

G 310 R and G 310 GS Recall 18V-408 Update

August 3rd, 2018

The first supply of parts are in transit to the US and are estimated to arrive in mid-August. Initial parts and special tools will be distributed based on your G 310 R and G 310 GS YTD retails and unsold inventory of the impacted motorcycles. Dealers are reminded that customer bikes in service should take priority.

As this is a worldwide recall, parts supply will be limited the first few weeks. A small reserve will be kept for emergency cases which can be escalated **with the vehicle VIN number** by sending an email to MotorradAftersales@bmwna.com. Important: these reserve parts are not available until mid-August.

Over the next weeks, customers will be receiving a recall notification letter via US mail. The letter will let customer know of the recall but inform them that parts are not yet available. The letter states that a second notification will be sent when parts are readily available. Please insure parts have been delivered to your dealer before booking any customer appointments.

The service bulletin for this recall is now available and attached for your reference to this Dealer Direct post. The bulletin will be posted to TIS as well as linked in AIR. Please review the information and procedures carefully, take note of any secondary parts and tools required to complete the repair.

Parts distribution will be announced via Dealer Direct in mid-August upon arrival.



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Aftersales, Motorrad Dealer Direct, Recalls, Sales