

Service-Information Motorcycle



BMW of N.A.
Service Department

Group: 36
Wheels and
Tires

August 1984
36 022 04
(2117)

For USA and Canada
Only

Recall Campaign 84V - 092
Inspection/Replacement of 19" Front Cast Alloy Wheels

BMW of North America, Inc., has voluntarily initiated a safety related defect recall campaign. The NHTSA-assigned recall campaign number is 84V - 092.

This service information outlines the specific procedure for the implementation of this campaign. A copy of the customer letter is attached for your information.

VEHICLES AFFECTED

| <u>Model</u> | <u>Model Year</u> | <u>Inclusive Dates of Manufacture</u> |
|--------------|-------------------|---------------------------------------|
| R60/7 | 1977 | Sept. 1976 - Aug. 1977 |
| R75/7 | 1977 | Sept. 1976 - Aug. 1977 |
| R80/7 | 1978 - 1980 | Sept. 1977 - Aug. 1980 |
| R100/7 | 1977 - 1978 | Sept. 1976 - Aug. 1978 |
| R100S | 1977 - 1980 | Sept. 1976 - Aug. 1980 |
| R100T | 1979 - 1980 | Sept. 1978 - Aug. 1980 |
| R100RS | 1977 - 1982 | Sept. 1976 - Oct. 1982 |
| R100RT | 1978 - 1982 | June 1978 - Oct. 1982 |
| R100CS | 1981 - 1982 | Sept. 1980 - Oct. 1982 |
| R100 | 1981 - 1982 | Sept. 1980 - Oct. 1982 |

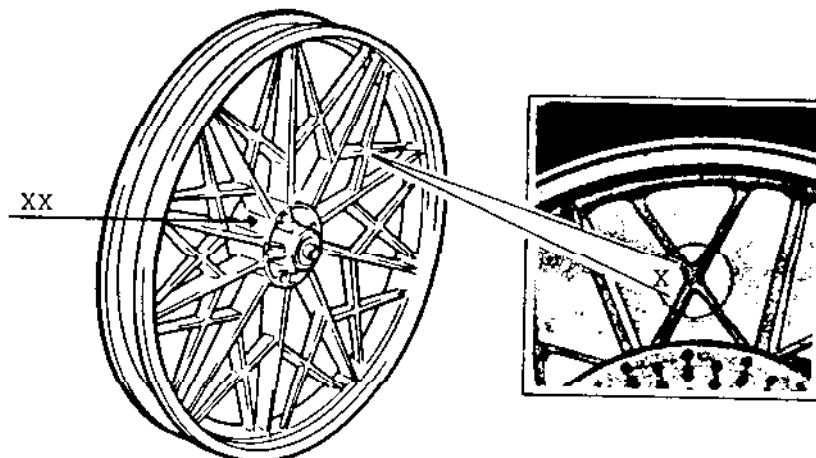
DESCRIPTION OF DEFECT

The potential defect involves the 19" front cast alloy wheels of the affected vehicles, above. Only cast wheels manufactured prior to 10/82 potentially contain the defect. Due to metal fatigue resulting from vehicle operation (for example, extended mileage, severe wheel loads like rough roads, etc.), it is possible that hairline cracks may develop in the area where the spokes join the hub.

Continued operation of the motorcycle could result in expansion of the cracks and/or development of further cracks in the same area. Eventually, impairment of wheel operation could occur.

INSPECTION/REPLACEMENT

1. Determine the manufacturing/casting date without removing the wheel from the motorcycle. The location of this mark is at point "X" in the center of the cross over. If the casting date is 10/82 or later, no further action is necessary.



Check the casting date shown in normal Arabic numerals on one of the spoke crosses. Do not confuse it with a second, similar manufacturing mark comprising an Arabic and Roman figure.

2. The later designed wheels can also be identified by the support ribs between each main spoke and the hub, see Point "XX" above.
3. If the casting date is 9/82 or before, and has no support ribs between spokes and hub, the wheel has to be exchanged.
4. A new inner tube must be installed at our cost when the tire is exchanged.
5. Balancing of the entire assembly should be performed and is part of our reimbursement to you.
6. Use BMW balance weights only:

| <u>Part No.</u> | <u>Weight</u> |
|-----------------|---------------|
| 36 31 1 235 625 | 5 gram |
| 36 31 1 235 626 | 10 gram |
| 36 31 1 240 152 | 15 gram |
| 36 31 1 235 627 | 20 gram |
| 36 31 1 240 153 | 25 gram |
| 36 31 1 235 628 | 30 gram |

Clips for balance weights are supplied separately under part No. 36 31 1 235 632.

Costs for weights/clips used for each individual balancing job should be added to the dealer cost of the new inner tube and entered in the sublet value box on the campaign claim.

WARRANTY STATUS

Reimbursement for this recall campaign will be provided through Campaign Claim submission. Please read section 7 of the Motorcycle Warranty Manual for more information about these special campaign claims.

Use defect code: 00 00 36 08 00.

Work Package # 1:

Visual inspection of a 19" front cast wheel.
Labor: 2 flat rate units.

Work Package # 2:

Cleaning, visual inspection, replacing and balancing of a 19" front cast wheel.

| Part Number | Description | Quantity |
|-----------------|-------------------------|----------|
| 36 31 1 238 959 | <u>Silver</u> 19" Wheel | 1 |

Labor: 8 flat rate units

Sublet: one inner tube (at dealer cost)
balance weights

Work Package # 3:

Cleaning, visual inspection, replacing and balancing of a 19" front cast wheel.

| Part Number | Description | Quantity |
|-----------------|-----------------------|----------|
| 36 31 1 238 960 | <u>Gold</u> 19" Wheel | 1 |

Labor: 8 flat rate units

Sublet: One inner tube (at dealer cost)
balance weights

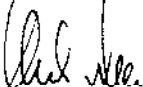
When a campaign claim is paid to you, you will be requested to return the old wheel to BMWNA, Montvale, New Jersey. Please attach a properly filled out return tag for warranty parts in order to validate the respective claim. Non-return of the old wheel will cause a debit to your account.

Note: Do not return the old wheel with the campaign claim.

Estimate and order a sufficient supply now so your service department is ready before we notify your customers.

Sincerely,

BMW OF NORTH AMERICA, INC.



Herb Neas
National Service Manager
Motorcycle Group

HN/jc



Date September 1984

RE: Recall Campaign No. 84V - 092

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW-AG has determined that a defect which relates to motor vehicle safety exists in certain 1977 - 82 BMW R60/7, R75/7, R80/7, and R100 (all versions) motorcycles. Our records indicate that you are the owner of a potentially affected vehicle.

BMW has further determined that the defect does not exist in each of the potentially affected vehicles. In this recall campaign, vehicles will be inspected for the possibility of a defect, and a replacement if necessary.

Your vehicle may be equipped with a BMW 19" cast alloy front wheel. On motorcycles with extended mileage, which are operated frequently on rough roads, where severe wheel loads are encountered, hair-line cracks may develop in the front wheel where the spokes join the hub. Continued operation of the motorcycle could result in expansion of the cracks and/or development of additional cracks in the wheel. It is possible, under extreme conditions, that impairment of wheel operation could occur.

If your motorcycle is equipped with a BMW 19" cast alloy front wheel, we ask you make an appointment with your authorized BMW Dealer to arrange for inspection/replacement of your vehicle's wheel as soon as possible, regardless of your prior use of your motorcycle. The first step will be determining the production date of the cast alloy front wheel on your vehicle. (Wheels produced after a certain date are not affected by this campaign.) If an affected wheel is found, it will be replaced with a redesigned wheel. A new inner tube and the necessary balance weights will also be installed. This inspection/repair will require approximately one half hour to two hours and will be performed by your Authorized BMW Dealer at no charge to you.

Headquarters
Munich, New Jersey 07645

Telephone
(201) 573 2000

Telex
3452

PLEASE NOTE: If your BMW motorcycle is equipped with BMW wire wheels or non-BMW wheels, it is not necessary to contact your dealer. Such wheels are not included in this recall campaign.

Before the vehicle is inspected, should abnormal noise or vibration in the front wheel occur, the vehicle should not be operated. Arrangements for pickup, inspection and repair of the vehicle should be made.

If you are no longer the owner of this vehicle, we would appreciate your furnishing us with the name and address of the new owner, using the enclosed return postage-paid card.

We appreciate your confidence in our product and we wish to do everything we can to retain that confidence. Should you have any questions about this campaign, please contact your Authorized BMW Dealer, or our regional Customer Relations Departments at:

1. BMW of North America, Inc.
Walnut & Hudson Avenues
Norwood, NJ 07648
Telephone: (201) 784-0145 or (201) 784-0146
2. BMW of North America, Inc.
12541 Beatrice Street
Los Angeles, CA 90066
Telephone: (213) 306-4500
3. BMW of North America, Inc.
1002 E. Algonquin Road
Schaumburg, IL 60195
Telephone: (312) 397-5713
4. BMW of North America, Inc.
2300 Valley View Lane, Suite 300
Dallas, TX 75381
Telephone: (214) 484-4840
5. BMW of North America, Inc.
6160 Peachtree-Dunwoody Road
Suite A-100
Atlanta, GA 30328
Telephone: (404) 399-5979
6. BMW of North America, Inc.
6606 Owens Drive
Pleasanton, CA 94566
Telephone: (415) 463-0691

If the dealer upon inspection finds the described defect but is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administration of the National Highway Traffic Safety Administration, Nassif Building, 400 7th Street SW, Washington, DC 20590, or call the toll-free Auto Safety Hotline at (800) 424-9393 (Washington, DC, area residents may call 426-0123).

Sincerely,

BMW OF NORTH AMERICA, INC.

A handwritten signature in black ink, appearing to read 'Herb Neas', is positioned above the typed name.

Herb Neas
National Service Manager
Motorcycle Group

HN/cl

TO: ALL BMW MOTORCYCLE DEALERS
RECALL 84V-092 - FRONT CAST WHEELS

THE MAILING OF CUSTOMER NOTIFICATION LETTERS IS NOW IN PROGRESS;
THEREFORE, THIS CAMPAIGN HAS OFFICIALLY STARTED.

A RECALL AUTHORIZATION FORM WITH CUSTOMER NAME AND VIN NUMBER IS
PART OF THIS NOTIFICATION.

PROCEDURE:

1. CUSTOMERS WILL CONTACT YOU FOR AN APPOINTMENT.
2. PROCEED ACCORDING TO S.I. NR.36 022 84 (2117), AUGUST, 1984.
3. THE AUTHORIZATION FORM MUST BE PRESENTED BY THE CUSTOMER.
4. AFTER THE INSPECTION/REPAIR IS COMPLETED, CUSTOMER AND YOURSELF MUST SIGN THIS FORM, ALONG WITH THE DATE OF COMPLETION.
5. ATTACH THE TOP COPY, MARKED "BMWNA - COPY NO. 1" TO YOUR WORK ORDER FILE COPY. THE REMAINING COPIES OF THIS FORM CAN BE DESTROYED.
6. SUBMIT A SPECIAL CAMPAIGN CLAIM TO OUR WARRANTY DEPARTMENT FOR EACH ACTION.

NOTE: DO NOT ATTACH THE AUTHORIZATION FORM TO THE CAMPAIGN CLAIM.

IN CASE A CUSTOMER HAS NOT RECEIVED A NOTIFICATION LETTER, BUT IS ENTITLED TO REPLACEMENT/INSPECTION, PROCEED AS FOLLOWS:

- A. CHECK THE VALIDITY OF THE CUSTOMER'S REQUEST.
- B. ISSUE A WORK ORDER, IDENTIFY "RECALL CAMPAIGN 84V-092" ACTION, AND THE CORRECT VIN NUMBER.
- C. AFTER COMPLETION OF THE NECESSARY JOB, THE CUSTOMER MUST SIGN THE WORK ORDER. -----
- D. SUBMIT A SPECIAL CAMPAIGN CLAIM ACCORDINGLY.

SUMMARY:

FOR REIMBURSEMENT, ONLY CAMPAIGN CLAIMS ARE ACCEPTED.

IT IS YOUR DUTY TO COLLECT AND STORE THE AUTHORIZATION FORMS AND/OR A SIGNED WORK ORDER.

THANK YOU FOR YOUR ASSISTANCE.

SINCERELY,
BMW OF NORTH AMERICA, INC.

HERB NEAS
NATIONAL SERVICE MANAGER
MOTORCYCLE GROUP*END

| | |
|-------------------------------------|---------------------------------|
| RECEIVED | |
| BMW-NA, M/C GROUP | |
| SERVICE DEPT. _____ | |
| OCT 1 1984 | |
| <input type="checkbox"/> T. Mgr. | <input type="checkbox"/> Instr. |
| <input type="checkbox"/> District # | |



INTER-BRANCH MEMO

TO: DISTRIBUTION BELOW

DATE: October 11, 1984

FROM: Herb Neas

RE: RECALL LETTER TO M/C DEALERS

The attached recall letter was sent to all dealers on October 10, plus distribution below.

DISTRIBUTION

- J-P Bailby
- J. Shevlet
- K. Degener
- M. Polk
- All DSMs
- All DSPMs
- A. Shultis
- J. Wirth
- Customer Relations
(National & Regional)

- RM-K-10 (Germany)

HN/vaa
attachment