



SIB 51 11 20

2020-03-25

RECALL 20V-152: REPLACE INSTRUMENT PANEL

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.

This Service Information Bulletin (Revision 1) replaces SI B51 11 20 **dated March 2020**.

What's New (Specific text highlighted):

- Complete content revision

MODEL

E-Series	Model Description	Production Date
F97	X3 M Sports Activity Vehicle	November 1, 2019
G01	X3 Sports Activity Vehicle	December 14, 2017 – August 21, 2019
G02	X4 Sports Activity Coupe	January 22, 2019 – August 17, 2019

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) or with ISPA NEXT.

Recall letter and Q&A are attached.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective March 18, 2020) on a small number of Model Year 2018 - 2020 BMW vehicles that were produced between December 14, 2017 and November 1, 2019.

The connection between the passenger air bag and the casing of the instrument panel may not have been performed according to specifications. As a result, the instrument panel will need to be replaced.

CAUSE

The airbag may have been improperly installed onto the instrument panel, causing damage to the instrument panel.

CORRECTION

Replace the instrument panel.

PROCEDURE

Replace the instrument panel, following repair instructions REP 51 45 031 "Replacing instrument panel trim".

PARTS INFORMATION

For vehicles affected by this recall, please refer to the Parts Matrix and DCS messages for the ordering procedure.

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information together with the part number supplied through the IDS ticket submission:

Defect Code:	0051890400
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop-

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 517	Replacing the instrument panel trim (Plus work)	46 FRU (F97); 47 FRU (G01, G02)

Or:

The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)-

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 69 016	Replacing the instrument panel trim (Main work)	48 FRU (F97, G01); 49 FRU (G02)

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B51 11 20 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 B511120 Recall Notice.pdf](#)

[picture_as_pdf B511120_2020-G01-02-InstrumentPanel-QA-\(18Mar2020\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-152: Replace Instrument Panel – B51 11 20

BMW AG is conducting a Voluntary Safety Recall (effective March 18, 2020) on a small number of Model Year 2018 - 2020 BMW vehicles that were produced between December 14, 2017 and November 1, 2019.

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.

**Instrument Panel
Safety Recall 20V-152
Model Year 2018-2020
BMW X3/X3M SAV, X4/X4M SAC
Last Updated 03/18/2020**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2018-2020 BMW X3/X3M SAV and X4/X4M SAC vehicles in the US, produced between December 2017 and November 2019, are potentially affected.
- Q2. What is the specific issue?**
During supplier production, the connection between the instrument panel and the passenger air bag may not have been performed to specifications. In a crash, deployment of the passenger air bag could damage the panel. This could cause small pieces of the panel to separate, increasing the risk of injury.
- Q3. Why are other BMW Group vehicles not included in this Safety Recall?**
Other vehicles were equipped with an instrument panel produced to specifications.
- Q4. How did BMW Group become aware of this issue?**
BMW Group became aware of this issue through its quality control procedures.
- Q5. Can I determine if this issue exists in my vehicle?**
No.
- Q6. Can I continue to drive my vehicle (before I receive my phone call / letter)?**
Yes. However, when you are contacted by BMW to schedule an appointment with an authorized BMW center to have this Safety Recall performed, 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.
- Q7. How will my vehicle be repaired?**
The instrument panel will be replaced for free and can take several hours.
- Q8. Is BMW Group aware of any accidents or injuries in the US, involving these BMW Group vehicles associated with this Safety Recall?**
No.
- Q9. How will I be informed of this Safety Recall?**
BMW is contacting potentially affected customers by phone to inform them of this Safety Recall and, if parts are available, to schedule an appointment with an authorized BMW center to have this Safety Recall performed. If necessary, customers will receive a letter in May via First Class mail advising them of this Safety Recall and to schedule an appointment with an authorized BMW center to have this Safety Recall performed.
- To locate the nearest authorized BMW center, please visit 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.
- Q10. Do I have to wait for my letter to have my vehicle serviced?**
Yes. BMW is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with an authorized BMW center to have this important Safety Recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.