

Recall 20V-476 Brake Caliper SI: 34 02 21

As brake calipers for the R 1250 GS, R 1250 GSA, R 1250 RT and S 1000 XR will start arriving shortly, we are publishing the Service Information in advance so you can familiarize your staff with the inspection and/or repair process. Additionally, dealers can begin to place parts orders, however orders will only be released upon arrival of parts. Important: For this campaign, a new parts ordering process is being used, please review the bulletin carefully for details.

Further updates about S1000 RR (K67) will be communicated later this month.

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[Aftersales, Bulletins, Motorrad Dealer Direct, Recalls
Feb 1, 2021.](#)

Service Information Bulletin

Brakes

February 1, 2021

34 02 21

RECALL 20V-476 BRAKE CALIPER CHECK



**BMW
MOTORRAD**

This Service Information Bulletin replaces SI 34 02 20 dated August 2020.

MODEL

E-Series	Model Description
K50	R 1250 GS
K51	R 1250 GS Adventure
K52	R 1250 RT
K69	S 1000 XR

The affected vehicles have been marked with campaign number 0000348600

In order to determine if a specific vehicle is affected by this campaign it will be necessary to verify the vehicle VIN in AIR (Aftersales Information Research). Based on the response of the system, either proceed with the repair or take no further action. Please note, open campaigns or vehicle stops may not appear in DCS Warranty Vehicle Inquiry or sales systems until 24-72 hours after they are announced, therefore AIR is always the recommended method for determining open campaigns and vehicle stops.

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.

SITUATION

The front brake calipers may show slight sweat marks or isolated drops of brake fluid. Although this low-pressure leakage has been shown to have no effect on brake performance, BMW Motorrad is conducting a non-compliance recall to inspect each vehicle and replace the calipers if necessary.

Customers have been notified by BMW Motorrad USA via First Class mail advising them of this recall. Customers will soon be receiving a second letter as parts are becoming available asking them to schedule an appointment with an authorized BMW Motorrad dealer to have the inspection performed.

In the case of vehicles that have not yet been delivered, the campaign must be carried out **before delivery** to the customers. Vehicles have been marked with a delivery stop and campaign number 0000348600.

CORRECTION

For vehicles already in service, a visual inspection of the front brake calipers must be performed to check for staining or isolated drops. If traces of brake fluid are found, the calipers must be replaced. Calipers must always be replaced in pairs.

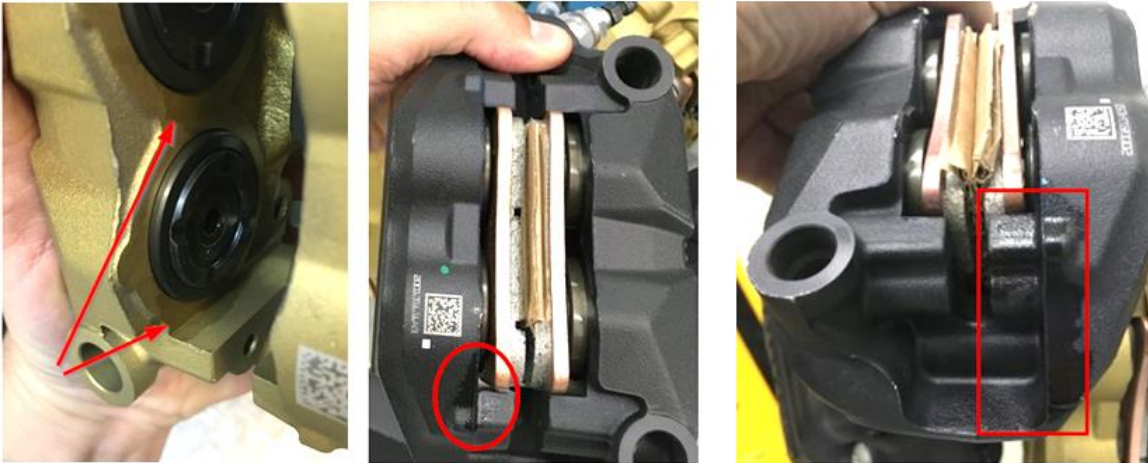
For new vehicles that have not yet been delivered, an inspection is not necessary, the front brake calipers must be replaced before delivery to the customer. New bikes will arrive at your dealer repaired.

PROCEDURE

For vehicles already in service:

- Remove Brake Calipers
- Remove Brake Pads
- Visual assessment of the surfaces of the brake caliper

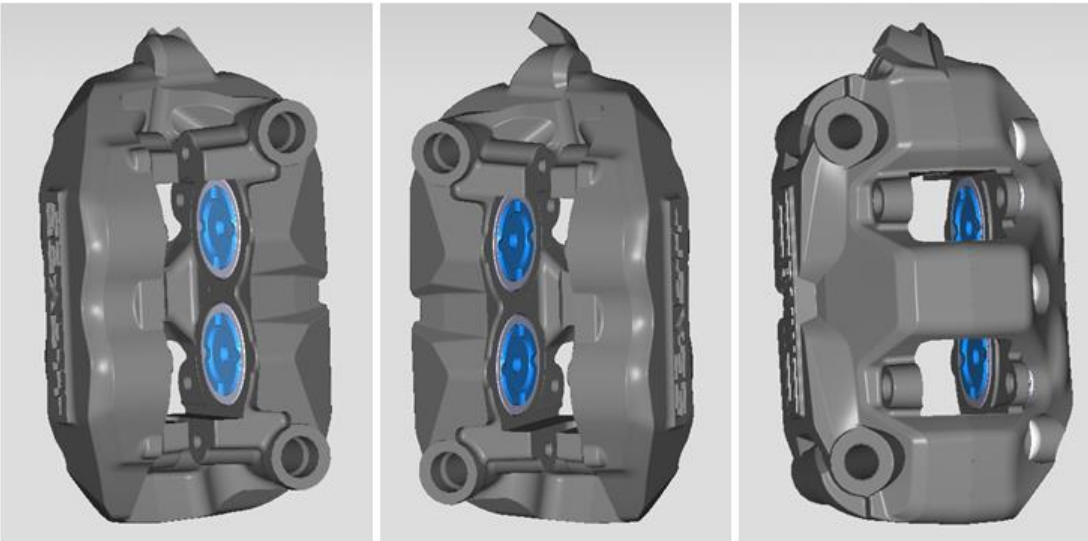
If any trace of brake fluid is visible the caliper must be replaced:



A TSARA case is **not** needed if the calipers are being replaced, however a case is required for documentation if the calipers do not show any sweat marks or leaks and are not being replaced.

Photographic documentation

If no traces of brake fluid are detected on a customer vehicle, a TSARA case must be created for documentation with the following views of the brake calipers, both calipers must be photographed.



PARTS INFORMATION

Initial parts will be arriving in Mid-February. Orders can be placed **today** with the below new ordering processes and will be released as parts arrive. This new process will be used for the entire campaign.

As parts stock will be limited, parts will be allocated to urgent requests first. Urgent requests are defined as a customer bike down, an escalated consumer complaint or a sold unit that is waiting delivery. **PLEASE FOLLOW THE BELOW PROCEDURE FOR ORDERING PARTS. IDS TICKETS ARE NOT NECESSARY TO OBTAIN PARTS.**

Category 1 - Customer Bike Down, Escalated Consumer Complaint, or standard Service Request:

Parts for this category should be ordered using the “YOCV Campaign” order type function in DCS Net. Attached you will find step by step instructions for placing this order with this order type. You will need to order by the below campaign number using the full VIN of the relevant motorcycle.

Part Type	Campaign Number
Gold Calipers	3103351579
Black Calipers	3103325088

Each order placed will receive the required calipers, brake pads and brake pad mounting parts automatically. Sealing rings will not be included due to pre-pack rounding. Each dealer will receive an initial shipment of 25 sealing rings, after which additional quantities may be ordered as needed.

Category 2 - Sold unit that is waiting delivery:

Parts for this category should be ordered using the “YOCV Campaign” order type function in DCS Net. Attached you will find step by step instructions for placing this order with this order type. You will need to order by the below campaign number using the full VIN of the relevant motorcycle.

To request parts under this category you must have a signed customer buyers order. All requests are subject to audit and will be spot checked. Dealers who place orders that are found to be in violation will be subject to penalty including forfeiture of future bonus/BMPR payments.

Part Type	Campaign Number
Gold Calipers	3103367764
Black Calipers	3103383000

Each order placed will receive the required calipers, brake pads and brake pad mounting parts automatically. Sealing rings will not be included due to pre-pack rounding. Each dealer will receive an initial shipment of 25 sealing rings, after which additional quantities may be ordered as needed.

If you have an ordering issue using the above process, please open an IDS Ticket via US>Parts>Motorrad 1st. Please include VIN and Color of caliper you are trying to order.

Part Number

34 11 8 556 205	Brake caliper, left (black)
34 11 8 556 206	Brake caliper, right (black)
OR	
34 11 8 556 253	Brake caliper, left (gold)
34 11 8 556 254	Brake caliper, right (gold)
34 11 8 548 028	2x Brake pad set, front
34 11 8 535 158	2x Set, mounting parts for brake pads
07 11 9 963 072	4x Sealing ring (Not included in campaign shipments. Order as needed.)

WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply:

CHECK ONLY:

Defect code

00 00 34 86 00	Check brake calipers and replace where needed
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Labor Operation

00 60 367	Checking front brake calipers	5 FRU
+00 60 867	Checking front brake calipers	4 FRU
00 60 739	Additional work – photo documentation	1 FRU

FRUs 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.

Labor operation code 00 60 367 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

CHECK AND REPLACE:

Defect code

00 00 34 86 00	Check brake calipers and replace where needed
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Labor Operation

34 11 060	Replacing front brake caliper (without bleeding brakes)	3 FRU
+34 11 560	Replacing front brake caliper (without bleeding brakes)	2 FRU
+34 00 548	Changing brake fluid, front brakes	6 FRU

Note: Required brake fluid can be claimed under sublet 04

FRUs 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.

Labor operation code 34 11 060 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

REPLACEMENT IN NEW VEHICLES:

Defect code

00 00 34 86 00	Check brake calipers and replace where needed
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Labor Operation

34 11 060	Replacing front brake caliper (without bleeding brakes)	3 FRU
+34 11 560	Replacing front brake caliper (without bleeding brakes)	2 FRU
+34 00 548	Changing brake fluid, front brakes	6 FRU

Note: Required brake fluid can be claimed under sublet 04

FRUs 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.

Labor operation code 34 11 060 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

QUESTIONS REGARDING THIS BULLETIN

Technical inquires	Contact the BMW Technical Support Group via TSARA
Warranty inquires	Submit an IDS ticket to the Warranty Department
Parts inquires	Submit an IDS ticket to the Motorrad Parts Department

How To Use the YOCV Campaign Order Type

Step 1: Access to YOCV Order Type in DCS.

Menu [48778] CenterNet Sitemap Help Feedback Logout
DC Snet Administration Sales Service Parts Corporate

Parts Order Details

Order Summary

Dir Order Nbr: Order Type: **YOCV Campaign** Save
Status: Incomplete Campaign Number: Ship To: 04 - 9750 Regency Square
YOCV Late Day Rush
YOR Stock
YVOR Rush

Back To List Send Print

Step 2: Enter the Correct Campaign Number, Full VIN & Click Send.

DC Snet Administration Sales Service Parts Corporate

Parts Order Details

Order Summary

Dir Order Nbr: 05191778 Order Type: YOCV Campaign
Status: Incomplete Campaign Number: 3102224141 VIN: L123456 Ship To: 01 - 20 COLONY RD

Order Details

ATL	Part Number	Part Description	Qty	Alloc	Comment	Bin Location	Ref	Unit Price USD	Ext Price USD	SRC
No items found										

0 selected items Total Qty: 0 Total Ext Price: 0.00

Select All | Clear All Locate Save & Recalculate Delete

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**Campaign Number:
USE CORRECT CAMPAIGN
FROM ABOVE TABLE**

ENTER THE FULL VIN

Step 3: This method of ordering:

- Does not immediately show the parts on order through that “Campaign Number” and VIN combination.
- Will only accept orders with a valid combo of Campaign Number and VIN that hasn’t already been used.

Parts Order Send Confirmation

Dir Order Nbr	Order Type	Order Status	Comments
<u>020718AK</u>	YOCV Campaign	Sent To BMW	Campaign Order VIN 3482763646 has been saved (delivery 9314584157 created)

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Print

- Clicking on Order allows you to see parts on order after order is successfully sent

Parts Order Details ? [Help](#)

Order Summary

Dir Order Nbr: 012621	Order Type: YOCV Campaign	Billing Block:	Delivery Block:
Status: Sent To BMW	Campaign Number: 3103351579	VIN: WB10M1301M6D60614	Ship To: 01 - 875 Middlesex Ave
Order Date: 01/26/2021	Order Time: 11:07		

Order Details

ATL	Part Number	Part Description	Qty	Alloc	Comment	Bin Location	Ref	Unit Price USD	Ext Price USD	SRC	
1	<input type="checkbox"/> 34 11 8 535 158	<input type="checkbox"/> Set of mounting parts,	2	2					22.66	45.32	D320
2	<input type="checkbox"/> 34 11 8 548 028	<input type="checkbox"/> Set of brake pads fron	2	2					61.39	122.78	D320
3	<input type="checkbox"/> 34 11 8 556 254	<input type="checkbox"/> CALIPER RIGHT	1	1					485.04	485.04	D320
4	<input type="checkbox"/> 34 11 8 556 253	<input type="checkbox"/> Brake caliper, left	1	1					485.04	485.04	D320