

Retail Operator General Manager	Sales New Motorcycles	Sales Pre-Owned Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: December 2014 Bulletin # 61 005 14 (040)		Source: SI 28/2014 Name: Shawn McLean Title: Service & Technical Manager Phone: 201-307-4131				



## BMW Motorrad USA

### Service Information Bulletin

### **\*\*Technical Campaign\*\***

**Subject:** Multifunction Switch

**Models:** Multi-cylinder models with one-button operation of the turn indicators (model year 2009 onward)

**Details:** Within the framework of quality monitoring, BMW Motorrad has ascertained that the multifunction switches fitted to the above models might be faulty. This can result in failure of certain functions or situations in which functions can no longer be cancelled.



Illustration: Multifunction switch with one-button operation of the turn indicators

**Vehicles affected:** In order to determine if a specific vehicle is affected by this Technical Campaign, it will be necessary to verify all vehicle VINs through a DCS Vehicle History Check. Based on the response of the system, either proceed with the repair or take no further action. Please note, affected VINs may not appear until 24-72 hours after the release of this bulletin.

**Production Solution:** The multifunction switches are subject to on going improvement in the course of series production.

**Aftersales Solution:** When a motorcycle that is affected by this issue is brought to the workshop, replace both (left and right) multifunction switches. See the current EPC/ETK for parts and RSD (Repair and Service Data BMW Motorrad) DVD for a description of the appropriate model / option repair item.

**Warranty:** Reimbursement for this Technical Campaign is through normal claim entry utilizing the following information:

**Defect code:** 00 61 34 00 00

**Labor codes:** 61 31 063\*

and

+61 31 905

Replacing multifunction switches on both sides

Renewing complete multi-function switch / left handlebar  
(See RSD for FRU amount)

Renewing complete multi-function switch / right handlebar  
(See RSD for FRU amount)

**Part numbers:** Model/option specific See ETK/EPC - Multifunction switch

\*Main Work 61 31 063 - this main labor operation 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. Only one main labor operation can be claimed per repair visit. All other labor operations for any other line(s) must be claimed using plus code labor operations. Please refer to the Warranty Policy and Procedures Manual regarding add-ons, proper support, documentation, claims submission and archiving requirements as applicable.

## Customer Reimbursement for Prior Repairs

The customer is requesting reimbursement for prior multifunction switch replacement(s) (motorcycle in the workshop):

1. Review and verify the repair (multifunction switch replacement) on the customer-pay invoice (authorized BMW Motorrad dealer or third party service provider) to ensure it addresses the exact issue described in this Service Information Bulletin, specifically, a faulty multifunction switch(es).
2. Reimburse the customer (labor and parts).
3. The customer may have received a non-current production multifunction switch(es). Therefore it is necessary to perform the repair outlined in this bulletin.
4. Submit a warranty claim under defect code 00 61 34 00 00 as appropriate for the multifunction switch replacements. As part of the claim, submit the customer-paid repair expense as follows:  
Sublet Code 3  
Dollar amount (with no markup)  
Comment: Reimbursement for allowable expenses related to the previous customer pay repair.  
Retain the "original" customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

The customer is requesting reimbursement for prior multifunction switch replacement(s) (motorcycle is not in the workshop):

If your dealership is presented with a customer-pay invoice for a previous repair to address the issue outlined in this bulletin but the motorcycle is not in the workshop, proceed as follows:

1. Scan and save to a file a copy of the "original" customer-pay invoice (authorized BMW Motorrad dealer or third party service provider) to ensure it addresses the exact issue described in this Service Information Bulletin, specifically, a faulty multifunction switch(es). Retain the "original" customer-pay invoice in your files.
2. Submit a VIN-specific email to [Motorrad.Warranties@bmwna.com](mailto:Motorrad.Warranties@bmwna.com) with the "item 1 file" directly above as an attachment. Include in the subject line "Multifuntion Switch Replacement".
3. Warranties will confirm receipt by return email.
4. Proceed and submit a claim for the prior customer-pay repair expense as follows:  
Defect Code 85 99 00 21 WM  
Sublet Code 3  
Dollar amount (with no markup)  
Comment: Reimbursement for allowable expenses related to the previous customer pay repair.  
Retain the "original" customer pay invoice in your files.
5. BMW will review the claim and supporting documentation.
6. If the claim is approved, the claim credit will be issued through DCSnet.
7. Your dealership can now issue a reimbursement to the customer for the previous repair.

This claim submission will not close the "Open" Campaign, since the vehicle was not available for repair.

**Contact:** Service and Technical Manager