

**From:** Broadcast Messaging System  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** STOP SALE UPDATE- R 1200 GS Adv Deliveries  
**Date:** Friday, August 18, 2017 7:07:53 PM

Publish Date: August 18, 2017  
From: Motorcycles  
Expiration Date: September 15, 2017

DCSnet Message  
**Urgent**



Subject: **STOP SALE UPDATE- R 1200 GS Adv Deliveries**

TO: ALL BMW MOTORRAD USA DEALERS

Please see the attached bulletin and corresponding documents to resume deliveries of R 1200 GS Adventures. The processed outlined must be followed to be in compliance with the Federal Safety Act due to recall 17V-481.

We apologize for the delay in this message as the DCSNet messaging system has been down the last 24 hours.

Attachments:

-  [SI\\_46\\_002\\_17\\_Remove\\_case\\_carrier\[81a11eca\].pdf](#)
-  [R\\_1200\\_GSA\\_SA\\_680\\_Recall\\_Customer\\_Letter\[81a11ec9\].pdf](#)
-  [R\\_1200\\_GSA\\_SA\\_680\\_Recall\\_Customer\\_Form\[81a11ec8\].pdf](#)
-  [SI\\_46\\_002\\_17\\_Remove\\_case\\_carrier\[81a11eca\].pdf](#)
-  [R\\_1200\\_GSA\\_SA\\_680\\_Recall\\_Customer\\_Letter\[81a11ec9\].pdf](#)
-  [R\\_1200\\_GSA\\_SA\\_680\\_Recall\\_Customer\\_Form\[81a11ec8\].pdf](#)

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





# Removing case carrier Recall 17V-481

**R 1200 GS Adventure (K51, 0A12)**

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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**Service Information No. SI 46 002 17**

# Service Information No. SI 46 002 17

## Remove case carrier R 1200 GS Adventure

### Details

During the course of quality analysis at BMW Motorrad, it was determined that the legal requirements regarding the visibility of the rear side reflectors do not comply with the USA statutory requirements. For this reason, the R 1200 GS Adventure (K51)-models were placed under a delivery stop if the factory option SA680 case carrier, aluminum cases, is installed. A non-compliance recall was also filed with NHTSA (recall 17V-481)

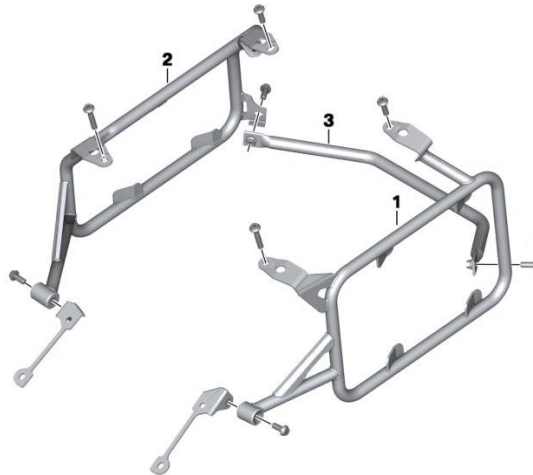


Figure 1: parts of the case carrier

### Vehicles affected

This bulletin involves all unsold R 1200 GS Adventures with SA 680 in dealer inventory. The affected vehicle identification numbers (VINs) have been flagged in DCS. R 1200 GS Adventures already in service will be recalled at a later date to have the final repair completed. Customer will be notified by letter and dealers will be notified by a separate service bulletin.

### Service Solution

Affected motorcycles may **NOT** be delivered to the customer with installed factory option SA680 case carrier. **Before delivery** the parts (1), (2), and (3) of the case carrier must be removed from the motorcycle and stored at the dealership under the customer's information.

As a goodwill gesture for the customer's inconvenience the dealers can provide BMW Luggage Roll Part # 77 49 8 550 346 free of charge to the customer. You may claim reimbursement for the luggage roll through Dealer Self Authorized Goodwill (DSA). The claim must contain text stating that the luggage roll is being provided as a goodwill gesture to the customer by your (BMW dealer) **NAME** due to "**Recall 17V-481**". Please use the DSA claim code 85 99 00 37 SA.

**IMPORTANT:** The attached letter which explains the action we are taking to resolve the matter should be presented to the customer. **The included acknowledgment form must be signed by both the customer and dealer.** A copy should be sent to [MotorradAftersales@bmwna.com](mailto:MotorradAftersales@bmwna.com) with an additional copy kept in the customer's file. This information is required to track the reinstallation of the rack when a final resolution is available.

The customer will be informed at a later date to return to the dealership when dealers can reinstall the rack when a remedy is available. Both the removal and installation of the rack will be at no charge to the customer.

**The customer will also receive a 10% discount off the MSRP on the aluminum panniers if purchased at the time the rack is reinstalled.** As the aluminum panniers are also affected by a product stop sale, dealers cannot sell panniers until the stop sale is lifted. A separate bulletin will be issued detailing the reinstallation and special offer. A remedy is not anticipated for approximately 2 months. Dealers will be notified when a final solution is available.

# Service Information No. SI 46 002 17

## Remove case carrier R 1200 GS Adventure

To insure parts availability for this recall, please only order luggage rolls for scheduled deliveries. Once a final resolution is available the goodwill gesture and discount will no longer be offered as a remedy will be available.

### Part Number

77 49 8 550 346	BMW Luggage Roll Large
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### Warranty processing

#### Defect code

00 46 48 00 00	Remove case carrier
85 99 00 37 SA	Dealer Self Authorized Goodwill (DSA) for Luggage Roll

#### FRU number

00 60 324*	Removing of case carrier for aluminum cases, 3 FRUs
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\*Main Work: These main labor operations include 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.

### 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.	Motorrad.Warranties@bmwna.com
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

August 16th, 2017

Dear BMW Motorrad Customer,

BMW Motorrad recently discovered that the aluminum side case carrier mounts installed on your vehicle may partially block the required rear (side) safety reflector on your vehicle. Therefore your vehicle is not in compliance with Federal requirements.

In order to correct the situation BMW Motorrad has filed a non-compliance recall (17V-481) with NHTSA (National Highway Traffic Safety Administration) and will need to relocate the reflector to a different position. Because a solution is not yet available, we must remove the side case carrier from your vehicle before it is delivered to you.

We apologize for this inconvenience and want to ensure you enjoy your new BMW Motorcycle straight away. BMW Motorrad USA will be providing you a soft travel duffle bag (BMW Luggage Roll) free of charge so you can still transport items safely on the back of your new BMW Motorcycle.

Once a final solution is available, we will notify you to return to your local dealer to reinstall the luggage rack at no charge to you. The bag provided (retail value of \$259.00) will be yours to keep for the inconvenience caused. The bag works in conjunction with and complements the BMW aluminum pannier system, should you choose to purchase luggage cases after the rack is reinstalled. Furthermore, BMW would like to extend an offer of 10% off the retail price on the aluminum pannier side and top cases if you purchase them at the time of reinstallation of the rack.

BMW Motorrad USA takes our customer's safety very seriously and we thank you for your understanding and patience.

Sincerely,

Conrad Parker  
Manager Aftersales  
BMW Motorrad USA

Gordon McDonnell  
Service and Technical Manager  
BMW Motorrad USA



BMW Luggage Roll (77 49 8 550 346 MSRP \$259)

- Capacity: 50 Liters
- Roll-top bag with compression straps for easy cinching
- Waterproof
- Padded handle and detachable luggage strap
- Reflective material on each side

Customer Acknowledgement R 1200 GSA Luggage Rack Removal

I \_\_\_\_\_ am taking delivery of an R 1200 GSA VIN: \_\_\_\_\_ and acknowledge that my dealer has removed the side case luggage rack before the motorcycle was delivered to me on this day \_\_\_\_\_, \_\_\_\_\_, 2017. I also understand that BMW will inform me when a final solution is available so that I may return to have the luggage rack reinstalled at no charge. I acknowledge receipt of the luggage roll from BMW as a goodwill gesture for my inconvenience.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Dealer: \_\_\_\_\_ Dealer Number \_\_\_\_\_

Dealer Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

BMW Motorrad Dealer: Please send a copy to [MotorradAftersales@bmwna.com](mailto:MotorradAftersales@bmwna.com) and keep a copy of this form in your customer file.