



SIB 77 04 24  
RECALL 24E-029: Vario Side Cases

2024-07-15

## 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 vehicles that may/can be affected have been marked with campaign number **0000770600** 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 01 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.

SI 77 01 24 "Recall 24E-029: Rework Vario Side Cases and INFO774190: Reworking Central Locking" **must not be performed**, effective June 21<sup>st</sup>, 2024, The continued use of the side cases that have already been delivered to customers is only permitted with the safety measures described below as a temporary solution.

Customers that no longer want their purchased Vario side cases (whether they have taken delivery of the cases or not), have the option to receive a full refund for their cases.

## PROCEDURE

**There is no improved permanent technical solution available at this time and not likely to have one the rest of this year.**

The Vario side cases are optional equipment and therefore do not have an assigned VIN or Serial number. For this reason, all customers that own a R 1300 GS must be made aware of the above facts. As a dealer you must reach out to any known customers of these Vario side cases and ask them to schedule an appointment to have the temporary solution performed or to return the cases. All known customers with an R 1300 GS will be receiving a letter from BMW Motorrad USA describing the above situation.

The below interim solutions will be offered at no charge to the customer until the improved permanent solution becomes available.

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## SECURE SIDE CASE WITH STRAP AND PLACE 2 STICKERS ON EACH SIDE CASE

Vario side cases can only be used on vehicles after applying the sticker set and securing it with a strap as depicted in the below repair procedure.

According to repair instructions “77 31 026 Vario case installation sticker set”, two stickers must be applied to each case (right and left) in a defined position after cleaning the surface with a suitable cleaning agent. One sticker shows the correct installation of the strap. The other sticker shows that the cases must not be used without a strap.

If necessary, the correct use of the strap must be demonstrated to the customer on the vehicle. In particular for the right-hand case, the customer must be advised to insert the strap between the heat protection plate and the case body.

The straps are provided to customers free of charge. The white straps from the transport packaging of the new motorcycles are used for this purpose. These are suitable for securing the Vario cases. Before handing over, they must be shortened to a length of 1450 mm and the ends flamed off to avoid fraying. This strap length ensures that the cases can be used even at maximum volume without fluttering excess lengths.

**Customer compensation for customers who choose to keep their cases.**

To compensate for the inconvenience caused by the necessary additional use of straps, the customer will receive an offer to select products from the original BMW Motorrad Gear & Garment range up to a warranty amount (**dealer net price**) of \$150.00 or to have this value offset against a more expensive Gear & Garment product.

NOTE: Compensation cannot be cash, it must be for or towards original BMW Motorrad Gear & Garment items.

## CUSTOMER RETURNS PURCHASED SIDE CASES

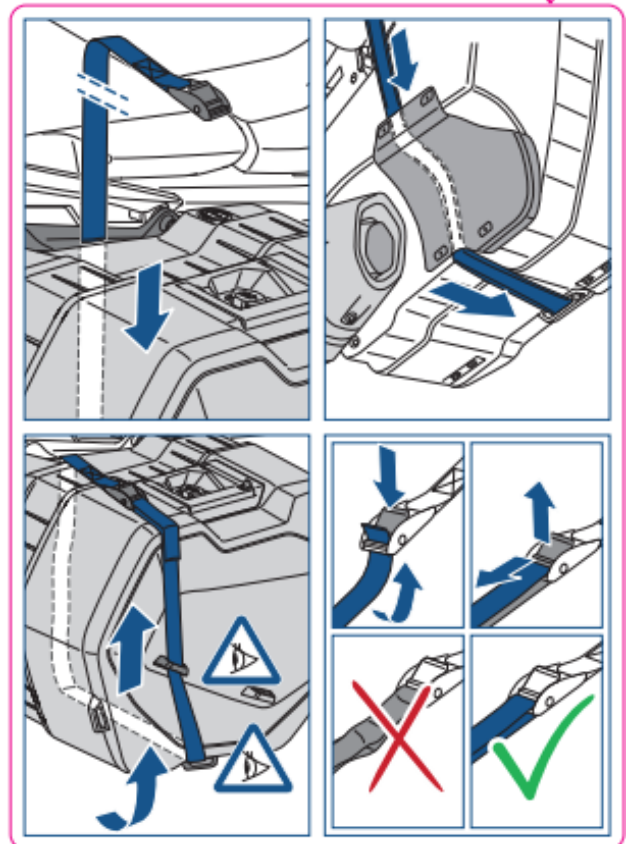
Customers that no longer want their purchased Vario side cases, can return them to the dealer and receive a full refund. Returned, Vario cases must be made unusable as described below.

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 dealer must document and perform the required tasks to make returned cases unusable in order for the warranty claim to be paid.

The customer will be reimbursed for the verifiable purchase price in accordance with the invoice, including any ancillary items or labor directly relating to the Vario side cases.. The customer invoice must be attached

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to the warranty claim. If the customer compensation (defect code 77 99 90 02 00) has already been settled, the compensation amount will be discounted from the verifiable purchase price.

## 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

Stickers do not have a BMW part number and cannot be ordered through the normal parts ordering process. In order to obtain the stickers, you must request them via an IDS ticket using the customer VIN. There is no cost for you to obtain the sticker and therefore, they cannot be claimed.

## CLAIM INFORMATION

Please submit claims via the normal claim process using the information below. Since the Vario side cases are optional accessories, these may only be billed under Parts warranty Type 2.

### Retrofitting strap and 2 stickers:

#### **Defect code**

00 00 77 06 00	Vario side cases
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#### **Labor Operation**

00 60 426	Retrofitting strap and sticker	5 FRU
+00 60 926	Retrofitting strap and sticker	4 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 60 426 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

### Customer Compensation only in conjunction with retrofitting strap and stickers:

#### **Defect code**

77 99 90 02 00	Customer compensation for recall 24E-029 SI 77 04 24
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#### **Part Numbers**

-- -- -- -- --	as required - Original BMW Motorrad Gear & Garment
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**NOTE:** This compensation offer is only available once per vehicle, and until the improved permanent technical solution becomes available. The offer is only valid for Vario cases that have already been delivered (invoiced) and only valid for original BMW Motorrad Gear and Garment. If the \$150.00 is used as a partial payment it must be settled under Sublet 03

### Customer returns purchased side case:

Customer return reimbursement according to the invoice is to be claimed under Sublet 3.

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The customer will be reimbursed for the verifiable purchase price and labor for the Vario cases and any ancillary items or labor directly relating to the Vario side cases (e.g. lock cylinders and labor to code and install.) With proper documentation on the invoice. If the customer compensation (defect code 77 99 90 02 00) has already been settled, the compensation amount will be discounted from the verifiable purchase price.

#### Defect code

00 00 77 06 00	Vario side cases
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#### Labor Operation

00 60 421	Customer Return/Refund	2 FRU
+00 60 921	Customer Return/Refund	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 60 421 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

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 77 04 24 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.

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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 RM\\_7731026.pdf](#)

[picture\\_as\\_pdf 77 04 24 RECALL Vario Side Case.pdf](#)

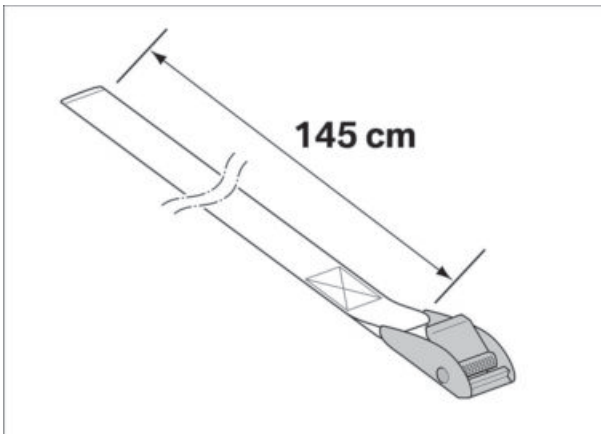


## OM21 - R 1300 GS

### 77 31 026 Aufkleber-Set anbringen

- Vario case installation sticker set

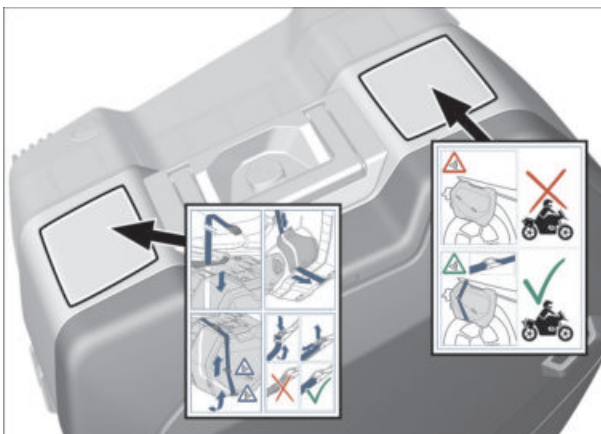
# 1



#### ► Kofferdeckel links und rechts mit Spanngurte sichern

- Handelsübliche Spanngurte kürzen.
- Länge 145cm
- Freie Enden durch Anschmelzen versiegeln.

- > Secure case lid left and right with straps
- Shorten standard straps.
  - Length 1450 mm
  - Seal free ends by melting them.



- Beide Flächen (**Pfeile**) reinigen.
- Kurzanleitungen aufkleben.
- In Fahrtrichtung vorne: Kurzanleitung "Gurtverlegung"
- In Fahrtrichtung hinten: Kurzanleitung "Fahren nur mit Spanngurten"

- > Clean both surfaces (arrows).
- Stick on instruction stickers.
  - In the riding direction front: "Belt installation" guide
  - In the rear direction of riding: "Riding only with straps" guide

