



SIB 77 01 25

2025-01-16

UPDATE EQUIPMENT RECALL 24E-029: VARIO SIDE CASES

This Service Information Bulletin replaces SIB 77 04 24 **from July 15 2024**.

What's New (Specific text highlighted):

- SI 77 04 24 is now deactivated.
- The interim solution in SI 77 04 24 is no longer a permissible repair.
- The interim repair and or customer compensation in SI 77 04 24 can no longer be claimed as of this publishing date.

MODEL

Part number	Part Description
77 41 9 444 361	Vario case left
77 41 9 444 362	Vario case right
77 41 4 B0C 3E1	Vario case left
77 41 4 B0C 3E2	Vario case right
77 41 4 B10 9F5	Vario case left
77 41 4 B10 9F6	Vario case right

The affected vehicles have been marked with campaign number **0000770700** 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

As part of continued quality monitoring BMW Motorrad has found there are issues with the closing of the Vario side cases (Original BMW Motorrad Accessories), even if the previous repair in SI 77 04 24 has already been performed. It is still possible that the locking mechanism might not work properly. If the customer does not notice that the lid is not locked properly, the lid may open while riding, as a result, any items stowed in the case can fall out and/or the case lid can tear off, which could endanger the following traffic.

As a result, there is a delivery stop on the Vario side cases (Original BMW Motorrad Accessories). All Vario cases with the part numbers listed above that have not been delivered are blocked and **must not be retailed or delivered** to customers. Please refer to any relevant RDC QCat (Tec Return) provisions for the relevant information

For cases already delivered to customers, an interim solution was effective July 15th 2024 in accordance with SI 77 04 24.

PROCEDURE

The **SI 77 04 24 must be stopped immediately**. The continued use of cases already delivered to customers with the securing strap measure is no longer permissible as an interim solution.

The Vario cases, which are optional equipment used on these motorcycles, cannot be identified using the Vehicle Identification Number (VIN). Therefore, all customers who may own the affected Vario Cases will

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receive customer letters regarding the availability of the improved Vario side cases. These letters will request that the customers schedule an exchange if they own a set of affected Vario side cases.

Please note that customers who have already returned cases and claimed warranty under SI 77 04 24 are exempt from this recall requirement. However, all cases still in customer possession, including cases where customers chose to use the straps per SI 77 04 24, must be returned and exchanged.

When the cases are exchanged the lock cylinders must be changed from the returned case to the new case per repair instruction "51 25 090 – Replacing lock barrel for case".

All returned Vario cases **MUST** be made **UNUSABLE** as described below:

1. The case is rendered unusable as it cannot be attached to a vehicle in any way. (safely cut both mounting tabs off back of the cases).
2. On the same side as the cut off mounting tabs, the last seven digits of the customer VIN must be carved/etched/scratched into the cases.
3. A single clear and in-focus photo showing the carved/etched/scratched customer VIN and damage required to make the cases unusable must be attached and documented in an **"INFO ONLY"** TSARA case for documentation and warranty approval. (NOTE: you may not receive any return feedback in the TSARA case.)

The Vario cases, which are optional equipment used on these motorcycles, cannot be identified using the Vehicle Identification Number (VIN). As a result, there may be customers who do not own Vario cases but still have vehicles that are affected by a recall related to this equipment.

In such cases, the dealer is required to perform a thorough check to confirm that the customer does not own any affected Vario cases that could be installed in their vehicle. This check should be properly documented. If it is confirmed that the customer does not own the affected Vario cases, the dealer should use the labor operation code "check non-affected vehicle" to clear the recall for the customer's VIN.

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

New improved Vario case:

Part Number

77 41 5 B6A 145	Vario case, left
77 41 5 B6A 146	Vario case, right

CLAIM INFORMATION

These are optional accessories, and may only be billed under type 2 parts warranty claim process using the information below:

Defect code

00 00 77 07 00	Replacing Vario Case
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00 60 450	Exchange Vario case including scrapping old case	5 FRU
+51 25 601	Replacing lock barrel for case	3 FRU
00 60 451	Check non-affected vehicle	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 60 450 or 00 60 451 are Main labor operations available. Only one of these Main labor ops can be used. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

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: (Equipment RECALL 24E-029: VARIO SIDE CASES) - 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.

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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 71 01 25 recall 24E-029 Vario Side case.pdf](#)

