



SIB 51 05 24

2024-03-14

RECALL 24V-138: DASHBOARD

This Service Information Bulletin (Revision 2) replaces SI B51 05 24 **dated February 2024.**

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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What's New:

- Recall # added to SIB title
- Situation updated
- Correction, Procedure, Parts, Claim information added

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	
G07	X7 Sports Activity Vehicle	

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 is conducting a voluntary safety recall (effective February 9, 2024) on a certain model year 2024 BMW vehicles that were produced on January 29, 2024.

The dashboard in the affected vehicles may not have been manufactured to BMW specifications. In the event of an accident, the passenger side airbag may not deploy as intended which could increase the risk of injury to the front passenger.

CORRECTION

Replacement of the dashboard is necessary.

PROCEDURE

Replace the dashboard, following repair instructions listed in ISTA/AIR 51 45 031.

PARTS INFORMATION

To determine the part number below that is to be installed and used for the claim submission for the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Part Number	Description	Quantity
51 45 9 633 581	Dashboard Sensatec head-up display	1
51 45 9 633 583	Dashboard Leather head-up display	1
51 45 9 634 918	Dashboard Sensatec head up display	1
51 45 9 633 569	Instrument panel Sensatec	1
51 45 9 636 224	Dashboard Sensatec head-up display	1
51 45 9 634 920	Dashboard Leather head-up display	1
51 45 7 858 922	Dashboard Leather head-up display	1
51 45 8 088 203	Instrument panel Leather	1
51 45 7 858 921	Dashboard Leather head-up display	1

Note: Small parts, such as cable straps, clips, felt strips, screws, nuts and seals, which must be replaced in accordance with 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 of this technical campaign.

CLAIM INFORMATION

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

Repair Code:	0051810500	---
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Below are the special flat rate labor operation code choices for this action.

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

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 75 884	Replacing instrument panel	56 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
# 2	00 75 294	Replacing instrument panel	58 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 technician's RO notes and the claim comments (For example: B51 05 24 WP 1), unless otherwise required by State law.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and 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 should receive a reimbursement request from a customer for a repair that may qualify because it addressed the issue described in this bulletin, and it was performed **prior** to the notification of Recall, 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 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

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Supporting Materials

[picture_as_pdf B510524 Recall Notice.pdf](#)

[picture_as_pdf B510524_24V-138-I-Panel-FAQ-Rev.1-\(21Feb2024\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-138: Dashboard – B51 05 24

BMW AG has issued a Delivery Stop (effective February 9, 2024) on a small number Model Year 2024 BMW vehicles that were produced on January 29, 2024.

As of February 20, 2024, this Delivery Stop has been upgraded to a Safety 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.

Safety Recall
24V-138
Instrument Panel
Model Year 2024
BMW X5, X7
Issue Date: 02/21/2024

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

Certain Model Year 2024 BMW X5 and X7 models in the US are potentially affected.

Q2. What is the specific issue?

The instrument panel may not have been produced by the supplier to specifications. In a crash, the front passenger air bag may not deploy as intended, which could increase the risk of injury to the front passenger. Pieces of the instrument panel may separate, which could increase the risk of injury to vehicle occupants.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models have an instrument panel that was produced by the supplier to specifications.

Q4. Can I continue to drive my vehicle?

Yes. However, when you are notified by BMW of this Safety Recall that a remedy is available, 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). **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 advising them of this Safety Recall and to schedule an appointment with an authorized BMW center as soon as possible to have the remedy performed. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at [bmwusa.com/myBMW](https://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?

The instrument panel will be 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).