

2024-07-23



SIB 65 03 24

SERVICE SOLUTION: Connected App Does Not Communicate to Motorcycle

## MODEL

Model	Model Description
K08	C 400 GT
K09	C 400 X
K50	R 1250 GS
K51	R 1250 GS ADVENTURE
K53	R 1250 R
K54	R 1250 RS
K63	S 1000 R
K66	M 1000 RR
K67	S 1000 RR
K69	S 1000 XR
K80	F 800 GS
K81	F 900 GS
K82	F 900 GS ADVENTURE
K83	F 900 R
K84	F 900 XR
KA1	R 1300 GS

## SITUATION

Due to a software error, the smart phone with connected app is paired to the motorcycle, but the app does not connect to the motorcycle.

## PROCEDURE

Perform a factory rest on the TFT.

## 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 65 03 24 SESO CONNECTION ERROR.pdf](#)

