



SIB 51 07 24

2024-03-05

## RECALL 24V-139: TAILGATE OUTER BODY PANEL

This Service Information Bulletin (Revision 1) replaces SI B51 07 24 **dated February 2024**.

### What's New:

- Title updated
- Situation updated
- Cause added
- Correction added
- Procedure added
- Parts Information added
- Claim Information added

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

E-Series	Model Description	Production Date
G09	BMW XM Sports Activity Vehicle (SAV)	September 21 – November 2, 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 is conducting a Voluntary Safety Recall (effective February 16, 2024) on certain Model Year 2024 BMW vehicles that were produced between September 21, 2023, and November 2, 2023.

The outer body panel of the tailgate can partially detach from the inner panel in one or more areas of the tailgate due to poor bonding of the adhesive.

If the outer body panel separates from the inner panel, a rattling sound can be heard while driving.

The outer body panel completely detaching from the inner panel cannot be ruled out.

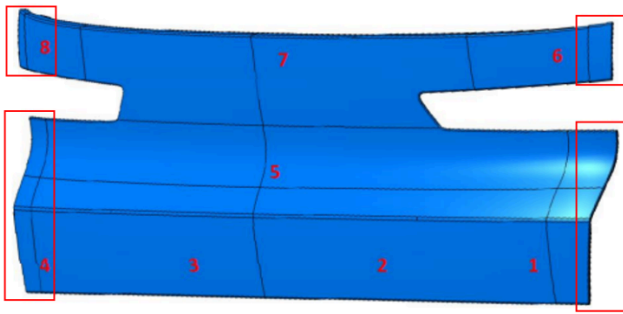
The Recall Notice and Q&A have been attached for further information.

### CAUSE

Poor bonding of the adhesive on the tailgate body panel (painted outer panel to the inner panel/metal frame).

### CORRECTION

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Inspect the outer tailgate panel for proper adhesion. Replace if necessary.

## PROCEDURE

1. Inspect the four areas of outer panel on the tailgate for protruding edges.
2. Open the tailgate and inspect the adhesive around the entire outer panel of the tailgate.
3. If separation of the outer to inner panel is seen, the outer panel will need to be replaced following the repair instruction listed in ISTA/AIR 51 13 421.

**The new replacement body panel will need to be painted.**

If NO separation is seen, continue to step 4.

4. Try to manually separate the outer panel from the inner panel in the four areas of the tailgate using “light to moderate” force (see photos below).



**With the tailgate open:**

Left hand located above the taillamp; pull the outer panel with light to moderate force.

Right hand holds the tailgate in place.

**Note: This is done on both sides of the tailgate (left and right) and in three different areas as shown in the photos below.**

Left hand located below the taillamp.



Left hand located at lower left corner of the tailgate.





**With the tailgate closed:**

Using one hand, pull the outer panel using light to moderate force.

**Note: This is done on both sides of the tailgate (left and right).**



**DO NOT** pull on the tailgate panel using both hands while it is in the closed position.

5. If the outer panel of the tailgate cannot be separated, no repair is needed; the vehicle can be returned to the customer.

**PARTS INFORMATION**

**Work Package # 3 and 4: Use, invoice, and supply the part number below to your CCRC/Approved Auto Body Shop.**

Part Number	Description	Quantity
51 13 5 A17 7C3	Primed tailgate trim	1 when required

Additionally, other small parts that are not specified above, such as one-time use screws, nuts, and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog according to the respective vehicle type and invoiced under the special Repair Code.

## CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when required for WP # 3 or 4, the part number listed above, and the Third-Party repair in sublet.

<b>Plusposition (+)</b>	Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.
<b>Main work</b>	The vehicle arrives for this Recall, no other Main work will be performed/claimed during this workshop visit

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

<b>Repair Code:</b>	<b>0051820500</b>	---
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Below are the special flat rate labor operation code choices for this action.

### Check (Workshop) – No Repair is Necessary

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 75 888	Checking the tailgate trim/body panel (No repair is necessary) <b>(Plusposition)</b>	3 FRU
Or:			
# 2	00 75 298	Checking the tailgate trim/body panel (No repair is necessary) <b>(Main work)</b>	5 FRU

Or:

### Check (Workshop) – Repair is Necessary (Third-Party)

Work Pkg	Labor Operation	Description	Labor Allowance
# 3	00 75 888	Checking the tailgate trim/body panel (Repair is necessary) <b>(Plusposition)</b>	3 FRU
Or:			
# 4	00 75 298	Checking the tailgate trim/body panel (Repair is necessary) <b>(Main work)</b>	5 FRU

And, together with the above:

### Sublet – Tailgate Trim/Body Panel Replacement/Paint Finish (Third Party CCRC/Approved Auto Body Shop)

Third-Party	Description (Associated work)	Sublet Allowance
Sublet Code 3	Tailgate trim/body panel replacement and paint finish repair (Third-party sublet invoice, excluding the applicable BMW part number(s) that are to be invoiced on the RO for inclusion with the claim submission)	Up to \$520.00

**Note:** Aftersales Area Manager (AAM) Field Authorization (FAS) is **not** required.

Invoice the tailgate body panel/paint finish 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.

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The appropriate charge for the necessary paint finish work procedure 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 finish work is consistent with what is normally recognized as customary, fair, and reasonable. Also, it must not exceed the scope of the repair work that is described in this bulletin.**

### Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the technicians RO notes and in the claim comments (For example: B51 07 24 WP 1), unless otherwise required by State law.

Additionally, for:

**Work Package # 3 and 4:** Itemize the claimed sublet amount on the repair order and in the claim comment section.

### Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comment Required)

This Recall qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Repair Code in this bulletin as follows:

- Sublet Code 2 - Itemize the claimed 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 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

### Supporting Materials

[picture\\_as\\_pdf B510724 Recall Notice.pdf](#)

[picture\\_as\\_pdf B510724 24V-xyz-TailgatePanel-FAQ-\(16Feb2024\).pdf](#)





## **SAFETY RECALL NOTICE**

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

RE: Recall 24V-xxx: Tailgate Trim – B51 07 24

BMW AG is conducting a Voluntary Safety Recall (effective February 16, 2024) on certain Model Year 2024 BMW vehicles that were produced between September 21, 2023, and November 2, 2023.

**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-xyz  
Tailgate Panel  
Model Year 2024  
BMW XM  
Issue Date: 02/16/2024**

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

Certain Model Year 2024 XM models in the US are potentially affected.

**Q2. What is the specific issue?**

The tailgate panel may not have been properly attached to the vehicle. The panel could become loose and, in a rare case, could detach from the vehicle and become a hazard to other road users.

**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 a tailgate panel that was properly attached to the vehicle.

**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://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://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://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://bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.

**Q7. How will my vehicle be remedied?**

The tailgate panel will be inspected and, if necessary, 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://bmwusa.com/recall).