

# Service-Information Motorcycle



BMW of N.A.  
Service Department

Group: 36

October 1984

For USA and Canada  
Only

WHEELS &  
TIRES

36 023 84  
(2123)

## RECALL 84V-092 -- CAST FRONT 19" WHEELS

We recently sent to all of you a mailgram with the following contents:

"TO: All BMW Motorcycle Dealers  
RE: 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 (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 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 signed work order.

Thank you for your assistance."

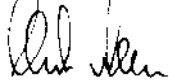
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Enclosed please find an actual copy of the customer recall authorization form your identification.

Thank you for your assistance.

Sincerely,

BMW OF NORTH AMERICA, INC.



Herb Neas  
National Service Manager  
Motorcycle Group

HN:ch



**BMW OF NORTH AMERICA, INC.**  
MONTAILE, NEW JERSEY 07046

The dealer whose stamp appears on this form has performed recall requirements to the vehicle identified by the VIN shown. This recall was performed at no cost to the customer.

84V-092 6140106

STANDER, ROBERT  
11 SADDLE BACK RD.  
ROLLING HILLS, CA. 90274

If the name or address above is incorrect, please make necessary corrections.

**CUSTOMER RECALL AUTHORIZATION**

3-PART FORM

36 023 84 (2123)

ATTACH TO WORK ORDER  
CUSTOMER COPY OR DESTROY  
CHANGE OF OWNERSHIP  
POST CARD TO BMW

DATE WORK COMPLETED  
CUSTOMER SIGNATURE  
DEALER SIGNATURE

DEALER STAMP

NOTE: If customer name, address, VIN, and Recall Number are not printed on this form, please fill in the required information below:

RECALL NO.	CUSTOMER NAME
NAME OF RECALL	STREET
VIN	CITY
	STATE
	ZIP CODE

CUSTOMER RECALL AUTHORIZATION FORM—ORDER FROM TECHNICAL DEPT.—FORM NO. SD 161

CUSTOMER RECALL AUTHORIZATION FORM—ORDER FROM TECHNICAL DEPT.—FORM NO. SD 111

STATE

ZIP CODE

DEALER FILE COPY No. 2

BMWNA-COPY No. 1

ICE

RETURN COPY No. 3

**THANK YOU**