

Recall 19V-593 Brake Calipers G 310 GS, G 310 R, C 400 X

Service Information Bulletin: 34 03 19 Brake Caliper Check

Existing G 310 R, G 310 GS and C 400 X customers are now being notified by BMW Motorrad USA via letter of Recall 19V-593. As part of the recall an inspection process must be performed for bikes already in service. Please review the attached bulletin and repair instructions for details. The bulletin has also been uploaded to TIS 2.0 and AIR.

Please note: for the initial weeks, stock is available in limited quantities and will be allocated on a need basis to each dealer.

Dealers should place an order for one front and one rear "Set Brake Piston Seal Kit" per bike using the dealer PO "PK and the last 7 digits of the VIN. Example: PKR123456. One bike per order. Orders will be released on a 1st come basis and VINs will be spot checked. Please confirm parts are allocated before scheduling any repair appointments.

As stated in the bulletin the inspection process is for vehicles already placed in service. Unsold vehicles cannot be retailed until the brake calipers are replaced with a new updated version. Parts will be available in limited quantities starting December of this year.



34 03 19 Recall 19V-593 Check Brake Caliper.pdf

Aftersales, Bulletins, Motorrad Dealer Direct, Recalls



SIB 34 03 19

2019-10-18

Recall 19V-593 Check Brake Caliper

Over the course of quality monitoring, BMW Motorrad has discovered that corrosion may occur on the brake calipers of the G 310 and C 400 models.

Supporting Materials



34 03 19 Recall 19V-593 Check Brake Caliper.pdf

Service Information Bulletin

October 9, 2019

Brakes

34 03 19

Recall 19V-593 Check Brake Caliper

Models

Model Description	Engineering Designation	Type Code
G 310 R	K02	0G12
G 310 GS	K03	0G11
C 400 X	K09	0C19

Situation

Over the course of quality monitoring, BMW Motorrad has discovered that corrosion may occur on the brake calipers of the G 310 and C 400 models. This corrosion may cause functional limitations. This is more prevalent with year-round use of vehicles where there's road salt used.

Cause

Lack of anodization of caliper piston bore.

Correction

Step 1: Customers are being notified of the recall by a letter from BMW Motorrad USA this month (October). The letter states that an "Interim Remedy" has been developed and we urge them to visit their authorized dealer to have it performed. The brake calipers are to be inspected as described in this bulletin for possible corrosion.

- If no corrosion is found the calipers should be reassembled with a new piston and seal kit.
- If corrosion is present the affected caliper must be replaced with a new caliper (current part number).
Note: If a caliper is required, submit an IDS ticket with clear pictures showing the corrosion.

Exact details are found in this bulletin.

Step 2: All customers will receive new improved part when available during a second visit. Customer will be notified by a second letter from BMW Motorrad USA when parts are available. Limited parts will be available starting December 2019.

Vehicles Affected

In order to determine if a specific vehicle is affected by this Technical Campaign, it will be necessary to verify all VIN's through AIR (Aftersales Information Research). Based on the response of the system, either proceed with the repair or take no further action. Please note, VIN's in DCS Vehicle History Check may not appear until 24-72 hours after the release of this bulletin, therefore AIR is the recommended method for determining open campaigns.

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 motorcycle covered by this notification until the recall repair has been performed. This means that dealers may not legally deliver new motorcycles 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 motorcycles 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.

Production Solution

New brake calipers will commence prior to Winter 2019/2020. The updated calipers will have new part numbers.

Service Solution

For unsold vehicles: Vehicles cannot be sold until the brake calipers are replaced with the new updated brake calipers. Parts will be available in limited quantities starting December of this year.

Vehicles that have been retailed: inspect the brake calipers at the base of the groove of the dust scraper ring. See accompanying instructions 00 60 343 Checking front and rear brake caliper.

When corrosion is found in the base of the groove of the dust scraper ring (Figure 1), the affected brake caliper is to be replaced with the current part number. When the visual inspection indicates NO corrosion in the base of the groove of the dust scraper ring, the respective brake caliper can be reused after the corresponding "Brake pistons with seals" repair kit has been installed.

Note: Brake calipers are to be replaced when the technical updated calipers with new part numbers become available.

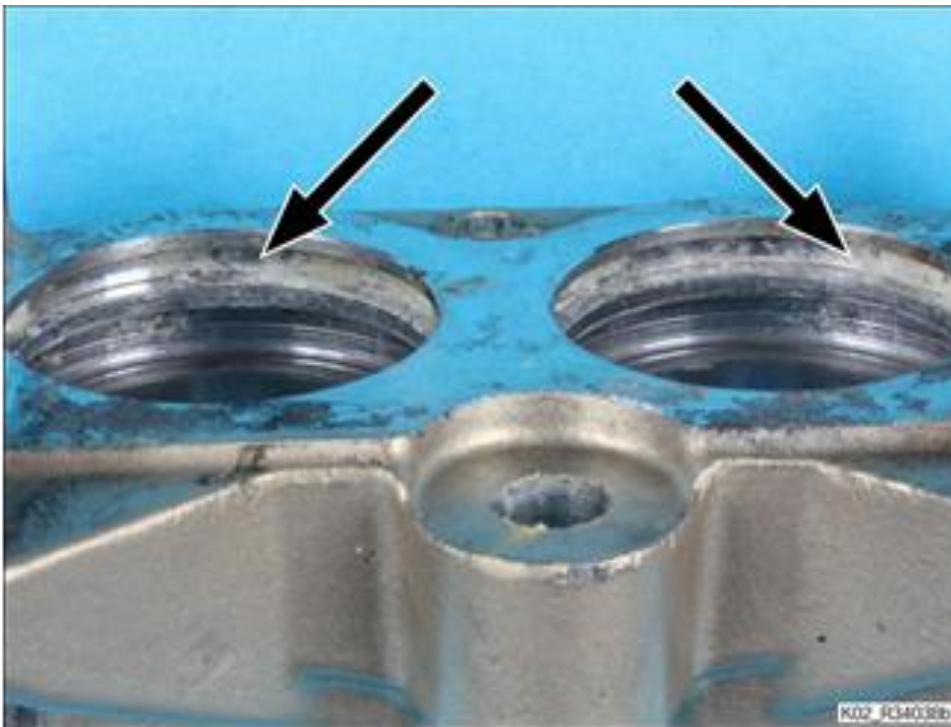


Figure 1: Base of the groove (**arrows**) of the front dust scraper ring with existing corrosion

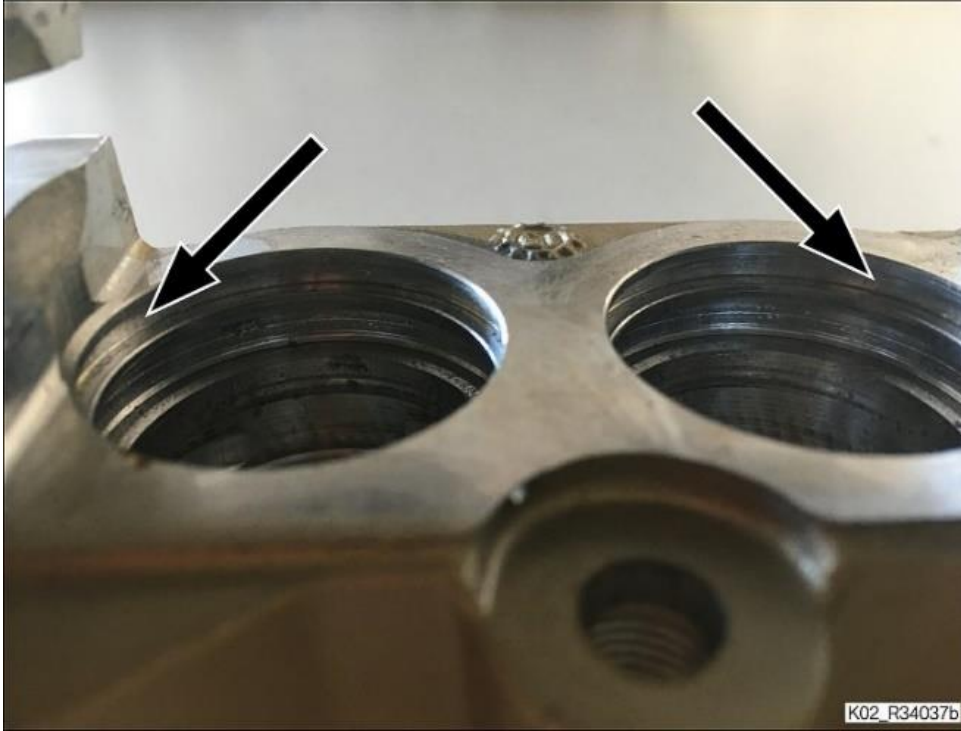


Figure 2: Base of the groove (**arrows**) of the front dust scraper ring without corrosion

Preliminary and follow-up work must be performed according to the following Repair Instructions:

- ▯ 34 11 060 Replacing front brake caliper (without bleeding brakes)
- ▯ 34 00 515 Bleeding front brake system, (for replacing component)
- ▯ 34 21 060 Replacing rear brake caliper (without bleeding brakes)
- ▯ 34 00 514 Bleeding rear brake system, rear (for replacing component)

The required Repair Instructions may be taken from the currently applicable BMW Motorrad Aftersales Information Research (AIR)

Warranty Information

The repair described in this bulletin is covered under warranty regardless of time or mileage. Reimbursement for this Recall Campaign is through normal claim entry utilizing the following information:

Defect Code

00 00 34 82 00	Check Brake Calipers
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FRU Numbers, Descriptions, Amount

*00 60 351	Checking front and rear brake caliper, (0G11/0G12) 16 FRUs and/or (0C16/0C19) 22 FRUs
+00 60 726	Checking front and rear brake caliper, (0G11/0G12) 15 FRUs and/or (0C16/0C19) 21 FRUs

*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.

Parts Information

Part Number	Part Description	Model
34 11 8 569 405	Brake caliper, front	G 310 GS (K02), G 310 R (K03)
34 21 8 569 411	Brake caliper, rear	
34 21 8 569 415	Brake piston with seal set, rear	
34 11 8 566 779	Caliper left front	C 400 X (K09)
34 11 8 566 780	Caliper right front	
34 21 8 392 846	Caliper rear	
34 21 8 406 058	Brake Pistons with seals	All
34 11 8 569 407	Brake pad mounting element set, front	
34 11 8 569 410	Set Brake piston with seal, front	
34 21 8 569 413	Brake pad mounting element set, rear	
34 21 8 569 416	Rubber element set	
07 11 9 963 072	Gasket ring (2 per caliper)	
81 22 0 142 156	Brake Fluid (sublet code 4) Max \$4	
83 12 2 296 187	Brake Pad Paste (sublet code 4) Max \$4	

Obtain and confirm the part numbers as needed for a specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Important: As brake parts are in short supply, urgent cases should be escalated through an IDS ticket to the Motorrad Parts Team.

Questions Regarding this Bulletin?

For technical inquires in relation to this bulletin	Please contact the Motorrad Technical Support Group
For warranty inquires in relation to this bulletin	Submit an IDS ticket to the Warranty Department
For parts inquires in relation to this bulletin	Submit an IDS ticket to the Motorrad Parts Department

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.

00 60 343 Checking front and rear brake caliper

ATTENTION

Damage to surfaces due to sharp-edged tools

Component damage

- ♦ Use wooden or plastic tools to remove sealing rings from the brake caliper.
- ♦ Use plastic or wooden tools to clean the sealing ring grooves.

ATTENTION

Brake fluid on painted surfaces, plastic and rubber components

Material damage

- ♦ Do not allow brake fluid to come into contact with painted surfaces, plastic or rubber components.
- ♦ Wash components immediately with clear water if required.

1

► Removing rear brake caliper sealing kit

Requirement

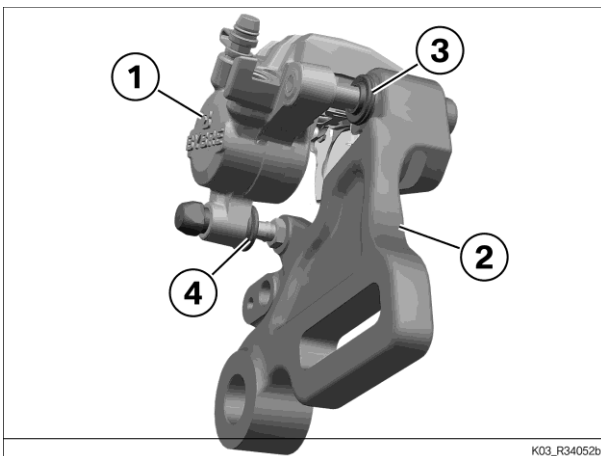
Thoroughly clean the brake caliper and remove all traces of foreign matter.

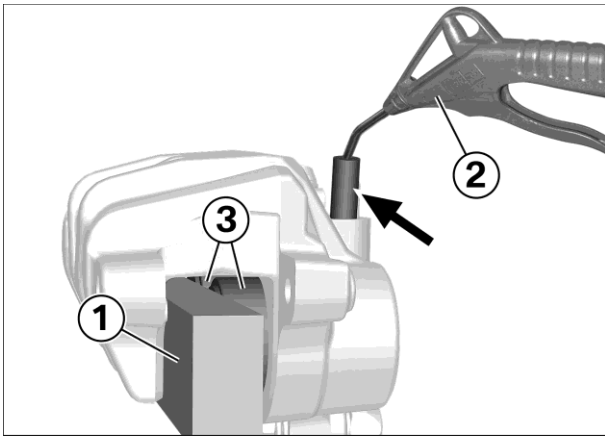
CAUTION

Sudden shooting out of brake pistons

Danger of injury

- ♦ Do not reach into the brake caliper.
 - ♦ Catch brake piston on a padded surface.
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- ♦ Pull off brake caliper **(1)** from brake caliper support **(2)**.
 - ♦ Check gaiters **(3)** and **(4)**, replace if necessary





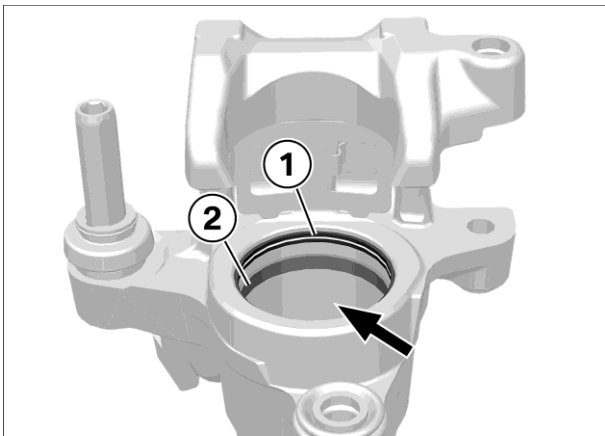
CAUTION

Sudden shooting out of a brake piston

Danger of injury

- ◆ Secure brake piston, e.g. with wooden part.
- ◆ Catch brake piston on a padded surface.

- ◆ Insert wooden strip **(1)** or similar in brake caliper.
- ◆ Position air gun **(2)** with a suitable rubber adapter **(arrow)** on the brake line connection and push the brake pinion **(3)** out with it.



- ◆ Remove small sealing ring **(1)** and large sealing ring **(2)**, and in doing so, do not damage the brake cylinder **(arrows)**.
- ◆ Clean brake cylinder **(arrows)**.



Cleaner

Brake cleaner

83 19 2 154 780

2

► Removing seals set for front brake caliper

Requirement

Thoroughly clean the brake caliper and remove all traces of foreign matter.

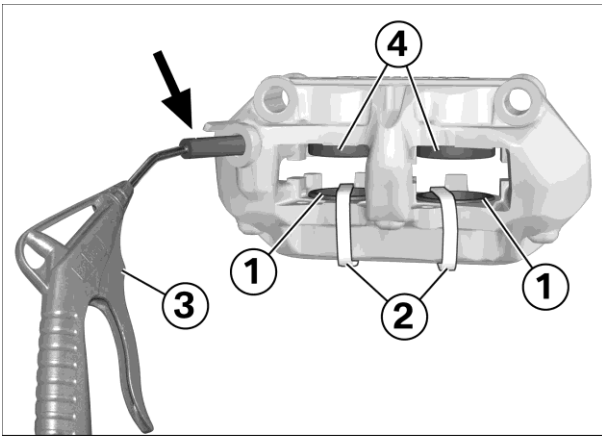
CAUTION

Sudden shooting out of brake pistons

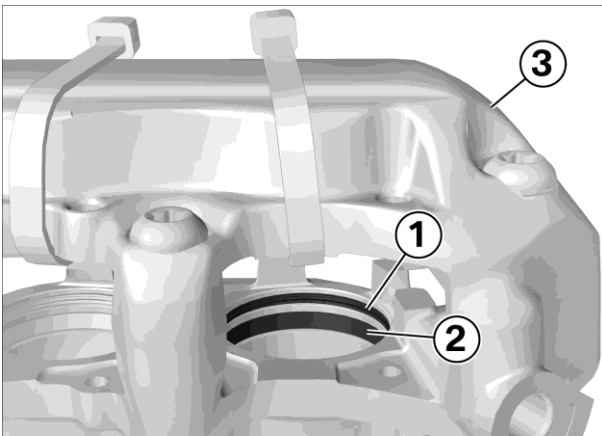
Danger of injury

- ◆ Do not reach into the brake caliper.
- ◆ Catch brake piston on a padded surface.


- ◆ **Install sealing kit on one brake caliper side first.**
- ◆ **After the sealing kit is installed on one pair of pistons, switch sides and repeat the work accordingly.**



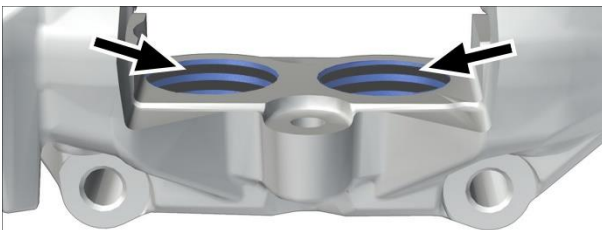
- ◆ Secure brake piston **(1)** with cable strap **(2)**.
- ◆ Position air gun **(3)** with a suitable rubber adapter (**arrow**) on the brake line connection and push the brake pinion **(4)** out with it.



- ◆ Perform the following work on all brake cylinders:
 - Remove small sealing ring **(1)** and large sealing ring **(2)**, and in doing so, do not damage brake cylinder in brake caliper **(3)**.
- ◆ Clean brake caliper **(3) inside**.

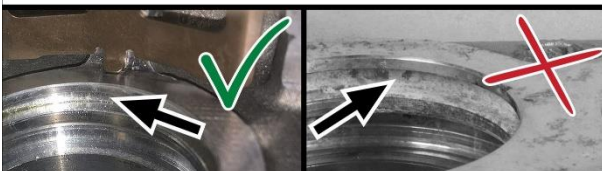
 Cleaner	
Brake cleaner	83 19 2 154 780

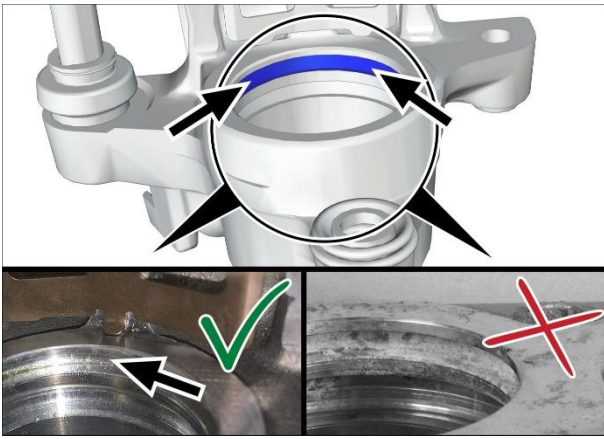
3



► **Checking brake calipers in front and rear for corrosion in sealing groove**

- ◆ Visually inspect upper grooves (**arrows**) in all brake cylinders.





- ♦ Visually inspect upper groove (**arrows**) in the brake cylinder.

**Check
Result**

Visible corrosion in the base of the groove/brake cylinder

Measure

- ♦ Replace affected brake caliper.

Result

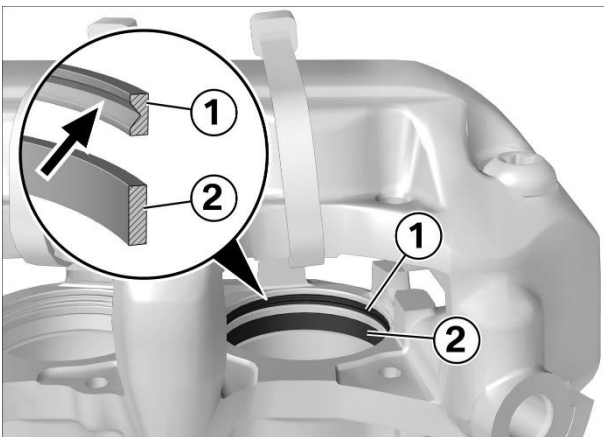
No visible corrosion

Measure

- ♦ Install new "Brake piston with seals" repair kit in brake caliper.

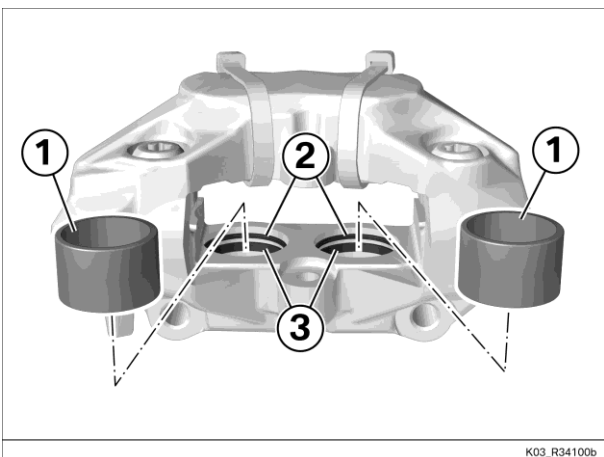


4



► **Installing seals set for front brake caliper**

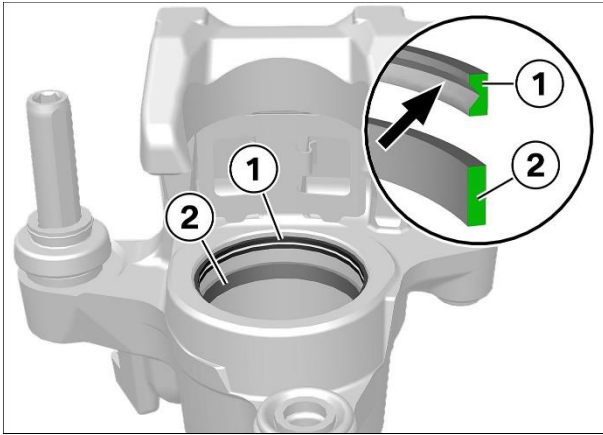
- ♦ Perform the following work on all brake cylinders:
 - Lubricate sealing rings **(1)** and **(2)** with brake fluid/provided lubricant.
 - Install large sealing ring **(2)**.
 - Install small sealing ring **(1)** (with groove **(arrow)**).



- ♦ Lubricate brake pistons **(1)** with brake fluid/provided lubricant and install, noting sealing rings **(2)** and **(3)**.

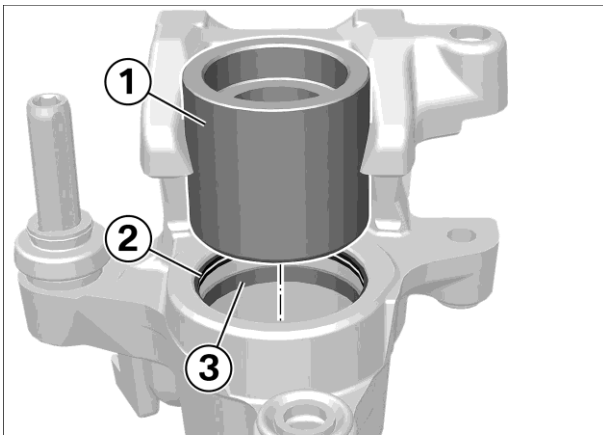
- ◆ Install brake pistons on the other side in the same way.
- ◆ Carefully remove lubricant and brake fluid from brake caliper.

5

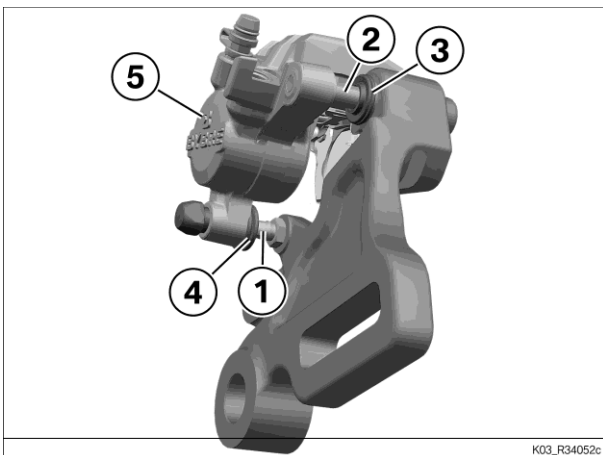


Installing sealing set for rear brake caliper

- ◆ Lubricate large sealing ring (2) and small sealing ring (1) lightly with brake fluid / lubricant provided.
- ◆ Install large sealing ring (2).
- ◆ Install small sealing ring (1) with groove (arrow).



- ◆ Lubricate brake piston (1) and sealing rings (2) and (3) lightly with brake fluid / lubricant provided.
- ◆ Install brake piston (1) observing sealing rings (2) and (3).
- Brake piston with open side facing brake pad
- ◆ Push brake piston (1) back completely and remove emerged brake fluid/lubricant.



- ◆ Clean and thinly lubricate bolts (1) and (2).



Lubricant

Never Seez Compound (brake-pad paste)	83 19 2 158 852
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- ◆ Slide brake caliper (5) onto bolts (1) and (2).
- ◆ Make sure gaiters (3) and (4) are sealing correctly.