

Retail Operator General Manager	Sales New Motorcycles	Sales Pre-Owned Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: March 2014 Bulletin # 61 002 14 (010)		Source: SI 07/2014 Name: Shawn McLean Title: Service & Technical Manager Phone: 201-307-4131				



BMW Motorrad USA

Service Information Bulletin

****Technical Campaign****

Subject: Seat heating

Model: R 1200 RT (K52)

Details: BMW Motorrad has ascertained that due to a faulty software release, the seat can overheat and become permanently deformed if the seat heating is left on the highest setting for a lengthy period.

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: Vehicles produced as of February 28, 2014 have the correct software release (integration level K001-14-02-500).

Aftersales Solution: Before handing over a new motorcycle to its owner or when a motorcycle possibly affected by this Technical Campaign is brought to the workshop, perform the software update with ISTA/P version 2.52.0 or higher.
As of February 21, 2014 ISTA/P version 2.52.0 has been available in the MOSS system.

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

Defect code: 00 61 32 00 00 Programming basic module satellite

Labor code: 00 60 284* Updating software, 5 FRUs

*Main Work 00 60 284 - this main labor operation crediting 5 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.

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.

Contact: Service and Technical Manager