

## **Vario Side Case Returns Clarification (TEC666 and SIB 77 04 24)**

What process to use to return based on item status

Please read and follow carefully the two options below as one leads to a TEC return process and the other to a warranty claim process. Each case requires a different and specific return process.

### **For DEALER INVENTORY units return process information:**

Use the AS4924 - TEC666 return located here;

<https://bmwmotorad.voicestorm.com/member/post/updated-as4824-tec666-vario-side-cases/a2c56cc1-7db5-4377-906f-a992e273b8a2>

\*Some dealers prior to Aug 14h, 2024, may have been given a scrap option. This has been corrected and dealt with at the ABM level.

### **For RETAILED (in customer hands) units return process information:**

Use the process under "CUSTOMER RETURNS PURCHASED SIDE CASES" section of [SIB 77 04 24 Recall 24E-029: Vario Side Cases](#)

NOTE: Hyperlink takes you to TIS 2.0. If you not logged into TIS 2.0 this will take you to the login page. Once logged in select the hyperlink again and this will take you directly to the SIB in TIS.

Aug 14, 2024