



SIB 52 08 23

2023-04-11

RECALL 23V-211: FRONT SEAT FRAME

This Service Information Bulletin (Revision #1) replaces SI B52 08 23 **dated March 2023**.

What's New:

- Cause, Correction, Procedure, Parts, Claim sections added

MODEL

E-Series	Model Description	Production Date
F97	X3 M Sports Activity Vehicle	December 20, 2020
F98	X4 M Sports Activity Coupe	March 2, 2021 – April 12, 2021
G01	X3 Sports Activity Vehicle	November 15, 2019 – May 8, 2021
G02	X4 Sports Activity Coupe	November 6, 2020 – April 11, 2021
G20	3 Series Sedan	June 7, 2019 – April 12, 2021

AFFECTED VEHICLES

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of March 30, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective March 29, 2023) on certain Model Year 2019 - 2021 BMW vehicles that were produced between November 15, 2019, and May 8, 2021.

The driver and/or front passenger seat frames may not have been produced according to specifications by the supplier. In certain crashes, this could increase the risk of injury.

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

The bulletin will be updated when additional information becomes available.

CAUSE

The driver and/or front passenger seat frames may not have been produced according to specifications by the supplier.

CORRECTION

Replace the damaged seat frame and backrest on the affected front seat.

PROCEDURE

The affected seat frame with backrest must be replaced in accordance with the repair instructions.

52 16 017 Removing and installing/replacing seat frame on **DRIVER's Electrical** seat

Or:

52 15 017 Removing and installing/replacing seat frame on **DRIVER's Manual** seat

And/or:

52 16 018 Removing and installing/replacing seat frame on (front) **PASSENGER Electrical** seat

Or:

52 15 018 Removing and installing/replacing seat frame on (front) **PASSENGER Manual** seat

PARTS INFORMATION

Please enter a Recall IDS ticket with "0000000" as the part number. BMW will ship the correct part number(s) per your VIN and inform you in the response which side requires replacement.

The replacement parts must be installed in the VIN listed as in the PO.

Caution: Small parts such as clips, cable straps, screws, nuts, and seals, which must be replaced in accordance with the ISTA repair instructions, must be selected from the Electronic Parts Catalog in accordance with the corresponding vehicle type and invoiced under the special defect code.

One (1) Seat Mechanism and One (1) Backrest frame

Part Number	Description	Quantity
52 10 7414601	Seat mechanism for left basic seat	1
52 10 7414602	Seat mechanism for right basic seat	1
52 10 7414603	Seat mechanism for left sport seat	1
52 10 7414604	Seat mechanism for right sport seat	1
52 10 7414607	Seat frame for left electrical seat	1
52 10 7414609	Seat mechanism for left electrical seat	1
52 10 7414610	Seat mechanism for right electrical seat	1
52 10 7414584	Backrest frame for electrical seat	1
52 10 7414625	Backrest frame for electrical seat	1
52 10 7414615	Left backrest frame	1
52 10 7414616	Right backrest frame	1

Hardware

Part Number	Description	Quantity
72 11 9909471	Screw (Safety belt / Seat backrest frame)	5 per seat
07 14 9321690	Cap screw (Seat Mounting Bolts)	4 per seat

CLAIM INFORMATION

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

Defect Code:	0052100200	---
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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 73 934	Replace seat frame with backrest frame	41 FRU; 42 FRU (X3 xDrive30e)

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 73 340	Replace seat frame with backrest frame	43 FRU; 44 FRU (X3 xDrive30e)

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

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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: B52 08 23 WP 1), unless otherwise required by State law.

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.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you do receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

Supporting Materials

[picture_as_pdf B520823_23V-211-Gxx-F9x-SeatFrame-FAQ-\(10APR2023\).pdf](#)

[picture_as_pdf B520823 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 23V-211: Front Seat Frame – B52 08 23

BMW AG is conducting a Voluntary Safety Recall (effective March 29, 2023) on certain Model Year 2019 - 2021 BMW vehicles that were produced between November 15, 2019, and May 8, 2021.

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.

Safety Recall
23V-211
Front Seat Frame
Model Year 2019-2021
BMW 3 Series, X3 SAV, X4
SAC Issue Date:
04/10/2023

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2019-2021 BMW 3 Series, X3 SAV, and X4 SAC models in the US are potentially affected.
- Q2. What is the specific issue?**
The driver and/or front passenger seat frames may not have been produced according to specifications by the supplier. In certain crashes, this could increase the risk of injury.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have front seat frames produced to specifications by the supplier.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Safety Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). **While driving, if you notice front seat vibration and/or noise, please contact an authorized BMW center as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q5. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q6. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will be notified via First Class mail and requested to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](https://www.bmwusa.com/dealer).
- To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free and will give them access to other information specific for their BMW vehicle. Alternatively, owners can visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.
- Q7. How will my vehicle be remedied?**
Potentially affected vehicles will have the driver and/or front passenger seat frame and backrest replaced for free which should take several hours.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**
Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).