



SIB 00 02 24  
INFO - Vario Case/s Compensation

2024-04-01

## MODEL

Model	Model Description	Model Code
KA1	R 1300 GS	0M23

## SITUATION

There is currently a recall for the Vario luggage system of the R 1300 GS (BMW Motorrad Original Accessory Top and Side Cases). The R 1300 GS Vario Case Repair Kits are expected to be available by end of May / early June (pending final confirmation).

BMW Motorrad Aftersales understands there are customer inquiries regarding the current recalls on the Vario luggage systems for the R 1300 GS. During this time of restricted parts availability, you can offer customer support on a case-by-case basis and at dealer's discretion of compensation that provides up to \$ per VIN. The process for this program is described in this bulletin, including how to obtain compensation.

### R 1300 GS VARIO CASE RECALL INFORMATION

#### Vario Top Case – Recall 24E-020:

1. Description of defect or noncompliance:
  - a. This safety recall involves the dealer accessory top case. The locking flap of the top case (fastening the top case to the luggage carrier of the motorcycle) may appear to be securely closed by the user. However, in this condition, the key can be removed. If this occurred, the top case would not be securely fastened to the motorcycle.
2. Description of safety risk:
  - a. If the top case detached from the motorcycle, it could become a hazard for road users, and increase the risk of a crash.

#### Vario Side Cases – Recall 24E-029:

1. Description of defect or noncompliance:
  - a. This safety recall involves the dealer accessory side cases. The lid of the side case may appear to be securely closed by the user; however, in isolated cases, both latch hooks may not have snapped properly into the lock. If this occurred, the side case would not be securely closed and could open during riding.
2. Description of safety risk:
  - a. If the side case lid opened while riding, the contents of the side case could fall out. Also, the hinges and holding strap may not securely hold the lid and could break, causing the lid to become detached from the side case. The case contents and/or the lid could become a hazard for road users and increase the risk of a crash.

## PROCEDURE

In principle, there must be an order for one or more parts of the Vario luggage system and a customer complaint.

### Recommended Utilization

This compensation should be an active response to a negative customer experience e.g., customer expressly complains about the delayed delivery or repair of the accessories (and this could possibly jeopardize the delivery/retail report of the vehicle as a result).

Copyright ©2024 MOTORRAD USA, a division of BMW of North America, LLC. All Rights Reserved

Compensation can be used towards a future purchase of the Vario Case/s. Alternatively items such as soft bags are primarily suitable substitutes.

## PARTS INFORMATION

### Recommendations:

Part Number	Description	Image
71607689674	Vehicle cover	A
77455A0E751	Tank bag Black Collection large	B
77455A5CE48	Connection tank bag (needed for tank bags)	n/a
77455A3C3D7	Tank bag Urban Collection large	C
77455A0E752	Tank bag Black Collection small	D
77455A3C3D9	Tank bag Urban Collection small	E
77455A50328	Tank bag Adventure Collection large	F
77455A503A6	Tank bag Adventure Collection small	G
77495A0E757	Rear bag Black Collection large	H
77495A0E758	Rear bag Black Collection small	I
77495A3C3D0	Rear bag Urban Collection large	J
77495A3C3E0	Rear bag Urban Collection small	K
77495A503B9	Rear bag Adventure Collection large	L
77495A50044	Rucksack Urban Collection	M
77495A503C1	Rucksack Adventure Collection	N

## CLAIM INFORMATION

As luggage systems are accessories, the compensation must be claimed using Type 2 parts warranty.

The warranty claim must be created using the Chassis number of the associated R 1300 GS.

Claims can only be submitted if there are no repair solutions and or parts releases for the Vario luggage system.

The comment field of the warranty claim must be clearly documented as follows:

1. Why the compensation was offered.
2. What was offered as part of the program.

### Defect code

90 00 06 12 00	Availability of parts
----------------	-----------------------

## Reference Images

		<b>A</b>	<b>B</b>
			
<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>



**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

