

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** Update on Status of Bushing 31 42 8 396 077 (Recall)  
**Date:** Wednesday, August 30, 2017 8:15:07 AM

Publish Date: August 30, 2017  
From: Motorcycles  
Expiration Date: September 30, 2017

DCSnet Message  
**Important**



Subject: **Update on Status of Bushing 31 42 8 396 077 (Recall)**

**Status of Bushing 31 42 8 396 077 as of August 29, 2017:**

- At this time availability of Bushing - Part Number 31 42 8 396 077 is extremely limited but slowly improving.
- As previously requested dealers should place additional stock orders for needed inventory. As inventory arrives we will release parts based on these backorders **and your overall dealership utilization %**. The utilization % is calculated based on how many bushing your dealership has claimed via warranty vs. how many bushings have been delivered to you. Dealers who have a utilization percentage of 85% or greater will be given priority on order fulfillment.
- We will be keeping a limited amount of safety stock for urgent cases only. Please remember customer bikes take priority over stock bikes. If you are in the need of additional parts; escalated parts issues will be evaluated in the following priority:
  1. Disabled customer bike
  2. Escalated customer complaint
  3. Immediately sales delivery with customer

To receive parts that are for urgent cases send an email, with VIN number, & Customer name and details of the situation to [motorradaftersales@bmwna.com](mailto:motorradaftersales@bmwna.com). Customer letters will be sent starting Thursday, August 31<sup>st</sup>, this may cause an increase in customer inquiries.

BMW Motorrad Aftersales

Attachments: No Attachments No Attachments

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

