



SIB 63 02 24
RECALL 23V-884: R 18 Headlight

2024-05-30

MODEL

Model	Model Description	Model Code
K35	R 18 Bagger	0L33
K35	R 18 Transcontinental	0L43

The affected vehicles have been marked with campaign number **0000630500** in AIR.

In order to determine if a specific motorcycle 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.

SITUATION

After quality inspection, BMW Motorrad has found that the low beam headlight reflector in the headlight housing can break off. The broken part is noticeable through a rattling noise or vibration of the low beam headlight. In some cases, it can slide in the headlight housing, causing the light pattern of the low beam headlight to change.

The LED headlight will still continue to function, and this failure has no effect on the function of the high beam headlight or the position of the lights.

The affected vehicles have been placed under the delivery stop **STOP630009** associated with campaign number 0000630500, which will be lifted upon completion of this technical campaign.

PROCEDURE

For vehicles that have not been delivered, the Recall must be carried out before delivery to customers.

For vehicles already retailed, letters are being mailed to owners via First Class mail advising them of this recall and asking them to schedule an appointment with an authorized BMW Motorrad dealer to have the headlights replaced.

In affected vehicles, the LED headlight must be replaced in accordance with the amended repair instructions "63 12 091 – Replacing headlights" (listed below and will be available in AIR from 08/24).

The rubber grommets below the headlight must also be replaced new part number 63 12 5 B53 B03 only.

Vehicles with **production date up to 05/2022**:

The repair instructions were amended. Additional **connecting parts** are required for decoupling of the windscreen carrier listed below in Parts Information section.

It is **CRUCIAL** to ensure and double check that only a new headlight **with the correct revision index (AI)** is used. This can be determined by the corresponding identification. Any other revision index that is not listed below is not a new headlight.

Part number	Part description	Revision Index	Version
63 12 8 395 642	LED Headlight Pro	AI07 or higher	New
63 12 8 395 649	LED Headlight Pro black	AI03	New

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63 12 8 395 641	LED Headlight Basic	AI07	New
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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.

PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in ETK which takes into account specific equipment and/or options.

Additional parts like gaskets, hardware and chemicals may be required for the complete repair.

Orders can be placed with the special campaign ordering processes outlined below and will be released as parts arrive. This new process will be used for the entire campaign.

PLEASE FOLLOW THE BELOW PROCEDURE FOR ORDERING PARTS. IDS TICKETS ARE NOT NECESSARY TO OBTAIN PARTS. Each VIN can only be ordered once. Do not place an order for a customer's bike unless the bike is at the dealership or the customer has scheduled an appointment.

YOCV Campaign Number's (different campaign number per headlight part number): 3104463859, 3104468206, and 3104387463.

Parts for this category should be ordered using the "YOCV Campaign" order type function in DCSnet. 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.

Only the (LED Headlight's) will be allocated through the Campaign System. The remaining required parts are common parts and should be ordered by dealers as needed through normal parts ordering process.

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If you have an ordering issue using the above process, please open an IDS Ticket including the VIN and detailed description.

Order using the YOCV Campaign number: 3104463859

63 12 8 395 642	LED Headlight Pro (only with AI07 or higher)	QTY 1
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Order using the YOCV Campaign number: 3104468206

63 12 8 395 649	LED Headlight Pro black (only with AI03)	QTY 1
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Order using the YOCV Campaign number: 3104387463

63 12 8 395 641	LED Headlight Basic (only with AI07)	QTY 1
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Regular part ordering process:

63 12 5 B53 B03	rubber grommet	QTY 2
46 62 9 444 055	Bush	QTY 2
46 63 8 534 532	rubber grommet	QTY 2
46 63 8 534 939	Body screw without collar (M5×25)	QTY 2

Additional part numbers for vehicles produced up to 05/2022

63 12 5 B5B 781	Shouldered bushing	QTY 2
07 12 9 904 475	Hexagon nut (M5-8-ZNNIV SI)	QTY 2

CLAIM INFORMATION

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

Defect code

00 00 63 05 00	Replace LED Headlight
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Labor Operation

63 12 091	Replacing the headlight	R 18 B (K35, 0L33)	Refer to AIR for FRU
+63 12 637	Replacing the headlight	R 18 B (K35, 0L33)	Refer to AIR for FRU
63 12 091	Replacing the headlight	R 18 Transcontinental (K35, 0L43)	Refer to AIR for FRU
+63 12 637	Replacing the headlight	R 18 Transcontinental (K35, 0L43)	Refer to AIR for FRU
46 52 510	Mounting and dismounting the rear-wheel stand with special tools (for motorbikes without a center stand)		Refer to AIR for 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 63 12 091 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

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 23V-884 R 18 LED Headlight) - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair.
- 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 How to Use YOCV Campaign Order.pdf](#)

[picture as pdf RM_6312091_0L31_EN\(1\)\(1\).pdf](#)

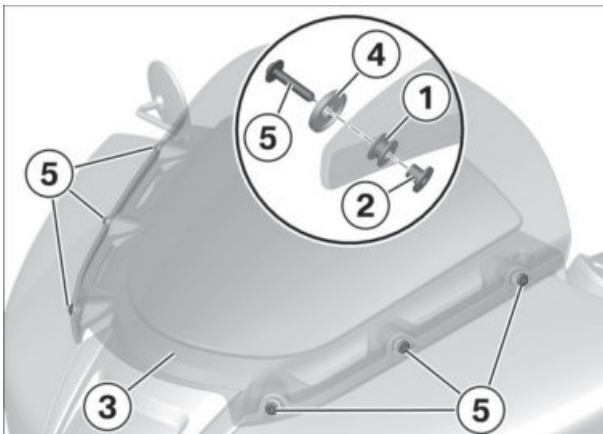
[picture as pdf 63 02 24 Recall 23V-884 R 18 Headlight.pdf](#)

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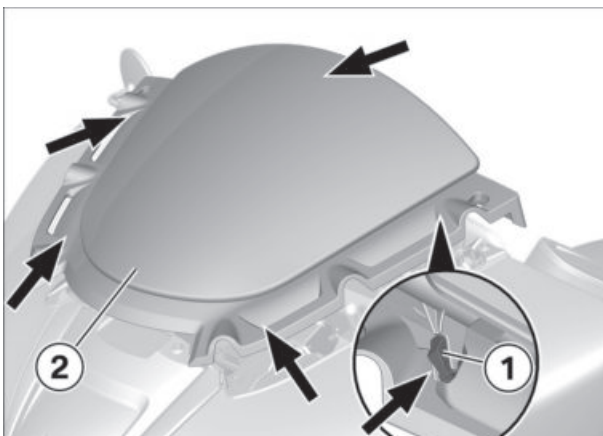
[picture_as_pdf TREAD ACT Dealer Quick Tips.pdf](#)

OL31 - R 18 B**63 12 091 Replacing the headlight**

Additional work: 46 52 510 Mounting and dismounting the rear-wheel stand with special tools (for motorbikes without a centre stand)

1**► Removing windscreen**

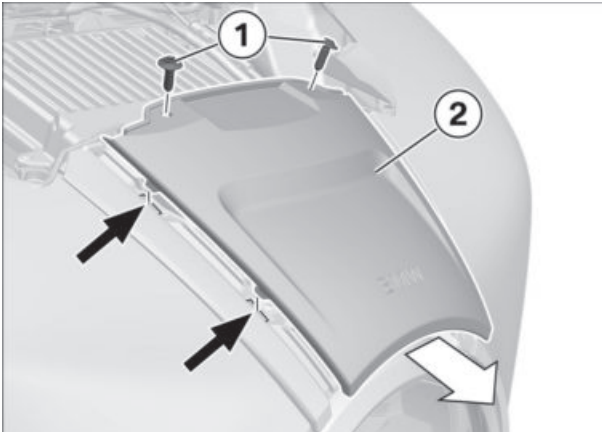
- Remove screws **(5)** with washers **(4)** and remove wind-screen **(3)**.
- Pay attention to rubber grommets **(1)** and bushings **(2)**.

**2****► Removing cover for windscreen holder**

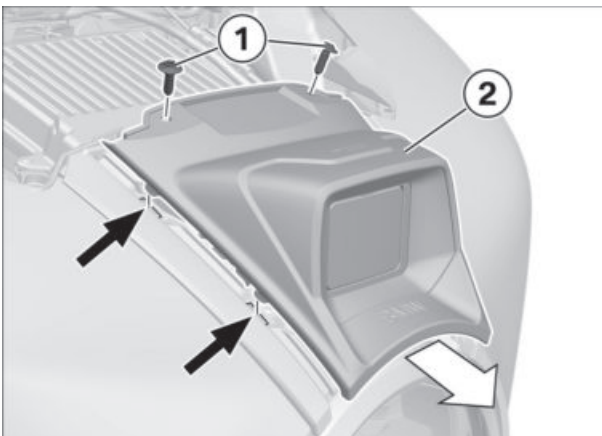
- Loosen mounting clips **(1)** (**arrows**) and remove cover **(2)**.



3

► **Removing centre protective cover**

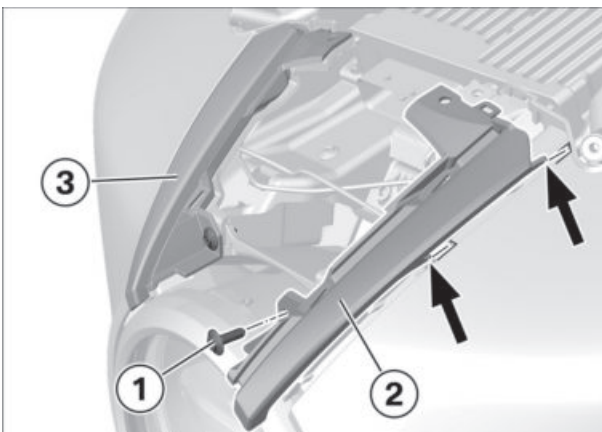
- Remove screws **(1)**.
- Detach protective cover **(2)** forward from hooks **(arrows)** and remove.



– with Active Cruise Control^{OE} (05DF)

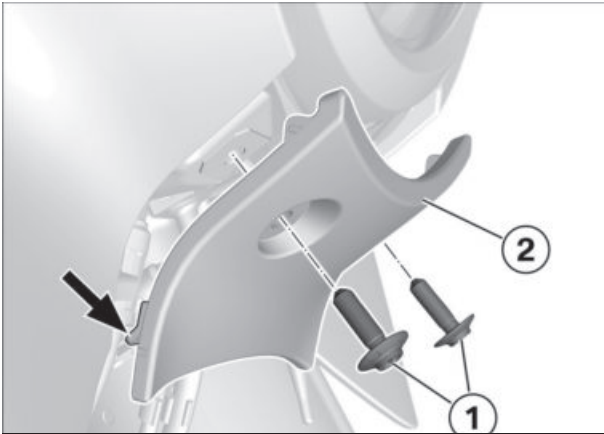
- Remove screws **(1)**.
- Detach protective cover **(2)** forward from hooks **(arrows)** and remove.◇

4

► **Removing trim on left and right for front trim panel**

- Remove bolt **(1)**.
- Detach protective cover **(2)** forward from hooks **(arrows)** and remove.
- Remove trim **(3)** in the same way.

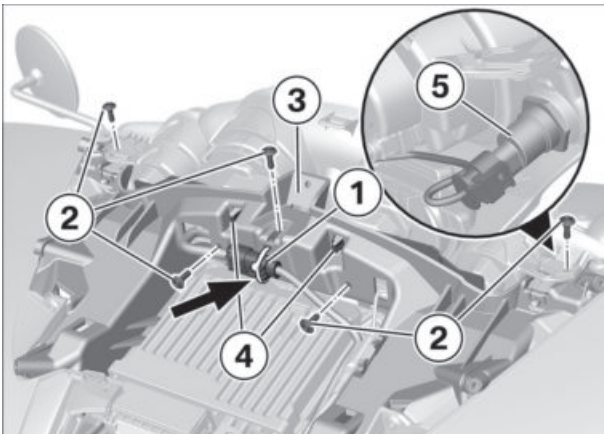
5



► **Removing bottom protective cover**

- Remove screws (1).
- Detach protective cover (2) forward from hooks (arrow) and remove.

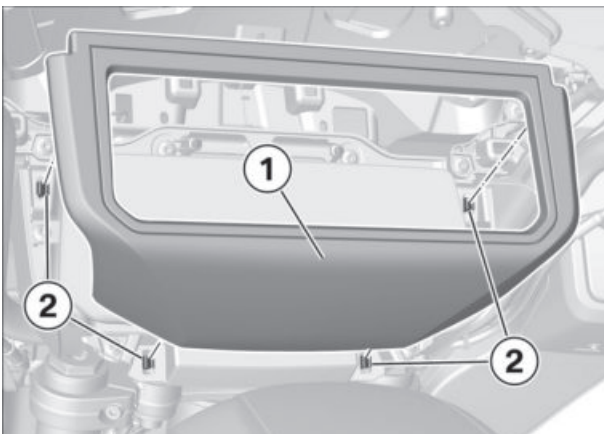
6



► **Removing top instrument carrier**

- Cut through the cable strap (arrow).
- Disconnect connector (1) for instrument cluster.
- Remove screws (2).
- Release instrument support (3) from mounting clips (4) and disconnect connector (5) for socket.
- Remove instrument support (3).

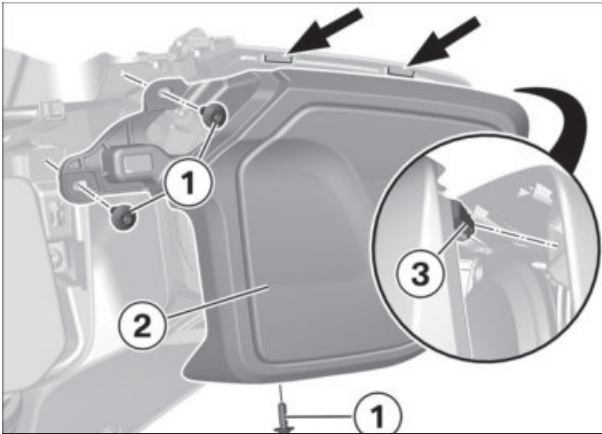
7



► **Removing cover for instrument panel**

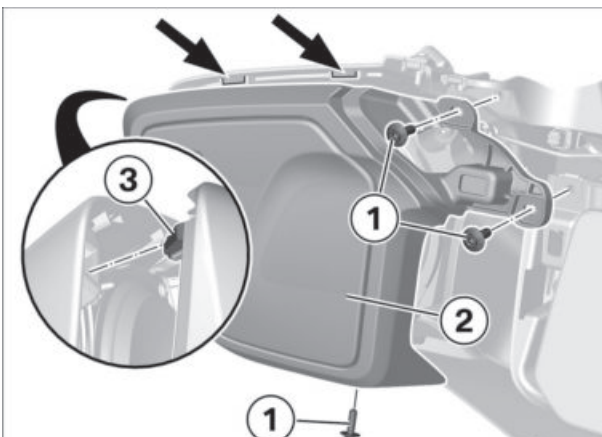
- Loosen trim (1) from mounting clips (2) and remove.

8

▶ **Removing right speaker cover**

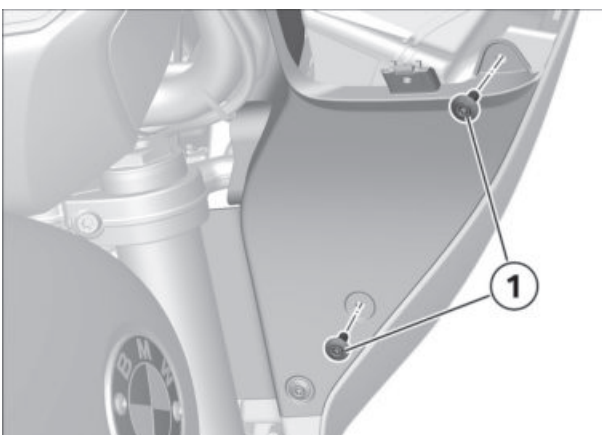
- Remove screws (1).
- Pull off cover (2) from mounting clip (3) noting hooks (arrows).
- Remove cover (2).

9

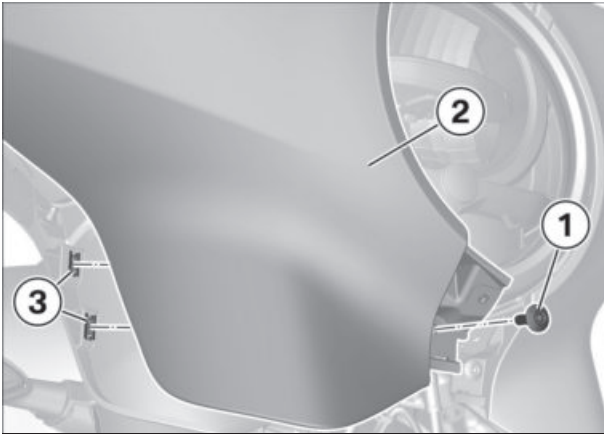
▶ **Removing left speaker cover**

- Remove screws (1).
- Pull off cover (2) from mounting clip (3) noting hooks (arrows).
- Remove cover (2).

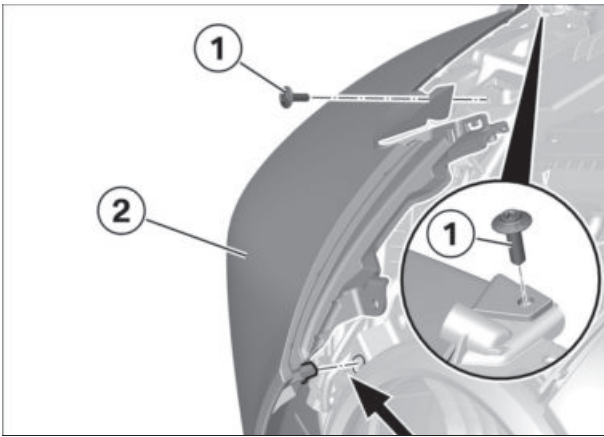
10

▶ **Removing right top side panel**

- Remove screws (1).

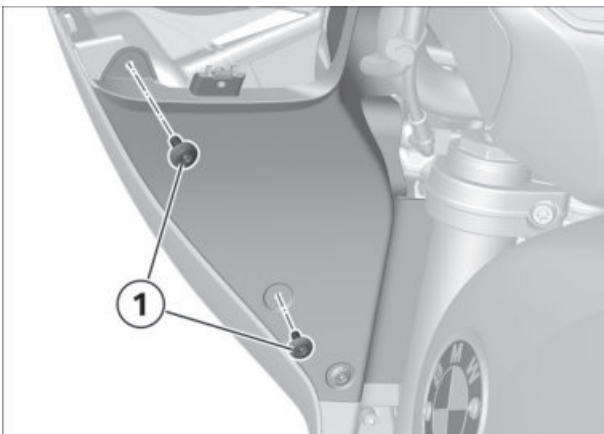


- Remove bolt (1).
- Loosen fairing side panel top (2) forward from clip clamps (3).



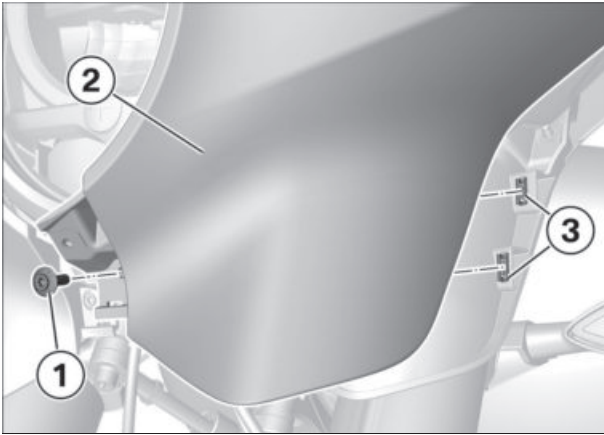
- Remove screws (1).
- Remove fairing side panel top (2) noting hooks (arrow).

11

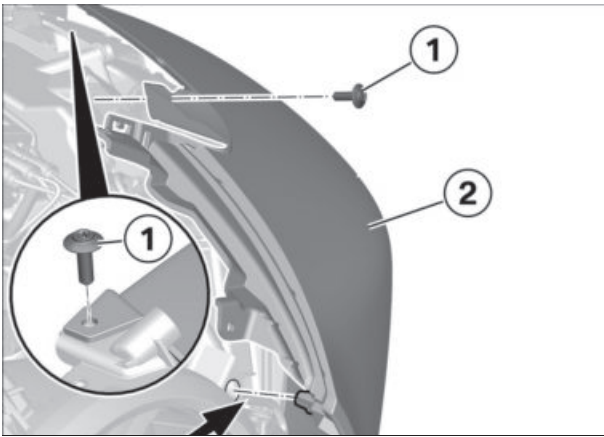


► Removing top left fairing side panel

- Remove screws (1).

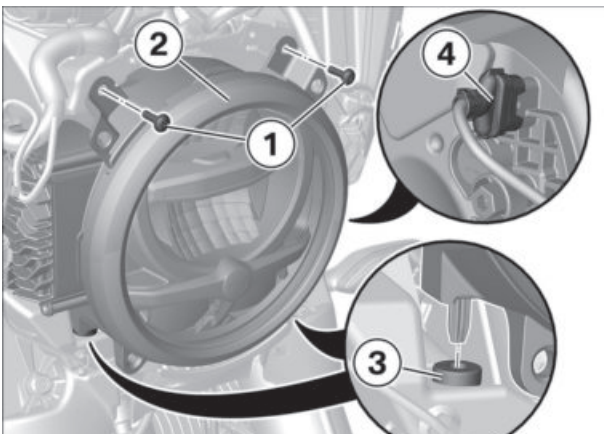


- Remove bolt **(1)**.
- Loosen fairing side panel top **(2)** forward from clip clamps **(3)**.



- Remove screws **(1)**.
- Remove fairing side panel top **(2)** noting hooks **(arrow)**.

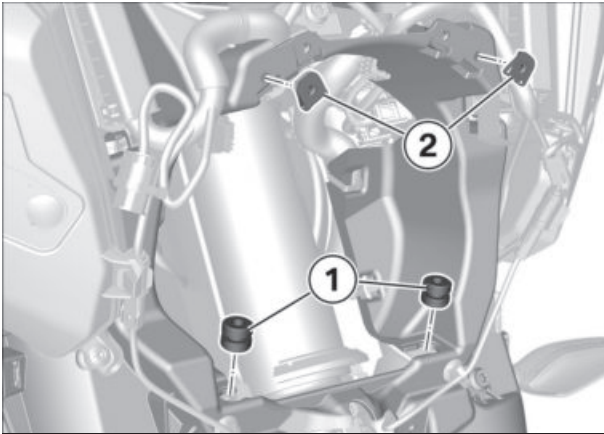
12



► Removing headlight

- Remove screws **(1)** and loosen headlight **(2)** from rubber grommets **(3)**
- Disconnect connector **(4)** and remove headlight **(2)**.

13



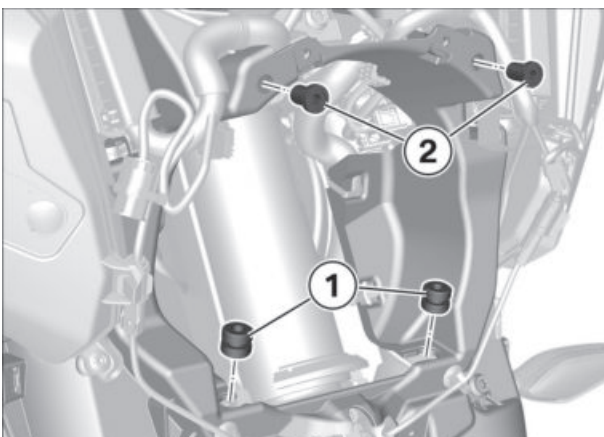
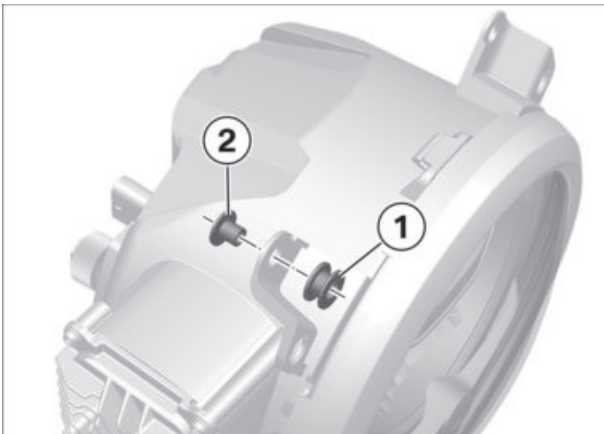
► Replacing headlight

- Build-level dependent check whether C-clip nuts **(2)** are installed.

 **NOTICE**

(Version 1) When installing C-clip nuts, the headlight must be replaced as follows.

- Renew rubber grommets **(1)**.
 - **Exclusively install new version**, article number 5 B53 B03.
-
- Install rubber grommet **(1)** article number 8 534 532 and bush **(2)** article number 9 444 055 on right and left of **new** headlight.

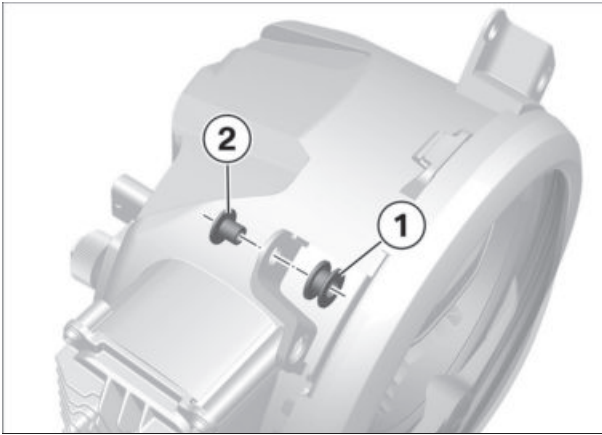


- Build-level dependent check whether Rivcle nuts **(2)** are installed.

 **NOTICE**

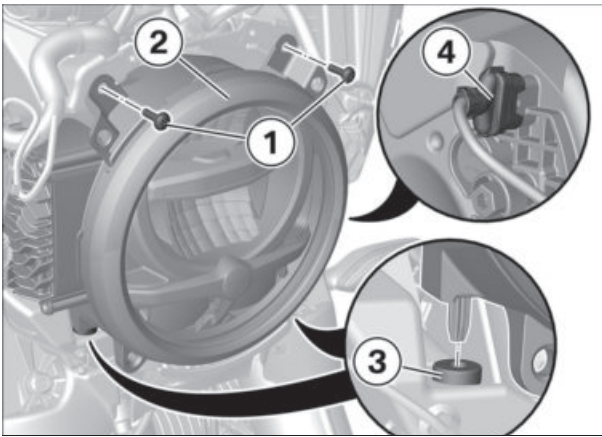
(Version 2) When installing Rivcle nuts, the headlight must be replaced as follows.

- Renew rubber grommets **(1)**.
- **Exclusively install new version**, article number 5 B53 B03.
- Remove Rivcle nuts **(2)**; are no longer required.



- Install rubber grommet **(1)** article number 8 534 532 and bush **(2)** article number 9 444 055 on right and left of **new** headlight.

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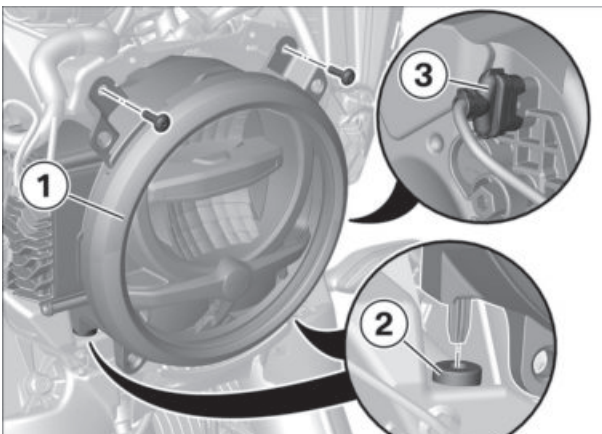
► Installing headlight

• Version 1

NOTICE

With **version 1** the headlight must be installed as follows.

- Insert headlight **(2)** in rubber grommets **(3)**.
- Connect connector **(4)**.
- Install new longer bolts **(1)** article number 8 534 939.

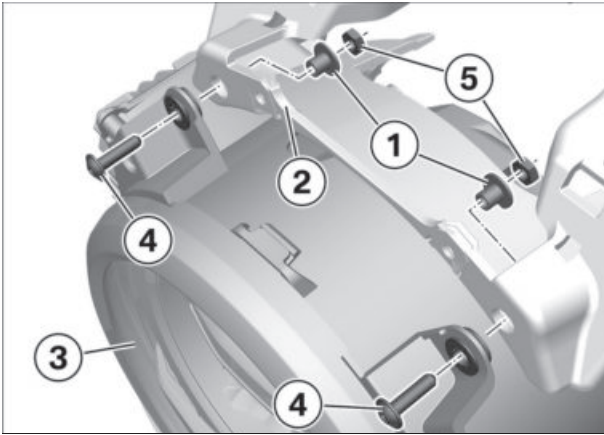


• Version 2

NOTICE

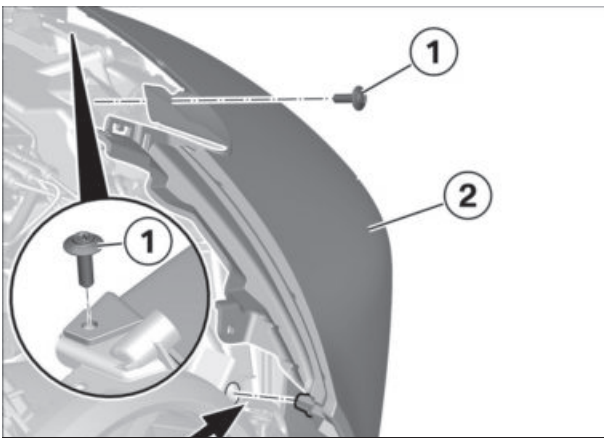
With **version 2** the headlight must be installed as follows.

- Insert headlight **(1)** in rubber grommets **(2)**.
- Connect connector **(3)**.



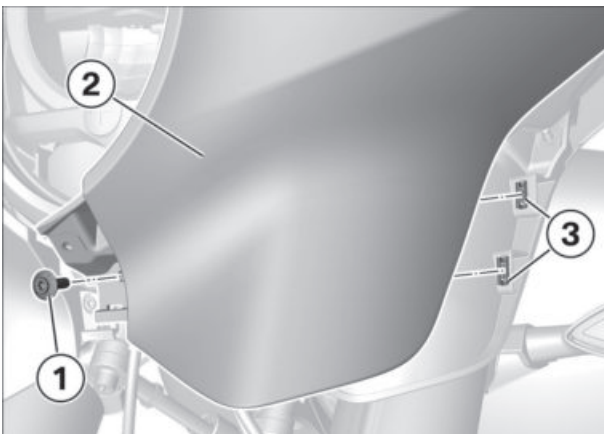
- Install collar bushes **(1)** article number 5 B5B 781 on left and right of windscreen holder **(2)**.
- Install headlight **(3)** with new longer bolts **(4)** article number 8 534 939 and with hexagon nuts **(5)** article number 9 904 475 on the left and right.

15

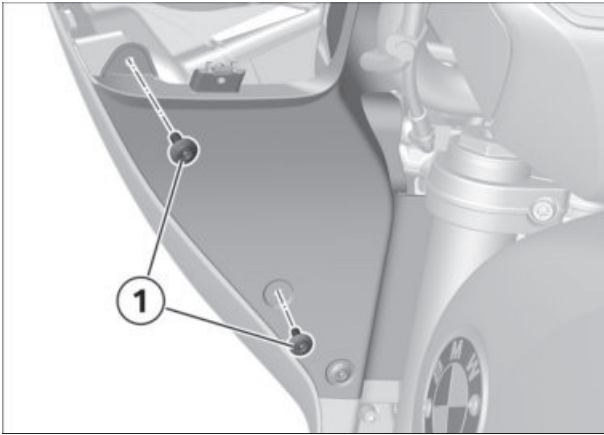


► Installing top left side panel

- Position fairing side panel top **(2)** noting hooks **(arrow)**.
- Install screws **(1)**.



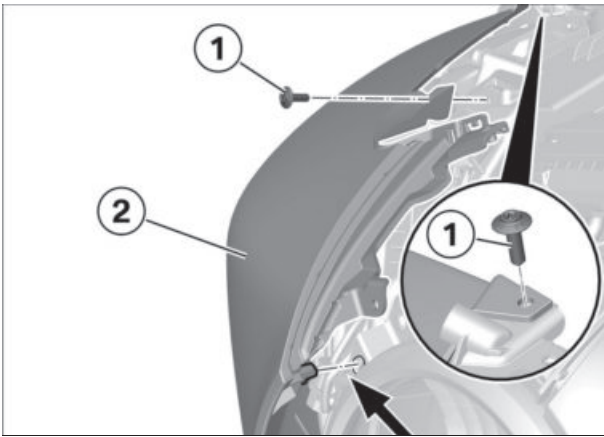
- Secure top fairing side panel **(2)** in clip clamps **(3)**.
- Install bolt **(1)**.



- Install screws (1).

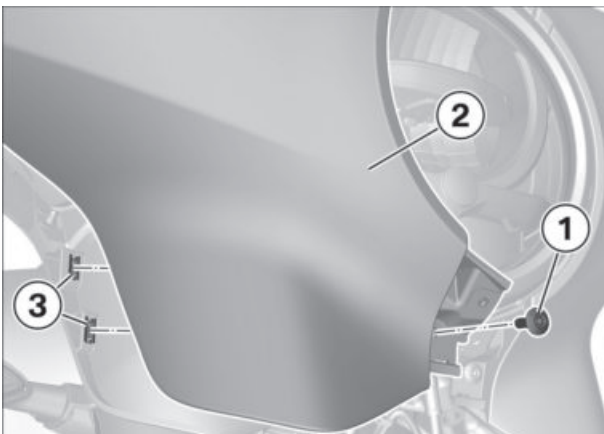


16

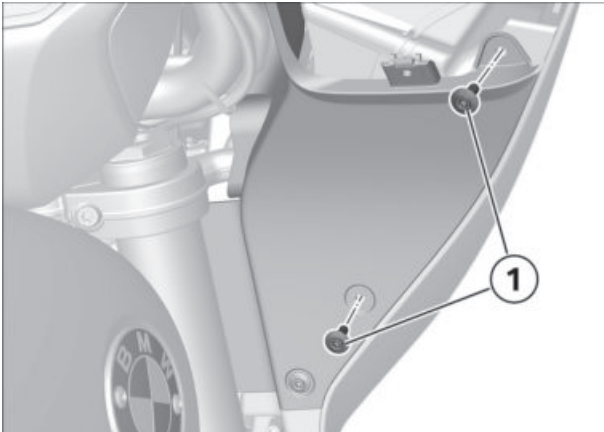


► Installing right top side panel

- Position fairing side panel top (2) noting hooks (arrow).
- Install screws (1).



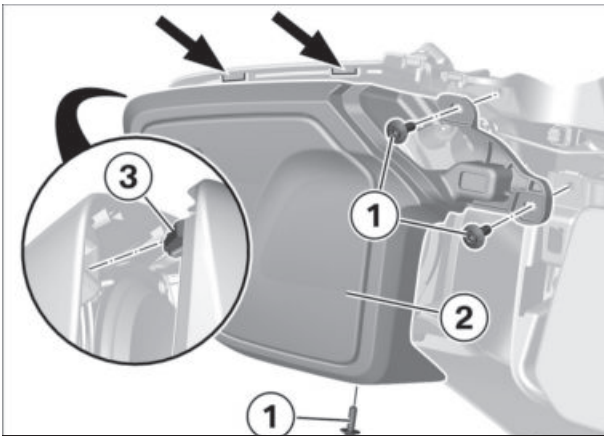
- Secure top fairing side panel (2) in clip clamps (3).
- Install bolt (1).



- Install screws (1).



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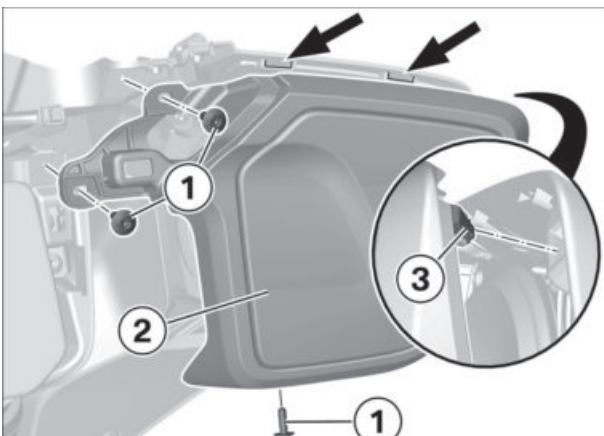


► Installing left speaker cover

- Fasten cover (2) with mounting clip (3) noting hooks (arrows).
- Install screws (1).



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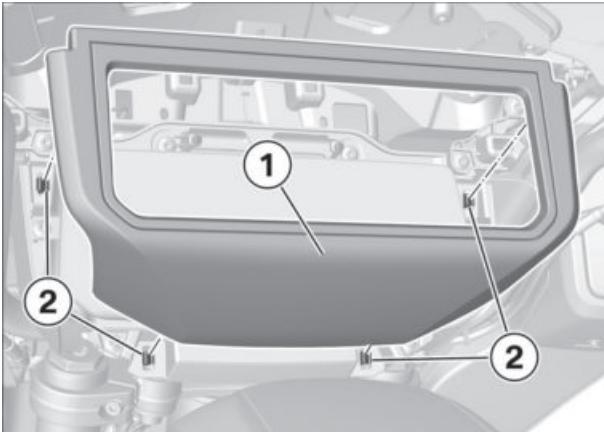


► Installing right speaker cover

- Fasten cover (2) with mounting clip (3) noting hooks (arrows).
- Install screws (1).

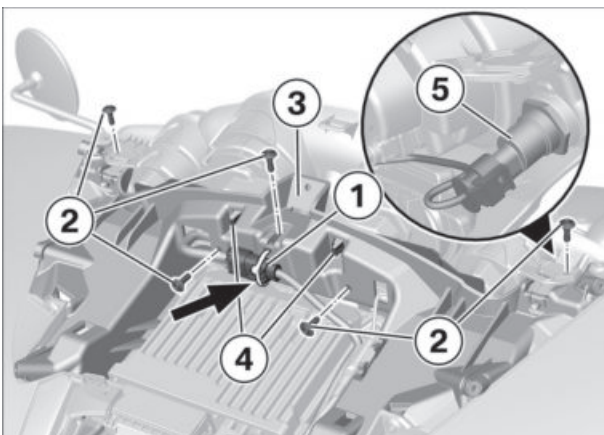


19

▶ **Installing cover for instrument panel**

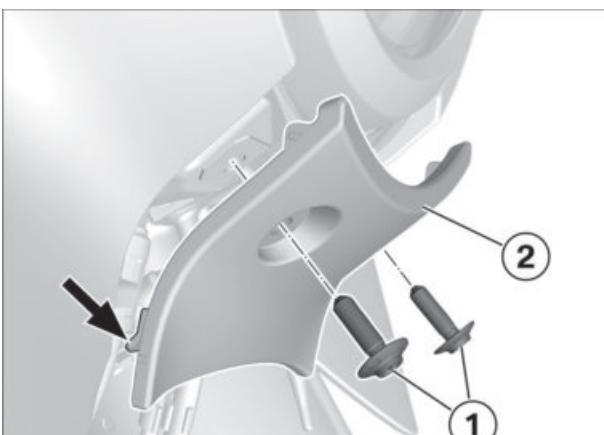
- Position trim **(1)** and fasten in mounting clips **(2)**.

20

▶ **Installing top instrument carrier**

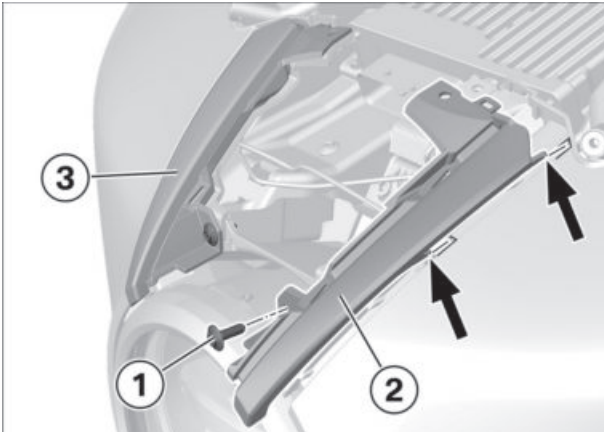
- Insert cable strap **(arrow)** in instrument support **(3)**, **do not close yet**.
- Position instrument support **(3)** and connect connector **(5)** for socket.
- Route connector **(1)** for instrument cluster.
- Secure instrument support **(3)** in mounting clips **(4)**.
- Connect connector **(1)** for instrument cluster.
- Secure the cable strap **(arrow)**.
- Install screws **(2)**.

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▶ **Installing bottom protective cover**

- Secure protective cover **(2)** in hooks **(arrow)**.
- Install screws **(1)**.

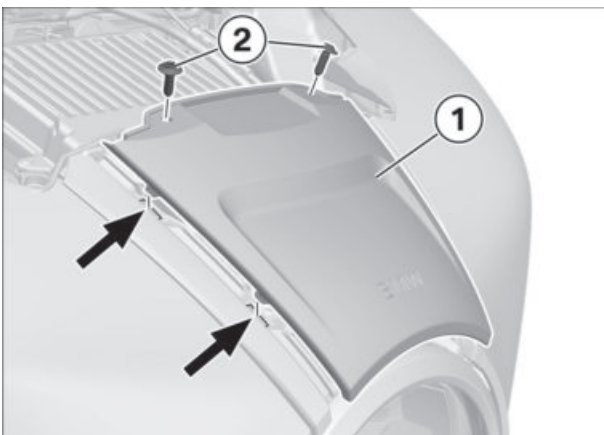
22



► **Installing trim on left and right for front trim panel**

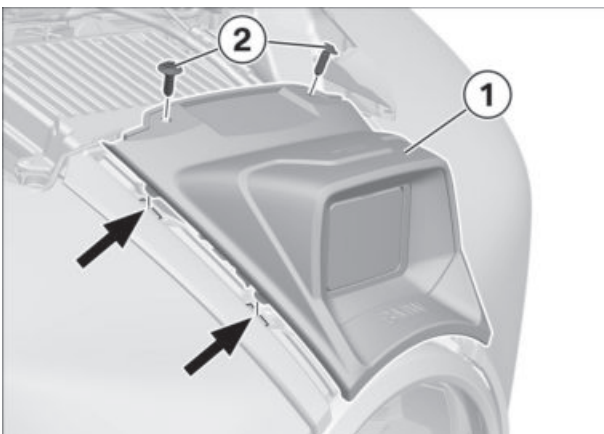
- Secure trim **(2)** in the hooks **(arrows)**.
- Install screw **(1)**.
- Install trim **(3)** in the same way.

23



► **Installing centre protective cover**

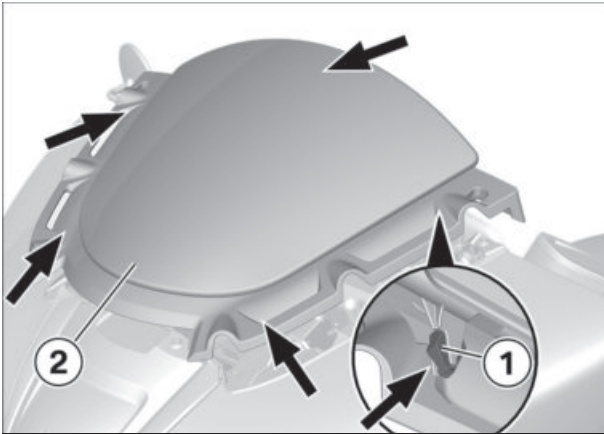
- Secure protective cover **(1)** in hooks **(arrows)**.
- Install screws **(2)**.



– with Active Cruise Control^{OE} (05DF)

- Secure protective cover **(1)** in hooks **(arrows)**.
- Install screws **(2)**.◇

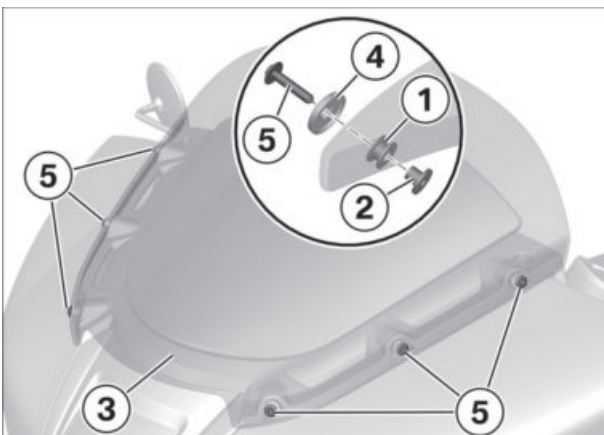
24



► **Installing cover for windscreen holder**

- Install cover (2) with mounting clips (1) (arrows).

25



► **Install the windscreen**

- Make sure that rubber grommets (1) and shouldered bushings (2) are installed.
- Position windscreen (3).
- Install washers (4) and screws (5).

Tightening torques		
Windscreen to windscreen holder		
M5 x 35	5 Nm	

26

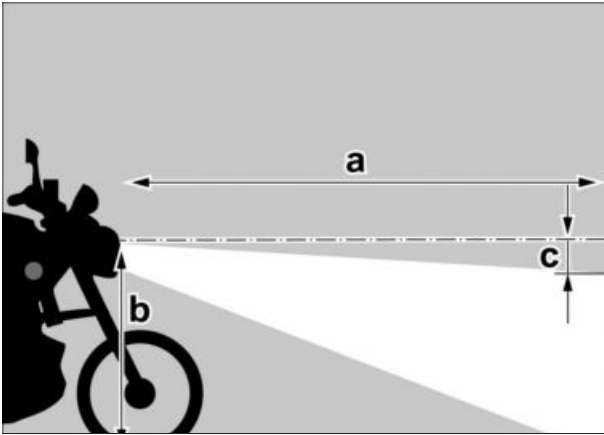
► **Checking headlight beam throw**

Requirement

Motorcycle standing on a smooth, level surface.

Rider's weight applied to the motorcycle.


- Set the spring preload to the basic setting.



- Start the engine and check that the headlight setting.

Check

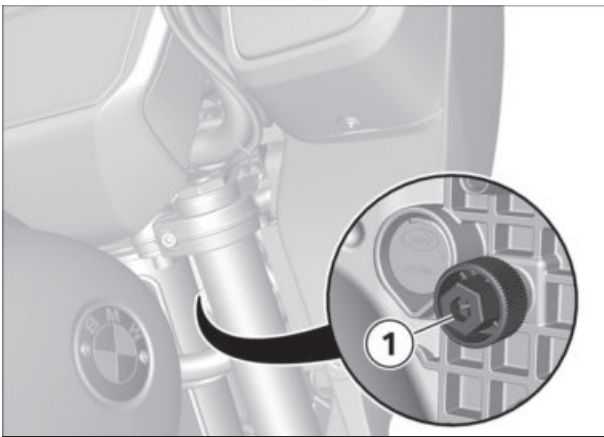
- Distances:
 - (a): distance between headlight and vertical surface
 - (b): height of centre of headlight
 - (c): distance to light/dark cut-off

 Technical data			
Distance between headlight and vertical surface For headlight adjustment		5 m	
Distance from light/dark limit to upper edge of low-beam headlight light-emitting surface	Suspension set to basic setting and vehicle loaded with 85 kg	5 cm	

Result

Headlight beam angle not correct.

Measure



▷ **Correcting headlight beam angle**

- Adjust beam throw of the headlight at adjusting screw (1).



► **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

- Select neutral.
- Switch on the ignition.
 - » Neutral indicator light "N" lights up.
- Select a gear.
 - » Neutral indicator light "N" goes out.
- Operate the starter switch.
 - » Starter does **not** operate.
- Extend the side stand.
- Pull the clutch lever.
- Operate the starter switch.
 - » Starter does **not** operate.
- Retract the side stand.
- Operate the starter switch without releasing the clutch lever.
 - » Starter operates.

Result

Not all test steps completed successfully.

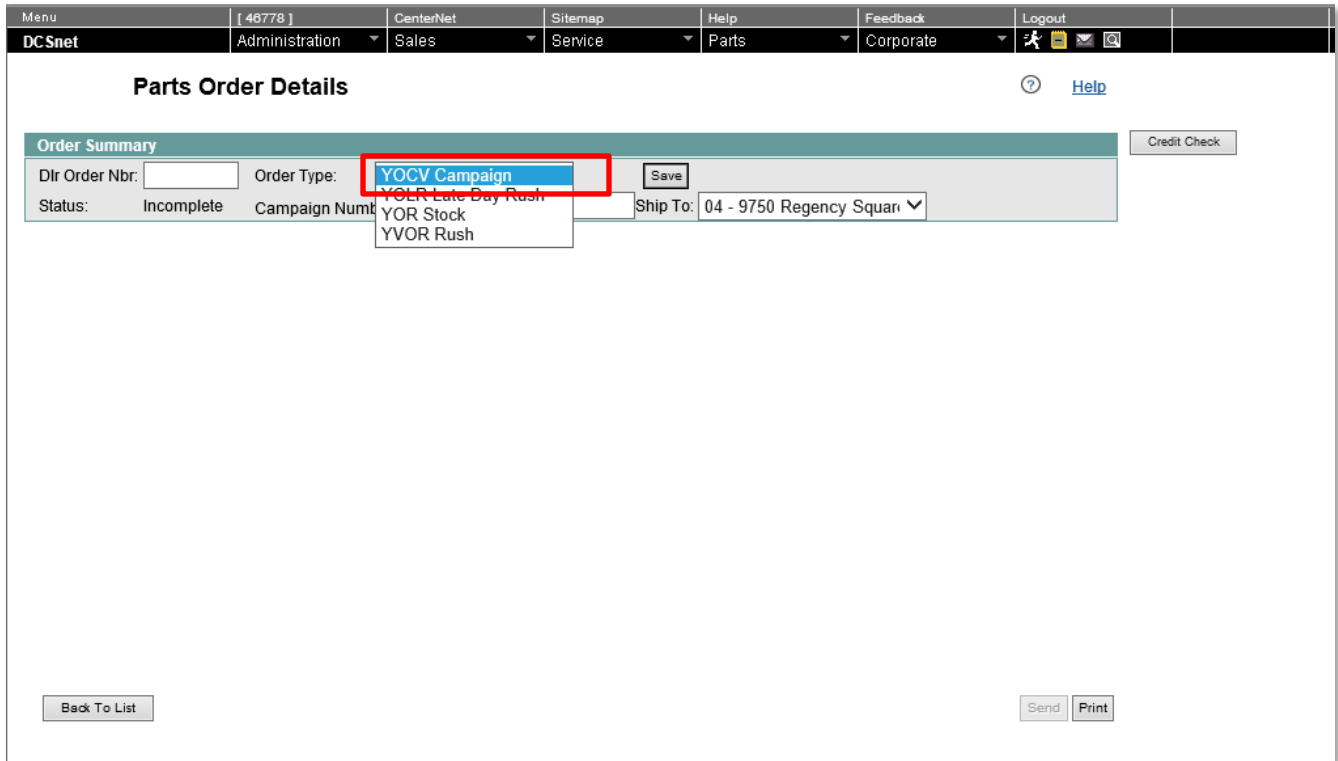
Measure

- Check corresponding components with BMW Motorrad diagnosis system.

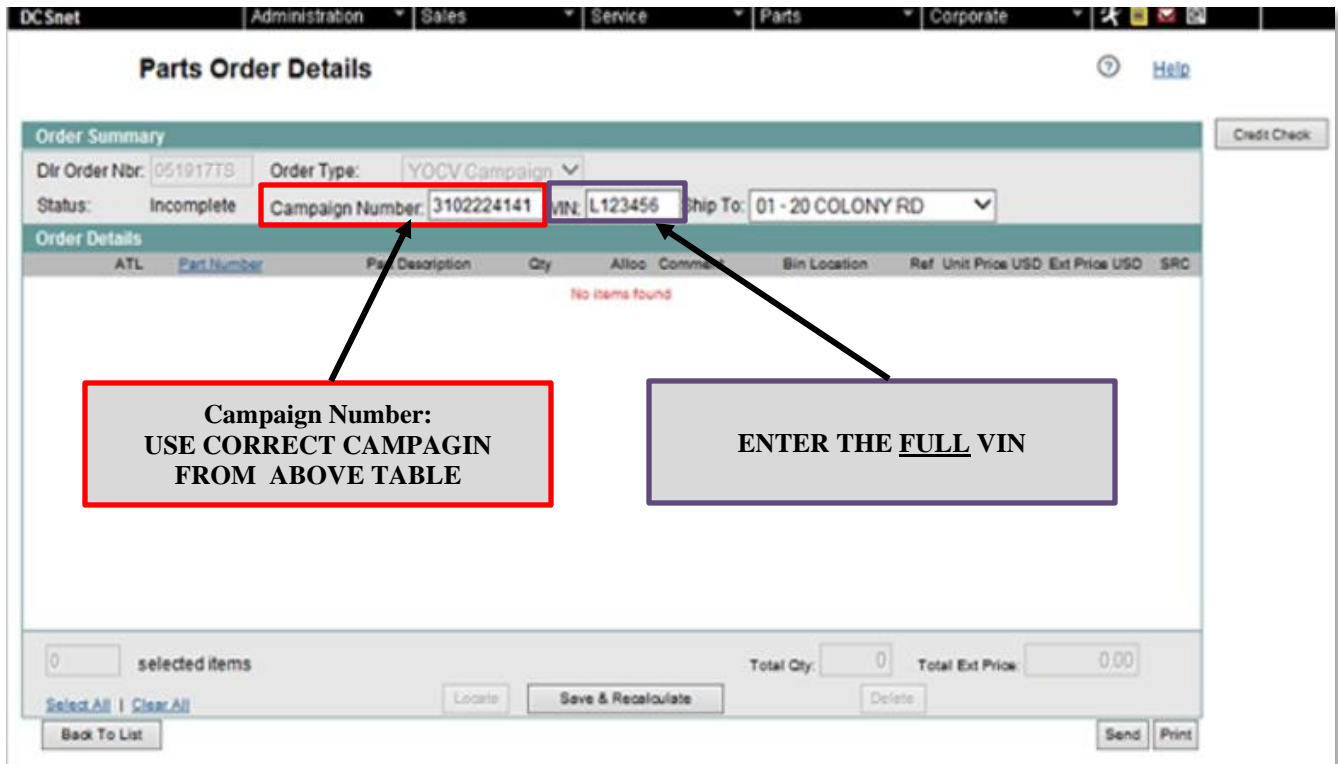


How To Use the YOCV Campaign Order Type

Step 1: Access to YOCV Order Type in DCS.



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



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
Order Date:	01/26/2021	Order Time:	11:07	Ship To:	01 - 875 Middlesex Ave

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

TREAD ACT Dealer Quick Tips

(the following information does not replace the information found in the BMW Motorrad Warranty Policy and Procedure Manual. See sections 5 "Tread Act Customer Reimbursement" & 7 "Claim Entry – Special Situations" for full details.)

Recall campaign check:

1. Verify in AIR that the VIN was affected by the recall campaign.
2. If the recall process has an "inspection" or "check" process, have the customer bring the vehicle in for inspection/check.
3. If the vehicle does not pass the inspection, perform the recall.
4. If the vehicle passes the inspection, claim the inspection/check on the current repair order. This will clear the recall "flag" from the vehicle VIN once a claim is submitted.

Previous repair, customer reimbursement request with repair invoice:

1. Verify in AIR that the VIN was affected by the recall campaign
2. Obtain a copy of the paid repair order.
3. Expenses for repairs performed more than 10 days after the owner notification was sent by BMW are not eligible for reimbursement.
4. Verify that the repair made pertains to the recall campaign. Only the repair outlined in the published safety recall service bulletin is eligible for reimbursement.
5. Inspect the vehicle (if available) to make sure it complies with the approved recall repair procedure.
6. Claim the "inspection/check" process using the claim information in the service information bulletin. This will clear the recall "flag" from the vehicle VIN.
7. Submit a warranty claim for reimbursement under defect code 85 99 00 45 NA for the amount requested under sublet 03. FAS should not be used.
8. The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable part charges.
9. Use current repair date and mileage for claim submission.
10. Retain copies of the customer paid invoice and the current repair invoice in your records.
11. Then the dealer reimburses the customer directly.

If you have any questions about this process, please submit an IDS warranty ticket.