



PERFORM THE PROCEDURE OUTLINED IN THIS SERVICE INFORMATION ON ALL AFFECTED VEHICLES BEFORE CUSTOMER DELIVERY OR THE NEXT TIME THEY ARE IN THE SHOP FOR MAINTENANCE OR REPAIRS.

BMW centers must ensure recalls are completed after having been notified by BMW of North America, LLC (BMWNA) that a safety-related defect or noncompliance exists in any motor vehicle or item of replacement equipment in the center's possession at the time of notification. In BMW NA's case, this notification would typically be made by the issuance of a recall notification in the form of a Service Information bulletin (SIB) or transmission of a Dealer Communication System (DCS) recall message.

Under the National Traffic and Motor Vehicle Safety Act of 1966, as amended, if a recall campaign is announced by BMW NA, centers must ensure that all recalls on new vehicles and new items of replacement equipment are completed **BEFORE** delivery to the consumer. This means that centers may not legally deliver new motor vehicles or new items of replacement equipment to consumers with an open recall.

The Safety Act also prohibits centers from selling or leasing the motor vehicle or item of replacement equipment, unless and until the open recall has been completed **BEFORE** delivery. This also pertains to vehicles in the Certified Pre-Owned program, and to items of replacement equipment.

Finally, BMW centers should not sell or use parts that have been recalled by BMW NA. Please follow the specific instructions provided by BMW NA on the return or disposition of the parts.

SUBJECT

Recall Campaign 12V- XXX Maximum Raised Height of the Front Headrest Is too High

MODEL

F30 (3 Series)

Produced from October 2011 to March 2012.

SITUATION

The maximum raised height of the front headrest may not comply with federal standards.

AFFECTED VEHICLES

Refer to the attached vin list.

CORRECTION

Inspect and if necessary modify the front headrests to limit the maximum raised height.

PROCEDURE

This repair procedure must be carried out on **both** front seat headrests.



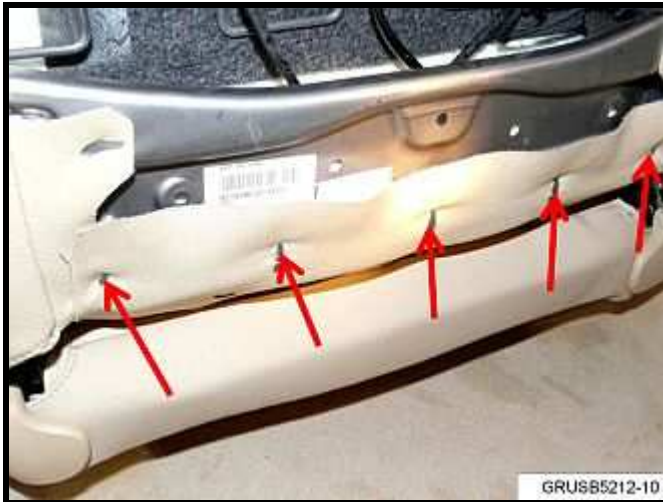
1. Raise both front headrests to the maximum height position, and inspect the chrome post. If only two notches are visible, no further action is required. If more than two notches are visible, position the headrest so that only **two notches** are showing, and then proceed to the next step.



2. Position the seat to the uppermost height setting and the forwardmost seating and backrest position to locate the two retaining pins. Remove the rear panel on the front seat backrest. Refer to Repair Instructions "52 13 198 Remove and refit/replace the rear panel on the left or right front seat backrest."



3. For the rear panel, two types of retaining pins were used. For cars produced prior to mid-February 2012, the "tree" type pins were used, and must be **replaced**. Carefully remove this type, and discard. From mid-February 2012 forward, the newer expanding rivet "push pin" type have been used, and are **reusable**. Push in the center pin through the clip until it falls out, and then carefully remove the retainer.



4. If the reusable push pins were removed, you must remove the seatback leather from the retaining tabs to recover the two center pins. Bend the seat tangs downward and pull the leather off in an upward/rearward direction. Collect the two reusable pins and install the leather to the tangs through the original holes; and then bend the tabs upward to secure.



5. Before proceeding ensure the headrest is still in the two notch position as shown, and then proceed to the next step.



6. With the headrest set at the "two notch" position and the rear panel removed, locate either headrest post. Slide the hose clamp on to the post, and firmly push clamp upwards until contact is made to the seat frame. The position of the hex head screw must point towards the center of the seat and towards the seat foam, as shown. The picture shows the hose clamp mounted on the **left** post of the driver's side headrest. Secure the clamp and tighten to **4Nm**. Repeat the same procedure for the other seat.

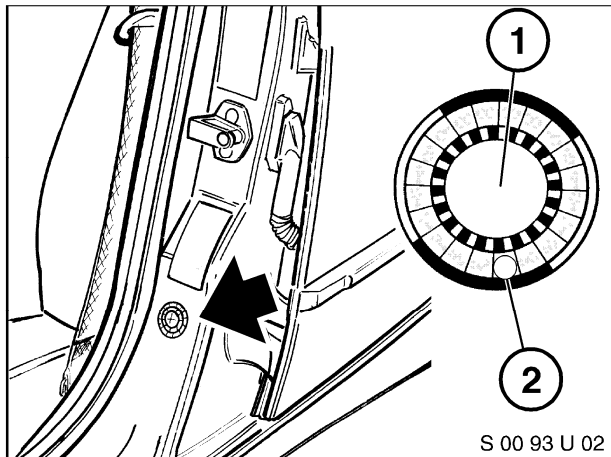


7. Refit the rear panel and secure with two retaining pins. If the original pin was a “tree” type, install a new “tree” type. A “push pin” type can be reused by inserting the retainer to the seat panel and seat frame; then insert the center pin back into the retainer, until flush.

PARTS INFORMATION

Part Number	Description	Quantity
52 20 1 964 201	Retaining pin (tree) pre-pack 25	4
Locally Sourced *McMaster.com, item 5416K11	Hose clamp	(if needed) 2*
		Minimum order quantity is 1, which is 10 clamps.

LABEL INSTRUCTIONS



This Service Action has been assigned code number **619**. After the vehicle has been checked and/or corrected, obtain a label (SD92-403) and:

- Emboss your BMW center warranty number in the middle of the label (1);
- Punch out code number **619** (2), printed on the label; and
- Affix the label to the **B** pillar as shown.

If the vehicle already has a label from a previous Service Action/Recall Campaign, affix the new label next to the old one. Do not affix one label on top of another one because a number from an underlying label could appear in the punched-out hole of the new label.

WARRANTY INFORMATION

Covered under the terms of the BMW New Vehicle/SAV Limited Warranty as applicable.

Reimbursement information for this Service Action will be provided shortly.