

Important Changes for Recall 19V-692 (K1600; K48/K61)

March 5th, 2020

BMW Motorrad is pleased to announce three important and positive changes for recall 19V-692. To support our dealers in performing recall 19V-692 the following changes are being implemented effective immediately:

1. Until further notice, BMW Motorrad will be adding an adjustment of **+18 FRU** to the original repair time to assist with the learning curve of the complexity of the repair. A dedicated technician and work-bay for this repair is recommended when possible. Dealers should take full advantage of this additional time and complete as many repairs as possible, submitting warranty claims promptly after completing the repair.

An updated bulletin will be issued next week with new warranty claim information; however, dealers can continue to complete repairs, as **all completed repairs will be paid the +18 FRU retroactively**. Do not submit a claim for the additional time at this point. BMW will issue a credit for claims processed starting next week. The credit will be shown on a later separate claim.

2. Dealer will receive **reimbursement for the VOR fee** charged for the initial recall parts shipments. The \$50 fee will be automatically added to the warranty claim. Do not submit a claim with the \$50. If the claim for one of these eligible VIN's has already been processed/credited, the credit will be on a later separate claim along with the FRU adjustment described above.

The \$50 will only be paid on the VIN'S that received the kit as per the VIN that was listed in the PO number of the order. This \$50 fee only applies to kits that were sent out by BMW of North America. Any kit that was ordered VOR by dealers after this point are not eligible for reimbursement.

Dealers can submit a warranty IDS ticket if they would like more information on the credit note or either of the credits.

3. Effective immediately, BMW Motorrad will also allow up to a **\$100 charge per VIN to pick up and return the bike from/to the customer** (\$50 each way) using sublet code 05. This will also be detailed in the revised bulletin next week. The pickup or drop off must be documented and signed for by the customer.

With the additions of these benefits, our collective goal is to complete as many repairs as possible before the riding season gets into full swing through comprehensive support. Please make sure to take advantage of the positive adjustments and submit your claims immediately after repair completion. Full details will be communicated next week via a revised Service Bulletin and through Dealer Direct.