



SIB 33 01 22

RECALL 22V-023: REPLACE REAR LINK STRUT

2022-03-07

MODEL

Model	Model Description	Production Date
K48	K 1600 GT/GTL	July 19, 2018 – June 29, 2020
K61	K 1600 B	July 19, 2018 – June 29, 2020

The affected vehicles have been marked with campaign number **0000334600** in AIR.

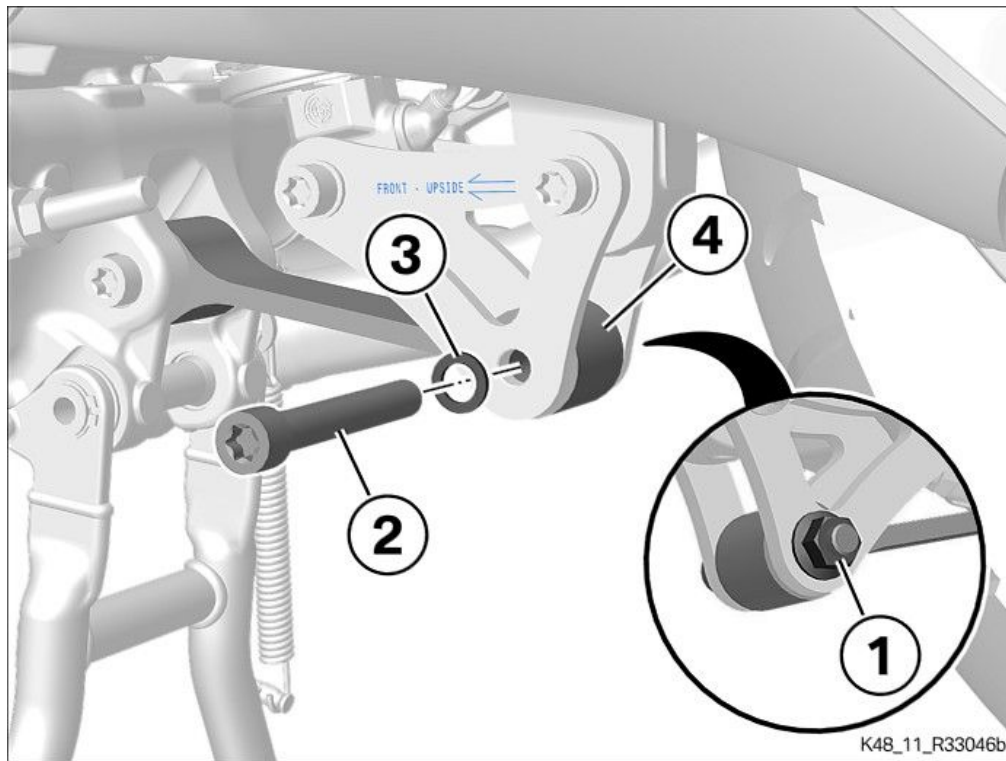
In order to determine if a specific vehicle is affected by this campaign it will be necessary to verify the vehicle VIN in AIR (Aftersales Information Research). Based on the response of the system, either proceed with the repair or take no further action. Please note, open campaigns or vehicle stops may not appear in DCS Warranty Vehicle Inquiry or sales systems until 24-72 hours after they are announced, therefore AIR is always the recommended method for determining open campaigns and vehicle stops.

NHTSA STATEMENT

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motorcycle covered by this notification until the recall repair has been performed. This means that dealers may not legally deliver new motorcycles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act. Also, you should not sell, lease or deliver any used motorcycles subject to a safety recall until the repair is completed. Please follow any special instructions that we provide to you for the return or disposition of recall parts.

SITUATION

The link strut in the rear suspension may become damaged over time, affecting rider handling and control, and increasing the risk of a crash.



PROCEDURE

Replace the link strut according to Repair Instruction "33 54 005 – Replacing link strut"; see part list below.

PARTS INFORMATION

Orders can be placed with the special campaign ordering process outlined below and will be released as parts arrive. This new process will be used for the entire campaign.

PLEASE FOLLOW THE BELOW PROCEDURE FOR ORDERING PARTS. IDS TICKETS ARE NOT NECESSARY TO OBTAIN PARTS. Each VIN can only be ordered once. Do not place an order for a customer's bike unless the bike is at the dealership or the customer has scheduled an appointment.

YOCV Campaign Number: 3103662241

Parts for this category should be ordered using the "YOCV Campaign" order type function in DCSnet. Attached you will find step by step instructions for placing this order with this order type. You will need to order by the below campaign number using the full VIN of the relevant motorcycle.

Only the strut link will be allocated through the Campaign System. The remaining required parts are common parts and should be ordered by dealers as needed through normal parts ordering process.

If you have an ordering issue using the above process, please open an IDS Ticket including the VIN and detailed description.

Order using the YOCV Campaign number: 3103662241

33 54 8 560 165	Pivot strut	1
-----------------	-------------	---

Regular part ordering process:

07 12 9 905 658	ISA bolt M12×1.5×80 – MK	2
07 11 9 906 050	Hexagon nut M12×1.5-10 ZNS3	1

51 11 7 707 528	Oval-head screw with collar M5×10-A2-80- MK	1
06 32 7 657 949	Bolt M5×16-A2-80-MK	1

CLAIM INFORMATION

Please submit claims via the normal claim process using the information below:

Defect code

00 00 33 46 00	Replacing pivot strut
----------------	-----------------------

Labor Operation

00 60 398	Replacing pivot strut	5 FRU
+00 60 898	Replacing pivot strut	4 FRU

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.

Labor operation code 00 60 398 is a Main labor operation. If you are using a Main labor code for another repair, use the Plus code labor operation instead.

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

If your center is presented with a reimbursement request, BMW of North America, LLC will reimburse qualifying customer-pay repairs that were performed on affected vehicles up to 10 days after the date the owner notification letter was sent out by BMW.

If the customer previously paid for a qualifying repair, verify in AIR that the VIN is affected by the recall campaign and proceed as applicable:

The customer arrives with an affected vehicle to your workshop

- Perform the open Recall repair outlined in this bulletin, regardless of previous repair history.
- If the prior repair qualifies (see below), submit for both the Recall repair and the customer-pay reimbursement (Separate repair line items/separate defect codes).

Or:

The customer only presents your center with a customer-pay invoice for the prior repair

- If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

Customer-pay Invoice Review and Reimbursement Qualification and Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) contains a repair that pertains to the recall campaign. Only the repair outlined in the published safety recall service bulletin is eligible for reimbursement.

If this prior repair qualifies, submit a claim for reimbursement:

- Verify in AIR that the VIN was affected by the recall campaign
- Use defect code 85 99 00 45 NA for the amount requested under sublet 03.

- Comment: RECALL 22V-023: REPLACE REAR LINK STRUT - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair.
- Use current repair date and mileage for claim submission.
- Retain copies of the customer paid invoice and the current repair invoice in your records.
- Reimburse the customer directly (parts and labor).

Contact warranty via an IDS ticket with any questions.

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

Note: A repair performed on a non-affected vehicle or the diagnosis and repair of other unrelated issues do not qualify for reimbursement.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 45 NA, **will not close** the Open Safety Recall on the vehicle.

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 TREAD ACT Dealer Quick Tips.pdf](#)

[picture_as_pdf 33 01 22 RECALL 22V-023 REPLACE REAR LINK STRUT.pdf](#)

[picture_as_pdf How to Use YOCV Campaign Order.pdf](#)

[picture_as_pdf 22V-023-FAQ.pdf](#)

How To Use the YOCV Campaign Order Type

Step 1: Access to YOCV Order Type in DCS.

Menu [48778] CenterNet Sitemap Help Feedback Logout
DC Snet Administration Sales Service Parts Corporate

Parts Order Details

Order Summary

Dir Order Nbr: Order Type: **YOCV Campaign** Save
Status: Incomplete Campaign Number: Ship To: 04 - 9750 Regency Square
YOCV Late Day Rush
YOR Stock
YVOR Rush

Back To List Send Print

Step 2: Enter the Correct Campaign Number, Full VIN & Click Send.

DC Snet Administration Sales Service Parts Corporate

Parts Order Details

Order Summary

Dir Order Nbr: 05191778 Order Type: YOCV Campaign
Status: Incomplete Campaign Number: 3102224141 VIN: L123456 Ship To: 01 - 20 COLONY RD

Order Details

ATL	Part Number	Part Description	Qty	Alloc	Comment	Bin Location	Ref	Unit Price USD	Ext Price USD	SRC
No items found										

0 selected items Total Qty: 0 Total Ext Price: 0.00

Select All | Clear All Locate Save & Recalculate Delete

Back To List Send Print

**Campaign Number:
USE CORRECT CAMPAIGN
FROM ABOVE TABLE**

ENTER THE FULL VIN

Step 3: This method of ordering:

- Does not immediately show the parts on order through that “Campaign Number” and VIN combination.
- Will only accept orders with a valid combo of Campaign Number and VIN that hasn’t already been used.

Parts Order Send Confirmation

Dir Order Nbr	Order Type	Order Status	Comments
<u>020718AK</u>	YOCV Campaign	Sent To BMW	Campaign Order VIN 3482763646 has been saved (delivery 9314584157 created)

Back To List
Print

- Clicking on Order allows you to see parts on order after order is successfully sent

Parts Order Details ? [Help](#)

Order Summary

Dir Order Nbr:	012621	Order Type:	YOCV Campaign	Billing Block:	Delivery Block:
Status:	Sent To BMW	Campaign Number:	3103351579	VIN:	WB10M1301M6D60614
Order Date:	01/26/2021	Order Time:	11:07	Ship To:	01 - 875 Middlesex Ave

Order Details

ATL	Part Number	Part Description	Qty	Alloc	Comment	Bin Location	Ref	Unit Price USD	Ext Price USD	SRC	
1	<input type="checkbox"/> 34 11 8 535 158	<input type="checkbox"/> Set of mounting parts,	2	2					22.66	45.32	D320
2	<input type="checkbox"/> 34 11 8 548 028	<input type="checkbox"/> Set of brake pads fron	2	2					61.39	122.78	D320
3	<input type="checkbox"/> 34 11 8 556 254	<input type="checkbox"/> CALIPER RIGHT	1	1					485.04	485.04	D320
4	<input type="checkbox"/> 34 11 8 556 253	<input type="checkbox"/> Brake caliper, left	1	1					485.04	485.04	D320

Safety Recall
22V-023
Rear Link Strut
Model Year 2019-2020
BMW K1600
Initial Release: 02/11/2022

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

Certain Model Year 2019-2020 BMW K1600 models in the US are potentially affected.

Q2. What is the specific issue?

A rear link strut, that connects the rear suspension to the frame, may not have been produced to specifications by the supplier. Over time, the strut could become damaged, which could allow the rear of the motorcycle to contact the rear wheel.

Q3. What can happen as a result of this issue?

If the rear of the motorcycle contacts the rear wheel, this could affect riding stability and control, and increase the risk of a crash.

Q4. Can I continue to ride my motorcycle?

Yes. However, when you are notified by BMW of this safety recall, please contact an authorized BMW motorcycle dealer to have the remedy performed as soon as possible. **If you are not the only rider of this motorcycle, please advise all other riders of this important information.**

Q5. How did BMW become aware of this issue?

BMW became aware of this issue through its quality control procedures.

Q6. Why are other BMW motorcycles not included in this Safety Recall?

Other motorcycles were equipped with a rear link strut that was produced to specifications by the supplier.

Q7. Can I determine if this issue exists on my motorcycle?

No.

Q8. How will my motorcycle be repaired?

The rear link strut will be replaced.

Q9. How will I be informed of this Safety Recall?

Letters are being mailed to affected owners via First Class mail advising them of this safety recall and requesting them to schedule an appointment with an authorized BMW Motorcycle dealer to have the remedy performed. Please visit bmwmotorcycles.com/dealer to locate an authorized BMW Motorcycle dealer.

Q10. How long will the repair take?

The remedy will be performed at no charge to the customer, and should take several hours. Additional time may be necessary for drop-off and pick-up of the motorcycle.

Q11. Do I have to wait for my letter in order to have my motorcycle serviced?

Yes. BMW is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW Motorcycle dealer to have the remedy performed. Please visit bmwmotorcycles.com/recall for the latest updates to this Safety Recall.

TREAD ACT Dealer Quick Tips

(the following information does not replace the information found in the BMW Motorrad Warranty Policy and Procedure Manual. See sections 5 "Tread Act Customer Reimbursement" & 7 "Claim Entry – Special Situations" for full details.)

Recall campaign check:

1. Verify in AIR that the VIN was affected by the recall campaign.
2. If the recall process has an "inspection" or "check" process, have the customer bring the vehicle in for inspection/check.
3. If the vehicle does not pass the inspection, perform the recall.
4. If the vehicle passes the inspection, claim the inspection/check on the current repair order. This will clear the recall "flag" from the vehicle VIN once a claim is submitted.

Previous repair, customer reimbursement request with repair invoice:

1. Verify in AIR that the VIN was affected by the recall campaign
2. Obtain a copy of the paid repair order.
3. Expenses for repairs performed more than 10 days after the owner notification was sent by BMW are not eligible for reimbursement.
4. Verify that the repair made pertains to the recall campaign. Only the repair outlined in the published safety recall service bulletin is eligible for reimbursement.
5. Inspect the vehicle (if available) to make sure it complies with the approved recall repair procedure.
6. Claim the "inspection/check" process using the claim information in the service information bulletin. This will clear the recall "flag" from the vehicle VIN.
7. Submit a warranty claim for reimbursement under defect code 85 99 00 45 NA for the amount requested under sublet 03. FAS should not be used.
8. The Manufacturer's Suggested Retail Price (MSRP) for BMW Genuine Parts will be considered as the guideline for reasonable part charges.
9. Use current repair date and mileage for claim submission.
10. Retain copies of the customer paid invoice and the current repair invoice in your records.
11. Then the dealer reimburses the customer directly.

If you have any questions about this process, please submit an IDS warranty ticket.