

Recall Update January 2020

Please see the below update regarding the latest status and actions being completed for the various recalls:

Recall 19V-593: K02, K03, K09 (G 310 GS, R and C 400): Parts have started to ship to the US and are expected in the next week, please continue to perform the caliper check outlined in Service Bulletin 34-03-19. An updated service bulletin will be published when parts arrive and are ready for release.

As parts stock will be limited for the first few months. We will be sending out an initial supply to all dealers based on customer escalations and a fair share allocation for additional customer units. After this initial shipment we will be allocating parts for urgent requests only (as described above). All request must be made through an IDS ticket with a valid VIN number. If parts are not available for the vehicle you are working on, please continue to perform the caliper check.

Regarding C400X units, you must request these via IDS, we will not be sending out any initial shipments for these units.

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

If you have any questions or concerns about the availability or distribution plan for these recall parts, please contact your Area Manager.

Aftersales, Motorrad Dealer Direct, Recalls

Jan 13, 2020