

BMW MOTORCYCLE

SERVICE INFORMATION

INFO337390

MAINTENANCE SCHEDULE CHANGE

R 1200 / 1250 GS (K50)

R 1200/1250 GS ADVENTURE (K51)

R 1200 / 1250 RT (K52)

R 1200/1250 R (K53)

R 1200 / 1250 RS (K54)

10.2023

FACTS

A changed maintenance plan has been in effect for all K5x models since October 2023. For the first time, it includes maintenance positions for the cardan shaft.

CF NOTE

The validity of the new maintenance plan is not limited to vehicles that were affected by service campaign 0033130000, but applies to all K5x models - even retroactively. If the validity is retroactive (model year 2023 and older), communication will be sent to customers. This is subject to different requirements depending on the market and may therefore be described in a separate service information.

For all vehicles from model year 2024, the maintenance plan change is already part of the operating instructions, so it is not communicated separately.

All vehicles with model year 2023 and older are marked with this service information.

NEW MAINTENANCE CONTENT

- **Mandatory:** Replace the cardan shaft every 60,000 km of mileage of the cardan shaft - the mileage must be checked!

- o Mileage of the cardan shaft: if the shaft of the vehicle has already been replaced once at 30,000 km (vehicle mileage) (as can be seen, for example, from the service history in AIR), then a replacement as part of maintenance is only necessary at 90,000 km (vehicle mileage). .

- o This maintenance position is free for all customers, regardless of the age and mileage of the vehicle or the customer's service history.

Billing is carried out using the finding number 9033009900. (The finding number 87331000000 originally stated in AIR does not work as intended and will be changed to the new number in AIR with release 12/23).

- **Voluntary** (offer to the customer as part of the service acceptance): Check the cardan shaft using the ISTA-guided test method and grease the splines every 20,000 km

- o This maintenance measure is carried out at the customer's expense (not included in central service inclusive packages).

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o If a replacement becomes necessary due to the inspection of the cardan shaft (test result lt. ISTA), this can be billed with the corresponding normal findings regardless of age and mileage (no billing for service action 0033130000!).

CF NOTE

For vehicles for which service action 0033130000 has not yet been completed, this must be carried out first. All conditions for maintenance described above apply after the service action has been carried out.

FREQUENTLY QUESTIONS

To support your customer communication, please use the help listed below. If you have any further questions, please contact your responsible market manager.

What changes does the maintenance plan for the R 1200/1250 models (K5x) have and since when are they valid?

BMW Motorrad has decided to adjust the maintenance schedule for the above-mentioned models in the interest of customer satisfaction over the life of the vehicle. The following content has been newly added:

- Replace the cardan shaft every 60,000 km (mileage of the cardan shaft, not the vehicle). This exchange takes place over the entire lifespan of the vehicle at BMW Motorrad's expense.

- Maintenance recommendation: check the cardan shaft every 20,000 km (tester-guided test method) and re-grease the splines. This recommendation is not a mandatory content of the maintenance plan and is only carried out at the customer's request and expense.

The changed maintenance plan has been valid since the beginning of October 2023, and for vehicles with model year 2024 even since the start of production in August 2023.

Which vehicles are affected by the change?

The changed maintenance plan applies to all R 1200 / 1250 models (K5x) since the start of production (also retroactively).

Why is the cardan shaft no longer maintenance-free?

During ongoing field observations, BMW Motorrad has discovered that the cardan shaft of the R 1200 / 1250 models (K5x) occasionally suffers damage that impairs the function of the drive.

In individual cases, propulsion can be lost. The cases we know of show an increase with higher mileage, and there is also a connection with the technical design of the drive train (including driving position) and the segment-specific usage behavior.

These complaints occur to a greater extent with the R 1200/1250 GS models and government vehicles in the series than with the road models. Against this background, a service campaign was decided on for these models in 2022, as part of which the cardan shaft would be replaced at 60,000 km and at low temperatures.

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After more frequent mileage, a specially developed test method is used to check for previous damage to the universal joints.

In the road-oriented models of the R 1200 / 1250 family, cardan damage only occurs extremely rarely.

The more moderate chassis geometry (lower articulation angle of the cardan shaft in the swingarm) as well as the usage profile without any terrain component ensure a significantly lower load level on the component.

Nevertheless, BMW Motorrad has decided to adapt the maintenance schedule for all models in the interest of customer satisfaction over the service life and as a preventive quality measure.

What costs will affected customers incur?

The mileage-related replacement of the cardan shaft is free of charge for customers over the entire life of the vehicle, even if the replacement limit has been reached several times and regardless of the vehicle's age.

The recommended (voluntary) inspection every 20,000 km increases the workload as part of the inspection by 9 AW.

Why is the exchange mandatory and the verification voluntary?

In view of the higher risk of damage as the duration increases, BMW Motorrad ensures that customer satisfaction is the focus over the entire lifespan of the vehicle by offering preventive, free replacement of the cardan shaft at regular intervals, even for older vehicles and frequent drivers. Checking and re-greasing at intervals is at the customer's discretion in order to take into account the different operating conditions of the vehicles and the personal priorities of the driver.

Why is the exchange carried out at the expense of BMW Motorrad, but the inspection is subject to a charge?
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Customers?

Since BMW Motorrad is changing the maintenance plan retroactively, it would not be customer-oriented to subsequently impose increased maintenance costs for standard content on affected owners of an R 1200/R1250. BMW Motorrad will therefore cover the costs of replacing the cardan shaft for maintenance reasons. With the voluntary inspection every 20,000 km, it is the customer's decision whether to have this carried out or not. It is therefore his decision whether he wants to bear the associated costs or not.

Will the customer suffer any disadvantages if he foregoes the voluntary, paid inspection?

No, this does not result in any disadvantages for the customer. A rejection of the maintenance recommendation is not documented in the service history.

How will affected customers find out about the changed maintenance plan?

Depending on the country, affected customers with vehicles up to model year 2023 will either be given an insert for the operating instructions during their next visit to the workshop or sent directly with an information letter.

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From model year 2024, the maintenance plan is already included in the operating instructions; affected customers will no longer be informed separately.

Will there also be maintenance plan content for the cardan shaft for other series with cardan drive in the future? For new series there may be maintenance plan content for the cardan shaft (e.g. for the R 1300 GS).

There are no changes to the maintenance plans for existing series (K series, R nineT models or R 18 models). (On the R 18 models, re-greasing the splines with spray wax as part of every maintenance visit has been mandatory since their market launch).

Why do the maintenance schedule contents of the R 1300 GS differ from those of the previous model?

The specifications for replacement and maintenance intervals depend on the technical design of the component and its use in the respective vehicle.

Why isn't replacing the cardan shaft on the R 1300 GS free of charge for the customer?

BMW Motorrad will cover the costs of replacing the cardan on the K5x series, as the maintenance plan change is made retroactively for the vast majority of customers, i.e. the customers

Purchase did not have to assume that these inspection costs would be incurred. This is not the case with the R 1300 GS, here is the wait

AFFECTED VEHICLES

A list of the affected vehicle identification numbers is made available to the affected markets on a daily basis in the TCM (Technical Campaign Management). Affected BMW motorcycle

Partners will receive a list of their vehicle identification numbers in the known local systems as soon as the promotion has been approved by the respective market.

Before processing the technical action, it must be checked in AIR or S-Gate whether the vehicle is actually affected by this action. Not all vehicles in a model series are always affected by an action.

CONTACT

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