

## Dealer Q&A Recall K67: S 1000 RR

The attached Q&A for the K67 recall is being provided to dealers to aid in responding to customer inquiries. The document is for your reference and should not be shared directly with customers.



2019-K67-OilCoolerHose-QA-(2Oct2019).pdf

Aftersales, Motorrad Dealer Direct, Recalls

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**Oil Cooler Hose  
Safety Recall 19V-xyz  
Model Year 2020  
BMW S 1000 RR  
*Last Updated 10/02/2019***

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

Approximately 323 Model Year 2020 BMW S 1000 RR motorcycles in the US, produced between Mar 2019 and Aug 2019, are potentially affected.

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

Over time, the oil cooler hose(s) may develop cracks which could allow oil to leak from the hose and onto the rear tire.

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

If oil were to contact the rear tire, this could affect handling and control of the motorcycle, and increase the risk of a crash.

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

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, please advise all other riders of this important information.**

**Q5. How did BMW become aware of this issue?**

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

**Q6. Why are other BMW motorcycles not included in this Safety Recall?**

Other motorcycles are not equipped with this specific oil cooler assembly configuration.

**Q7. Can I determine if this issue exists on my motorcycle?**

If you notice oil on the ground when parked, an odor of burnt oil, or see smoke near the area of the exhaust manifold, your motorcycle may be experiencing this issue.

**Q8. How will my motorcycle be repaired?**

The oil cooler assembly will be replaced.

**Q9. How will I be informed of this Safety Recall?**

You will receive a letter in November via First Class mail advising you of this Safety Recall and requesting that you schedule an appointment with an authorized BMW motorcycle dealer 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).

**Q10. How long will the repair take?**

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

**Q11. Do I have to wait for my letter in order to have my motorcycle 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 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).