

**SIB 12 01 07****SERVICE ACTION: Replacement of Spark Plugs - Bulletin 12 001 07 (032)R**

2021-11-30

This Service Information Bulletin replaces SI 12 001 07 (032)R **dated August 2007**.

The contents of this bulletin have not changed; bulletin numbering was updated.

### **MODEL**

This document applies to the following Motorrad AG models: n/a

This document applies to the following Motorrad model descriptions: n/a

This document applies to the following Motorrad series: n/a

### **SITUATION**

This document is applies to the following categories: Engine Electrical Systems

Supporting Materials

[picture\\_as\\_pdf 12 001 07 \(032\)R K71 replace spark plugs.pdf](#)

Dealer Operation/ General Manager	Sales- Motorcycles	Sales - Used Motorcycles	Business Manager (F&I)	Service	Parts & Accessories	Administration
Date: June 2007 Bulletin #: 12 001 07 (032)R		Source: SI 27/2007 BMW Motorrad USA Service and Technical			Revised August 2007	



# BMW Motorrad USA

## Service Information Bulletin

### \*\*Technical Campaign\*\*

**Subject:** Replacement of spark plugs

**Model:** F 800 S / ST (K71)

**New Information:** It has come to our attention that this Technical Campaign is **not** classified as a Safety Recall as was earlier indicated. However, it continues to be a Technical Campaign and every effort needs to be taken to address this issue as soon as possible on all affected vehicles.

**Details:** The use of a faulty tool in engine assembly has led to isolated cases of damage to the spark plugs.

When the engine is in operation the insulator of the center electrode can break off and slip down until it is in contact with the ground electrode, see photo. This has a detrimental effect on the combustion process.

Symptoms:

- Idle and part load: Engine is rough and lacks power.
- If the electrode breaks in the course of a lengthy trip with high engine loads, there is a possibility that the symptoms will not be immediately perceptible. However, engine damage can result if the rider attempts to continue the journey.



Insulator broken and slipped down onto ground electrode



Spark plug in good condition

**Motorcycles Affected:** In order to determine if a specific motorcycle is affected by this Technical Campaign, it will be necessary to verify all motorcycle VINs through a DCS Vehicle History Check. Based on the response of the system, either proceed with the repair or take no further action.

**Production Solution:** Assembly process with tool checked to ensure proper spark plug installation .

**Aftersales Solution:** The spark plugs of each of the motorcycles affected must be replaced.

**Warranty:** The repair described in this bulletin is covered by the normal terms of the BMW New Motorcycle Limited Warranty. Reimbursement for this Technical Campaign will be via normal claim entry utilizing the following information:

<b>Warranty Information:</b>	Defect code: 00 00 12 32 00	Replacing spark plugs
	FRU code: 12 12 011	(F 800 S and ST: 9 and 10 FRUs respectively)
	Part No.: 12 12 7 690 603	(2 per motorcycle)

**Contact:** Service & Technical Manager