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|---|---|---|---|---|---|---|
| Retail Operator<br>General Manager | Sales<br>New Motorcycles | Sales<br>Pre-Owned Motorcycles | Business Manager<br>(F&I) | Service | Parts &<br>Accessories | Administration |
| Date: February 2015<br><br>Bulletin # 21 001 15 (002) | | Source: SI 01/2015<br>Name: Gordon McDonnell<br>Title: Service & Technical Manager<br>Phone: 201-571-5677 | | | | |

# BMW Motorrad USA

## Service Information Bulletin

**Subject:** **TeileClearing Action-clutch, K5x**

**Models:** **R 1200 GS (K50, 0A31),**
**R 1200 GS Adventure (K51, 0A32),**
**R 1200 RT (K52, 0A13),**
**R 1200 R (K53, 0A14),**
**R 1200 RS (K54, 0A15)**

**Time Period:** This TC Action is limited to the period from February 01, 2015, to December 31, 2016

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**Details:** Regarding the K5x series, there have been isolated complaints from customers about gearshift difficulties and noisy gearshifts. This leads to a high number of clutch-component replacements. In most instances, analyses of the parts removed from the vehicles revealed no faults or functional impairments. The cause of the customer complaint has to do with the overall concept of the drivetrain and its fundamental differences in comparison with the preceding generation of opposed-twin models. Renewing the clutch package or elements of the package will not produce any sustained change in the behaviour of the clutch.
In most cases, failure of the clutch to separate sufficiently is due to an excessively high oil level, excessive oiling of the clutch discs (see PuMA measure 55159292), or the use of an unsuitable engine oil. In order to prevent the ineffectual renewal of clutch components, a TC action for the disc set and the clutch package has been started.

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**Aftersales solution:** If a verfied customer complaint is received, the vehicle has to be tested to judge the ability of the clutch to separate correctly at operating temperature. Prior to repair or renewal of clutch components, a TC case for the "Clutch, K5x" TC action has to be created in PuMA.
The questions set out below have to be answered in the TC case (PuMA):

- Have existing PuMA measures been implemented?
- What engine oil is currently used in the vehicle (brand name and specification)?
- Is the new-design thrust piece (standard from August 30, 2013 onward) installed?
- Is the engine oil level below the maximum mark?
- Is there a significant different in clutch pressure point (difference at clutch-lever end > 10 mm) between engine-overrun and engine-pulling modes?
- If the customer complaint is not about separation behaviour (e.g. judder, slip), describe the customer complaint in detail.

Approval for renewal of a clutch component is to be issued only if, judging from the answers in the TC case, it can be assumed that such renewal will provide a sustained solution to the customer complaint. Approval for a complete clutch package is to be issued only if installation of a replacement disc set does not suffice to provide a sustained solution to the complaint.

**Warranty reimbursement is possible only if a TC Case has been created and approved prior to component replacement.**

In additional to this service information bulletin, a supplemental indicator will be displayed in ETK that will note when a specific component will need a TC Case prior to a warranty repair. See SIB 00 001 13 (004) for additional information.

**Warranty Information:** Settlement under the terms and conditions of warranty is possible for the parts listed below only if a TC case has been created and approved prior to repair!
The TC action is limited to the period February 01, 2015, to December 31, 2016.
Within the framework of the "Clutch, K5x" TC action, the following data can be used as necessary for invoicing:

**Part Numbers requiring a TC PuMA Case for warranty reimbursement**

| | |
|---|---|
| 21 21 8 529 448 | Disc set |
| 21 21 8 529 450 | Clutch package |

**Defect Codes** (use whichever one is appropriate)

| | |
|---|---|
| 21 21 00 29 00 | Clutch assy. sticks / stuck |
| 21 21 00 34 00 | Clutch assy. action is stiff |
| 21 21 00 39 00 | Clutch assy. makes noises |
| 21 21 00 52 00 | Clutch assy. does not separate |
| 21 21 00 55 00 | Clutch assy. judders |
| 21 21 00 58 00 | Clutch assy. slips |

**Labor Codes** (only claim the labor operations that are performed)

| | |
|---|---|
| 21 21 000 | Removing and installing or replacing clutch |
| 21 21 606 | Removing and installing or replacing clutch |
| 21 21 140 | Removing and installing or replacing lined plates |
| 21 21 609 | Removing and installing or replacing lined plates |

See RSD for labor times.

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


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