



SIB 52 14 19

2019-08-22

RECALL CAMPAIGN 19V-563: FRONT SEAT BACKREST

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

RECALL CAMPAIGN 19V-563: FRONT SEAT BACKREST

This Service Information Bulletin (Revision #1) replaces SI B52 14 19 dated **July 2019**.

What's New (Specific text highlighted):

- Situation, cause, procedure, parts, warranty sections updated
- NHTSA # 19V-563 added

MODEL

| E-Series | Model Description | Production Date |
|----------|----------------------------|---------------------------------|
| G01 | X3 Sports Activity Vehicle | May 29, 2018 thru June 12, 2018 |
| G02 | X4 Sports Activity Coupe | May 29, 2018 thru June 12, 2018 |

AFFECTED VEHICLES

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), with the Key Reader or Warranty Vehicle Inquiry.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective July 25, 2019) on a small number of Model Year 2018-2019 BMW vehicles that were produced between May 29, 2018 and June 12, 2018.

Approximately 20 vehicles are affected by this recall.

The Recall Notice and Q&A have been attached for further information.

CAUSE

On affected vehicles, the front seat backrest may not have been welded to specifications which could cause the backrest to collapse.

CORRECTION

Replace the front seat backrest on the driver's side or the passenger's side.

PROCEDURE

For any of the listed vehicles, the left and/or right seat backrest assembly may be needed.

Make sure a vehicle Key Read has been performed.

Enter a Recall IDS (Integrated Dealer Support) Ticket as instructed in the PARTS section to request the correct part(s).

- BMW of North America's Parts Technical Group will review the VIN, and enter the order for the seat backrest needed for that specific VIN on behalf of the BMW center

- The BMW center should not attempt to determine which seat backrest(s) are affected on a specific vehicle

Replace the appropriate seat backrest assembly. Refer to repair instructions-
REP 52 16 017 "Removing and installing/replacing the seat backrest"

PARTS INFORMATION

Please refer to the weekly Parts Matrix for the parts ordering procedure.

Prior to starting any work, check to see if the VIN has this campaign open. If so, enter a Recall IDS Ticket request.

- Use only one VIN per IDS Ticket
- Enter part number 00 00 0 000 000 per Parts Matrix DCS

BMW of North America's Parts Technical Group will review the VIN, reference the specific seat backrest(s) for that VIN, and enter the order for the seat backrest(s) on behalf of the BMW center.

When ordered this way, you will receive ONLY the seat backrest(s) needed for the specific vehicle. Each vehicle may require different parts replaced so this is the only way of ordering.

Parts Technical Group will reply to all Ticket requests with the part number(s) and backorder information if applicable. The part(s) must be installed in the VIN listed in the PO ONLY.

| Part Number | Description | Quantity |
|-----------------|--|----------|
| 52 10 7 414 625 | Seat backrest frame (driver or passenger side) | 1 |
| AND/OR | | |
| 52 10 7 414 610 | Passenger's seat backrest mechanism | 1 |
| AND/OR | | |
| 52 10 7 414 609 | Driver's seat backrest mechanism | 1 |
| AND/OR | | |
| 52 10 7 414 584 | Seat backrest frame (driver or passenger side) | 1 |
| AND/OR | | |
| 52 10 7 414 607 | Driver's seat backrest mechanism | 1 |
| AND | | |
| 07 14 9 321 690 | Cheese head screw (M10x28) | 4 |
| AND | | |
| 72 11 9 909 471 | Screw (M10x16) | 6 |

Performing a part number look-up in ETK or AIR by VIN or model in place of using/invoicing the applicable part numbers above may result with the wrong parts being invoiced and installed.

WARRANTY INFORMATION

Reimbursement for this Recall repair campaign will be via normal claim entry utilizing the following information:

| | | |
|---------------------|-------------------|--|
| Defect Code: | 0052900100 | |
|---------------------|-------------------|--|

Completion "before" the first vehicle delivery to a customer or the vehicle is already in the workshop

| Work Pkg | Labor Operation: | Labor Allowance: | Description (Plus work): |
|----------|------------------|------------------|------------------------------|
| # 1 | 00 68 570 | 36 FRU | Replacing the seat structure |

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

| Work Pkg | Labor Operation: | Labor Allowance: | Description (Main work): |
|----------|------------------|----------------------------|------------------------------|
| # 2 | 00 68 049 | 37 FRU (G01); 38 FRU (G02) | Replacing the seat structure |

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B52 14 19 WP 1).

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to SI B01 29 16 for additional information.

Supporting Materials

[picture_as_pdf B521419 Recall Notice.pdf](#)

[picture_as_pdf 2019-G01-02-SeatFrame-QA-\(25Jul2019\).pdf](#)

SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 19V-xxx: Front Seat Backrest (B52 14 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective July 25, 2019) on a small number of Model Year 2018-2019 BMW vehicles that were produced between May 29, 2018 and June 12, 2018.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

**Front Seat Backrest
Safety Recall 19V-xyz
Model Year 2018 and 2019
BMW X3 / X4
*Last Updated 07/25/2019***

Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?

Approximately 20 Model Year 2018 and 2019 BMW X3 and X4 models in the US, produced in May 2018 and June 2018, are potentially affected.

Q2. What is the specific issue?

On affected vehicles, the front seat backrest may not have been welded to specifications which could cause the backrest to collapse.

Q3. Can I continue to drive my vehicle?

Yes. However, when you receive a phone call/letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q4. Why are other BMW Group vehicles not included in this Safety Recall?

Seats on other vehicles were produced to specifications.

Q5. How did BMW Group become aware of this issue?

BMW Group became aware of this issue through its quality control procedures.

Q6. How will my vehicle be repaired?

The affected front seat will be replaced for free and will take approximately four hours.

Q7. Is BMW Group aware of any accidents or injuries in the US, involving these BMW Group vehicles associated with this Safety Recall?

No.

Q8. How will I be informed of this Safety Recall?

Potentially affected customers are being contacted by phone, and arrangements are being made for the Safety Recall to be performed. Alternate transportation, if necessary, will be accommodated. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

To ensure the BMW Group has your most recent contact and vehicle information, please register your BMW vehicle at www.bmwusa.com/myBMW. Registration is free, and will give you access to factory initiated campaigns and other information specific to your vehicle.