

BMW K5X Driveshaft Maintenance Schedule Change

Campaign Number: INFO337390

2013-2023 (water cooled) R 1200 and R 1250 GS, GSA, R, RS, and RT

SUMMARY

In the interest of customer satisfaction, BMW Motorrad has decided to make a change to the maintenance schedule for all 2013-2023 (water-cooled) R 1200 and R 1250 models to include:

- Check driveshaft with specific test and grease splines every 12,000 miles.
- Replace driveshaft every 36,000 miles. (component mileage NOT motorcycle mileage)

****Both maintenance items are covered by warranty through the life of the motorcycle to all customers.***

BACKGROUND

During ongoing field observations, it has been determined that occasional damage may occur to the driveshaft of the above models, which could affect the function of the drive. In individual cases, propulsion can be lost. These complaints occur to a greater extent in GS, GSA, RT-P models. For this reason, BMW introduced a service campaign specifically for the GS, GSA, and RT-P in 2022, to add a swingarm drain and driveshaft replacement at 36,000 miles and, at lower mileages, checked for previous damage to the universal joints using a specially developed test method.

Driveshaft damage is extremely rare in the road-oriented models of the R 1200 and 1250 families. The more moderate chassis geometry (lower articulation angle of the driveshaft in the swingarm) as well as the usage profile without any terrain component ensures a significantly lower load level on the component. Nonetheless, 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 preventative quality measure.

PROCEDURE

1. With your VIN in hand, call a BMW Motorrad dealership and ask the service department to check the status of your motorcycle for campaign # INFO337390.
2. When reach *12,000 miles (and every 12,000 miles after) schedule a driveshaft check and grease.
3. When you reach *36,000 miles (and every 36,000 miles after) schedule to have it replaced. (You may need to wait for the part to become available.)

**Driveshaft mileage: if the vehicle already had a driveshaft replacement at e.g. 18,750 miles maintenance-based check is due at 30,750 miles and replacement is due at 54,750 Miles.*

If you have additional questions or to make an appointment, reach out to either service department.



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