

# Service Information Bulletin

Cooling Systems

January 6, 2020

17 01 19

## Recall 19V-697 Replacing Oil Cooler

This Service Information Bulletin replaces delivery stop "STOP170002"

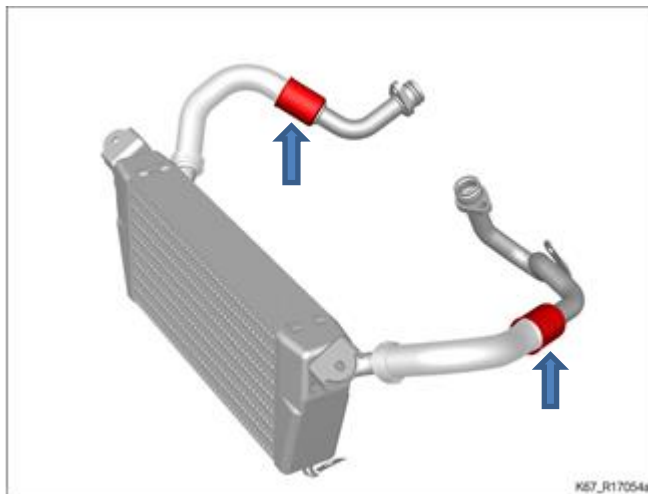
### Model

Description	Engineering Designation	Type Code
S 1000 RR	K67	0E23

### Situation

The oil cooler inlet and outlet hoses may develop cracks where the oil hose connects with the oil pipe. If cracks occur, a small amount of oil may leak.

### Identification of components



- Connection point (Arrows) of oil hose / oil pipe.



- ✓ New double crimp (left)
- ✗ Old single crimp (right)

## **Cause**

Cracks develop where the oil hose connects to the oil pipe.

## **Correction**

Replace the oil cooler with an updated part.

## **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**

As of December, vehicles are produced with updated oil coolers.

## **Service Solution**

The description of the required position for exchanging the oil cooler may be taken from the current Repair and Service Data BMW Motorrad (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 17 06 00	Check oil cooler, replace if necessary
----------------	--

## **FRU Numbers, Descriptions, Amounts**

*17 21 000	Removing/installing or replacing oil cooler, 7 FRUs
+17 21 501	Removing/installing or replacing oil cooler, 6 FRU's

\*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

Existing parts with an old single crimp must not be used.

Part Number	Part Description
17 21 8 356 820	Oil Cooler
06 32 7 657 949	2x Fillister Head Screw
06 32 7 727 783	1x Oval Head Screw
83 21 2 365 958	Oil (sublet code 4)

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

As parts stock will be limited at first, they will be allocated for urgent request only. Urgent request are defined as a customer bike down, an escalated consumer complaint or a sold unit that is waiting delivery.

All requests must be made through an IDS ticket with a valid VIN number.

Once sufficient inventory is available, parts will be released on a fair share basis for in-stock units.

## Questions Regarding This Bulletin?

Technical inquires	Please contact the Motorrad Technical Support Group
Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquires	Submit an IDS ticket to the Motorrad Parts Department