have not yet been delivered, the service campaign must be carried out **before delivery** to customers.

In case the original BMW Motorrad accessory turn indicators are installed, they must be replaced with the standard turn indicators. The removed turn indicators must be scrapped. The customer must be reimbursed for the purchasing price. A copy of the invoice must be attached to the warranty claim. A copy of the TREAD ACT that the customer will receive with their recall notice has been included at the end of this bulletin.

### NOTICE

In case of a conversion, the required parts specific to the vehicle have to be determined in the EPC and main group 63. The conversion is done in accordance with the repair positions for turn indicators according to the Repair and Service Data BMW Motorrad (AIR).

### NOTICE

Since the accessory turn indicator can be installed on different vehicles a letter was sent to all owners that could potentially have purchased and installed the affected reflectors. If the customer does not own these turn signals no further actions is needed. The letter is an advisory. As this is a product recall, no VIN's have been flagged in AIR or DCSNet.

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### NHTSA Statement

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed. Please follow any special instructions that we provide to you for the return or disposition of recall parts.

### Warranty processing No LED flashing turn indicator installed as optional accessory

#### Defect code

00 00 77 02 00	Checking turn indicator
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#### Flat rate unit number

00 60 216	No LED flashing turn indicator installed as OA
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### Warranty processing Converting turn indicator

#### Defect code

00 00 77 02 00	Checking turn indicator
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#### Flat rate unit number

00 60 225	Converting turn indicators
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#### Part number

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### Questions regarding this bulletin?

For technical inquires in relation to this bulletin	Please contact the PuMA team
For warranty inquires in relation to this bulletin.	Submit an IDS ticket to the Warranty Department
For parts inquires in relation to this bulletin	Adam.Sacher@bmwnaext.com
Motorcycle Service and Technical Manager	Gordon.McDonnell@bmwna.com
Bulletin authored/published by	Gery.Torok@bmwna.com

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## Recall 17E-052 Checking Turn Indicator

### 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 your expenses to be considered for reimbursement, please contact your authorized BMW Motorcycle dealer. Expenses paid to repair facilities outside of the BMW Motorcycle dealer network will be considered; however, the repair procedure must meet BMW standards.

Your authorized BMW Motorcycle dealer will request a copy of your owner notification letter, as well as, your previously paid invoice. They will then inspect your motorcycle (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.
- The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable part charges.
- Repair labor, taxes and hazardous waste disposal, when previously paid, are eligible for reimbursement.
- Expenses for repairs performed more than 10 days after the date of the last owner notification sent by BMW are not eligible for reimbursement.

Your authorized BMW Motorcycle dealer should 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, your BMW Motorcycle dealer will also be able to advise you of the manner in which you can expect to receive reimbursement.

Your authorized BMW Motorcycle dealer should be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-525-7417 for any special assistance that you may require.

In special situations where your authorized BMW Motorcycle dealer cannot be of assistance, you may submit your written request for reimbursement to:

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

If you intend to submit a request for reimbursement to our Customer Relations and Services department, your motorcycle (if it is still in your possession and was repaired at a facility outside of the BMW Motorcycle dealer network) will need to be inspected at an authorized BMW Motorcycle dealer before a claim can be accepted for consideration. This is to ensure that prior repairs at an outside facility meet BMW standards for recall completion.