



SIB 51 23 20

RECALL 20V-484: REAR SPOILER

2020-08-21

This Service Information Bulletin (Revision 1) replaces SI B51 23 20 **dated August 2020**.

**What's New** (Specific text highlighted):

- Procedure
- Parts
- Warranty

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.

## MODEL

E-Series	Model Description	Production Date
F96	X6 M Sports Activity Coupe	July 10, 2020 – July 21, 2020
G06	X6 Sports Activity Coupe	June 30, 2020 – July 23, 2020

## 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), ISPA Next or Warranty Vehicle Inquiry.

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.

## SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective August 13, 2020) on a small number of Model Year 2020 BMW vehicles that were produced between June 30, 2020 and July 23, 2020.

The rear spoiler on the roof may become loose. Over time, it may detach which could become a road hazard for other drivers and increase the risk of a crash.

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

The bulletin will be updated when additional information becomes available.

## CAUSE

The rear spoiler can delaminate due to a defective gluing of the material.

## CORRECTION

Check the rear spoiler and replace if necessary.

## PROCEDURE

Shown below is the area (circled; right side shown, both sides to be checked) of the spoiler that will be inspected **on both sides**.



**Note: The following procedure should only be completed with ambient temperatures between 32° F and 85° F**



1. In the area shown above and below, visually compare the height of the rear spoiler from left to right.

Note: Both sides should be of similar height and appearance.

2. Using a ruler, measure the distance between the bottom of the spoiler and the rear window (2 mm shown).

Note this measurement.



3. While pressing upwards using a thumb and moderate force, measure the gap between the glass and the bottom of the rear spoiler (arrow) again.

**4. Complete the above inspection on both sides.**

Taking into consideration the original distance between the spoiler and the rear window, were you able to lift the spoiler more than 6 mm **above the original value measured in step 2 on either side?**

Yes: Continue to step 5.

No: No further correction is needed

**5. Replace the rear spoiler following repair instructions REP 51 71 407 “Replace rear spoiler:”**

- **Painting the rear spoiler has a flat rate allowance of 1.8 to 2.2 hours depending on paint type**
- **Please note that the maximum claimable sublet amount for painting the rear spoiler is the applicable time allowance times the CCRC’s/body shops hourly rate plus the required paint material**
- **Blending the paint into the adjoining body panels is not necessary**

**PARTS INFORMATION**

Most vehicles do not require parts.

Please refer to the Parts Matrix for the ordering procedure.  
Only use and invoice the part numbers below that apply.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of claim.

Part Number	Description	Quantity
51 62 9 881 846	Primed rear spoiler	1
51 62 9 881 848	Service kit	1
07 14 9 136 882	Clip with sealing washer (blue)	Up to 7 if necessary

## WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when required, the part numbers listed above that apply:

Defect Code:	0051050500	
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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 69 847	Checking the top rear spoiler for a tight fit <b>(No repair is necessary)</b>	3 FRU

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	Description (Main work)	Labor Allowance
# 2	00 69 308	Checking the top rear spoiler for a tight fit <b>(No repair is necessary)</b>	5 FRU

Or:

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
# 3	00 69 850	Checking and <b>replacing</b> the top rear spoiler – <b>Spoiler replacement/painting</b> is done by a Third-party	6 FRU

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	Description (Main work)	Labor Allowance
# 4	00 69 311	Checking and <b>replacing</b> the top rear	7 FRU

	spoiler – <b>Spoiler replacement/painting</b> is done by a Third-party	
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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 in the claim comments (For example: B51 23 20 WP 1), unless otherwise required by State law.

And:

### Sublet – Paint Work (WP # 3 and #4, RO and Claim Comments Required)

<b>Sublet Code</b> <b>3</b>	Up to \$260.00	Reimbursement for the paint work and materials (excluding the rear spoiler, service kit, clips and other related/required BMW part numbers)
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**Note:** Aftersales Area Manager (AAM) “Field Authorization” (FAS) is **not** required.

Invoice the eligible repair/paint work in sublet on the repair order at the actual cost charged with no handling or markup. The sublet amount must also include any discounts or allowances.

The appropriate charge for the necessary repair-related paint work procedures is determined by comparing the charged amount against the corresponding amount that is based on your warranty rates.

Prior to performing the repair, calculate your center’s repair cost and then obtain outside repair estimate(s) for price comparison purposes.

**It is your center’s responsibility to review the repair cost estimate prior to the repair being performed. This will help ensure that the amount requested for the paint work is customary, fair and reasonable. Also, it must not exceed the scope of the repair work described in this bulletin.**

Itemize the claimed sublet amount on the repair order and in claim comment section.

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.

### TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs (Retailed Vehicles)

If your center is presented with a reimbursement request, BMW of North America, LLC will reimburse qualifying customer-pay repairs that were performed on retail affected vehicles **prior** to the release of this Recall Service Information bulletin.

### Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this Recall Service Information bulletin.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:

1. Sublet Code 3
2. Dollar amount (with no markup)
3. Comment: Recall (SI B51 23 20): REAR SPOILER - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
4. Additionally, explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

### Repairs that do not qualify for Reimbursement

Repairs that do not qualify for reimbursement include repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

Unless the Recall Service Information Bulletin provides an option to submit a claim to close that open Recall because a prior repair (claim submission, customer-pay, etc.) completely met the Recall repair requirements, the Recall repair must still be performed.

### QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department
Parts inquiries	Submit an IDS ticket to the Parts Department

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#### Supporting Materials

[picture\\_as\\_pdf B512320 Recall Notice.pdf](#)

[picture\\_as\\_pdf B512320\\_2020-G06-F96-RearSpoiler-FAQ-\(13Aug2020\).pdf](#)

## **SAFETY RECALL NOTICE**

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

RE: Recall 20V-xxx: Rear Spoiler – B51 23 20

BMW AG is conducting a Voluntary Safety Recall (effective August 13, 2020) on a small number of Model Year 2020 BMW vehicles that were produced between June 30, 2020 and July 23, 2020.

**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.

**Rear Spoiler  
Safety Recall 20V-xyz  
Model Year 2020  
BMW X6 SAC / X6M SAC  
*Last Updated 08/13/2020***

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**  
A small number of Model Year 2020 BMW X6 (and X6M) SAC vehicles in the US, produced between June and July 2020, are potentially affected.
- Q2. What is the specific issue?**  
The rear spoiler on the upper roof may become loose. Over time, it may detach which could become a road hazard for other drivers and increase the risk of a crash.
- Q3. Why are other BMW Group vehicles not included in this Safety Recall?**  
The rear spoiler on other vehicles has a different design.
- 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 letter)?**  
Yes. However, when you receive a 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.
- Q7. How will my vehicle be repaired?**  
The rear spoiler will be inspected and, if necessary, replaced for free and can take approximately one hour.
- 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?**  
Letters will be mailed in October via First Class mail advising owners of this Safety Recall and to schedule an appointment with an authorized BMW center to have this Safety Recall performed. Owners can locate their nearest authorized BMW center at [www.bmwusa.com/dealer](http://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](http://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 owners to schedule an appointment with an authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).