

Update: SIB 61 07 24 Recall 24V-557: Replace Starter Relay

Delivery Stop STOP610022 is now associated with SIB 61 07 24 Recall 24V-557

Update Oct 11th, 2024: Update to the "**IMPORTANT NOTE:**" ISTA version 4.49.40 has been released.

Update Aug 22nd, 2024: Update to the "**IMPORTANT NOTE:**" below with production date information. see highlighted text.

Update Aug 20th, 2024: Calibration situation is listed below and has been added to the Recall Bulletin.

[SIB 61 07 24 Recall 24V-557: Replace Starter Relay](#)

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.

CALIBRATION SITUATION:

Due to an unforeseen software bug, the DSA calibration on the R 1300 GS (KA1) was not possible with I-Level X001-24-07-505 and ISTA Version 4.48.4X

COMPLAINT:

The front ride height sensor calibration did not work and aborted.

One of the following applies to all bikes where this fault happened after the programming:

- In the rare case the bike still has the old DSA calibration values, and the DSA works properly, then no further action is necessary, and the bike is completed.
- If after deleting the fault memory. And **NO** DSA related fault is present, then no further action is necessary, and the bike is completed.
- If after deleting the fault memory. And a DSA related fault is stored, DSA Calibration must be made again.

There was just a release of an Online Patch to allow DSA Calibration again. The ISTA User must log out of ISTA and re-login and start a new ISTA-Session to activate the online patch.

NOTE: Even with the patch and after a successful DSA calibration, ISTA will inform the ISTA User that the calibration wasn't performed successfully.

The ISTA User can ignore that message and delete the fault memory.

If after deleting the fault memory no DSA related fault is present, no further steps are necessary, and DSA works properly.

If DSA faults persist, please refer to "**33 01 24 Service Solution: Chassis Calibration**"

IMPORTANT NOTE:

Units Produced **BEFORE Dec 8th, 2023, and WITHOUT** option code **020D Adaptive Height Adjustment** having issues with the DSA calibration even after the activating the Online Patch. On affected units the DSA calibration will not complete. A solution for this issue is currently being worked on and will be communicated in the near future.

Units produced **AFTER Dec 8th, 2023, and WITHOUT** option code **020D Adaptive Height Adjustment** can be programed and calibrated without issues after the Online Patch had been activated.

All other units **WITH** option code **020D Adaptive Height Control (Regardless of production date)** can be programed and calibrated without issues after the Online Patch had been activated. For any other calibration complaints, not related to the above situation, please open an TSARA case.

Update Aug 16th, 2024: [SIB 61 07 24 Recall 24V-557: Replace Starter Relay](#) has been released in TIS and in AIR for affected units. Parts and Programming (ISTA - version 4.48.4X) are available.

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Update Aug 2nd, 2024: Production date of effected units expanded to include units produced up to April 29th, 2024.

Update July 26th, 2024: Recall 24V-557 Number has now been issued by NHTSA.

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.

A delivery stop has been announced for the R 1300 GS (KA1) produced between July 14th, 2023 to April 29th, 2024.

After a quality inspection it was found that during installation of the original and improved starter relays, the protective housing of the relay can become damaged. If the protective coating of the relay is damaged, there may be a chance that moisture moisture may enter the starter relay and cause the relay to fail.

Affected vehicles are flagged in AIR (Aftersales Information Research) with campaign code STOP610022. 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.

If you have a vehicle in your new/used inventory matching the above description it cannot be retailed until repaired. Make sure you check your inventory in AIR before retail.

Next steps are being determined and a bulletin with technical measures will be published once information is available.

Oct 11, 2024