

IMPORTANT – VEHICLE SAFETY RECALL. ACTION REQUIRED.

CN – CHECK OIL FILTER, REPLACE IF NECESSARY.

Our records show that you are the registered owner of the above-mentioned BMW motorcycle. We would like to take this opportunity to thank you for the confidence and trust you have demonstrated in the BMW brand and product with your purchase. Our commitment to product quality and your safety continues well beyond the moment you take ownership of your motorcycle.

As part of field observations, BMW Motorrad has identified that the threaded connection on the oil filter, part number 11 42 7 721 779 – 04 / Made in Brazil, can become loose at speeds of 12,500 rpm and higher on the models listed above. If the oil filter threaded connection is loose or becomes loose, this may cause oil to escape.

What should you do next?

Our records indicate that an oil change was performed on your motorcycle after 23 May 2024.

Please check the part number and country of manufacture of the oil filter fitted to your motorcycle. If you are unable to check any of the information on the oil filter or are unsure of which filter is installed, please contact your BMW Motorrad retailer who will be able to assist.



If the oil filter has the part number 11 42 7 721 779 – 04 / Made in Brazil with the additional designation 04 and Made in Brazil, please contact your local BMW Motorrad Centre promptly to make an appointment to have the filter replaced with a new oil filter. This replacement will be free of charge.

Address

Customer Information Centre, Webhelp, Adwick Park,
Manvers, Rotherham S63 5NA

Website www.bmw.co.uk

Registered Office

Summit ONE, Summit Avenue,
Farnborough, Hampshire GU14 0FB

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Subject

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You can find your local BMW Motorrad Centre at www.bmw-motorrad.co.uk or www.bmw-motorrad.ie and click on 'Find a BMW Motorrad Retailer'. If you've already had this work carried out, please ignore this letter.

If you have sold the motorcycle, please pass this letter to the new owner as quickly as possible.

We're sorry for any inconvenience caused. If you have any further questions about this, please contact your local BMW Motorrad Centre who'll be happy to help.

Thank you for your patience and understanding.

Yours sincerely,

Paulo Alves
Head of BMW Motorrad UK and Ireland

Nick Cranmer
Head of Customer Support, BMW Motorrad

FREQUENTLY ASKED QUESTIONS

Q. My oil filter has a different part number what should I do?

A. Only the oil filters with the part numbers 11 42 7 721 779 – 04 / Made in Brazil, are affected by this campaign.

Q. Will I be charged for this work?

A. This recall campaign will be completed free of charge.

Q. How long will the repair take?

A. Your BMW Motorrad Retailer will let you know how long they will need your motorcycle in the workshop.

Q. Where can I find details of my nearest BMW Motorrad Retailer?

A. To locate your nearest BMW Motorrad Retailer simply go to www.bmw-motorrad.co.uk and click on 'Find a BMW Motorrad Retailer'.

Q. Why am I receiving recall letters when I no longer own the vehicle?

A. This letter has been sent to you as you are the current registered keeper on record with the DVLA. If you have sold the above-mentioned motorcycle, you can update the registration authority here: <https://www.gov.uk/sold-bought-vehicle>. Our BMW customer records are separately maintained and not used for the purposes of recall mailings and BMW is unable to update DVLA on your behalf.

Q. What should I do if I have any further questions?

A. Please speak to your local BMW Motorrad Retailer.

BMW Roadside Assistance can be contacted on 0800 777109.

This notice is being sent to you in accordance with the Code of Practice on Safety Defects, as agreed between the Department for Transport and the representative Trade Associations and in compliance with the UK General Product Safety Regulations 2005.

Please note that this Vehicle Safety Recall is being actively monitored by the Driver & Vehicle Standards Agency (DVSA). We are writing to you using information supplied by the local registration authority.