

Retail Operator / General Manager	Sales – Motorcycles	Sales – Used Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: November 2015	Source: SI 22/2015 Name: Gordon McDonnell Title: Manager – Service and Technical					
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BMW Motorrad USA

Service Information Bulletin

Subject:
Telescopic Fork Oil

Models:
All Models with telescopic forks

Details:
BMW Motorrad is issuing this notification to the effect that the telescopic fork oil used to date, which has an SAE viscosity class of 7.5, has been changed to an oil with SAE viscosity class 11.5.

Part numbers affected:

- Part number: 83 19 2 182 459 (telescopic fork oil used to date with SAE 7.5)
- Part number: 83 19 2 408 581 (new telescopic fork oil with SAE 11.5)

Product properties:
The telescopic fork oil with part number 83 19 2 182 459 and a certified viscosity of SAE 7.5 has been superseded by the new telescopic fork oil with part number 83 19 2 408 581 and a certified viscosity of SAE 11.5. Despite the difference in viscosity classification, the two grades of telescopic fork oil have similar properties but are of different chemical composition, so they **cannot** be mixed together. The telescopic fork oil has been specially blended to meet the requirements of various BMW motorcycles and approved accordingly.
The new telescopic fork oil is a high-quality, mineral-oil-based multigrade hydraulic oil with a special additives package to improve ageing stability and its ability to protect against wear and corrosion, combined with excellent low-temperature behavior.
The new oil has excellent damping properties and is therefore ideal for telescopic forks.

- Very good viscosity/temperature behaviour
- High shear stability
- Good corrosion protection
- Outstanding wear protection
- High oxidation stability
- Very good anti-foaming properties
- Excellent air and water expulsion capability

Change of viscosity class:
SAE is a standard for engine oils and transmission oils. Today's high-quality fork oils are hydraulic oils and are graded by the standardized unit of measure CentiStokes (cSt) at 40 °C. The SAE class is only conditionally meaningful as regards the damping characteristics of the forks.
Viscosity of the two products compared:

- Part number 83 19 2 182 459: SAE 7.5 at 40 °C has a centiStoke grading of 33.7 cSt.
- Part number 83 19 2 408 581: SAE 11.5 at 40 °C has a centiStoke grading of 32 cSt

Production Solution:

The new telescopic fork oil has been used in new vehicles from the factory as of December 2013.

As of June 2015 only the new telescopic fork oil (part number: 83 19 2 408 581) has been available for the purposes of oil changing.

Service Solution:

Do not mix together telescopic oils of different viscosities. Invariably, whenever a repair is carried out or when a change is made to a different telescopic oil, the oil in all the shock absorbers has to be replaced in its entirety.

Reason: The telescopic forks are a very sensitive area, especially for high-speed riding. Using oils of different viscosities in the telescopic forks of a motorcycle can have an adverse effect on handling.

Stocks of the earlier telescopic fork oil in the dealership may be used up.

Warranty processing:

Info Only

Contacts:

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