



SIB 77 01 24

2024-06-21

RECALL 24E-029: REWORK VARIO SIDE CASES AND INFO774190:  
REWORKING CENTRAL LOCK

This Service Information Bulletin replaces SIB 77 01 24 **dated March 28, 2024.**

### What's New:

- Under Situation: **TEMPORARILY PAUSED REMEDY** until further notice.

## MODEL

Part Number	Part Description
77 41 9 444 361	Vario Case Left
77 41 9 444 362	Vario Case Right

The **Potentially** affected vehicles have been marked with campaign number **0000770400** and **INFO774190** in AIR.

In order to determine if a specific Vario case is affected by this campaign, it will be necessary to verify the Data Matrix Code sticker on the inside of the Vario case. If the case has 1 or 2 stickers and one of these stickers has the part number 4B109F5 or 4B109F6 printed on it then the case has been reworked already and no further action is needed. If the case has one sticker and it does not have the number 4B109F5 or 4B109F6 printed on it, then the case must be reworked per instructions below.

## SITUATION

**BMW has TEMPORARILY PAUSED THE REMEDY until further notice. Please refrain from performing the repair until the bulletin is updated. Reworked side case cannot be sold at this time.**

### Recall 24E-029: Reworking Vario side cases

After quality inspection, BMW Motorrad has found that problems can occur when closing the (Genuine BMW Motorrad Accessories) Vario Side cases which require firm pressure over the point marked with "PUSH". If not providing the correct pressure it is possible the latch will not engage, and the case lid will not be securely closed. If this happens the case lid may open while in motion. As a result, objects may fall out and the case lid may break off and endanger the following traffic.

### INFO774190: Reworking central locking

After quality inspection, BMW Motorrad has found that the central locking system of the vario cases can fail. There are two causes that have been found after examination into the finding of the quality inspection.

1. The power cable to the central locking can be too tight, and over time this can cause a cable break resulting in the central locking system not operating as designed.
2. The central locking servo motor arm can become detached if the case is mounted on the vehicle and locked with the key position in "LOCK" and the central locking button is pressed. If this happens, it is no longer possible to lock or unlock the cases with central locking. The cases then can only be locked and unlocked using the key.

## PROCEDURE

Customers who have been sold affected Vario side cases must be contacted and requested to carry out the Recall and service campaign INFO774190 repairs. Customers who have purchased a R 1300 GS on or before March 31<sup>st</sup>, 2024, will be notified by BMW Motorrad USA via First Class mail advising them of this recall and, if they have purchased affected Vario side cases, will be asked to schedule an appointment with an authorized BMW Motorrad dealer to have the check/repair performed.

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For Vario side cases still in dealer stock the Recall and service campaign INFO774190 repairs must be performed prior to sale of the accessory.

### **Recall 24E-029: Reworking Vario side cases**

Vario side case repair must be performed in accordance with the repair instructions “00 60 442 – Replacing Vario case closing hooks and hinges”, closing hooks with a new geometry as well as an additional support plate are installed, and the hinges are replaced.

In addition, Service Campaign INFO774190 must be performed.

### **INFO774190: Reworking central locking**

1. Central locking power cable must be checked and if it is too tight, must be adjusted where the outermost cable is sitting at a 90 Deg angle.
2. The central locking mechanism of each case must be retrofitted with a support plate in accordance with “00 60 435 – Installing support plates”. The self-locking nuts between the case floor and latch are included in the parts set and must be replaced.

Once the cases have been reworked in all scopes, the Data Matrix Code label contained in the parts set must be attached inside the case next to the original data matrix code to provide visual confirmation that this Recall and Service Campaign INFO774190 has been performed.

**NOTICE:** Please explain the correct way of closing the Vario cases via the point marked centrally with “PUSH” to the customer.

## **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.

**NOTICE:** Parts availability is limited, orders will be uploaded on the dealers behalf in the coming days.

### **Recall 24E-029: Reworking Vario side cases**

#### **Part Number**

77 41 5 B56 5E5	Repair kit for closing hooks	QTY 1
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### **INFO774190: Reworking central locking**

#### **Part Number**

77 42 5 B50 A67	Repair kit for support plates	QTY 1
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## CLAIM INFORMATION

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

**Note:** As these are optional accessories, they must be claimed under “Type 2” warranty.

For **in dealer stock unsold** Vario Side cases being reworked, please use **VIN ZA00000** for the warranty claim. For customer owned Vario side cases, please use the customers vin for claim processing.

### **Recall 24E-029: Reworking Vario side cases**

#### **Defect code**

00 00 77 04 00	Reworking Vario Case latch
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#### **Labor Operation**

00 60 442	Replacing Vario side case retaining hook and hinges	14 FRU
+00 60 842	Replacing Vario side case retaining hook and hinges	13 FRU

**NOTE:** If several Vario cases are to be billed with one warranty claim, this can be done in exceptional cases with a detailed note in the comment field and in conjunction with the additional item 00 60 842.

### **INFO774190: Reworking central locking**

#### **Defect code**

77 41 90 01 00	Vario case left and right – reworking central locking system
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#### **Labor Operation**

+00 60 943	Check cable laying in case	4 FRU
+00 60 935	Install the support plate in the case	5 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 60 442 is a Main labor operation. 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**

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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 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.

## 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 77 01 24 RECALL 24E-029 Vario Side Cases.pdf](#)

[picture\\_as\\_pdf 00 60 442 Replace Vario case closing hooks and hinges \(2\).pdf](#)

[picture\\_as\\_pdf 00 60 435 install the support plate.pdf](#)

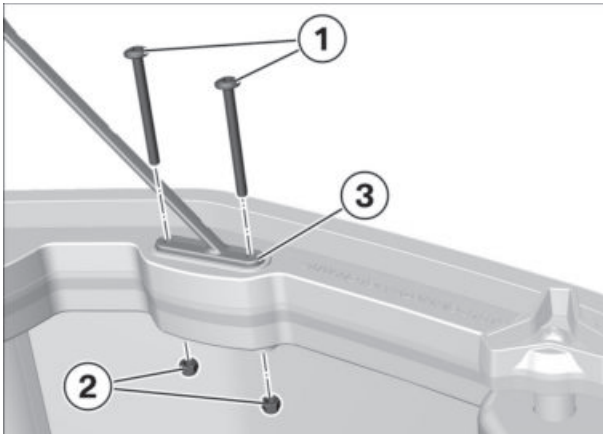
[picture\\_as\\_pdf Owners Manual Insert.pdf](#)



## 0M21 - R 1300 GS

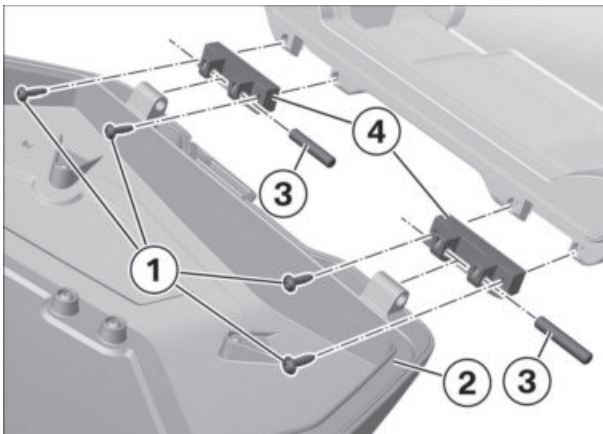
### 00 60 442 Replacing Vario case retaining hook and hinges

#### 1



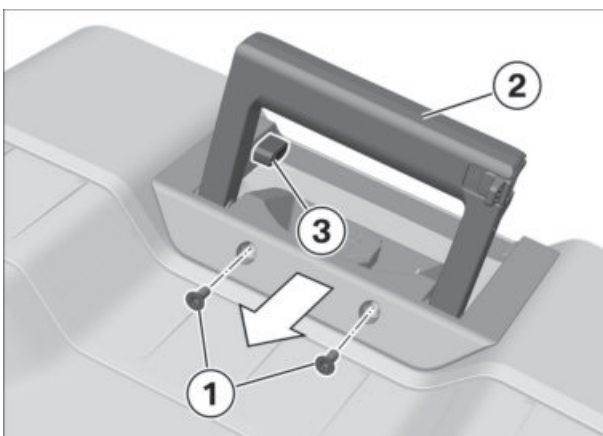
#### ► Removing case lid

- Open the lid of the case.
- Remove screws (1) and nuts (2).
- Loosen securing band (3).



- Remove screws (1) and take off case lid (2).
- Remove bolt (3), take off hinges (4).

#### 2



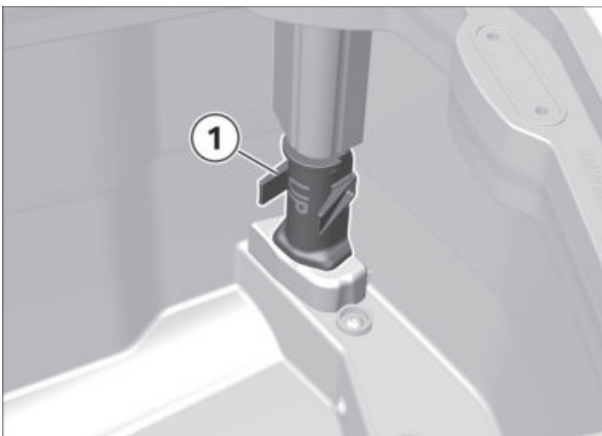
#### ► Removing carry handle for case

- Fold carry handle up.
- Remove screws (1).
- Push carry handle (2) in the direction of the mount and remove upwards noting release button (3).

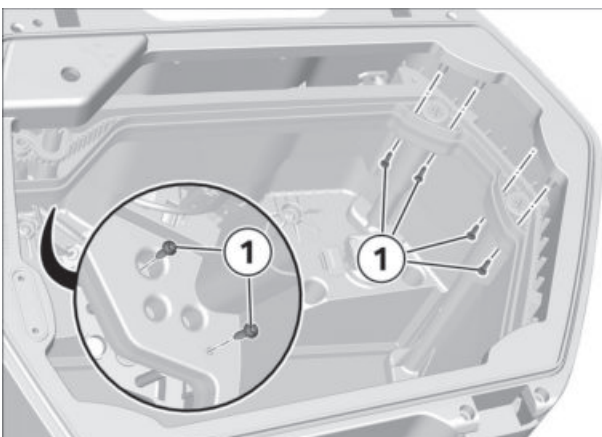
## 3

► **Removing outer frame**

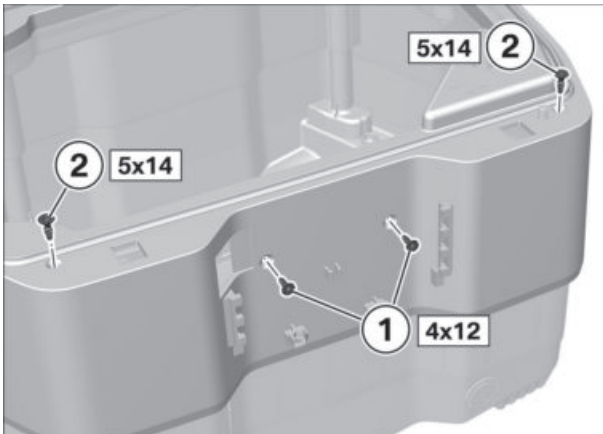
- **Extend the case to its maximum dimensions.**
- Remove screw **(1)**, remove adjuster knob **(2)** from shaft **(3)**.



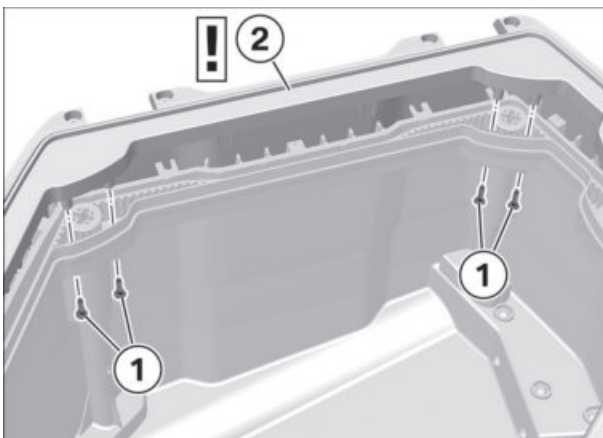
- **Secure support (1) in case.**
  - At one of the short adjustment pillars, designation **UP** must face upwards.
  - Support **(1)** must engage securely.
  - » Insert must not drop later on.



- Remove screws **(1)**.

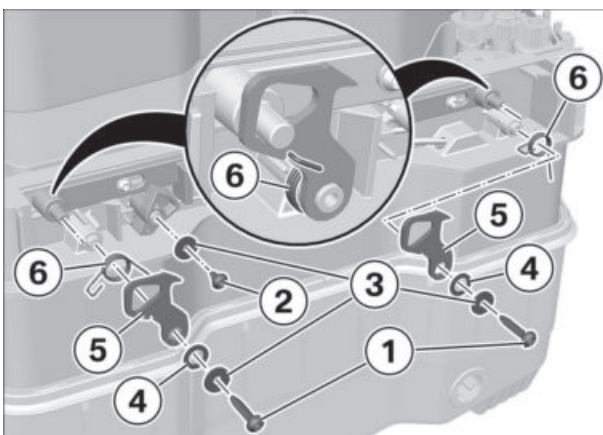


- Remove screws (1).



- Remove screws (1).
- Remove outer frame (2) by lifting upwards, taking care not to tilt it.

## 4

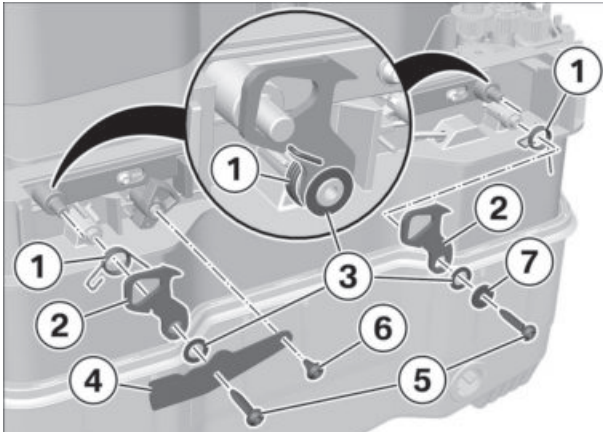


### ► Removing locking hook

- Remove screws (1) and (2), remove washers (3).
- Remove shims (4).
- Remove locking hook (5) with springs (6).



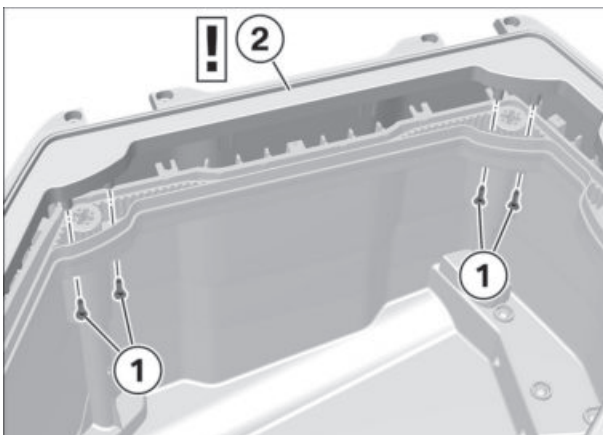
5



► **Installing lid hook and reinforcement panel**

- Install springs (1), lid hook (2) and shims (3).
  - Insert lid hook (2) in opener slider.
  - Shims (3) are correctly seated on the axles.
  - Both washers on the left (side with eccentric shaft) are omitted.
- Position reinforcement panel (4), install screws (5) and (6).
- Install washer (7) (only on right) and screw (5).
- Check lid hook (2) for ease of movement, loosen screw slightly if necessary.

6

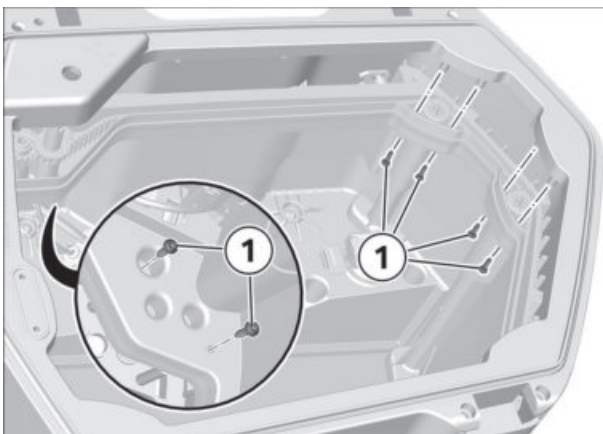


► **Installing outer frame**

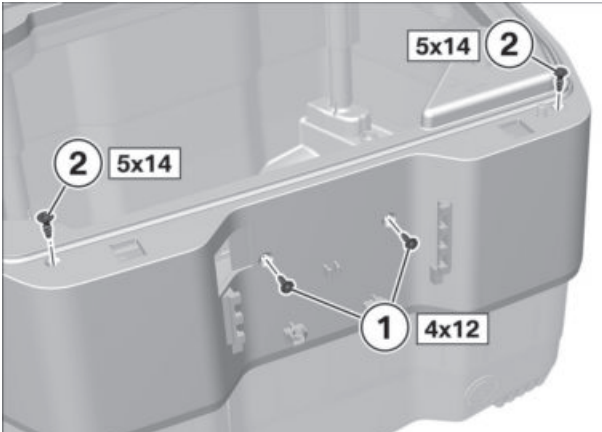
- Place outer frame (2) evenly, taking care **not to tilt it**.
  - Counter-hold adjusting frame, toothed belt must not slip off guide pulley.
- Install screws (1).

Tightening torques		
Outer frame to adjusting frame		
Inside	1.6 Nm	

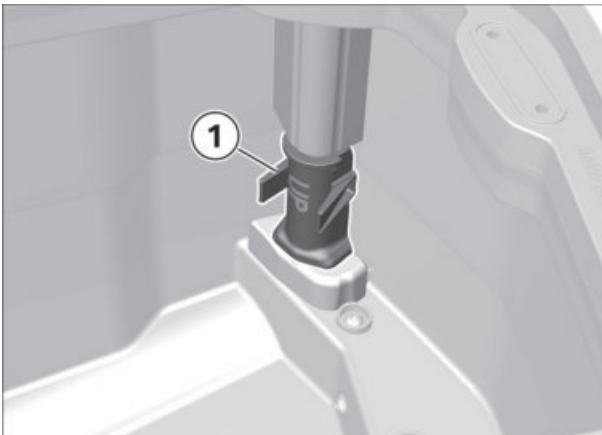
- Use new screws from the repair kit (approx. 2 mm longer)



- Install screws (1).



- Install screws **(1)** and **(2)**.



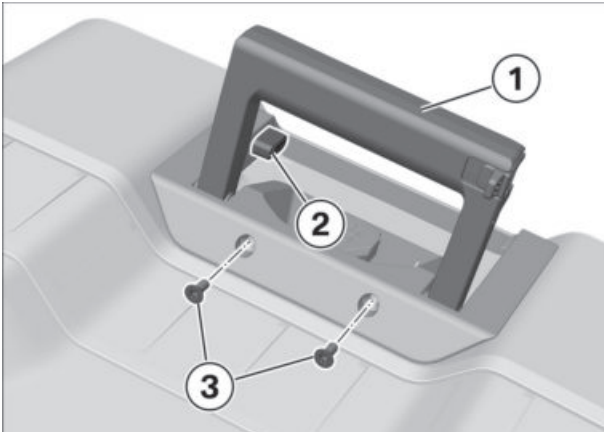
- Remove support **(1)**.



- Do **not** clean lubricating material off shaft gearing **(1)**.
- Install adjuster knob **(2)** with spring **(3)**.
  - Arms of spring must press on adjuster knob.
- Install screw **(4)**.
  - Bring cases together using adjuster knob **(2)** if necessary.
  - **Install the screw hand-tight, then loosen by 90°.**



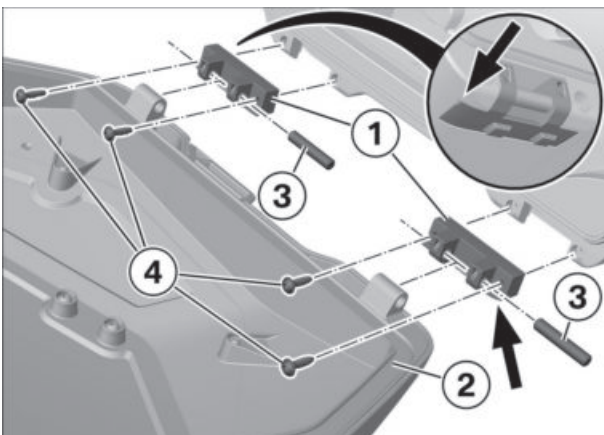
## 7

► **Installing carry handle for case**

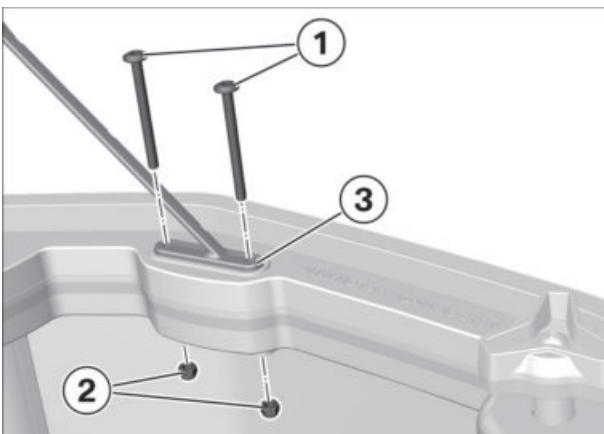
- Align carry handle (1) with release button (2).
- Install screws (3).
  - M4 × 10 countersunk head screws
- Check function of release button.



## 8

► **Installing case lid**

- Replace hinge at rear in direction of travel.
- Position hinges (1) on case lid (2) and install bolts (3).
  - Install hinges on the basis of the outer contour (arrows)!
  - Hinges for **left case** are marked with **LH**, hinges for **right case** with **RH**.
- Position case lid (2) on case and install screws (4).



- Align securing band (3) and install with screws (1) and nuts (2).
- Closing cases.



BMW Group - AIR: 2024-04-11 / 15:36

Dealer: -/-

Model: R 1300 GS

Vehicle identification number: XXXXXXXXXX

Development code: KA1

Model code: 0M23

Lead type: 0M21

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[Install the support plate in the case »](#)



## NOTICE

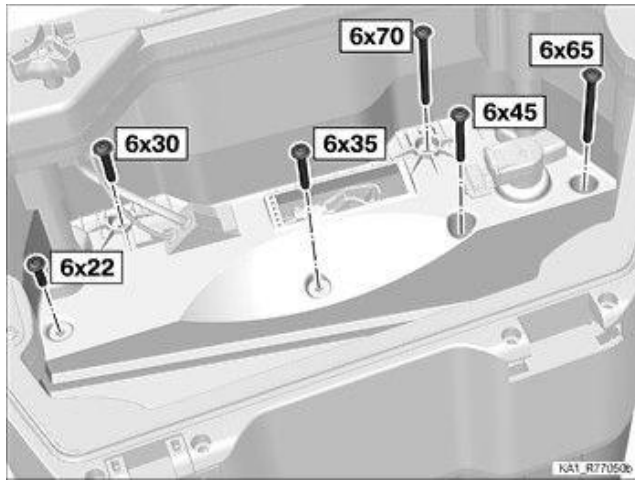
Installation is shown by means of case on left.  
Perform installation in case on right analogously.

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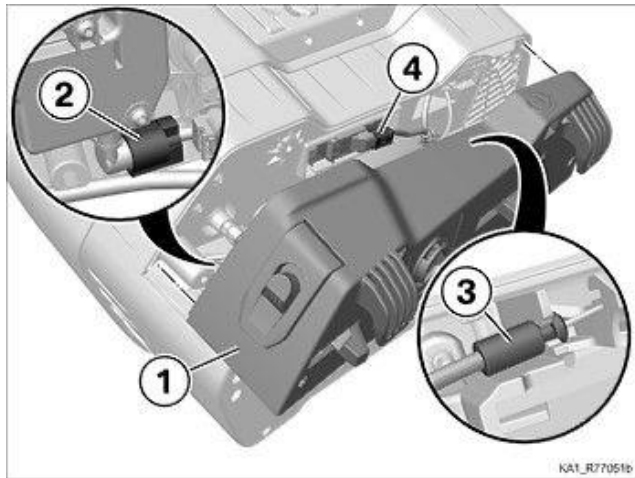
## Main Works

### Loosening case latch

- Open the case.

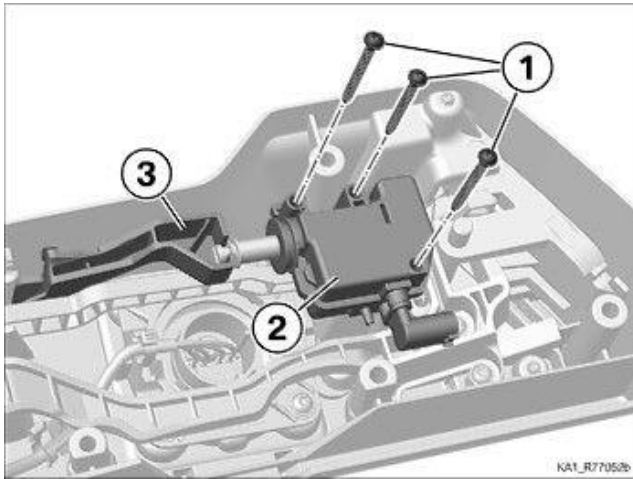


- Remove the screws.

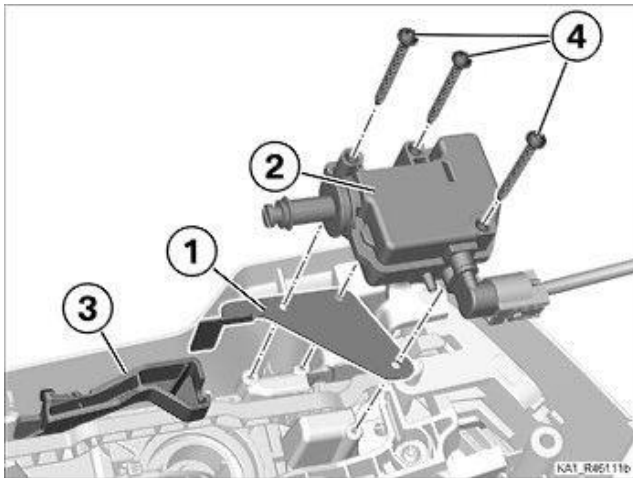


- Carefully loosen case latch (1) and swing it open.
- Pay attention to connectors (2/4) and Bowden cable (3).
- Disconnect connector (2).

## Installing support plates in case



- Remove screws (1) .
- Loosen servomotor (2) from gate (3) and take off.



- Insert support plate (1) under servomotor (2) and gate (3) .
- Observe hole pattern!
- Insert servomotor (2) in gate (3) .
- Install screws (4) .



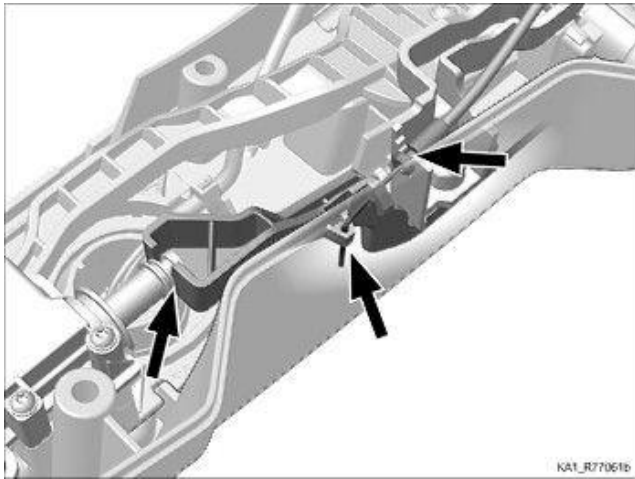
#### Tightening torques

#### Servomotor to case latch

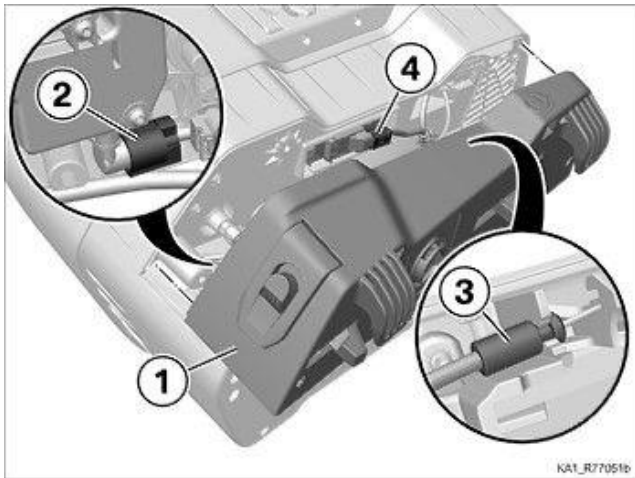
5 x 16	2.5 Nm	
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- » Gate (3) rests on support plate.

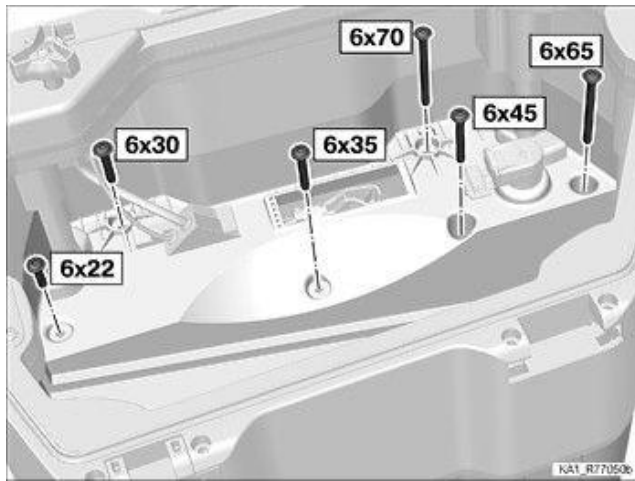
## Securing case latch



- Ensure correct installation of gate (arrows) :
- Bowden cable is correctly secured and actuates gate.
- Servomotor actuates gate.



- Position case latch (1) .
- Connect connector (2) .
- Carefully position case latch (1) on case.
- Do not pinch cable/Bowden cable (3) .
- Do not pinch cable (4) .
- Ensure uniform gap dimensions.



- Insert new nuts on opposite side.
- Install screws, noting different lengths.



### Tightening torques

#### Case lock to case bottom

Renew nut

3 Nm

[Thread-locking compound \(mechanical\)](#)

- Check functions of case latch.



## INSTALLING TOPCASE

- with Vario topcase<sup>OA</sup>
- with central locking system<sup>OE</sup>

### ! WARNING

#### Luggage on topcase not secured in compliance with correct procedure

Impairment of handling stability

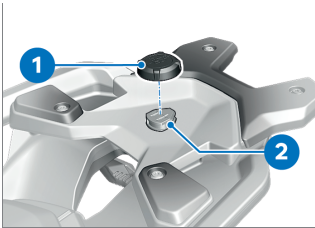
- Do not lash luggage carried on the topcase to the topcase carrier or to other movable parts.
- Before riding off, check that the topcase carrier has clearance on both sides.

### ! WARNING

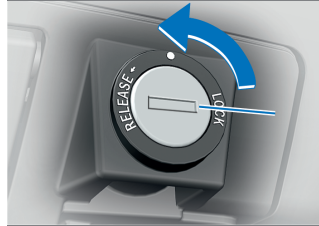
#### Topcase not properly secured

Driving safety is impaired

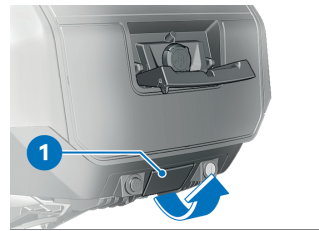
- The topcase must not wobble and must be secured free from play.



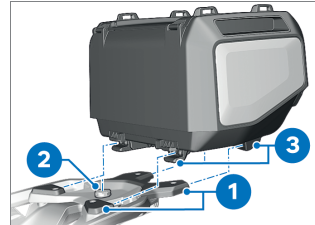
- with Vario topcase<sup>OA</sup>
- with central locking system<sup>OE</sup>
- Unlock the protective cap.
- Remove protective cap **1** from magnetic plug connection **2**.



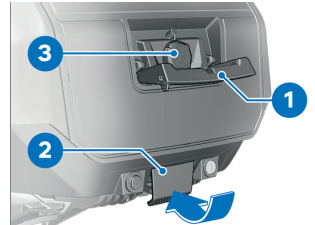
- Turn the key to the **RELEASE** position in the topcase lock.
- » The locking flap pops up.



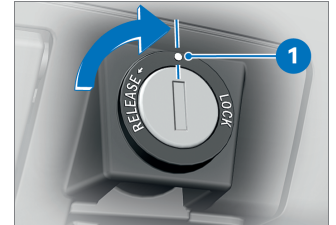
- Fully open locking flap **1**.



- Check magnetic plug connection **2** of topcase and topcase holder for dirt and damage.
- Engage hooks **3** securely in mounts **1**.



- Attach the protective cap **3** to the holder and lock.
- Close carry handle **1**.
- » Carry handle **1** engages with an audible click.
- Fully close locking flap **2**. The » latch engages with an audible click.



- The key automatically jumps into position **1**.
- Make sure that the topcase is correctly seated on the luggage carrier.
- Turn the key to position **1** and remove the key.
- » The Topcase locks and unlocks with a central locking system.
- Alternatively, turn the key to the **LOCK** position and remove the key.
- » The Topcase remains locked even when the central locking system is unlocked.

- 1 -

- 2 -

## INSTALLING TOPCASE

- with Vario topcase<sup>OA</sup>
- with central locking system<sup>OE</sup>

### ! WARNING

#### Luggage on topcase not secured in compliance with correct procedure

Impairment of handling stability

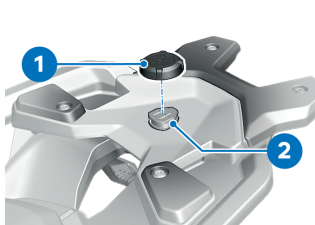
- Do not lash luggage carried on the topcase to the topcase carrier or to other movable parts.
- Before riding off, check that the topcase carrier has clearance on both sides.

### ! WARNING

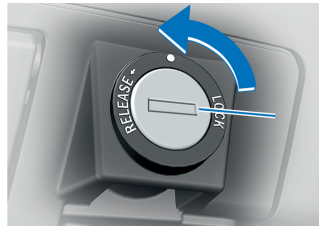
#### Topcase not properly secured

Driving safety is impaired

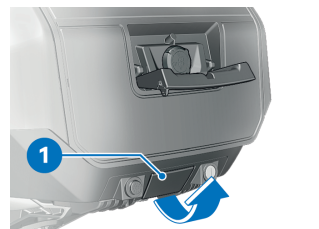
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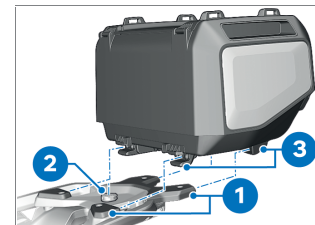
- with Vario topcase<sup>OA</sup>
- with central locking system<sup>OE</sup>
- Unlock the protective cap.
- Remove protective cap **1** from magnetic plug connection **2**.



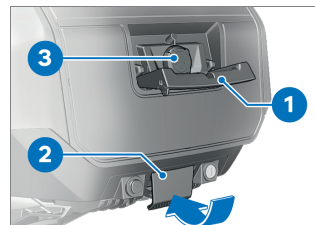
- Turn the key to the **RELEASE** position in the topcase lock.
- » The locking flap pops up.



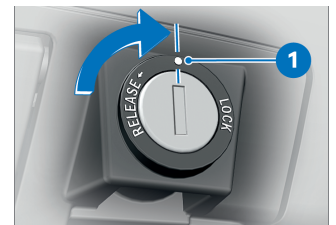
- Fully open locking flap **1**.



- Check magnetic plug connection **2** of topcase and topcase holder for dirt and damage.
- Engage hooks **3** securely in mounts **1**.



- Attach the protective cap **3** to the holder and lock.
- Close carry handle **1**.
- » Carry handle **1** engages with an audible click.
- Fully close locking flap **2**. The » latch engages with an audible click.



- The key automatically jumps into position **1**.
- Make sure that the topcase is correctly seated on the luggage carrier.
- Turn the key to position **1** and remove the key.
- » The Topcase locks and unlocks with a central locking system.
- Alternatively, turn the key to the **LOCK** position and remove the key.
- » The Topcase remains locked even when the central locking system is unlocked.

- 1 -

- 2 -