



# Delivery Stop

## Update: Stop Sale G310 GS (K02), G 310 R (K03) and C 400 X (K09)

Recall 19V-593: Brake Caliper

On August 12 th, 2019 BMW Motorrad announced a delivery stop for all G 310 GS (K02), G 310 R (K03) and C 400 X (K09) motorbikes due to a concern with corrosion on the front and rear brake calipers. Approximately 5,938 Model Year 2017- 2020 BMW Motorcycles / Scooters in the US, produced between Oct 2016 and Jul 2019 are potentially affected.

-  2019-K0x-BrakeCaliperCorrosion-QA-(13Aug2019).pdf
-  Recall 19V-593 Update.pdf

Aftersales, Motorrad Dealer Direct

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**Title:**

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**Subtitle:**

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- **For customers riding existing units:** an inspection process will be available through the dealer. The process will be communicated to the dealer through a Service Bulletin by September 6<sup>th</sup>. Customers will be informed of the inspection process through a letter from BMW Motorrad USA in October. If corrosion is found the caliper will be replaced with an existing new part.

New calipers that are not subject to corrosion are being developed and will be available at the end of the year in limited supply and allocated to dealers. Once available, customers will need to return to have the new calipers installed as the final remedy.

- **Units currently in dealer and BMW inventory:** must remain on the stop sale until the update parts are available for the repair. As mentioned previously parts will be in limited supply at the end of the year and allocated for existing customers first.
- **Dealer Floorplan:** Based upon the information currently available on parts timing, BMW Motorrad USA will provide an adjustment to cover excess dealer floorplan expenses incurred due to this recall through the end of this calendar year. A separate bulletin will be posted the week of 9/2/19 with full details and timing for these credits. We additionally will continue to monitor this situation to determine if a further adjustment should be considered.

A Q&A document has been attached for your reference and further detail. This document has already been supplied to our customer relations team.

Further parts distribution and status updates will be communicated in December of this year.

**Brake Calipers  
Safety Recall 19V-593  
Model Year 2017-2020  
BMW G 310 GS, G 310 R, C 400 X  
*Last Updated 08/13/2019***

**Q1. Which BMW models in the US are potentially affected by this Safety Recall?**

Approximately 5,938 Model Year 2017 – 2020 BMW motorcycles / scooters in the US, produced between Oct 2016 and Jul 2019, are potentially affected. Specific information by model is provided in the table below.

Series	Model	Model Year	Production Date	Volume
K02	G 310 GS	2018 – 2020	Nov 2017 – Aug 2019	2,781
K03	G 310 R	2017 – 2020	Oct 2016 – Jul 2019	2,741
K09	C 400 X	2019	Aug 2018 – May 2019	416

**Q2. What is the specific issue?**

Over time, the front and/or rear brake calipers may be subject to corrosion.

**Q3. What can happen as a result of this issue?**

If the caliper became corroded, then braking performance could be affected, increasing the risk of a crash.

**Q4. Can I continue to ride my motorcycle / scooter?**

Yes.

However, when you receive a *letter via First Class mail* from BMW informing you that the remedy for this Safety Recall is available, please contact an authorized BMW motorcycle dealer to have this performed as soon as possible. **If you are not the only rider of this motorcycle / scooter, please advise all other riders of this important information.**

**Q5. If I had the front and/or rear brake caliper previously replaced, or replaced after I receive my Interim Letter, will I need to have the caliper(s) replaced again? Why?**

Yes. New calipers that are not subject to corrosion are being developed, and are planned to be available later in the year.

**Q6. How did BMW become aware of this issue?**

BMW became aware of this issue through its quality control procedures.

**Q7. Why are other BMW motorcycles / scooters not included in this Safety Recall?**

Other motorcycles / scooters were equipped with brake calipers that are not affected by this issue.

**Q8. Can I determine if this issue exists on my motorcycle / scooter?**

If you notice one or more of the following conditions, this issue may be occurring:

- An increase in noise from the brakes;
- It is more difficult to manually push / maneuver;
- Visible signs of corrosion on the brake calipers;
- Reduced performance when attempting to accelerate;
- Unusual odor near the area of the brake calipers.

If you notice any of these conditions, please contact BMW Motorcycle Roadside Assistance at 1-877-680-2176 to have your motorcycle / scooter brought to the nearest authorized BMW motorcycle dealer. You can locate your nearest authorized BMW dealer at [www.bmwmotorcycles.com/dealer](http://www.bmwmotorcycles.com/dealer).

**Brake Calipers**  
**Safety Recall 19V-593**  
**Model Year 2017-2020**  
**BMW G 310 GS, G 310 R, C 400 X**  
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**Q9. How will my motorcycle / scooter be repaired?**

The front and rear brake calipers will be replaced.

**Q10. How will I be informed of this Safety Recall?**

You will receive a letter in October via First Class mail advising you of this Safety Recall and, if parts are available, to schedule an appointment with an authorized BMW motorcycle dealer to have this Safety Recall performed. If parts are not available, you will receive a second letter when they become available, advising you to schedule an appointment at that time to have this Safety Recall performed. You can locate your nearest authorized BMW motorcycle dealer at [www.bmwmotorcycles.com/dealer](http://www.bmwmotorcycles.com/dealer).

**Q11. How long will the repair take?**

This repair may take up to several hours, and will be performed for free by your authorized BMW motorcycle dealer.

**Q12. Do I have to wait for my letter in order to have my motorcycle / scooter serviced?**

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available, prior to contacting you to schedule your motorcycle / scooter to have this Safety Recall performed. For the latest updates to this Safety Recall, please visit [www.bmwmotorcycles.com/recall](http://www.bmwmotorcycles.com/recall).

**Q13. I see the “TREAD Act Customer Reimbursement Plan” attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?**

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.