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RECALL: REPROGRAM R 1250 GS, GS ADVENTURE, AND RTP  
MODELS

2023-01-18

## MODEL

Model	Model Description	Production Date
K50	R 1250 GS	8/27/2018 – 12/14/2022
K51	R 1250 GS Adventure	9/18/2018 – 12/14/2022
K52 (RTP)	R 1250 RTP	7/11/2018 – 12/02/2022

The affected vehicles have been marked with campaign number **0000232600** in AIR.

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 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

After close inspection it has been found that in rare cases that riding maneuvers with an abrupt RPM difference between the engine and final drive can result in an overload of the transmission input shaft. As a result the input shaft can break, which can lead to critical riding conditions.

This fault pattern can only occur in the above listed R 1250 models because the software application of the engine control permits significantly higher rev level differences than in the R 1200 models.

## PROCEDURE

The engine control unit must be updated according to the model-specific repair instructions “61 00 510 – Programming vehicle control units”. The corresponding software (I level K001-22-11-501 or newer) is available at dealer level with ISTA version 4.39.2x.

**For vehicles not yet delivered the software update must be completed prior to retail to the customer.**

For vehicles already delivered to customers, the Recall must be carried out during the next workshop visit.

Customer letters have been sent to customers with retail affected motorcycles to arrange a date and time to have the dealer perform the required software update for this Recall.

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## CLAIM INFORMATION

Please submit claims via the normal claim process using the information below:

### Defect code

00 00 23 26 00	Update Software Version
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### Labor Operation

00 60 337	Updating Software Version	5 FRU
+00 60 712	Updating Software Version	x 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 60 337 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

**Collect & Return:** As part of the recall, the vehicles can be picked up from the customer to carry out the follow-up work. A flat rate of 7 FRU with FRU number 00 98 510 can be invoiced for each vehicle. This is only possible in connection with FRU number 00 60 337.

### TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

If your center is presented with a reimbursement request, BMW of North America, LLC will reimburse qualifying customer-pay repairs that were performed on affected vehicles up to 10 days after the date the owner notification letter was sent out by BMW.

If the customer previously paid for a qualifying repair, verify in AIR that the VIN is affected by the recall campaign and proceed as applicable:

#### The customer arrives with an affected vehicle to your workshop

- Perform the open Recall repair outlined in this bulletin, regardless of previous repair history.
- If the prior repair qualifies (see below), submit for both the Recall repair and the customer-pay reimbursement (Separate repair line items/separate defect codes).

Or:

#### The customer only presents your center with a customer-pay invoice for the prior repair

- If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

### Customer-pay Invoice Review and Reimbursement Qualification and Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) contains a repair that pertains to the recall campaign. Only the repair outlined in the published safety recall service bulletin is eligible for reimbursement.

If this prior repair qualifies, submit a claim for reimbursement:

- Verify in AIR that the VIN was affected by the recall campaign
  - Use defect code 85 99 00 45 NA for the amount requested under sublet 03.
  - Comment: RECALL: REPROGRAMMING R 1250 GS, GS ADVENTURE AND RTP MODELS-  
Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay
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- Use current repair date and mileage for claim submission.
- Retain copies of the customer paid invoice and the current repair invoice in your records.
- Reimburse the customer directly (parts and labor).

Contact warranty via an IDS ticket with any questions.

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

**Note:** A repair performed on a non-affected vehicle or the diagnosis and repair of other unrelated issues do not qualify for reimbursement.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 45 NA, **will not close** the Open Safety Recall on the vehicle.

### QUESTIONS REGARDING THIS BULLETIN

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

#### Supporting Materials

[picture\\_as\\_pdf 23 01 23 Recall Reprogram R 1250 GS, GS Adventure and RTP Models.pdf](#)

