



SIB 32 01 20 RECALL CAMPAIGN 20V-083: THROTTLE CABLE

2020-08-05

This Service Information bulletin (Revision 1) replaces SI 32 01 20 dated **April 2020**.

What's New (Specific text highlighted):

- Final remedy instructions added

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

E-Series	Model Description
K09	C 400 X

AFFECTED VEHICLES

To determine if a specific vehicle is affected by this 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.

- VINs 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:

- Substantial civil penalties apply to violations of the Safety Act
- You should not sell, lease or deliver any Certified Pre-Owned or used motorcycles subject to a safety recall until the repair is completed
- Follow any special instructions that we provide to you for the return or disposition of recall parts

SITUATION

The position of the throttle cable may cause an accumulation of water in the throttle cable sleeves that will not drain when riding in the rain for an extended period of time or when thoroughly cleaning the vehicle.

When riding in outside temperatures below freezing, this can lead to stiff movement up to the complete freezing of the throttle cables, and lead to a critical riding situation.

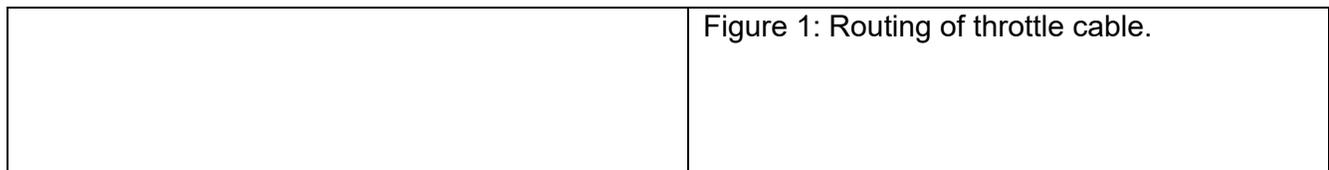
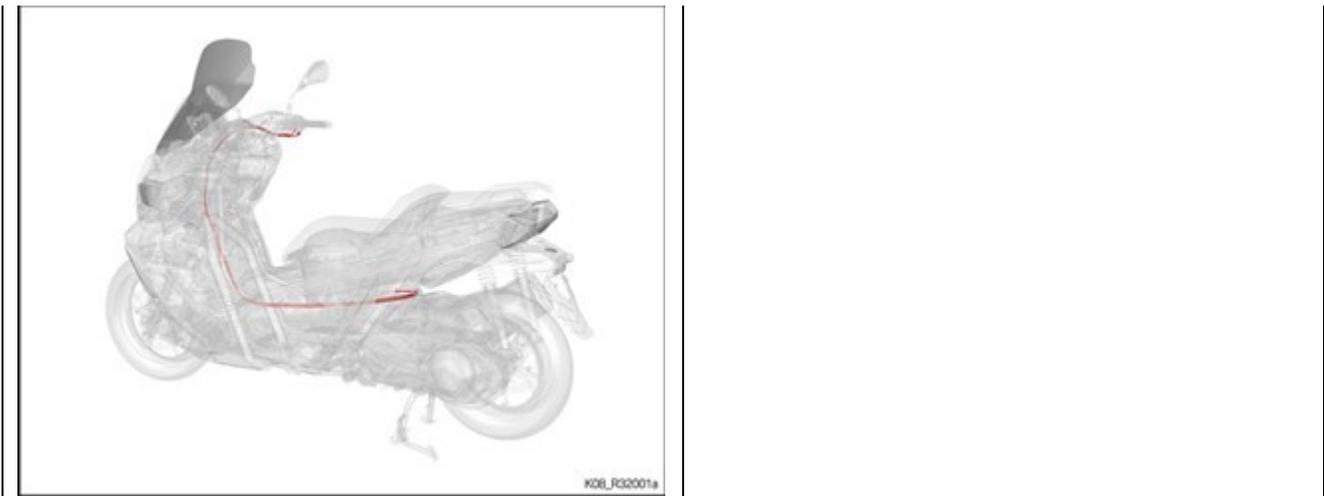


Figure 1: Routing of throttle cable.



CORRECTION

In the vehicles concerned, Throttle cables and throttle-cable fixture must be replaced.

The description of the required labor operation can be found in the current Repair and Service Data BMW Motorrad (AIR)- Refer to 00 60 361 Converting throttle cables and throttle grip

PARTS INFORMATION

Part Number	Description	Quantity
32 73 7 923 610	Throttle cable	2
34 32 7 675 533	Brake line spacer	1
61 31 8 388 634	Throttle-cable relay	1
61 13 7 723 698	Rubber tensioning strap	1
61 13 1 372 391	Cable straps (as needed)	1

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:	Description:
0000321200	Throttle cable follow up work

Labor Operation:	Description:	Labor Allowance:
*00 60 361	Converting throttle cables and throttle grip,	11 FRU's
+00 60 861	Converting throttle cables and throttle grip,	10 FRU's

*Main Work: This main labor operation includes 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.

TREAD ACT CUSTOMER REIMBURSEMENT PLAN

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.

QUESTIONS REGARDING THIS BULLETIN

Technical inquires	Submit feedback at the top of this bulletin
Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

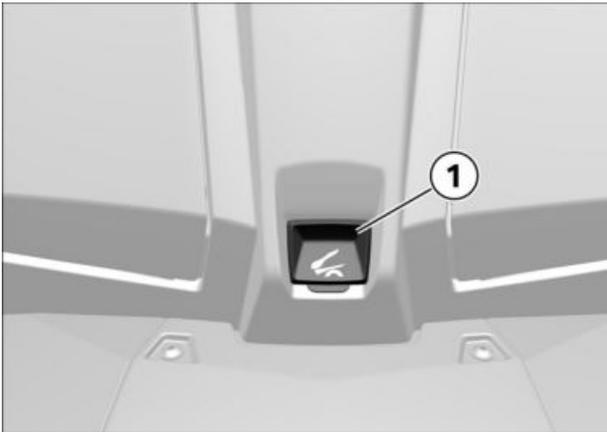
[picture_as_pdf 32 01 20R Attachment.pdf](#)

00 60 361 Converting throttle cables and throttle grip

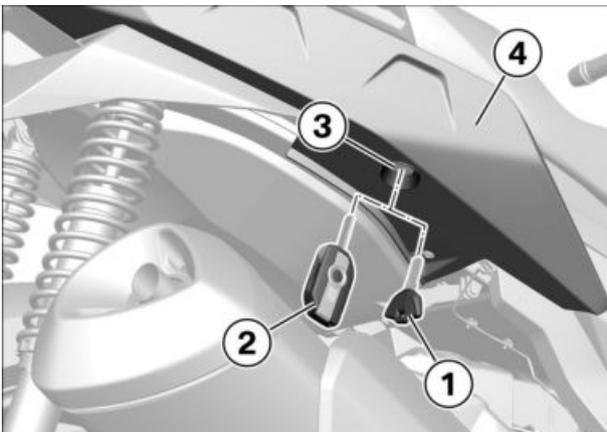
1

► **Opening seat**

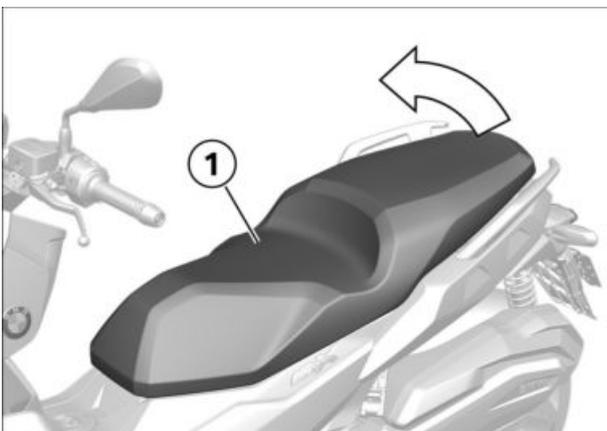
- Switch on the ignition.
- Press button **(1)**.
- » Rear seat bench is unlocked.



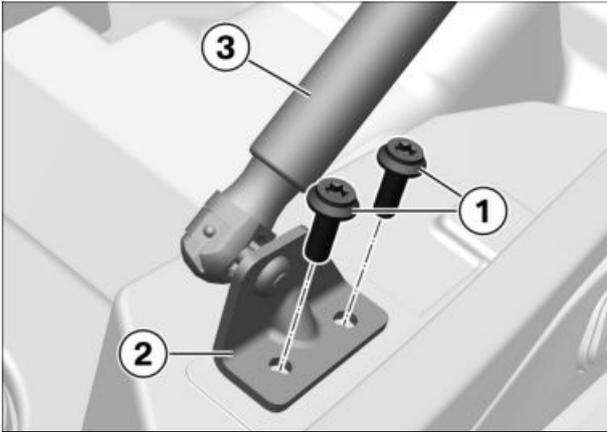
- The rear seat bench can also be unlocked without switching on the ignition. In order to do so, insert ignition key **(1)**, or in the case of Keyless Ride insert open radio-operated key **(2)** in lock **(3)** on the right luggage compartment trim **(4)** and turn clockwise.
- » Rear seat bench is unlocked.



- Open the rear seat bench **(1)**.

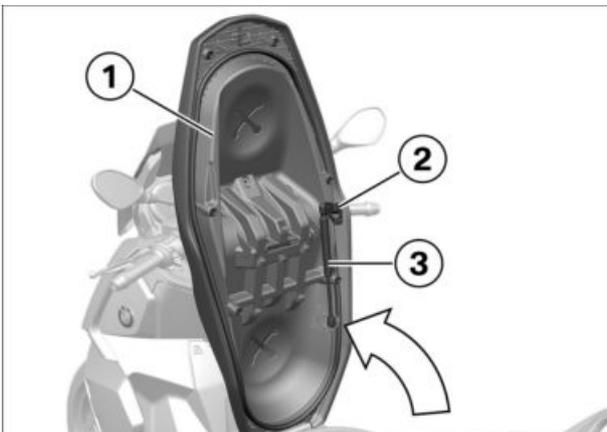


2



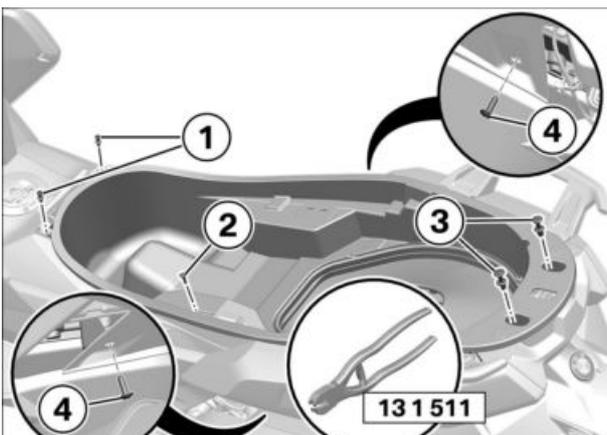
► Loosen the bearing support for the gas pressure spring

- Remove screws (1).
- Loosen the bearing support (2) with the gas pressure spring (3).



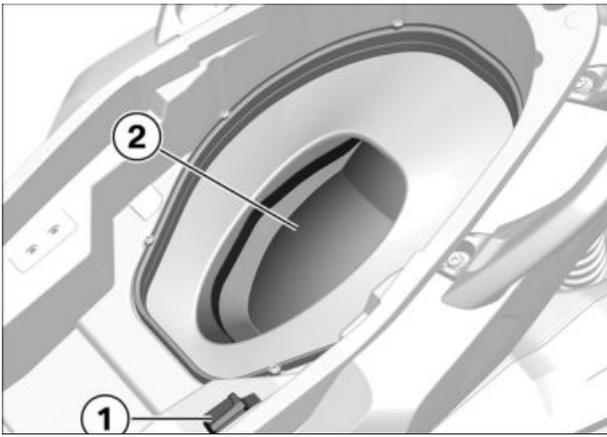
- Fold the seat (1) with the bearing support (2) and gas pressure spring (3) completely to the front and secure there if required.

3

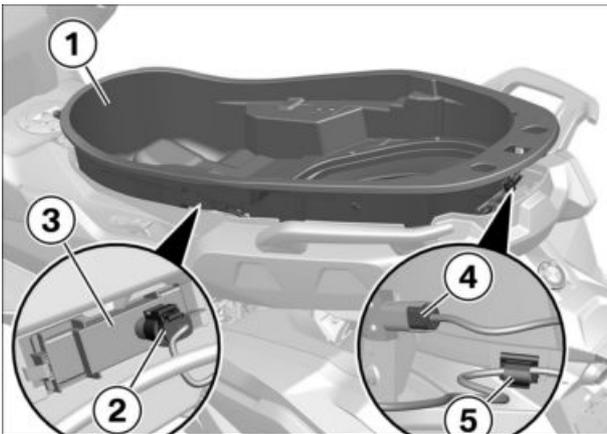


► Removing luggage-compartment bottom section

- Remove expanding rivet (1).
- Remove bolt (2) with 3mm collar.
- Remove expanding rivets (3) with pliers (13 1 511).
- Remove screws (4).



- Slide operating lever **(1)** to the front and open luggage compartment lid **(2)**.



- Slightly raise luggage compartment bottom section **(1)**.
- Disconnect connector **(2)** of luggage compartment light **(3)**.
- Disconnect connector **(4)** and release cable from holder **(5)**.

ATTENTION

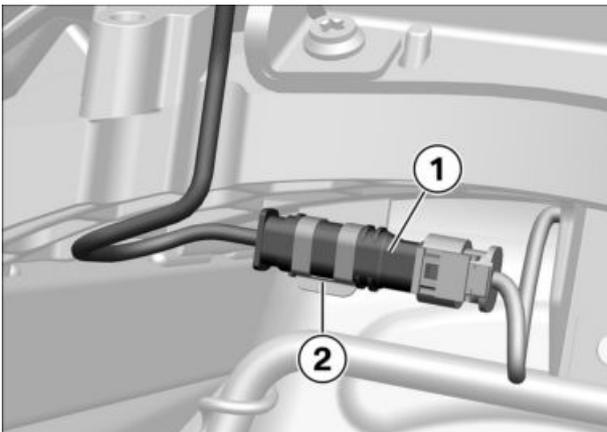
Use of hard or sharp-edged objects in proximity to component

Component damage

- Take care not to scratch components; cover or mask as necessary.

- Remove luggage compartment bottom section **(1)**.

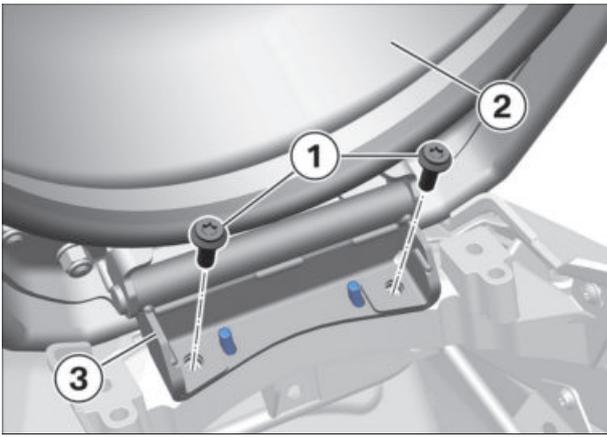
4



► **Removing seat**

– with seat heating^{OE} (0518)

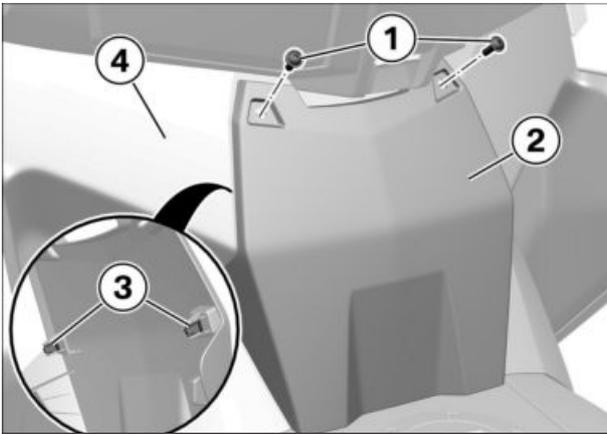
- Release and disconnect plug connection **(1)** for seat heating from holder **(2)**.<



- Remove screws **(1)**.
- Remove seat **(2)** fully with seat hinge **(3)**.



5

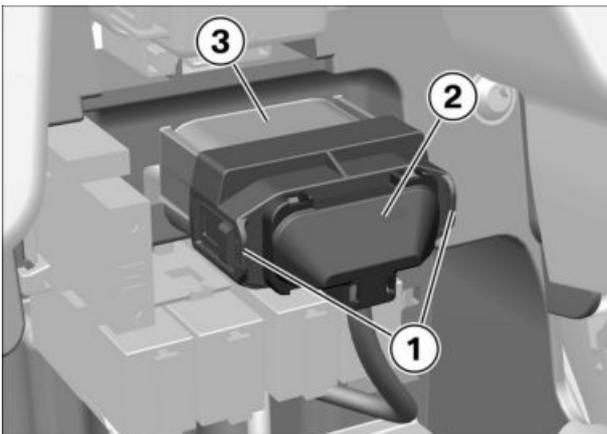


► Removing battery cover

- Remove screws **(1)**.
- Lift battery cover **(2)** at the edges on both sides and while doing so, unclip mounting clips **(3)** from legshield **(4)**.
- Remove battery cover **(2)**.

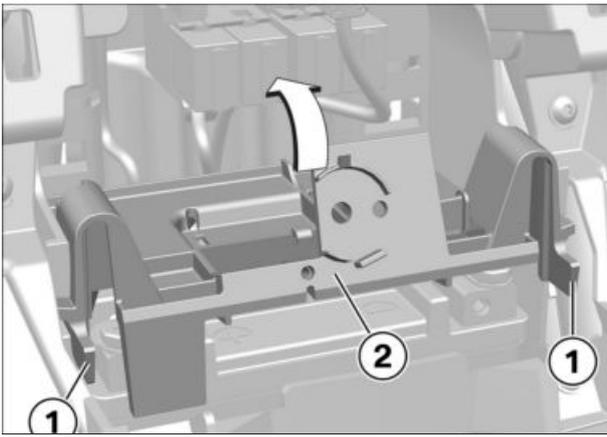


6

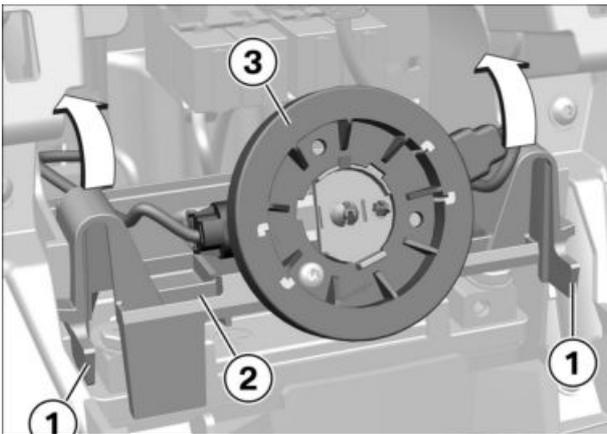


► Removing battery holder

- Press locks **(1)** in.
- Release diagnostic connector **(2)** from bracket **(3)** and move aside.



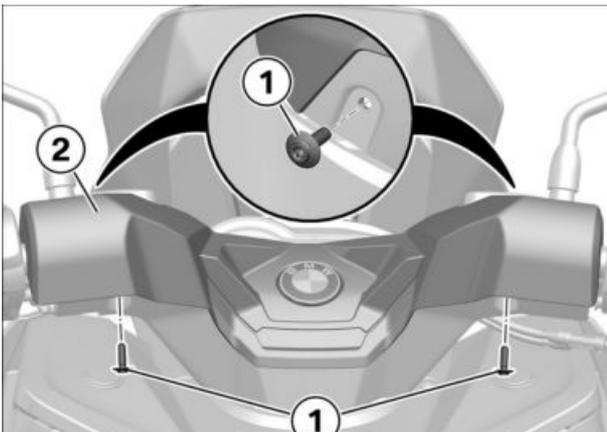
- Press locks **(1)** to the centre and fold battery holder **(2)** to the top.
- Unhook battery holder **(2)** at the rear on the battery compartment and remove.



- with Keyless Ride^{OE} (0193)
- Press locks **(1)** to the centre and fold battery holder **(2)** to the top.
- Unhook battery holder **(2)** at the rear on the battery compartment and release it with audio frequency aerial **(3)** and place aside.◊

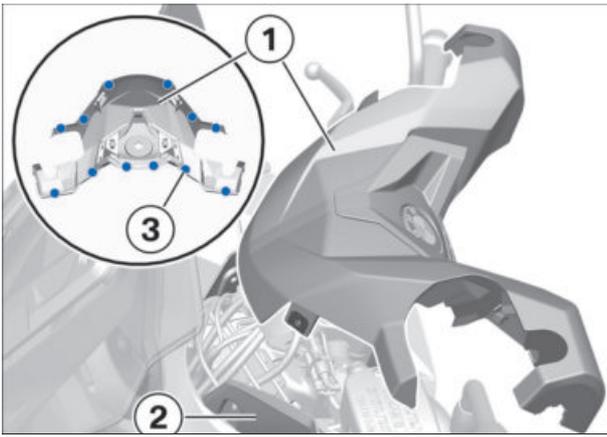


7



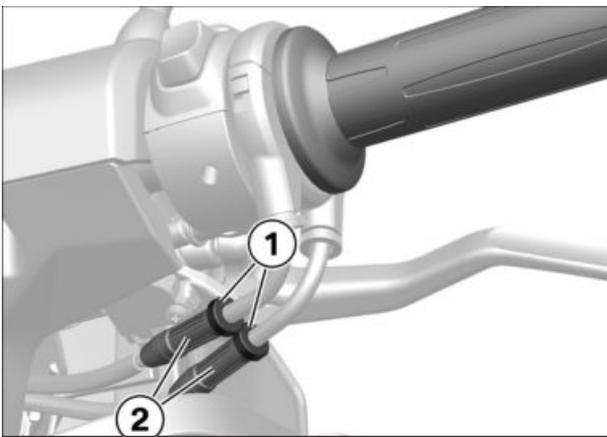
► Remove top handlebar cover

- Cover/pad operating range.
- Remove bolts **(1)** from handlebar cover on the top **(2)**.



- Remove top handlebar cover **(1)** from bottom handlebar cover **(2)**, pay attention to fasteners **(3)** while doing so.

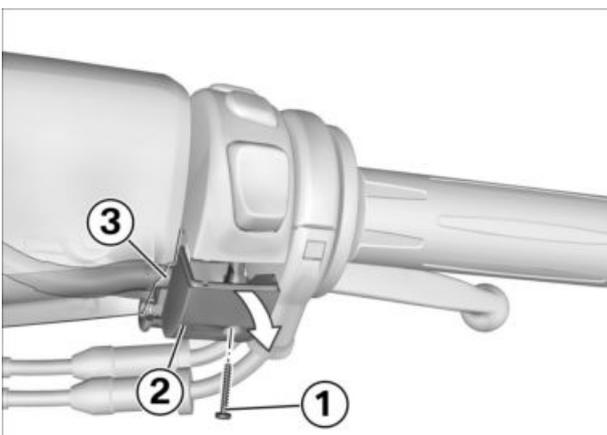
8



► Increase play at throttle cables

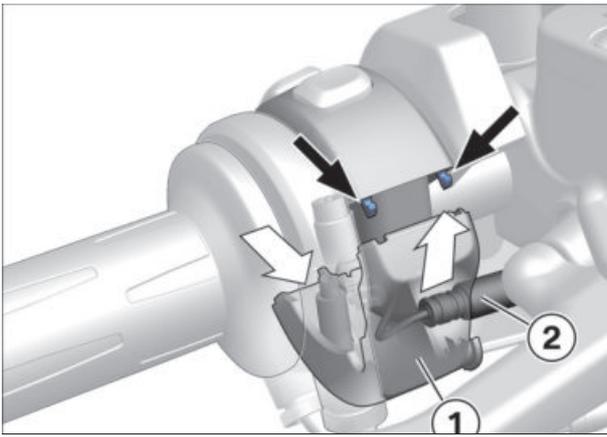
- Slacken locknuts **(1)** and screw in adjusting screws **(2)** with locknuts **(1)** completely.
- » Throttle cable play is set to maximum.

9

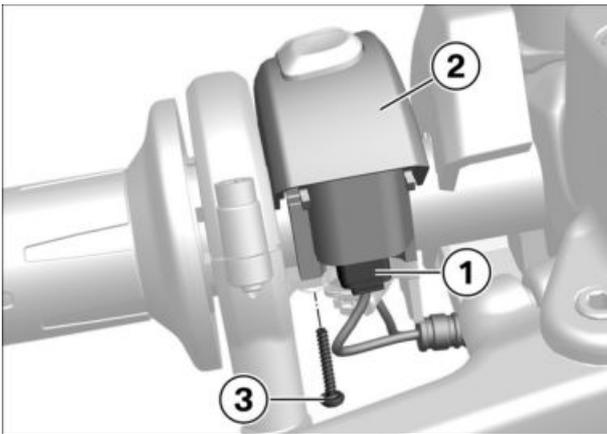


► Removing right multifunction switch

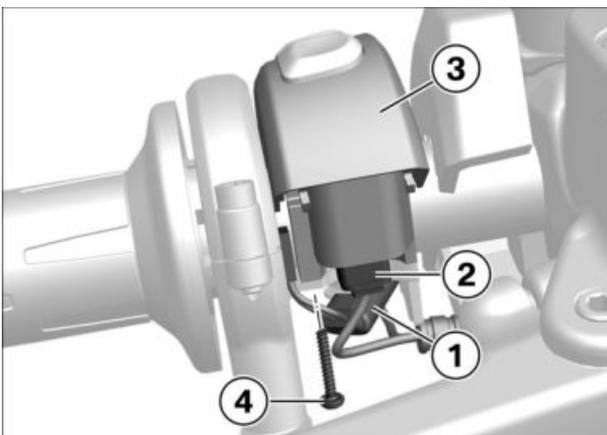
- Remove bolt **(1)**.
- Pull down cover **(2)** slightly until the switch is opened, checking cable **(3)**.



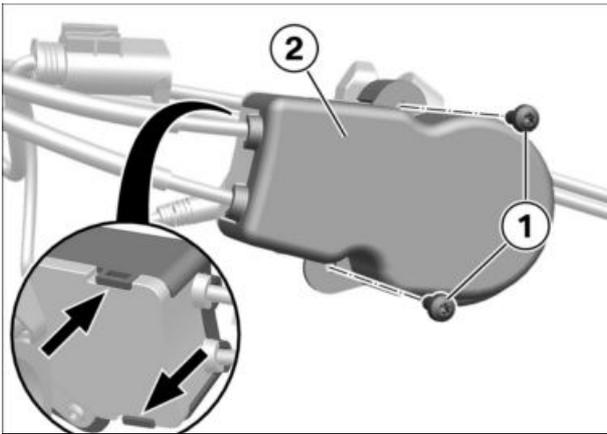
- Push cover **(1)** forwards and upwards and remove, checking cable **(2)** and retaining tabs **(arrows)**.



- Disconnect connector **(1)** of multifunction switch **(2)**.
- Remove bolt **(3)**.
- Remove multifunction switch **(2)**.

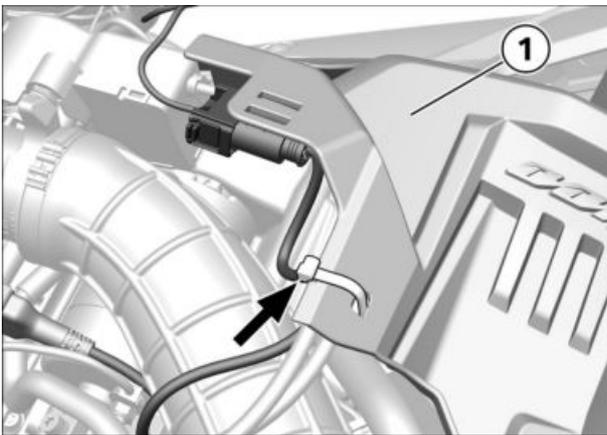


- with heated grips^{OE} (0519)
- Release and disconnect plug connection **(1)** for the heated grip.
- Disconnect connector **(2)** of multifunction switch **(3)**.
- Remove bolt **(4)**.
- Remove multifunction switch **(3)**.<

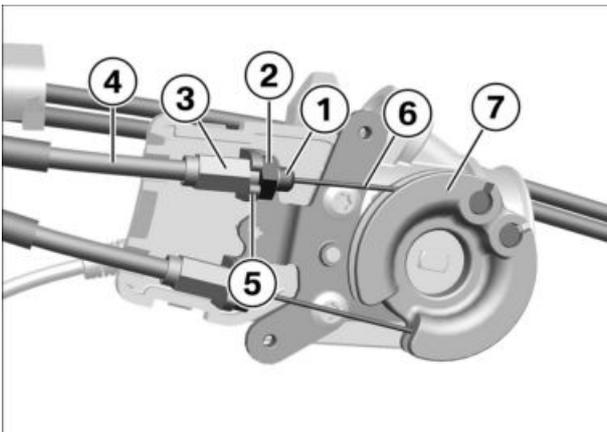


► Releasing throttle cables from throttle valve assembly

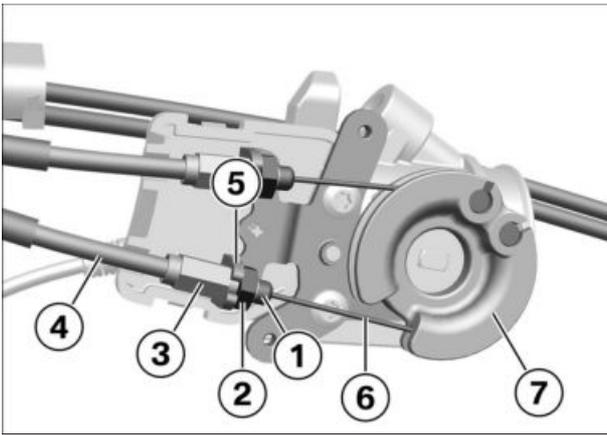
- Remove screws **(1)**.
- Unclip locks **(arrows)** and remove pulley cover **(2)**.



- Remove the cable strap **(arrow)** from spray guard **(1)**.

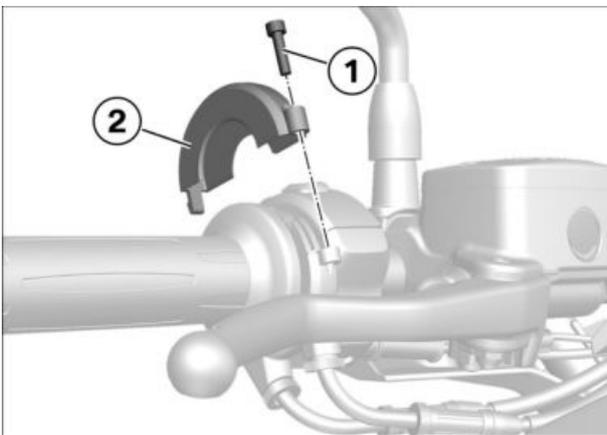


- Pull off dust cap **(1)** .
- Loosen nut **(2)** and release it fully from the thread, counter-holding hexagon head **(3)**.
- Release throttle-closer cable **(4)** from holder **(5)** .
- Detach cable **(6)** from pulley **(7)**.



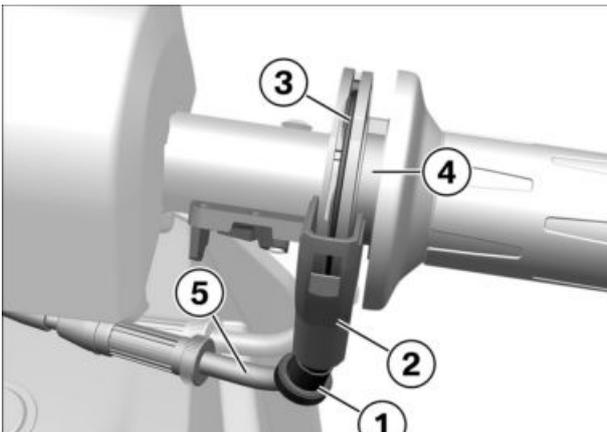
- Pull off dust cap **(1)** .
- Loosen nut **(2)** and release it fully from the thread, counter-holding hexagon head **(3)**.
- Release throttle-opener cable **(4)** from holder **(5)** .
- Detach cable **(6)** from pulley **(7)**.

11

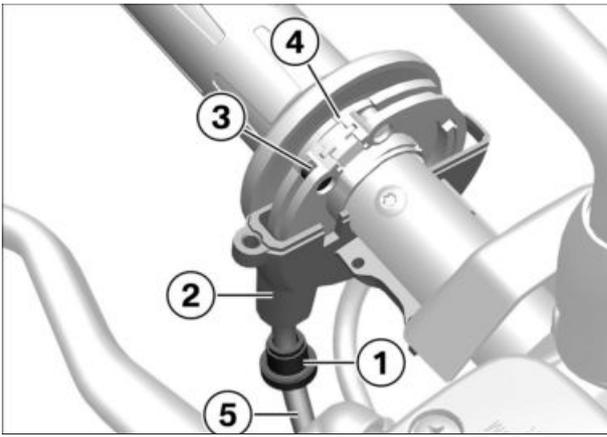


► Release throttle cables from throttle grip and remove throttle-cable guide

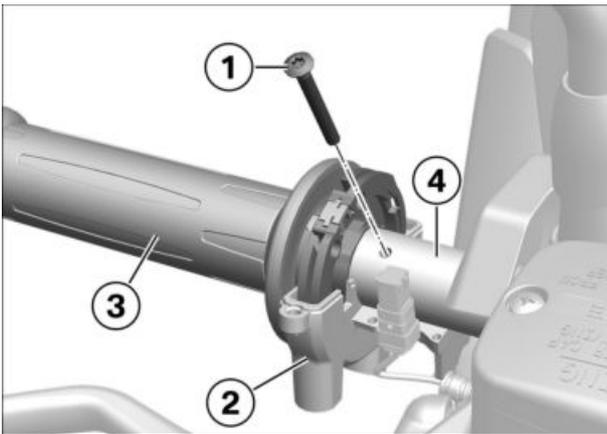
- Remove bolt **(1)** and lid **(2)**.



- Loosen knurled screw **(1)** from throttle-cable guide **(2)**.
- Detach cable **(3)** from throttle grip **(4)** and lead throttle-closer cable **(5)** out of throttle-cable guide **(2)**.



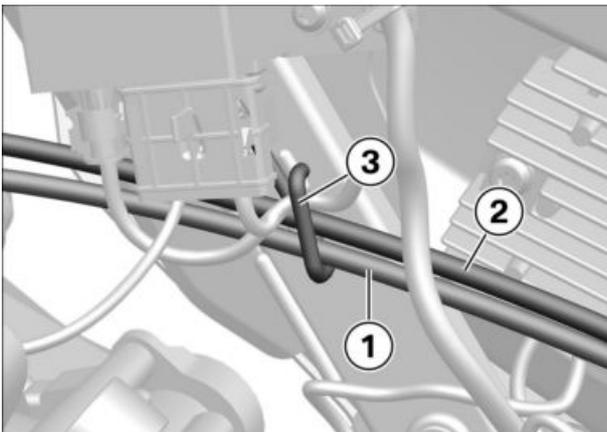
- Loosen knurled screw **(1)** from throttle-cable guide **(2)**.
- Detach cable **(3)** from throttle grip **(4)** and lead throttle-opener cable **(5)** out of throttle-cable guide **(2)**.



- Remove bolt **(1)**.
- Release throttle-cable guide **(2)** from throttle grip **(3)** and handlebars **(4)**.

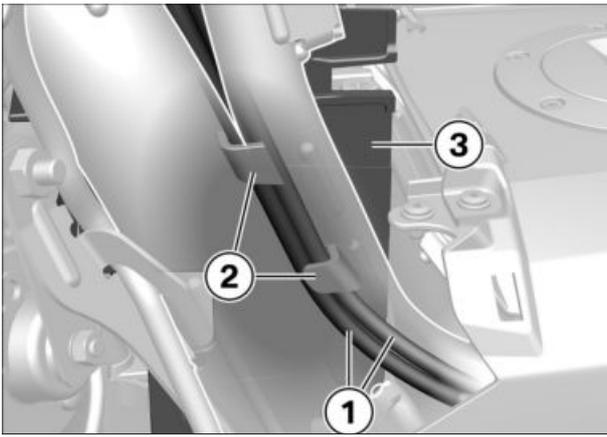


12

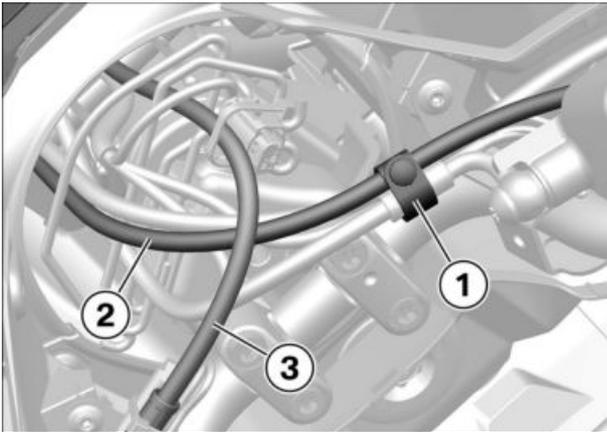


► Remove both throttle cables pulling wires into the vehicle

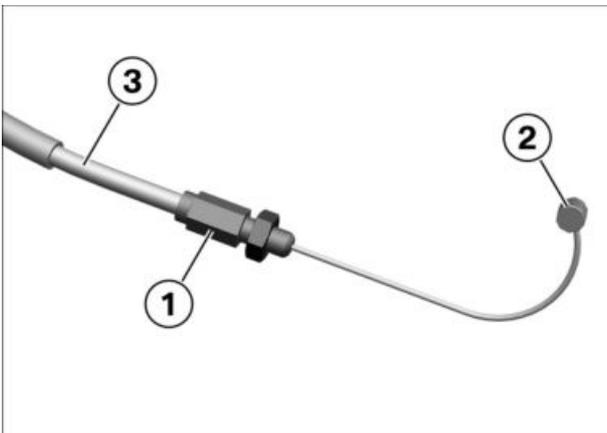
- Pull throttle cables **(1)** and **(2)** out of guide **(3)**.



- Loosen both throttle cables **(1)** from throttle-cable guide **(arrows)** from battery tray **(3)**.



- Remove tensiing strap **(1)**.
- Work throttle cables **(2)** through under brake line **(3)**.



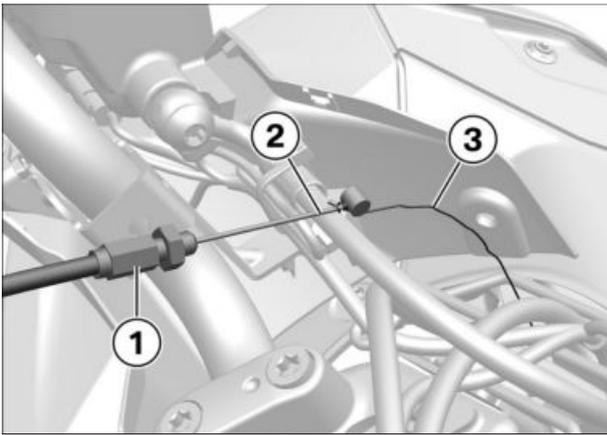
- Cover the end of Bowden cable **(1)** on the engine side with a thin layer of fabric adhesive tape for protection.
- Secure a flexible wire to cable nipple **(2)** firmly.

 Technical data			
Length of wire to pull in from the throttle cable		approx. 2 m	

- Lubricate exposed Bowden cable element **(3)** lightly.

 Installation tool	
Silicone spray	83 19 2 208 609

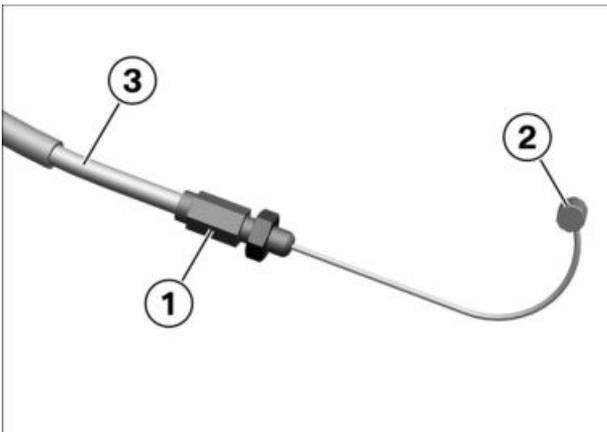
- » The friction resistance of the Bowden cable to the adjacent components is reduced.



- Pull throttle-opener cable **(1)** on the handlebar side from the vehicle until end of cable **(2)** appears with attached wire **(3)**.
- **Make sure that there is sufficient length of wire on the engine side to pull on.**

- **Fasten wire on throttle-opener cable in the same way and work throttle-opener cable clear.**
- **Make sure that there is sufficient length of wire on the engine side to pull on.**

13



► Install both throttle cables

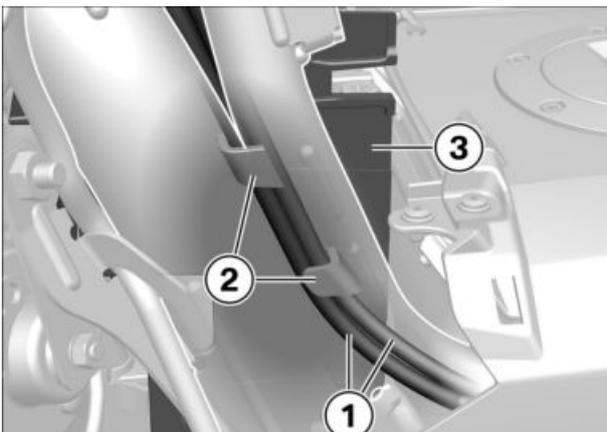
- Cover the end of Bowden cable **(1)** on the engine side with a thin layer of fabric adhesive tape for protection.
- Remount the wire from the old to the new cable nipple **(2)**.
- Lubricate new Bowden cable **(3)** lightly on the outside.



Installation tool

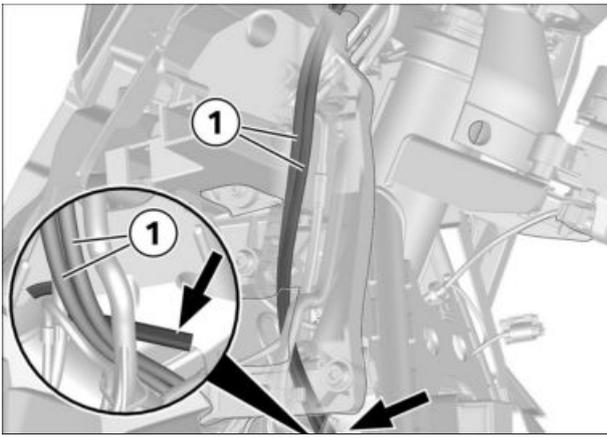
Silicone spray	83 19 2 208 609
----------------	-----------------

- » The friction resistance of the Bowden cable to the adjacent components is reduced.

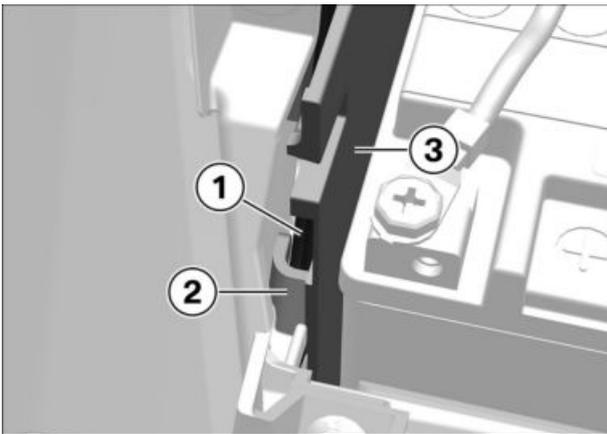


▷ Information on replacing throttle cable

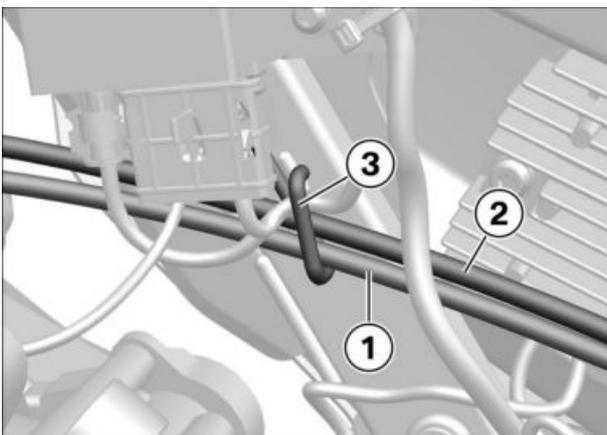
- Throttle cables **(1)** are in throttle-cable guides **(2)** of battery tray **(3)**.



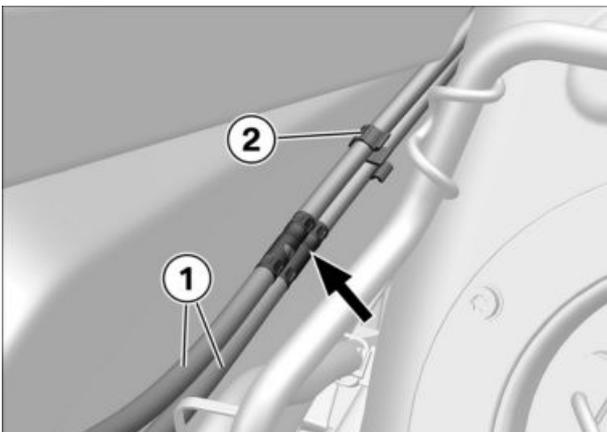
- Use the wire end on the engine side to insert throttle cables **(1)** one after the other.
- Pay attention to sheet metal tab **(arrow)**.



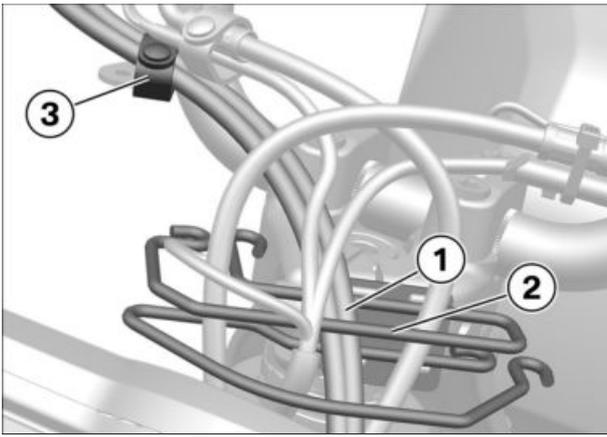
- Use a suitable tool to provide support when pulling the end of the Bowden cable **(1)** in cable guide **(2)** of battery tray **(3)**.



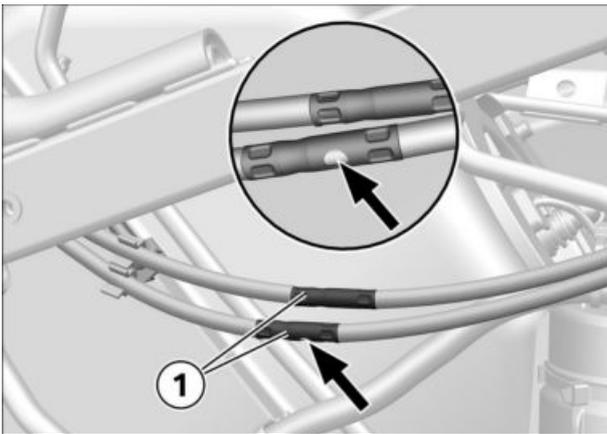
- Route throttle cables **(1)** and **(2)** through guide **(3)**.



- Pull throttle cables **(1)** slightly toward the throttle valve.
- Connect throttle cables **(1)** with double clamp **(2)**.
- Double clamp must (in direction of travel) **be positioned in front of the metal pipe (arrow)**.
- Slide throttle cables **(1)** toward the handlebars again.

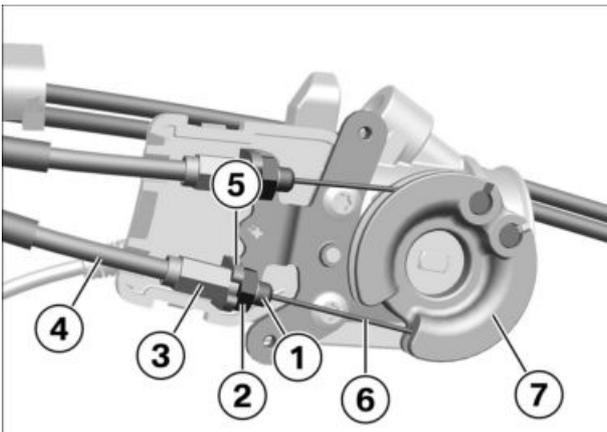


- Work throttle cables **(1)** through the line clip **(2)**.
 - Throttle cables **(1)** are **underneath the brake line**.
- Fasten throttle cables with tensioning strap **(3)** on handlebar tab.
 - Slide the tensioning strap all the way to the handlebars to allow for installation of the trim.



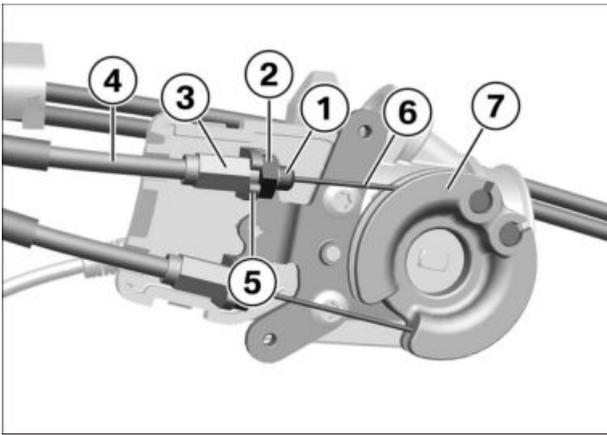
- Check throttle cables after installation:
 - Brass adapters **(1)** are in the lowest possible position.
 - Bore holes **(arrow)** in brass adapters point down.

14

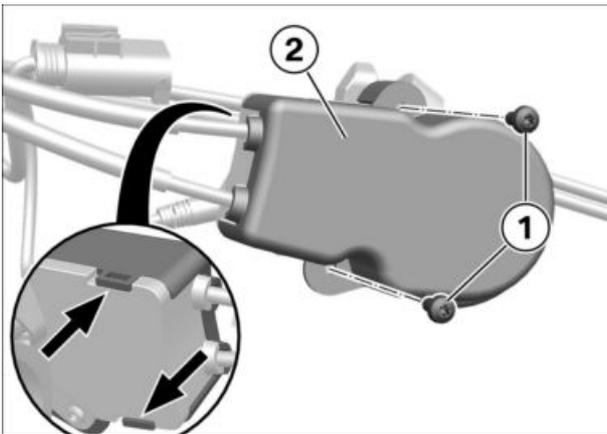


► Securing throttle cables to throttle valve assembly

- Attach cable **(6)** in pulley **(7)**.
- Insert throttle-opener cable **(4)** in holder **(5)**.
- Tighten nut **(2)**, counter-holding hexagon head **(3)**.
- Connect dust cap **(1)**.

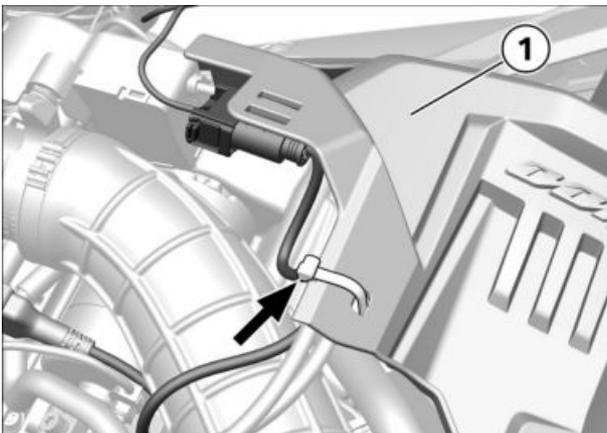


- Attach cable **(6)** in pulley **(7)**.
- Insert throttle-closer cable **(4)** in holder **(5)**.
- Tighten nut **(2)**, counter-holding hexagon head **(3)**.
- Connect dust cap **(1)**.



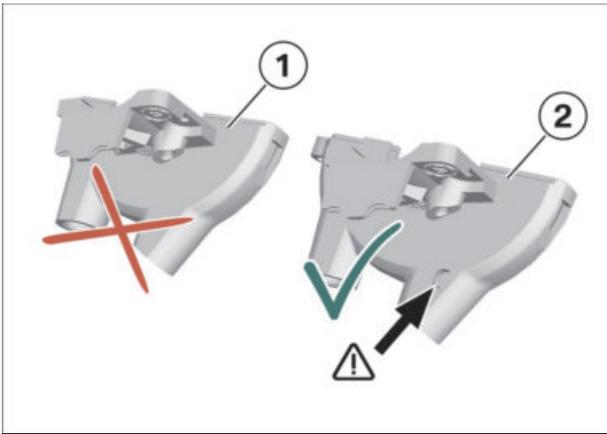
- Hold pulley cover **(2)** in position and clip in locks **(arrows)**.
- Install screws **(1)**.

 Tightening torques		
Cover to throttle-valve assembly		
M4 x 8, Replace screw Thread-locking compound (micro-encapsulated)	3.5 Nm	



- Secure the cable strap **(arrow)** to spray guard **(1)**.

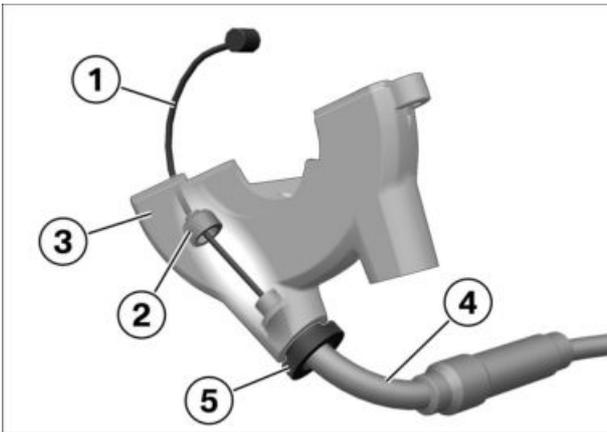
15



► Replace throttle-cable guide

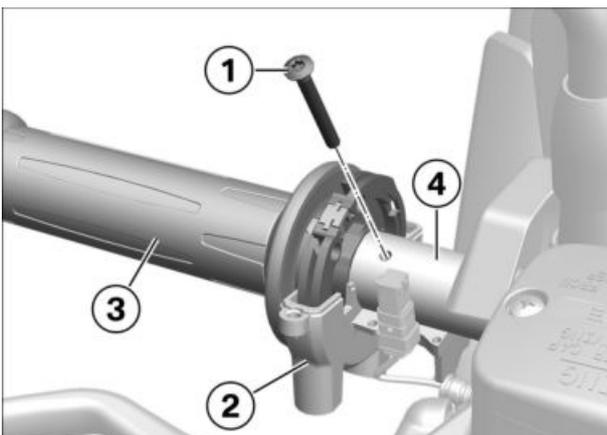
- Replace throttle-cable guide **(1)** with modified part **(2)** (with bore hole).

16

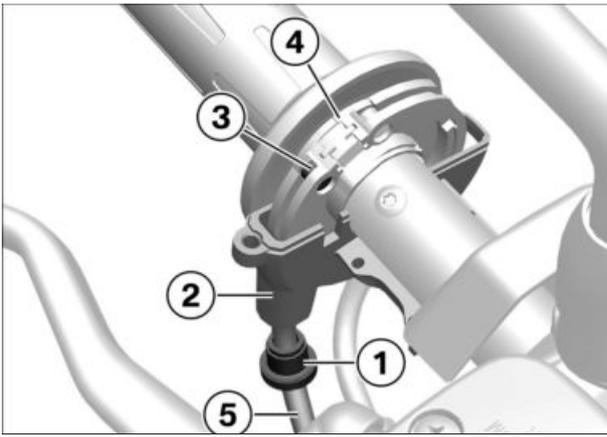


► Install throttle-cable guide and fasten throttle cables to throttle grip

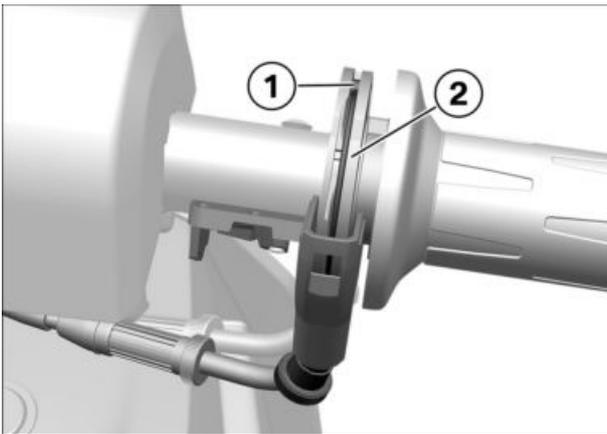
- Insert throttle cable **(1)** with cover cap **(2)** in throttle-cable guide **(3)**.
 - Cover cap is **inside of** the throttle-cable guide.
 - Use a suitable **dull** tool to slide in the cover cap with throttle cable.
- Fasten pipe bend **(4)** with knurled screw **(5)**.
- Slide cover cap **(2)** onto pipe bend **(4)**.



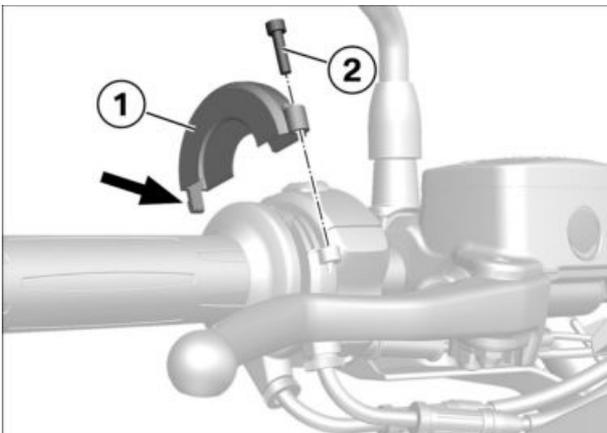
- Position throttle-cable guide **(2)** on throttle grip **(3)** and handlebars **(4)**.
- Install bolt **(1)**.



- Lead throttle-opener cable (5) into throttle-cable guide (2) and attach cable (3) in throttle grip (4).
- Secure and tighten knurled screw (1) in throttle-cable guide (2).



- Attach cable (1) in throttle grip (2).



- Position lid (1) with the hook (arrow) and install screw (2).

 Tightening torques		
Cover to throttle twistgrip		
M4 x 16	1.5 Nm	

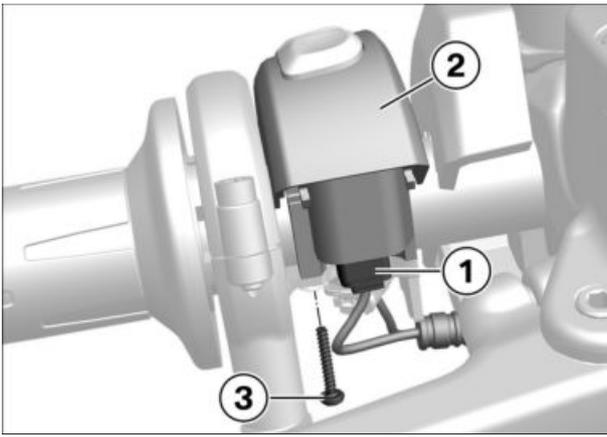
17

► Installing right multifunction switch

ATTENTION

Screws overtightened past the specified value
Component damage

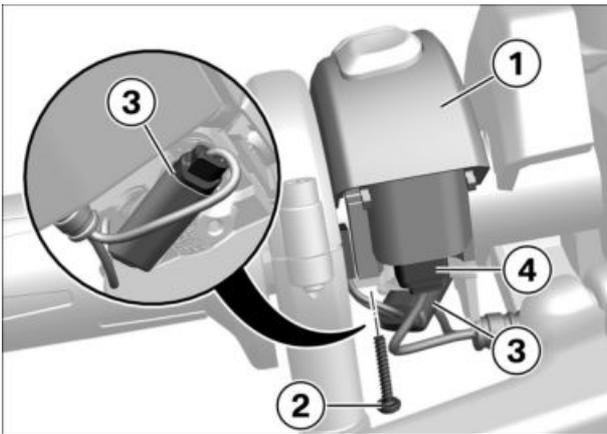
- Tighten the screws only to their specified tightening torque.



- Hold the multifunction switch **(2)** in position.
- Install bolt **(3)**.

Tightening torques		
Right multifunction switch to throttle grip		
Screw for plastic, 2.5 x 15	0.4 Nm	

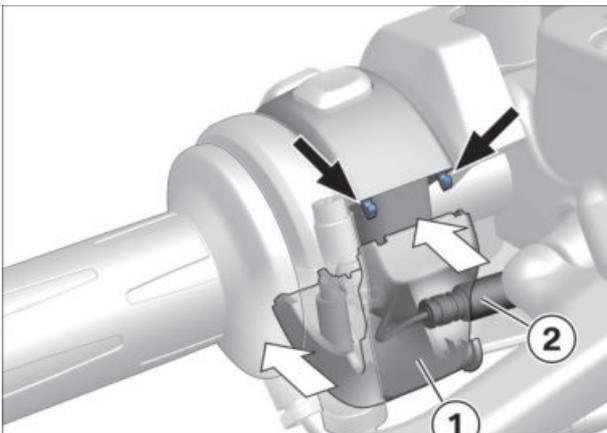
- Connect connector **(1)** with multifunction switch **(2)**.



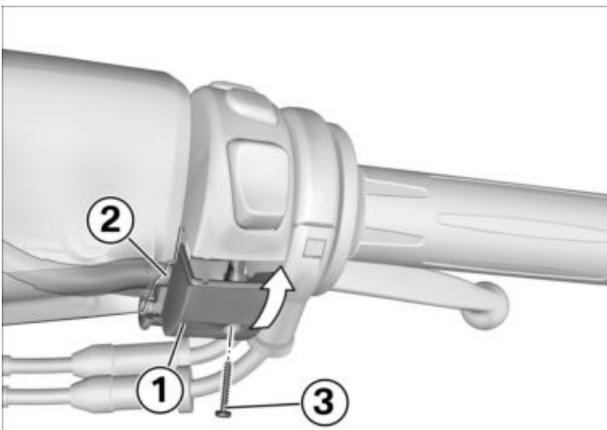
- with heated grips^{OE} (0519)
- Hold the multifunction switch **(1)** in position.
- Install bolt **(2)**.

Tightening torques		
Right multifunction switch to throttle grip		
Screw for plastic, 2.5 x 15	0.4 Nm	

- Connect plug connection **(3)** for heated grip and secure.
- Connect connector **(4)** with multifunction switch **(1)**.◇



- Work cover **(1)** into position from the front on the retaining tabs (**arrows**) and swing it back, checking cable **(2)**.



- Push up cover **(1)** and close the switch, checking cable **(2)**.
- Install bolt **(3)**.

Tightening torques		
Cover to right multifunction switch		
Screw for plastic, 2.5 x 15	0.4 Nm	

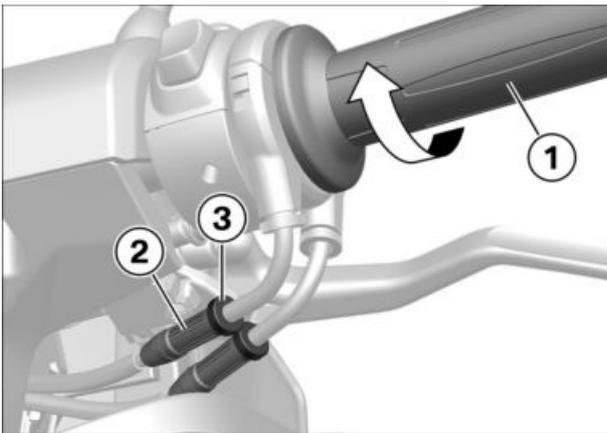
► Adjusting throttle-cable play

Requirement

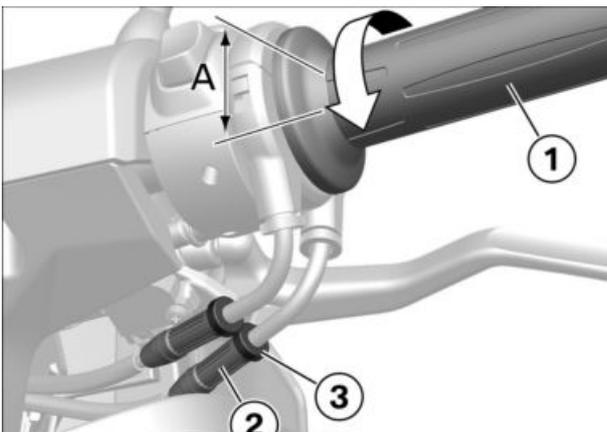
Throttle cable play is set to maximum.

NOTICE

Adjust the throttle-closer cable first, then the throttle-opener cable.



- Adjust end stop with the handlebars turned to **different positions**.
- The end stop of the throttle grip must be felt at the same time as an audible end stop (click) of throttle valve.
- Adjust end stop of throttle grip **(1)** by twisting the adjusting screw **(2)** (throttle-closer cable).
- Tighten the lock nut **(3)**.



- Adjust throttle-cable play with the handlebars turned to **different positions**:
- Adjust play **(A)** on the throttle grip **(1)** by twisting the adjusting screw **(2)** (throttle-opener cable).



Technical data

Setting of throttle-cable play		2...3 mm	
--------------------------------	--	----------	--

- Tighten the lock nut **(3)**.

Check

- Check freedom of movement **with the handlebars turned to different positions**:

» The throttle twistgrip snaps back to idle position when released.

Result

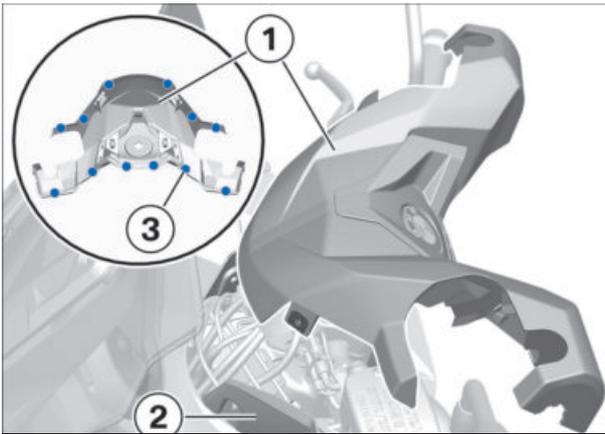
Throttle twistgrip does not move freely.

Measure

- Turn the adjusting screws until the throttle grip moves freely; comply with the instructions for adjustment in this process.

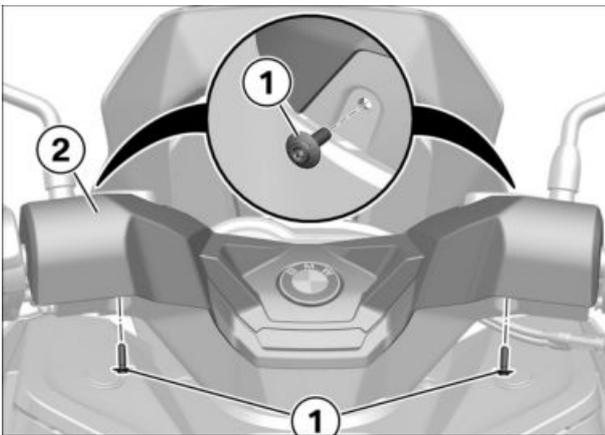


19



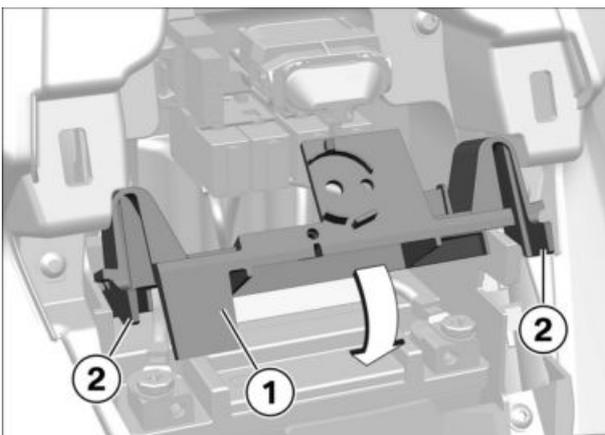
► Installing top handlebar cover

- Hold top handlebar cover (1) in position on bottom handlebar cover (2) while checking fasteners (3).



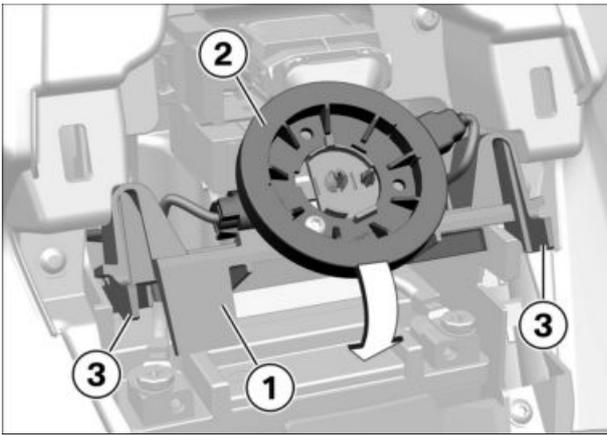
- Install bolts (1) in top handlebar cover (2).

20



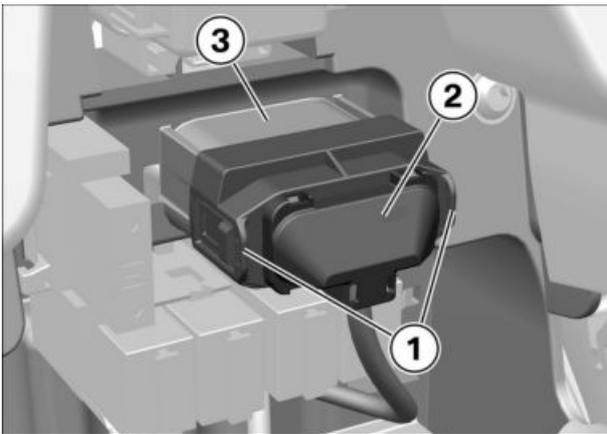
► Installing battery holder

- Position battery holder (1) at the rear on the battery compartment and hook in.
- Press locks (2) to the centre and fold battery holder (1) to the bottom. Allow the locks (2) to engage.



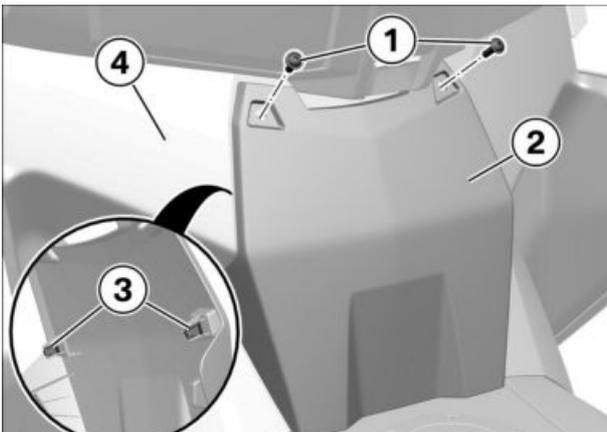
– with Keyless Ride^{OE} (0193)

- Position battery holder **(1)** with audio frequency aerial **(2)** and hook in to the rear on the battery compartment.
- Press locks **(3)** to the centre and fold battery holder **(1)** to the bottom. Allow the locks **(3)** to engage.◊



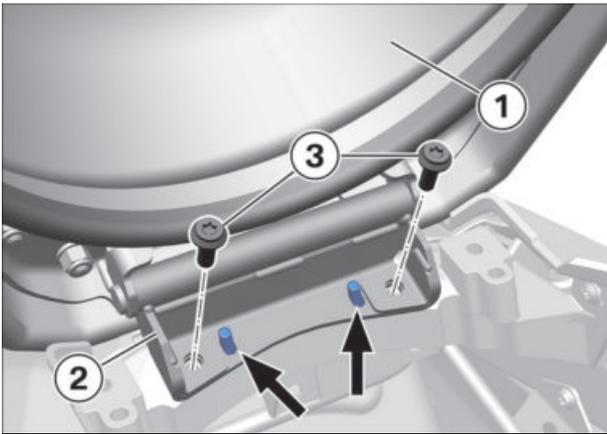
- Insert diagnostic connector **(2)** in bracket **(3)**.
- » Locks **(1)** engage.

21



► Install the battery cover

- Check, if mounting clips **(3)** are correctly seated on battery cover **(2)**.
- Position battery cover **(2)** at the bottom and clip mounting clip **(3)** in legshield **(4)** and install battery cover **(2)**.
- Install screws **(1)**.

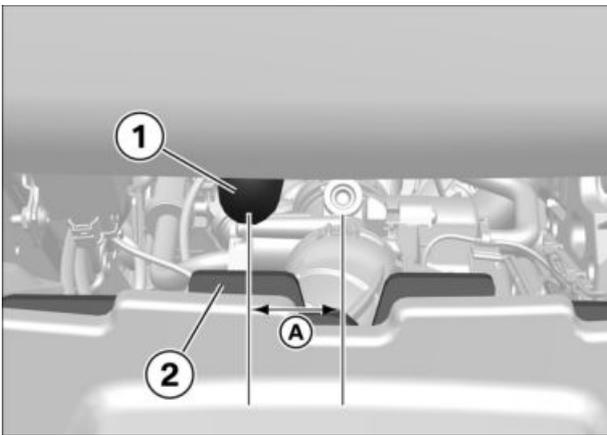


► **Installing seat**

- Clean the threads.
- Position seat (1) fully with seat hinge (2), checking locators (arrows).
- Install the screws and tighten until (3) hand-tight.

NOTICE

To ensure that the seat lock is locked correctly, the seat must be adjusted during installation.

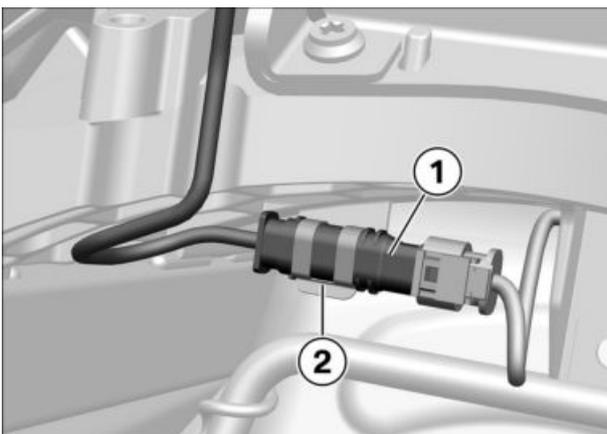


- Place release clip (1) of the seat on seat lock (2) and align it according to dimension (A) to the left .

🔧 Technical data		
Dimension for adjusting the motorcycle seat		10...15 mm

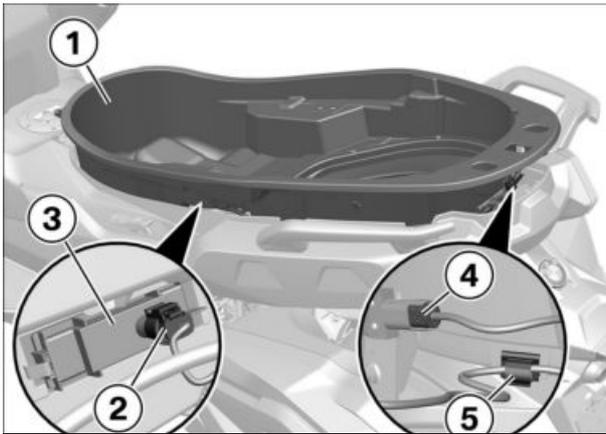
- Open the seat and tighten the screws.

🔧 Tightening torques		
Hinge for seat bench on retaining bridge		
M6 x 20, Replace screws	8 Nm	
Thread-locking compound (micro-encapsulated)		



– with seat heating^{OE} (0518)

- Connect plug connection (1) for seat heating and secure it in holder (2).◇



► Installing luggage compartment bottom section

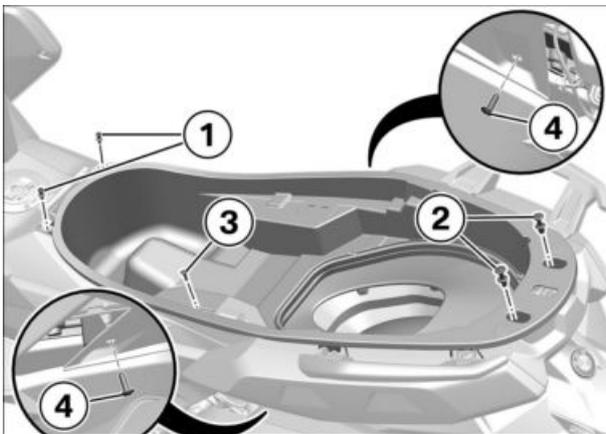
ATTENTION

Use of hard or sharp-edged objects in proximity to component

Component damage

- Take care not to scratch components; cover or mask as necessary.

- Position luggage compartment bottom section **(1)**.
- Connect connector **(2)** for luggage compartment light **(3)**.
- Connect the connector **(4)** and secure cable in holder **(5)**.
- Lower luggage compartment bottom section **(1)**.

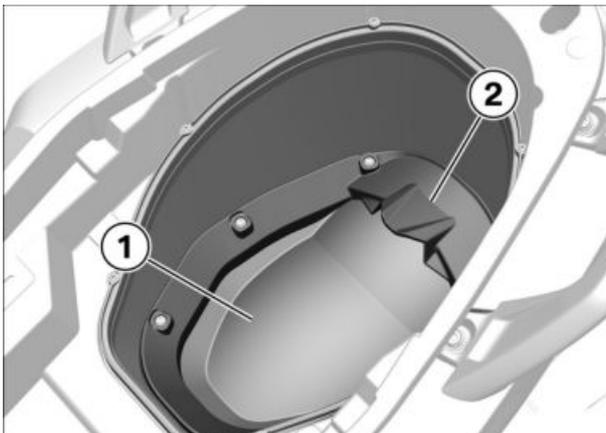


- Install the small expanding rivets **(1)**.
- Install the large expanding rivets **(2)**.

NOTICE

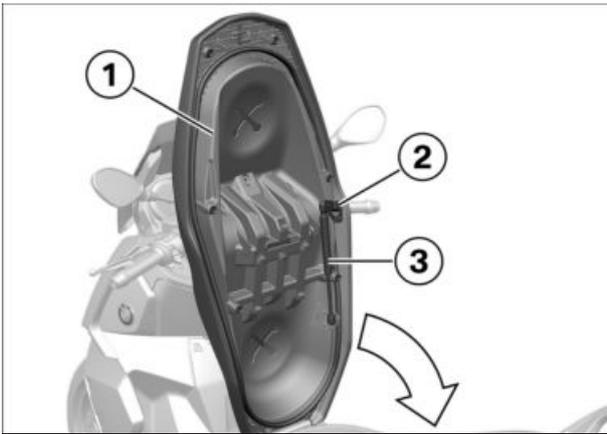
To install, insert the rivet without any bolts with the aid of an inserted tool (e.g. Torx 25). Then install the bolts.

- Install bolt **(3)** with **3mm collar**.
- Install screws **(4)**.



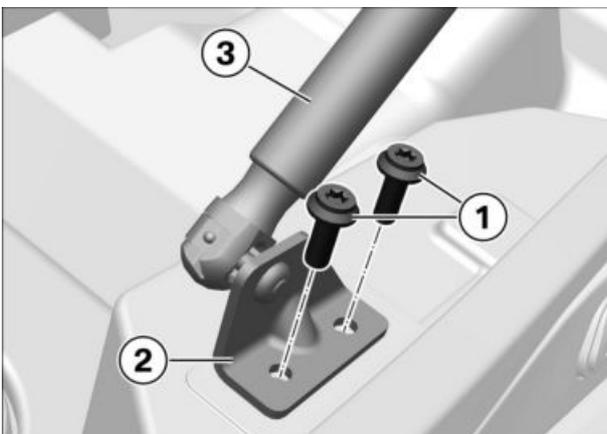
- Pull up luggage compartment lid **(1)** to grip **(2)** until lock engages audibly.

24



► Fasten the bearing support for the gas pressure spring

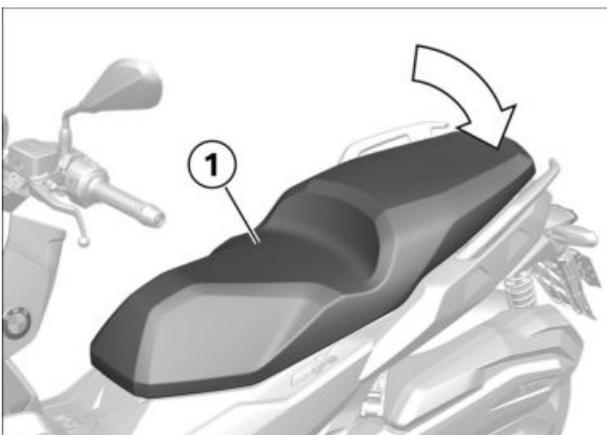
- Fold the seat (1) with bearing support (2) and gas pressure spring (3) slightly to the rear.



- Position bearing support (2) with gas pressure spring (3).
- Install screws (1).

Tightening torques		
Retaining plate for gas spring to frame		
M6 x 16	8 Nm	

25



► Closing seat

- Shut rear seat bench (1) until seat lock locks audibly.

26

► Final check of work performed

- Check the following:
 - The work as performed achieved the intended purpose.

- All reservoirs and containers have been filled and all fluids and lubricants are at their correct levels.
- All threaded fasteners released beforehand have been correctly retightened.
- The fuel system is free of leaks.
- The lights and signalling equipment are fully operational and the vehicle is roadworthy.
- The brake pads of the front and rear brakes are bedded against the brake discs.

▷ **Function test, engine start suppression**

Check

- Switch on the ignition.
- Set kill switch to operating position (run).
- Extend the side stand.
- Press the starter button.
 - » Starter does **not** operate.
- Retract the side stand.
- Press the starter button.
 - » Starter does **not** operate.
- With the brakes applied, press the starter button.
 - » Starter operates.
- Open the **rear** stowage compartment.
- With the brakes applied, press the starter button.
 - » Starter does **not** operate.

Result

Not all test steps completed successfully.

Measure

- Check the appropriate parts with the BMW Motorrad diagnostic system.

