

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 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 programmed 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 programmed 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.

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.

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.

Aug 22, 2024



SIB 61 07 24 RECALL 24V-557 Replace Starter Relay

2024-08-22

This Service Information Bulletin replaces SIB 00 10 21 **dated Aug 20, 2024.**

What's New:

- A production date information updated under the Procedure section for the calibration situation has been added.

MODEL

Model	Model Description	Model Code
KA1	R 1300 GS	0M23

The affected vehicles have been marked with campaign number **0000612100** 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

After a quality inspection it was found that during installation of the original Starter relays (Part Number: 61 36 5 A75 A49) and improved starter relays (Part Number: 61 11 5 B4E 925), the protective housing of the relay can become damaged. If moisture enters the relay, then corrosion may occur to the printed circuit board and individual components/contacts inside the relay. This corrosion may cause malfunctions.

In rare cases, leakage currents between the corroded contacts may result in overheating of components. This can develop into heat damage (smoldering damage/smoke formation) in the starter motor relay.

The affected vehicles have been placed under the delivery stop **STOP610022** associated with campaign number 0000612100, which will be lifted upon completion of this technical campaign.

PROCEDURE

For vehicles that have not been delivered, the Recall must be carried out before delivery to customers.

For vehicles already retailed, letters are being mailed to owners via First Class mail advising them of this recall and asking them to schedule an appointment with an authorized BMW Motorrad dealer to have the recall performed.

Replace the current semiconductor starter relay with a conventional starter relay according to the repair instruction (**00 60 397 – Converting the starter relay**) in AIR in conjunction with a **software update to I-Level X001-24-07-505**, using **ISTA version 4.48.4X or newer**.

NOTE: It is essential to make sure that the **FASTA data is transferred correctly to the back end**. FASTA data is used as evidence for the correct performance of the recall in warranty accounting to prevent a debit. If the software update is not performed or performed incorrectly (not using the correct ISTA version), the claim will be debited, and the recall will be reopened on the corresponding VIN.

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.
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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:

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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

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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.

Part Number

61 36 8 354 778	Starter relay	QTY 1
07 14 7 575 163	Hex nut, self-locking, M6	QTY 2

CLAIM INFORMATION

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

Defect code

00 00 61 21 00	Converting starter motor relay
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Labor Operation

00 60 397	Converting starter motor relay	6 FRU
00 60 897	Converting starter motor relay	5 FRU
46 52 510	Mounting and dismounting the rear-wheel stand with special tools (for motorbikes without a center stand)	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 60 397 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:

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- 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 24V-557 Replace starter relay) - 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 Repair Instruction - 00 60 397 - Converting the starter relay.pdf](#)

[picture_as_pdf 61 07 24 Combined.pdf](#)

0M21 - R 1300 GS

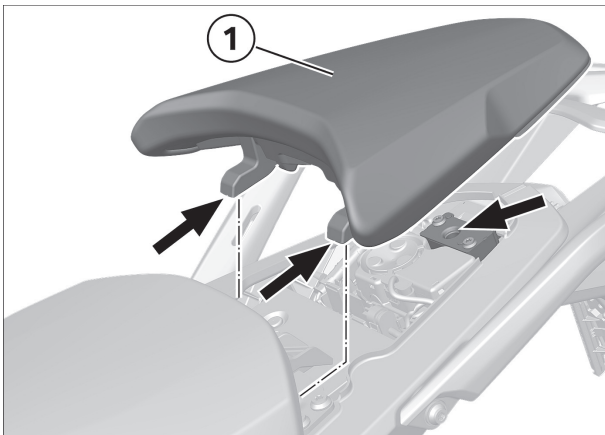
00 60 397 Converting starter motor relay

NOTICE

When programming, it is essential to make sure that the **FASTA data is transferred correctly to the back end**. FASTA data is used as evidence for the correct performance of the Service Campaign in warranty accounting. Incorrect data will result in delays of the credit or chargeback of the requests.

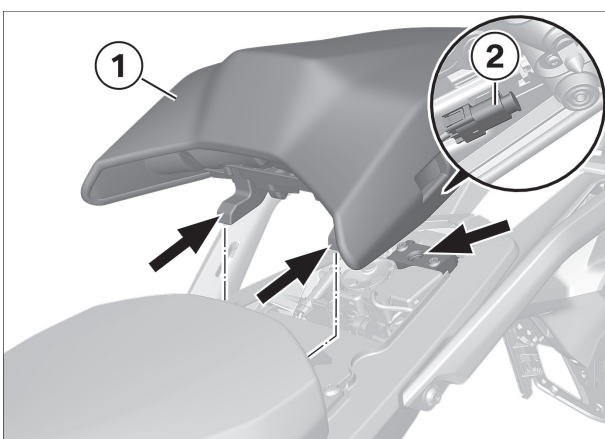
Additional work: 46 52 510 Mounting and dismantling the rear-wheel stand with special tools (for motorbikes without a centre stand)

1



► Removing passenger seat

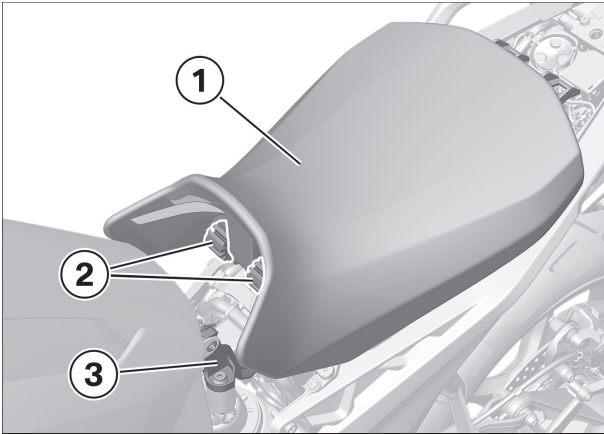
- Unlock seat lock.
- Loosen passenger seat **(1)** from lock and hooks **(arrows)**.



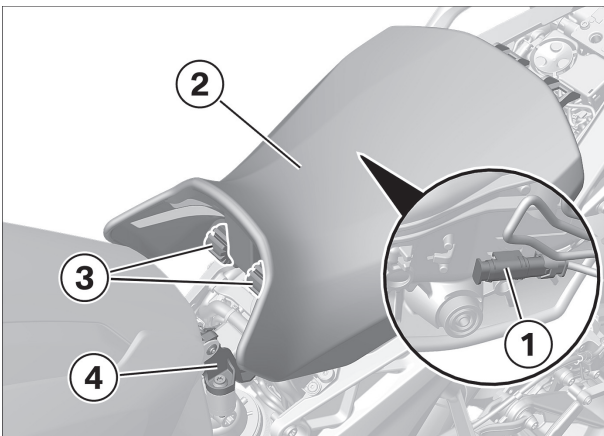
- with seat heating^{OE} (0518)
- Unlock seat lock.
- Loosen passenger seat **(1)** from lock and hooks **(arrows)**.
Do not put strain on cable for seat heating!
- Disconnect connector **(2)** for seat heating and remove passenger seat.
Do not twist or put strain on socket!◇



2

► **Removing rider's seat**

- Loosen rubber buffer **(2)** from bearing support **(3)** and remove rider's seat **(1)**.

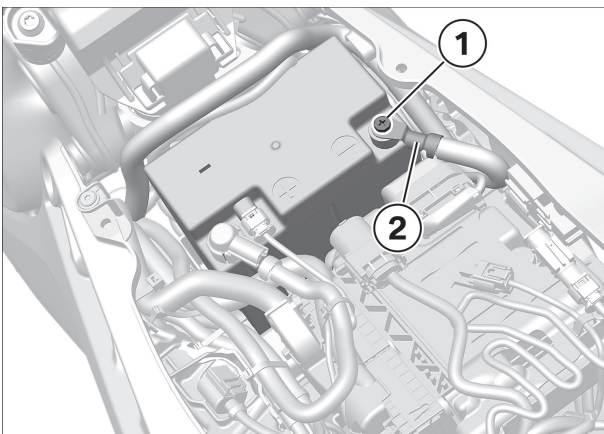


with seat heating^{OE} (0518)

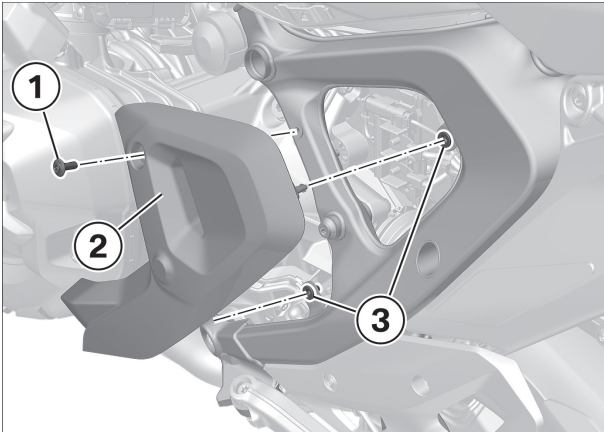
- Loosen rubber buffer **(3)** from bearing support **(4)** and remove rider's seat **(2)**.
- Disconnect connector **(1)** for seat heating.

Do not twist or put strain on socket!◊

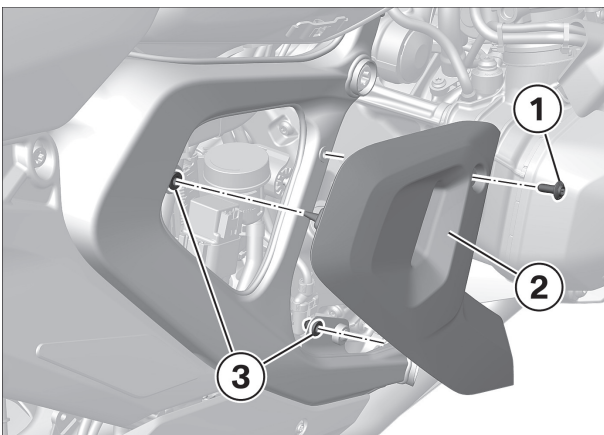
3

► **Disconnect battery from vehicle**

- Remove screw **(1)**.
- Loosen grounding cable **(2)** and insulate with adhesive tape, for example.

4**► Removing frame cover, left**

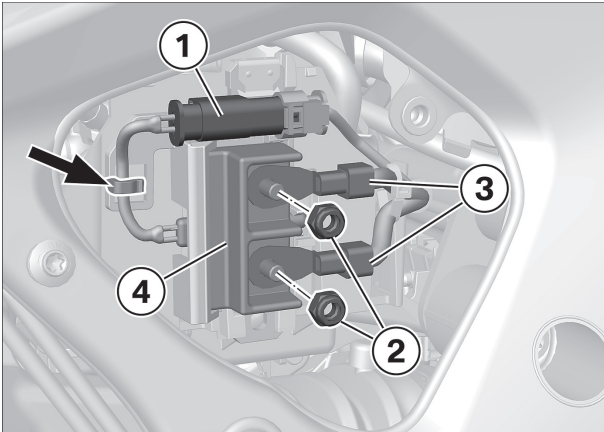
- Remove screw (1).
- Loosen frame cover (2) from rubber grommets (3) and remove.

**5****► Removing frame cover, right**

- Remove screw (1).
- Loosen frame cover (2) from rubber grommets (3) and remove.

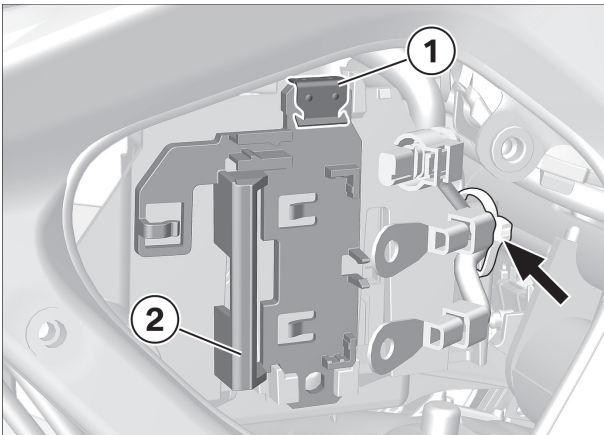
**6****► Removing semiconductor starter relay**

- There are two build levels of the semiconductor starter relay:
 - Starter motor relay with holder
 - Starter motor relay with cover cap
- Select the respective repair method according to the build level.

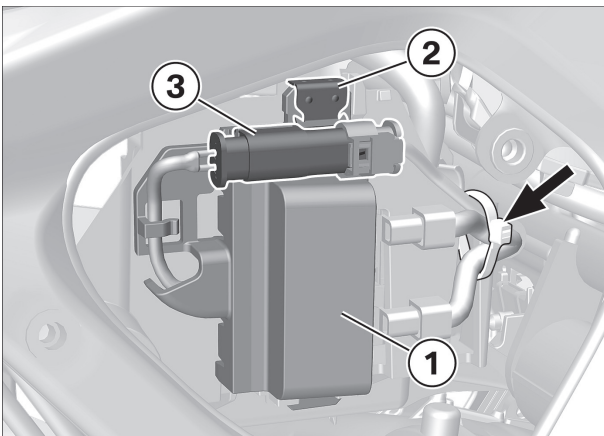


▷ **Removing starter motor relay with holder**

- Disconnect connector **(1)** and detach cable **(arrow)**.
- Remove nuts **(2)**.
- Loosen cable shoes **(3)**.
- Loosen starter motor relay **(4)** from holder and thread out connector **(1)**.



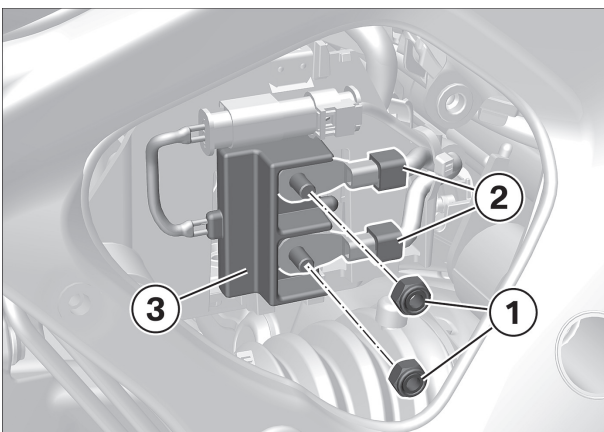
- Remove cable strap **(arrow)**.
- Remove clamp **(1)** and remove holder **(2)**.



▷

▷ **Removing starter motor relay with cover cap**

- Remove cable strap **(arrow)**.
- Disconnect connector **(3)**.
- Remove clamp **(2)** and remove retaining cap **(1)**.



- Remove nuts **(1)**.
- Loosen cable shoes **(2)**.
- Remove starter motor relay **(3)**.



7

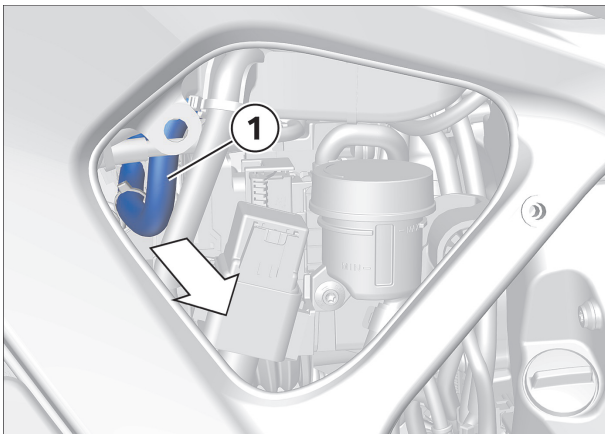
► **Installing electromagnetic starter relay**

ATTENTION

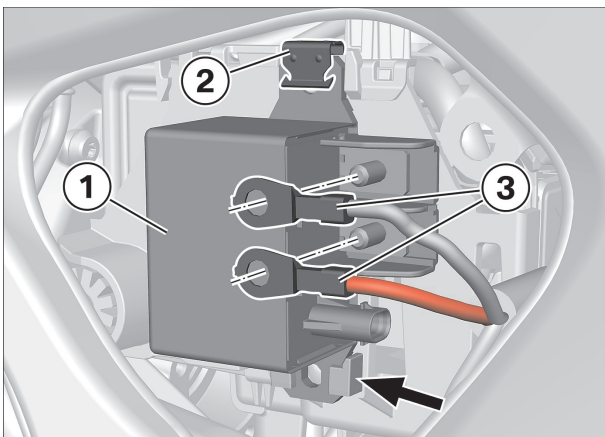
Wiring harness is damaged by chafing

Component damage, cable fire

- Ensure sufficient distance to frame and body parts.
- Route wiring harness accordingly and fasten it in place with cable straps.



- Pull the wiring harness **(1)** outwards slightly.

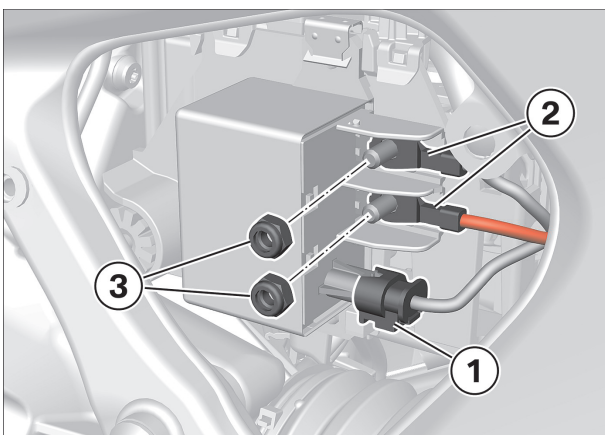


- Position the starter motor relay **(1)** in the bracket **(arrow)**.
- Install retaining clip **(2)**.
- Align cable shoe **(3)** on stud.

Bottom: Cable colour red (terminal 30)

Top: Cable colour black (terminal 45)

If necessary, pull the cable further to the right side.



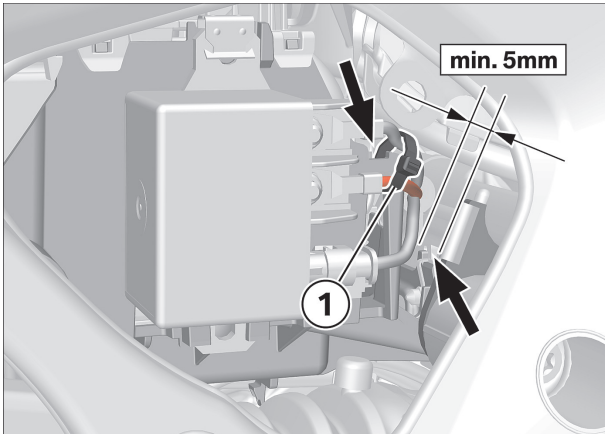
- Connect connector **(1)**.
- Secure cable shoes **(2)** with nuts **(3)**.

Tightening torques		
Wiring harness to starter relay		
M6, Renew nut	5 Nm	
Thread-locking compound (mechanical)		

Cable crimping points outwards/is not connected to the equipment holder.

Bottom: Cable colour red (terminal 30)

Top: Cable colour black (terminal 45)

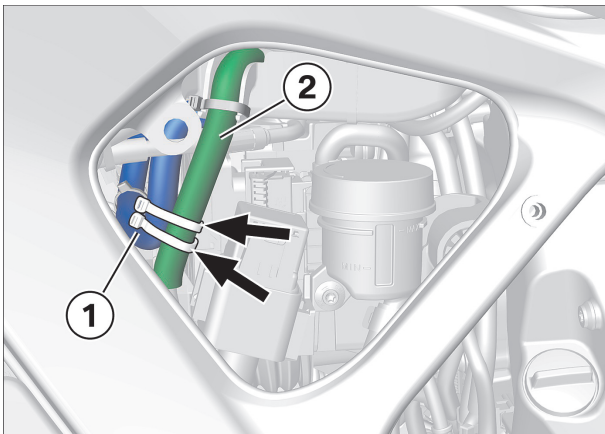


- Cable shoes are located at the bottom of the limit positions.
- Install cable strap **(1)** but do **not tighten** it yet.
Only secure the upper cables on the equipment holder.
- Make sure that the wiring harness is not in contact with the frame eyelet or frame plate **(arrows)**.

Minimum distance must be maintained under all circumstances, line continuous current!

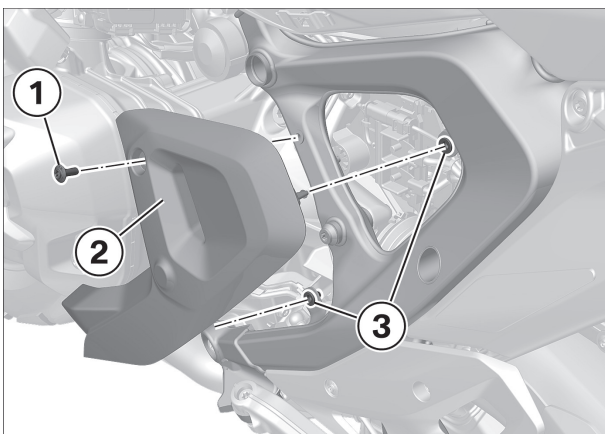
If necessary, pull a little further to the right from the right side.

- Tighten cable straps **(1)**.
- **If the minimum distance is not reached:** Create TSARA case and follow the instructions.



- Secure wiring harness **(1)** with **two** cable straps **(arrows)** on wiring harness **(2)**.
Install the lower cable strap as close as possible to the cable bend to prevent the cable from springing back.

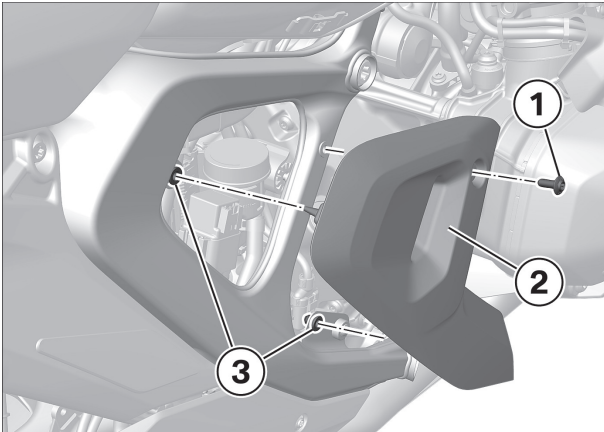
8



► Installing frame cover, left

- Secure frame cover **(2)** in rubber grommets **(3)**.
- Install screw **(1)**.

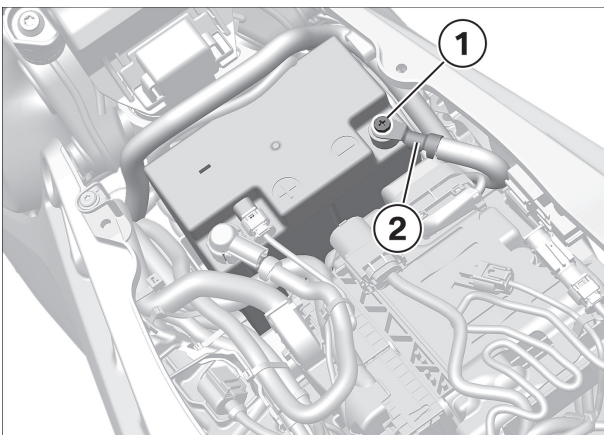
9



► **Installing frame cover, right**

- Secure frame cover (2) in rubber grommets (3).
- Install screw (1).

10

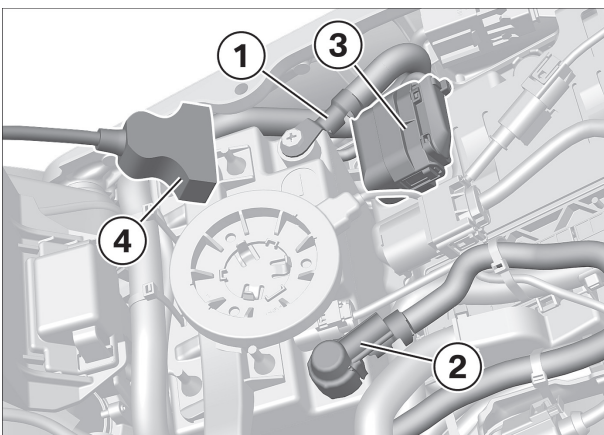


► **Connect battery with vehicle**

- Remove the adhesive tape.
- Position grounding cable (2).
- Install screw (1).

Tightening torques		
Wiring harness to battery		
M6 x 12	3.5 Nm	
M6 x 8	4.5 Nm	with M Light-weight battery ^{OE} (053B)

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► **Connect BMW Motorrad diagnosis system on vehicle**

- Connect BMW Motorrad battery charger to negative battery terminal (1) and positive battery terminal (2).

NOTICE

For diagnosis and programming, use a battery charger with 30 A approved by BMW Motorrad that ensures a **vehicle electrical system voltage of 13 V.**

- Loosen diagnostic connector (3) and connect to connecting cable (4) for diagnosis system.
- Follow instructions of BMW Motorrad diagnosis system.

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► **Program vehicle control unit with BMW Motorrad diagnosis system**

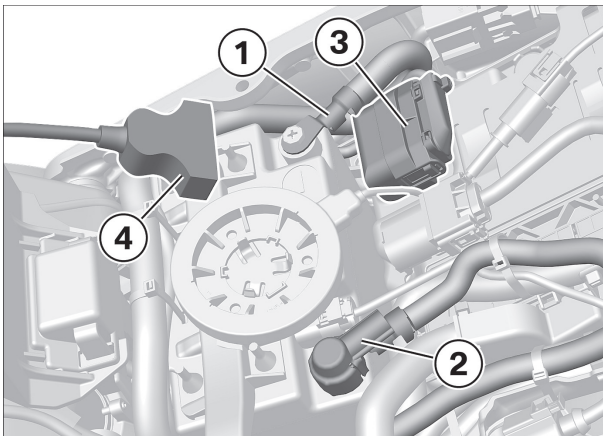
- Start the programming routine and follow the instructions issued by the diagnostic system.



13

► **Disconnect BMW Motorrad diagnosis system from vehicle**

- Terminate the diagnosis session correctly and switch off the ignition.



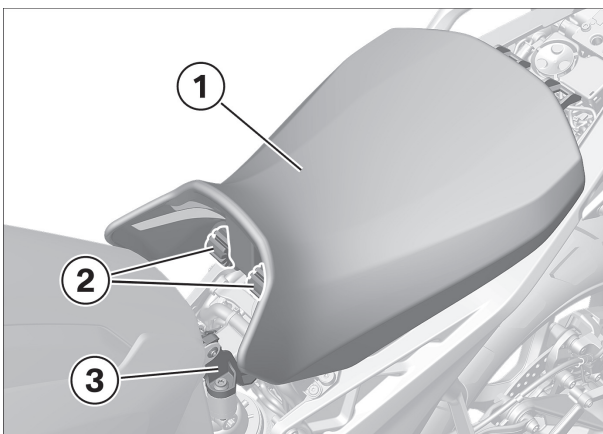
- Disconnect diagnostic connector (3) from connecting cable (4) for diagnosis system.
- Secure diagnostic connector (3) in holder.
- Disconnect BMW Motorrad battery charger from positive battery terminal (2) and negative battery terminal (1).

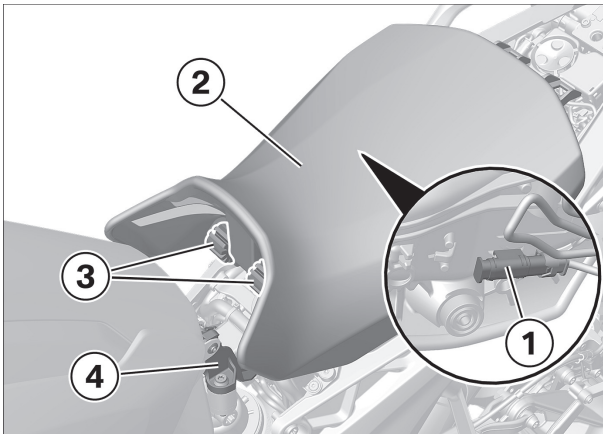


14

► **Installing rider's seat**

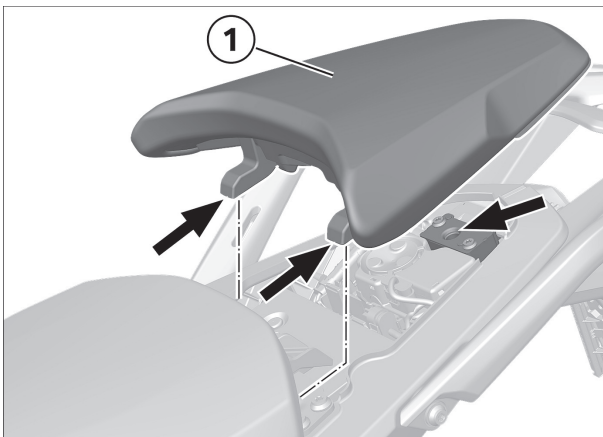
- Attach rider's seat (1).
- » Insert rubber buffer (2) in bearing support (3).





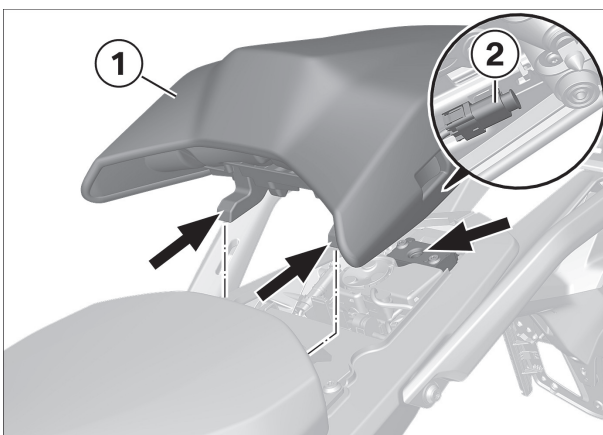
- with seat heating^{OE} (0518)
- Connect connector **(1)** for seat heating.
 - Attach rider's seat **(2)**.
- » Insert rubber buffer **(3)** in bearing support **(4)**.◇

15



► Installing passenger seat

- Secure passenger seat **(1)** in hooks and lock **(arrows)**.
 - Firmly press down passenger seat **(1)** at rear.
- » The passenger seat engages with an audible click.



- with seat heating^{OE} (0518)
- Connect passenger seat **(1)** with connector **(2)** for seat heating.
 - Secure passenger seat **(1)** in hooks and lock **(arrows)**.
 - Firmly press down passenger seat **(1)** at rear.
- » The passenger seat engages with an audible click.◇

16

► Final inspection of completed work

- Ensure the following:
The objective of the completed work was achieved.
All operating fluids have been filled in and the fluids are at the correct fill level.

All loosened screw connections have been retightened correctly.

The fuel system is free of leaks.

The lighting and signal system is functional and the vehicle is roadworthy.

The brake pads of the front and rear wheel brakes are resting against the brake disks.

▷ **Function test, engine start suppression**

Check

- Set kill switch to centred position.
- Select neutral.
 - » Neutral indicator light "N" lights up.
- Select a gear.
 - » Neutral indicator light "N" goes out.
- Press the starter button.
 - » Starter does **not** operate.
- Extend the side stand.
- Pull the clutch lever.
- Press the starter button.
 - » Starter does **not** operate.
- Retract the side stand.
- Press the starter button without releasing the clutch lever.
 - » Starter operates.

Result

Not all test steps completed successfully.

Measure

- Check corresponding components with BMW Motorrad diagnosis system.

with automated shift assistant^{OE} (X22A)

Check

- Extend the side stand.
- Set kill switch to centred position.
- Switch on the ignition.
- Select neutral.
 - » Neutral indicator light "N" lights up.
- Select a gear.
 - » Neutral indicator light "N" goes out.
- Press the starter button.
 - » Starter does **not** operate.
- Retract the side stand.
- Press the starter button.
 - » Starter operates.

Result

Not all test steps completed successfully.

Measure

- Check corresponding components with BMW Motorrad diagnosis system.◇



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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 **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.

All other units **WITH** option code **020D Adaptive Height Control** 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.

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.

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.

Aug 20, 2024



SIB 61 07 24 RECALL 24V-557 Replace Starter Relay

2024-08-20

This Service Information Bulletin replaces SIB 00 10 21 **dated Aug 16, 2024.**

What's New:

- DSA calibration situation added to Procedure section.

MODEL

Model	Model Description	Model Code
KA1	R 1300 GS	0M23

The affected vehicles have been marked with campaign number **0000612100** 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

After a quality inspection it was found that during installation of the original Starter relays (Part Number: 61 36 5 A75 A49) and improved starter relays (Part Number: 61 11 5 B4E 925), the protective housing of the relay can become damaged. If moisture enters the relay, then corrosion may occur to the printed circuit board and individual components/contacts inside the relay. This corrosion may cause malfunctions.

In rare cases, leakage currents between the corroded contacts may result in overheating of components. This can develop into heat damage (smoldering damage/smoke formation) in the starter motor relay.

The affected vehicles have been placed under the delivery stop **STOP610022** associated with campaign number 0000612100, which will be lifted upon completion of this technical campaign.

PROCEDURE

For vehicles that have not been delivered, the Recall must be carried out before delivery to customers.

For vehicles already retailed, letters are being mailed to owners via First Class mail advising them of this recall and asking them to schedule an appointment with an authorized BMW Motorrad dealer to have the recall performed.

Replace the current semiconductor starter relay with a conventional starter relay according to the repair instruction (**00 60 397 – Converting the starter relay**) in AIR in conjunction with a **software update to I-Level X001-24-07-505**, using **ISTA version 4.48.4X or newer**.

NOTE: It is essential to make sure that the **FASTA data is transferred correctly to the back end**. FASTA data is used as evidence for the correct performance of the recall in warranty accounting to prevent a debit. If the software update is not performed or performed incorrectly (not using the correct ISTA version), the claim will be debited, and the recall will be reopened on the corresponding VIN.

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 **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 I the near future.

All other units **WITH** option code **020D Adaptive Height Control** 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.

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.

Part Number

61 36 8 354 778	Starter relay	QTY 1
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07 14 7 575 163	Hex nut, self-locking, M6	QTY 2
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CLAIM INFORMATION

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

Defect code

00 00 61 21 00	Converting starter motor relay
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Labor Operation

00 60 397	Converting starter motor relay	6 FRU
00 60 897	Converting starter motor relay	5 FRU
46 52 510	Mounting and dismounting the rear-wheel stand with special tools (for motorbikes without a center stand)	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 60 397 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 24V-557 Replace starter relay) - 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)
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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 Repair Instruction - 00 60 397 - Converting the starter relay.pdf](#)

[picture_as_pdf 61 07 24 Recall 24V-557 - Starter Relay.pdf](#)

[picture_as_pdf RM_0060397_0M21_EN.pdf](#)

0M21 - R 1300 GS

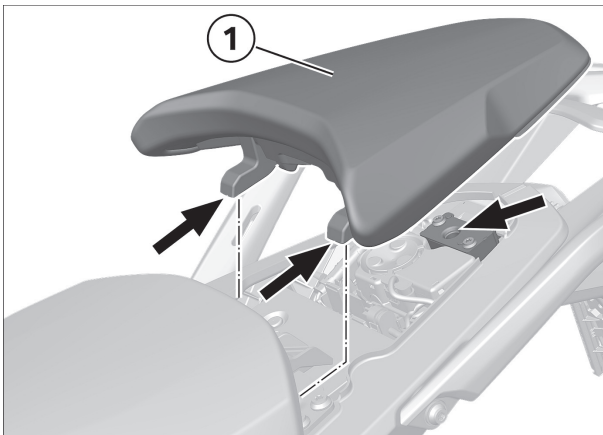
00 60 397 Converting starter motor relay

NOTICE

When programming, it is essential to make sure that the **FASTA data is transferred correctly to the back end**. FASTA data is used as evidence for the correct performance of the Service Campaign in warranty accounting. Incorrect data will result in delays of the credit or chargeback of the requests.

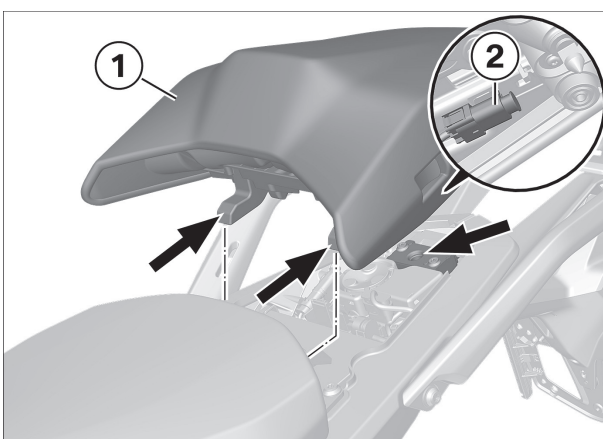
Additional work: 46 52 510 Mounting and dismantling the rear-wheel stand with special tools (for motorbikes without a centre stand)

1



► Removing passenger seat

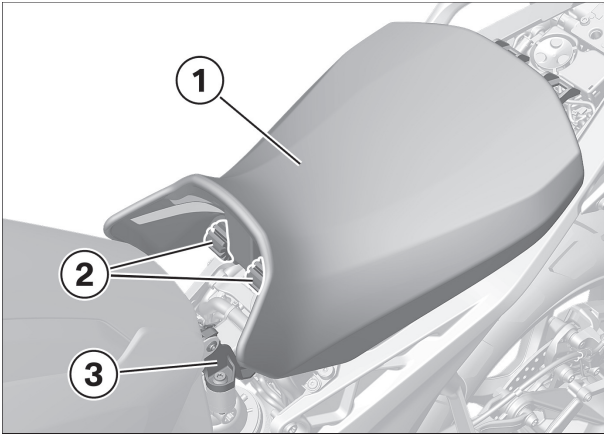
- Unlock seat lock.
- Loosen passenger seat **(1)** from lock and hooks **(arrows)**.



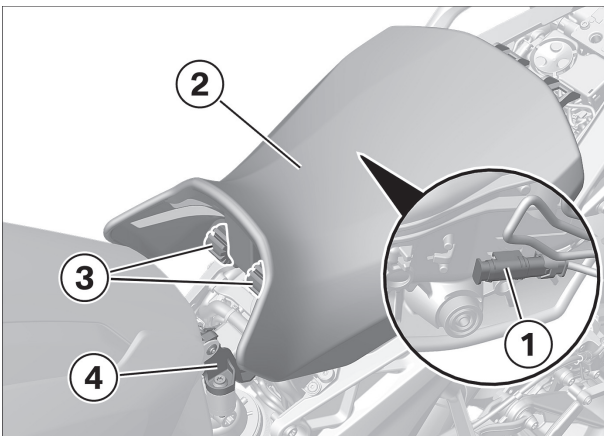
- with seat heating^{OE} (0518)
- Unlock seat lock.
- Loosen passenger seat **(1)** from lock and hooks **(arrows)**.
Do not put strain on cable for seat heating!
- Disconnect connector **(2)** for seat heating and remove passenger seat.
Do not twist or put strain on socket!◇



2

► **Removing rider's seat**

- Loosen rubber buffer **(2)** from bearing support **(3)** and remove rider's seat **(1)**.

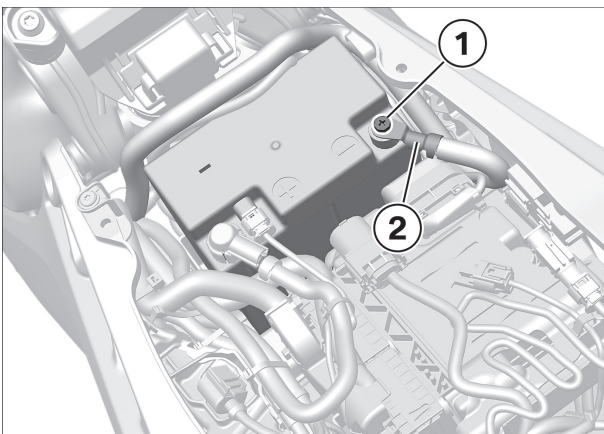


with seat heating^{OE} (0518)

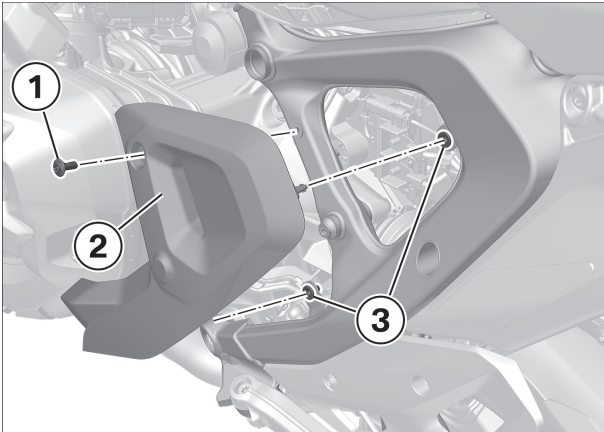
- Loosen rubber buffer **(3)** from bearing support **(4)** and remove rider's seat **(2)**.
- Disconnect connector **(1)** for seat heating.

Do not twist or put strain on socket!◊

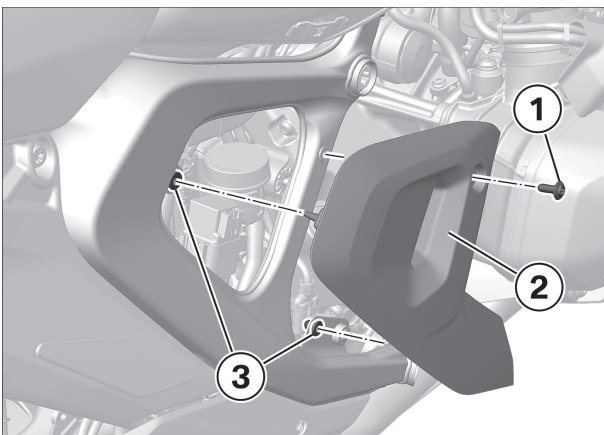
3

► **Disconnect battery from vehicle**

- Remove screw **(1)**.
- Loosen grounding cable **(2)** and insulate with adhesive tape, for example.

4**► Removing frame cover, left**

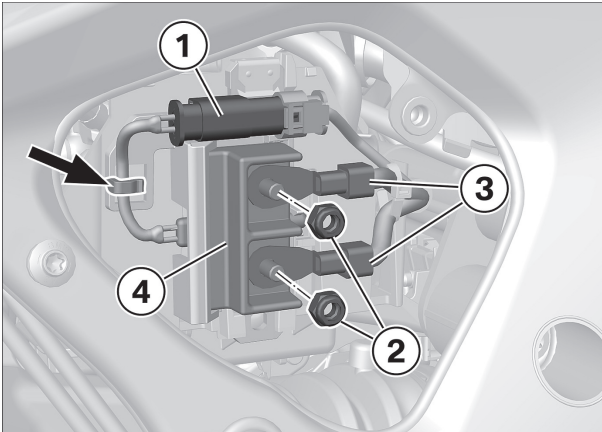
- Remove screw (1).
- Loosen frame cover (2) from rubber grommets (3) and remove.

5**► Removing frame cover, right**

- Remove screw (1).
- Loosen frame cover (2) from rubber grommets (3) and remove.

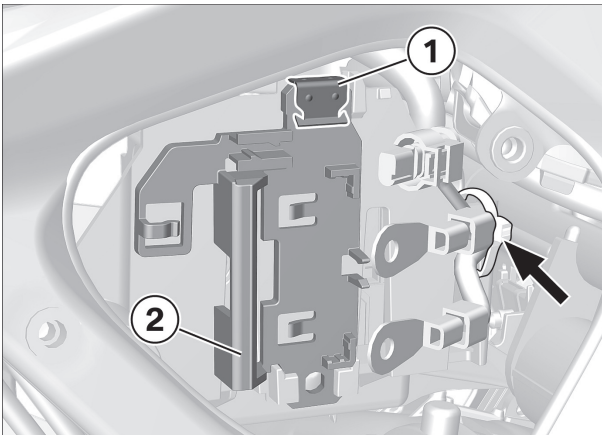
6**► Removing semiconductor starter relay**

- There are two build levels of the semiconductor starter relay:
 - Starter motor relay with holder
 - Starter motor relay with cover cap
- Select the respective repair method according to the build level.

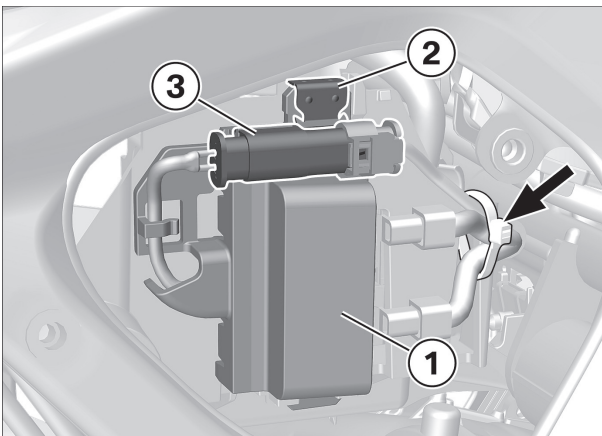


▷ **Removing starter motor relay with holder**

- Disconnect connector **(1)** and detach cable **(arrow)**.
- Remove nuts **(2)**.
- Loosen cable shoes **(3)**.
- Loosen starter motor relay **(4)** from holder and thread out connector **(1)**.



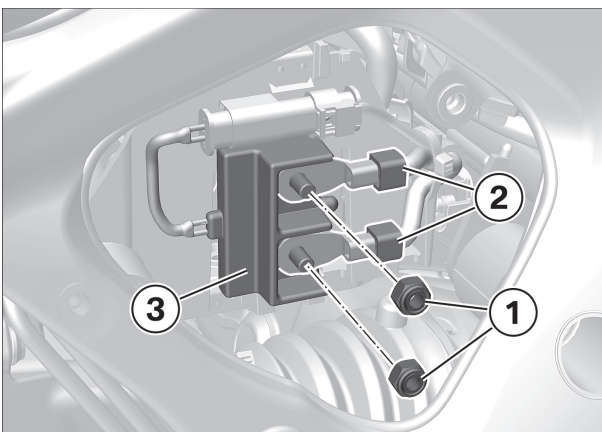
- Remove cable strap **(arrow)**.
- Remove clamp **(1)** and remove holder **(2)**.



▷

▷ **Removing starter motor relay with cover cap**

- Remove cable strap **(arrow)**.
- Disconnect connector **(3)**.
- Remove clamp **(2)** and remove retaining cap **(1)**.



- Remove nuts **(1)**.
- Loosen cable shoes **(2)**.
- Remove starter motor relay **(3)**.



7

► **Installing electromagnetic starter relay**

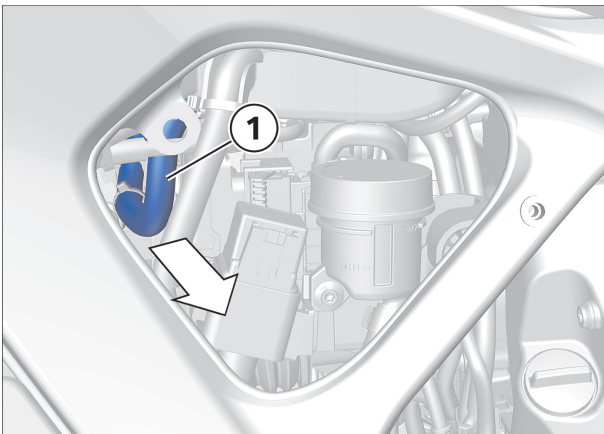
ATTENTION

Wiring harness is damaged by chafing

Component damage, cable fire

- Ensure sufficient distance to frame and body parts.
- Route wiring harness accordingly and fasten it in place with cable straps.

- Pull the wiring harness **(1)** outwards slightly.

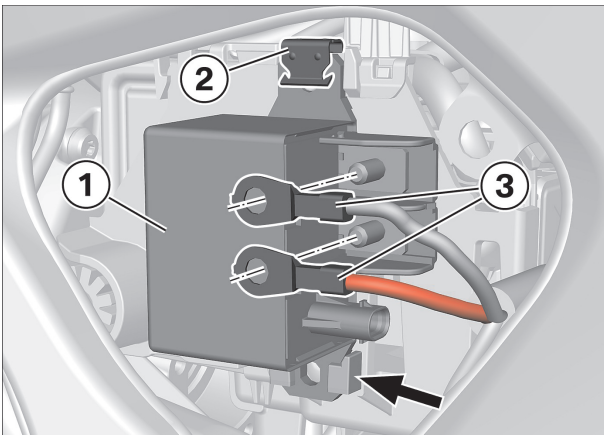


- Position the starter motor relay **(1)** in the bracket **(arrow)**.
- Install retaining clip **(2)**.
- Align cable shoe **(3)** on stud.

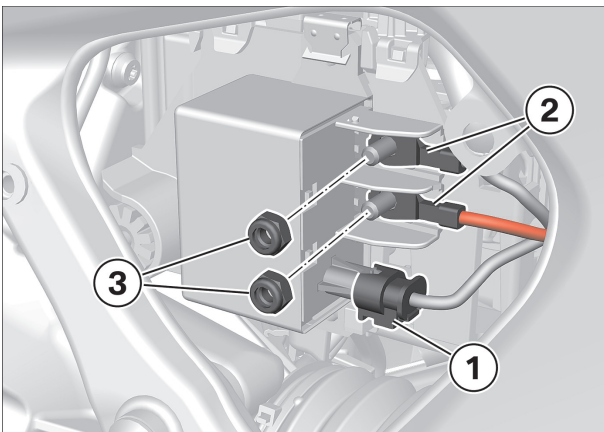
Bottom: Cable colour red (terminal 30)

Top: Cable colour black (terminal 45)

If necessary, pull the cable further to the right side.



- Connect connector **(1)**.
- Secure cable shoes **(2)** with nuts **(3)**.

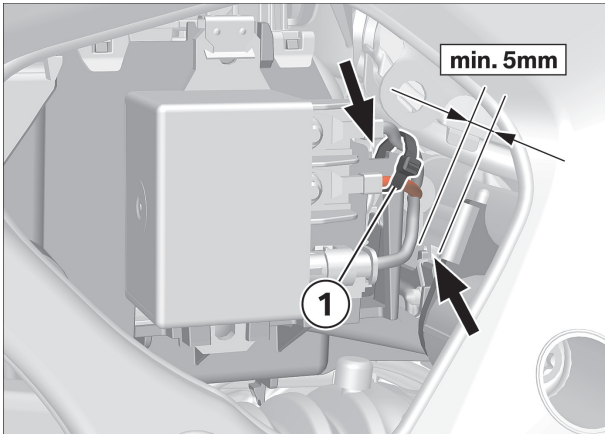


Tightening torques		
Wiring harness to starter relay		
M6, Renew nut	5 Nm	
Thread-locking compound (mechanical)		

Cable crimping points outwards/is not connected to the equipment holder.

Bottom: Cable colour red (terminal 30)

Top: Cable colour black (terminal 45)



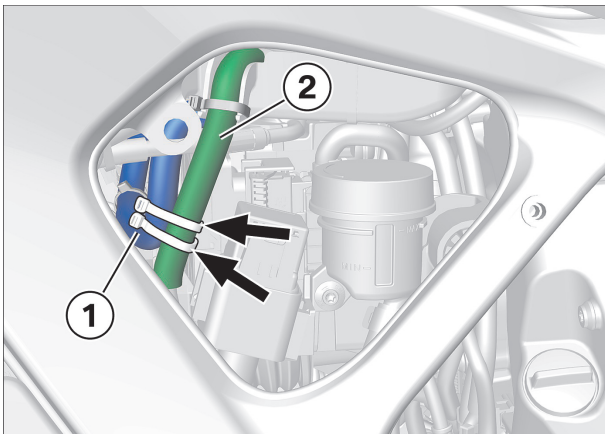
Cable shoes are located at the bottom of the limit positions.

- Install cable strap (1) but do **not tighten** it yet.
Only secure the upper cables on the equipment holder.
- Make sure that the wiring harness is not in contact with the frame eyelet or frame plate (arrows).

Minimum distance must be maintained under all circumstances, line continuous current!

If necessary, pull a little further to the right from the right side.

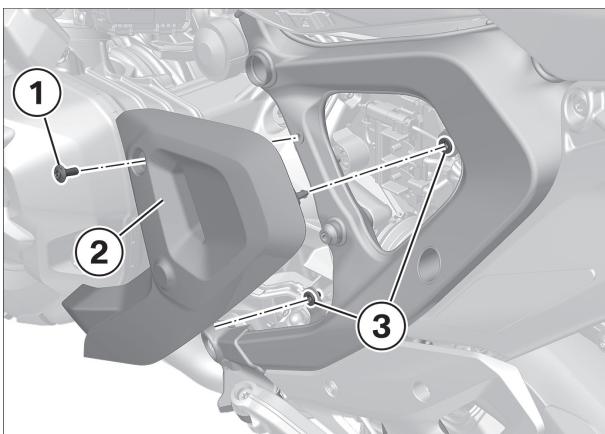
- Tighten cable straps (1).
- **If the minimum distance is not reached:** Create TSARA case and follow the instructions.



- Secure wiring harness (1) with **two** cable straps (arrows) on wiring harness (2).

Install the lower cable strap as close as possible to the cable bend to prevent the cable from springing back.

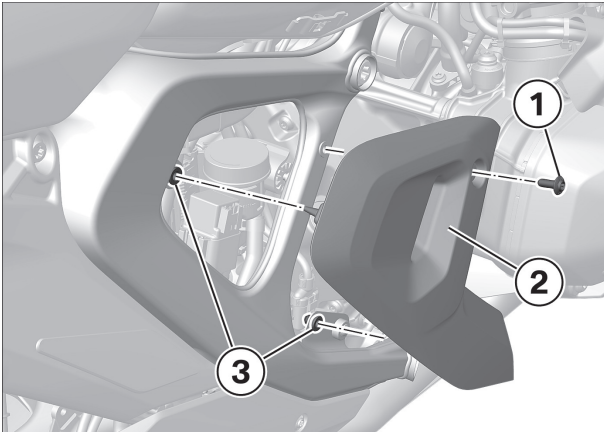
8



► **Installing frame cover, left**

- Secure frame cover (2) in rubber grommets (3).
- Install screw (1).

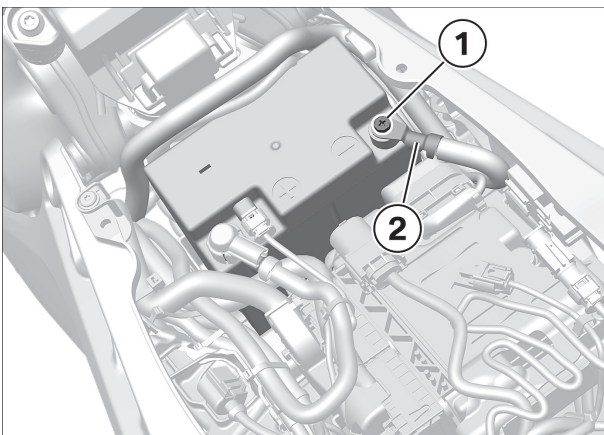
9



► **Installing frame cover, right**

- Secure frame cover (2) in rubber grommets (3).
- Install screw (1).

10

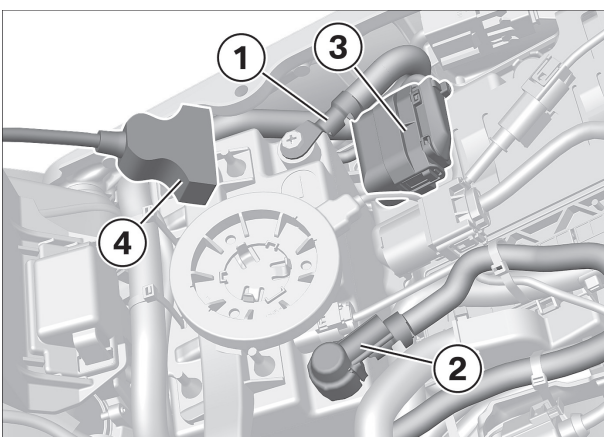


► **Connect battery with vehicle**

- Remove the adhesive tape.
- Position grounding cable (2).
- Install screw (1).

Tightening torques		
Wiring harness to battery		
M6 x 12	3.5 Nm	
M6 x 8	4.5 Nm	with M Light-weight battery ^{OE} (053B)

11



► **Connect BMW Motorrad diagnosis system on vehicle**

- Connect BMW Motorrad battery charger to negative battery terminal (1) and positive battery terminal (2).

NOTICE

For diagnosis and programming, use a battery charger with 30 A approved by BMW Motorrad that ensures a **vehicle electrical system voltage of 13 V.**

- Loosen diagnostic connector (3) and connect to connecting cable (4) for diagnosis system.
- Follow instructions of BMW Motorrad diagnosis system.

12

► **Program vehicle control unit with BMW Motorrad diagnosis system**

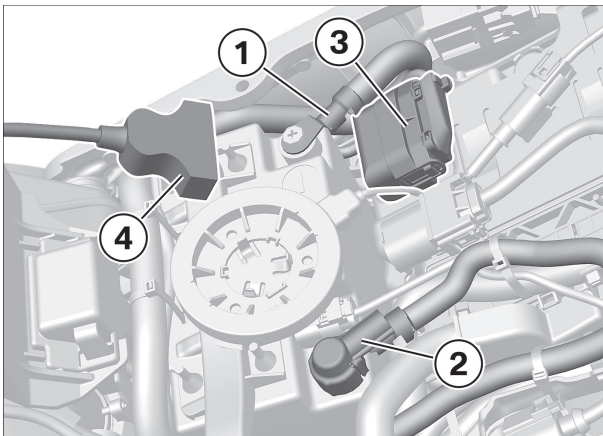
- Start the programming routine and follow the instructions issued by the diagnostic system.



13

► **Disconnect BMW Motorrad diagnosis system from vehicle**

- Terminate the diagnosis session correctly and switch off the ignition.



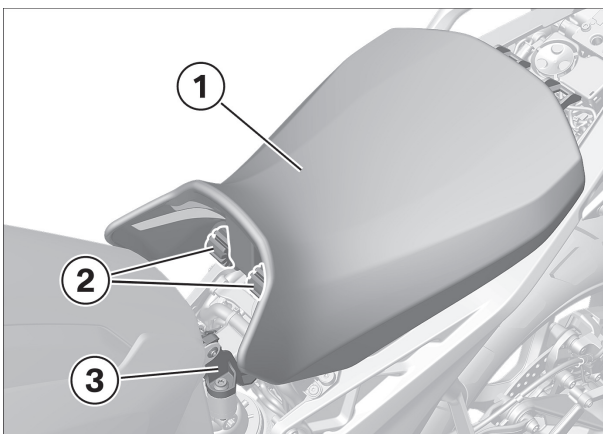
- Disconnect diagnostic connector **(3)** from connecting cable **(4)** for diagnosis system.
- Secure diagnostic connector **(3)** in holder.
- Disconnect BMW Motorrad battery charger from positive battery terminal **(2)** and negative battery terminal **(1)**.

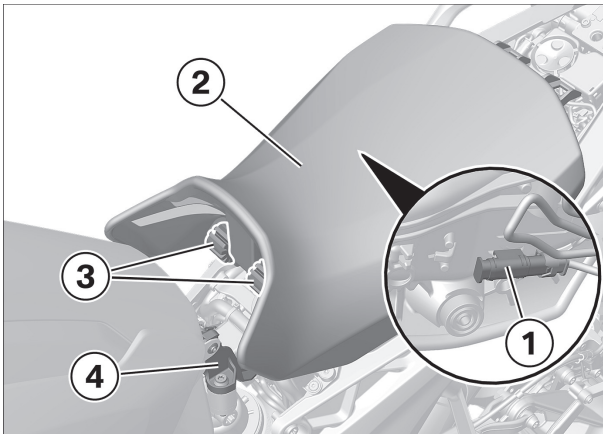


14

► **Installing rider's seat**

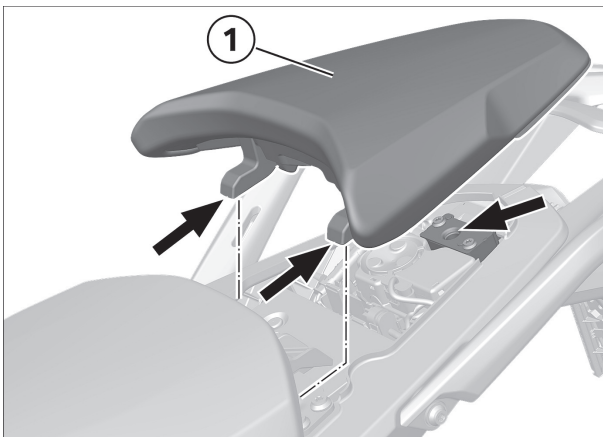
- Attach rider's seat **(1)**.
 - » Insert rubber buffer **(2)** in bearing support **(3)**.





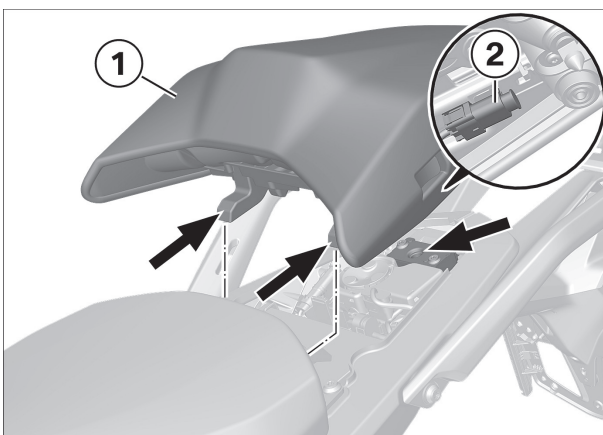
- with seat heating^{OE} (0518)
- Connect connector **(1)** for seat heating.
 - Attach rider's seat **(2)**.
- » Insert rubber buffer **(3)** in bearing support **(4)**.◇

15



► Installing passenger seat

- Secure passenger seat **(1)** in hooks and lock **(arrows)**.
 - Firmly press down passenger seat **(1)** at rear.
- » The passenger seat engages with an audible click.



- with seat heating^{OE} (0518)
- Connect passenger seat **(1)** with connector **(2)** for seat heating.
 - Secure passenger seat **(1)** in hooks and lock **(arrows)**.
 - Firmly press down passenger seat **(1)** at rear.
- » The passenger seat engages with an audible click.◇

16

► Final inspection of completed work

- Ensure the following:
The objective of the completed work was achieved.
All operating fluids have been filled in and the fluids are at the correct fill level.

All loosened screw connections have been retightened correctly.

The fuel system is free of leaks.

The lighting and signal system is functional and the vehicle is roadworthy.

The brake pads of the front and rear wheel brakes are resting against the brake disks.

▷ **Function test, engine start suppression**

Check

- Set kill switch to centred position.
- Select neutral.
 - » Neutral indicator light "N" lights up.
- Select a gear.
 - » Neutral indicator light "N" goes out.
- Press the starter button.
 - » Starter does **not** operate.
- Extend the side stand.
- Pull the clutch lever.
- Press the starter button.
 - » Starter does **not** operate.
- Retract the side stand.
- Press the starter button without releasing the clutch lever.
 - » Starter operates.

Result

Not all test steps completed successfully.

Measure

- Check corresponding components with BMW Motorrad diagnosis system.

with automated shift assistant^{OE} (X22A)

Check

- Extend the side stand.
- Set kill switch to centred position.
- Switch on the ignition.
- Select neutral.
 - » Neutral indicator light "N" lights up.
- Select a gear.
 - » Neutral indicator light "N" goes out.
- Press the starter button.
 - » Starter does **not** operate.
- Retract the side stand.
- Press the starter button.
 - » Starter operates.

Result

Not all test steps completed successfully.

Measure

- Check corresponding components with BMW Motorrad diagnosis system.◇

