MODEL

Model	Model Description	Model Code
K48	K 1600 GTL	0F33
K80	F 800 GS	0K53
K81	F 900 GS	0K63
K63	S 1000 R	0P33
K67	S 1000 RR	0P23
KA1	R 1300 GS	0M23
KA2	R 1300 GS Adventure	0M33

The affected vehicles have been marked with campaign number 0000612500 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

Following a quality inspection, it was discovered that the E-call provisioning is corrupted due to a faulty backend update.

The affected vehicles were placed under delivery stop STOP610028, which is lifted with the 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 check the E-Call function and if required to schedule an appointment with an authorized BMW Motorrad dealer to have the provisioning performed to fulfill the recall.

To check E-Call provisioning, the bike must be positioned in a location with good mobile network and left standing with ignition on for several minutes. Then the E-Call function must be checked manually as described in the Rider’s Manual:

Check the Provisioning procedure:

1. Position bike in a location with good mobile network
2. Turn on ignition
3. Wait for 5 minutes
4. Open the SOS cover
5. Briefly press the SOS button
6. If an emergency call is placed and the count down has started immediately cancel the call by pressing the SOS button for 2 seconds.

NOTE: the call does not need to be completed to the call center to check if the provisioning is correct.

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7. If the E-Call does not start an emergency call and the countdown is not displayed, connect the bike to ISTA and perform the ABL for E-Call provisioning.

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.

CLAIM INFORMATION

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

Defect code

00 00 61 25 00	Check E-Call, and provisioning, if necessary, rework

Labor Operation

00 60 424	Technical campaign 1	3 FRU
+00 60 924	Technical campaign 1 plus option	2 FRU
+61 00 510	**ONLY IF** ISTA provisioning if required	2 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 60 424 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 or 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

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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 25V-480 E-CALL PROVISIONING) - 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 61 08 25 - Recall 25V-480 - E-Call Provisioning.pdf

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