



SIB 52 09 23

2023-04-14

RECALL 23V-253: 2nd ROW HEAD RESTRAINTS

This Service Information Bulletin (Revision 2) replaces SI B52 08 23 **dated April 2023**.

What's New:

- Situation clarified
- Cause, Correction, Procedure, Parts, and Claim Information added
- Repair instructions attached

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.

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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MODEL

E-Series	Model Description	Production Date
F95	X5 M Sports Activity Vehicle	January 9, 2023 – January 10, 2023
G05	X5 Sports Activity Vehicle	January 9, 2023 – January 20, 2023

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. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION

BMW AG has issued a Delivery Stop (effective March 29, 2023) on certain Model Year 2023 BMW X5 SAV and X5 M SAV vehicles that were produced between January 9, 2023, and January 20, 2023.

As of April 5, 2023, this Delivery Stop has been upgraded to a Non-Compliance Recall.

The second-row seats have head restraints from the seat supplier that may not meet specifications. The head restraint guides may not have a locking tab. In certain crashes, if the head restraint were to move downward, this could increase the risk of injury.

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

CAUSE

The second-row seats have head restraints from the seat supplier that may not meet specifications. The head restraint guides may not have a locking tab.

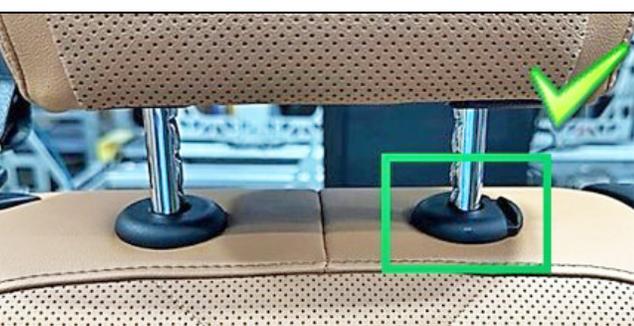
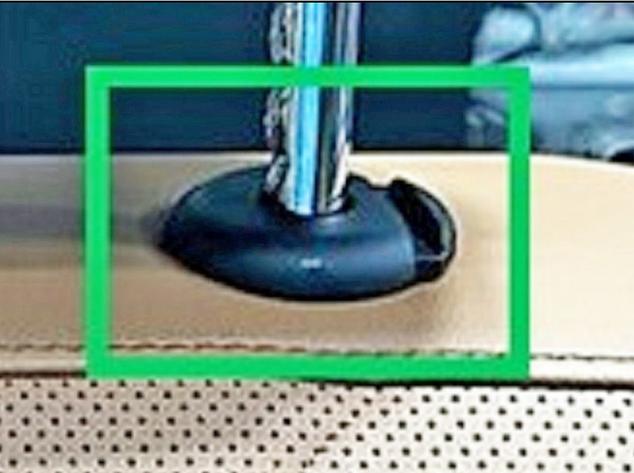
CORRECTION

Check the outer rear seat guide sleeves (left and right) of the head restraints on the second-row seats and replace if necessary.

We estimate that only 1% of recalled vehicles will need a part replaced.

PROCEDURE

Check the outer headrest guide sleeves on both second-row seats' head restraints.

	<p>Headrest guide sleeve not OK (without lock).</p>
	<p>Headrest guide sleeve OK (with lock seen on the right side of the right post).</p>
	<p>Close up view, headrest guide sleeve OK (with lock).</p>
	<p>If either head restraint is missing the locking type sleeve, then the head restraint must be removed for the lock to be installed.</p> <p>Remove the headrest guide cap, press up with your finger to release the cap (both sides of the affected head restraint).</p>
	<p>Press button A on both headrest guides in the direction shown and move the headrest upwards out of the lock position.</p> <p>Then replace the sleeve in accordance with repair instructions 52 26 394 (rear headrest guide...; Attachment).</p>

PARTS INFORMATION

Please enter a BMW/MINI Recall IDS ticket with “000000” as the part number with clear photos of the incorrectly installed outer rear seat guide sleeve. BMW will place an order on your behalf and advise in the resolution the part number being shipped on the order.

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Note: Submit the photos requested above through IDS/Recall Parts only. Please Do Not use the WarrantyApp for this request.

CLAIM INFORMATION

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

Defect Code:	0052110200	---
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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 73 958	Check the head restraint guide sleeves of the outer rear seat (left and right)	3 FRU
Or:			
# 2	00 73 959	Check the head restraint guide sleeves of the outer rear seat (left and right) and replace one side	3 FRU
Or:			
# 3	00 73 960	Check the head restraint guide sleeves of the outer rear seat left and right and replace both sides	3 FRU

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
# 4	00 73 361	Check the head restraint guide sleeves of the outer rear seat (left and right)	5 FRU
Or:			
# 5	00 73 362	Check the head restraint guide sleeves of the outer rear seat (left and right) and replace one side.	5 FRU
Or:			
# 6	00 73 363	Check the head restraint guide sleeves of the outer rear seat (left and right) and replace both sides	5 FRU

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.

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 09 23 WP 1), unless otherwise required by State law.

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,

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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 topic 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 Attachment B52 09 23 REP5226394.pdf](#)

[picture_as_pdf B520923 Recall Notice.pdf](#)

[picture_as_pdf B520923_23V-253-2ndRowSeatHeadRestraint-FAQ-\(05Apr2023\).pdf](#)

NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 23V-253: 2nd Row Head Restraints – B52 09 23

BMW AG has issued a Delivery Stop (effective March 29, 2023) on certain Model Year 2023 BMW X5 SAV and X5 M SAV vehicles that were produced between January 9, 2023, and January 20, 2023.

As of April 5, 2023, this Delivery Stop has been upgraded to a Non-Compliance Recall.

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.

Removing and installing/replacing rear left or right head restraint guide »

NOTE

Description is for left component only. Procedure on the right side is identical.

Main Works

Remove guide sleeve for headrest

NOTE

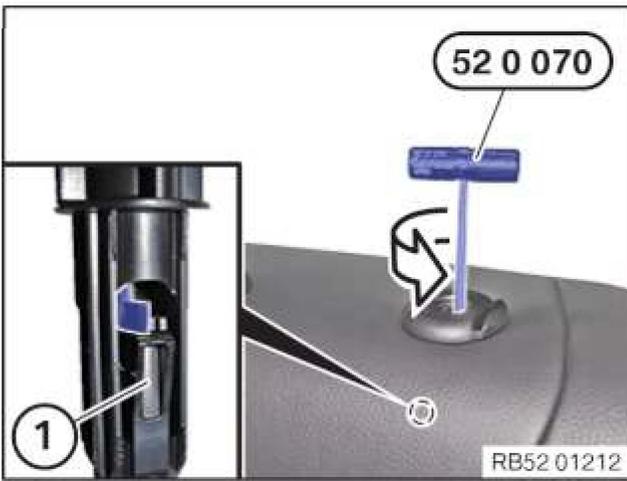
Schematic diagram is for example purposes. Some parts may differ in certain details.

NOTE

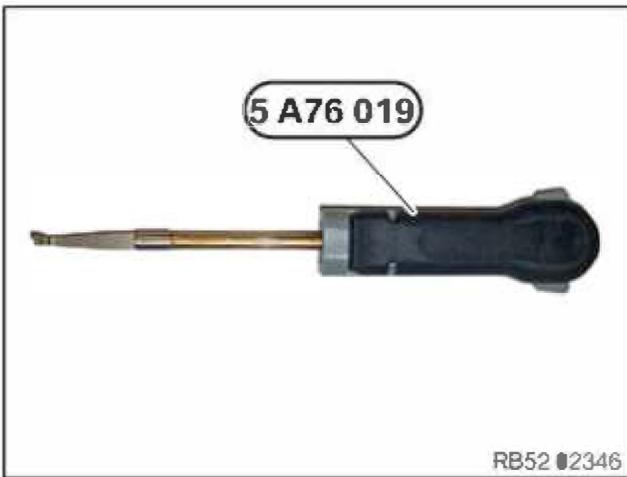
The description is provided only at one component. The procedure is the same for all other components.



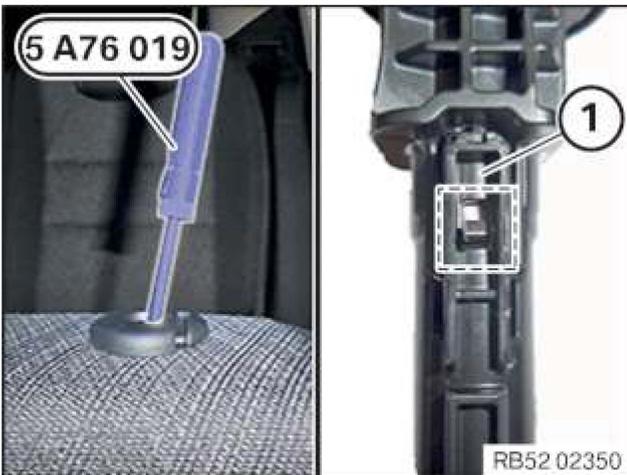
- Depending on the vehicle equipment, different headrest (1) guide sleeve options may be installed.
- Two different special tools for unlocking the guide sleeves for headrest (1) are described below.
- After checking, use the appropriate special tool.



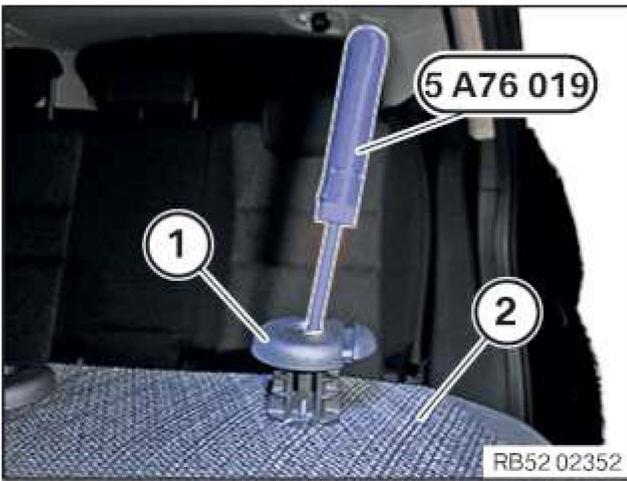
- Variant A:
- Press latch (1) inward with special tool 0 494 627 (52 0 070) in the direction of the arrow and simultaneously guide out the guide sleeve upward.



- Version B:
- Keep the special tool ready.



- Carefully guide the special tool into the guide sleeve.
- Position special tool correctly in the marked area in the opening provided on the latch (1) and carefully unlock.



- Continue to hold the lock shown above unlocked with the special tool and at the same time guide out the guide sleeve (1) from the seat (2).

Installing the guide sleeve for the front head restraint

NOTE

Schematic diagram is for example purposes. Some parts may differ in certain details.



- Pay attention to the installation position:
 Insert the guide sleeve (1) **with** unlocking on the left side in the driving direction.
 Insert the guide sleeve (2) **without** unlocking on the right side in the driving direction.



NOTE

The description is provided only at one component. The procedure is the same for all other components.

- Insert the guide sleeve (1) into the rear seat backrest from above in the arrow direction and lock it.
 The guide sleeve (1) must engage so that you can feel it.

Non-Compliance Recall
23V-253
Second Row Seat
Outboard Head Restraints
Model Year 2023
BMW X5 SAV
Issue Date: 04/05/2023

- Q1. Which BMW Group models in the US are potentially affected by this Non-Compliance Recall?**
Certain Model Year 2023 BMW X5 SAV models in the US are potentially affected.
- Q2. What is the specific issue?**
The second row seats have head restraints from the seat supplier that may not meet specifications. The head restraint guides may not have a locking tab. In certain crashes, if the head restraint were to move downward, this could increase the risk of injury.
- Q3. Why are other models / vehicles not included in this Non-Compliance Recall?**
Other models have second row seats that meet specifications.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Non-Compliance Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Non-Compliance Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). **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 Non-Compliance 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 second row seat outboard head restraint guides inspected and, if necessary replaced for free, which should take about an hour.
- 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 Non-Compliance 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).