



SIM 51 03 24

2024-08-29

RECALL 24V-340: REAR DOOR PANELS

This Service Information Bulletin (Revision 2) replaces SI B51 03 24 dated May 2024.

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

- Title updated and Recall # added
- Situation updated
- Correction, Procedure, Parts Information, Claim Information added

MODEL

E-Series	Model Description	Production Date
U25	MINI Countryman	March 4, 2024 – March 22, 2024

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 May 9, 2024, 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 May 8, 2024) on a small number of Model Year 2025 MINI vehicles that were produced between March 4, 2024, and March 22, 2024.

Do not deliver to a customer, a New, Certified Pre-Owned or Used vehicle subject to a Delivery Stop, until the vehicle is repaired. Do not use or sell replacement equipment/parts subject to a Delivery Stop.

Due to incorrect tightening of the screws which attach the armrests to the rear door panels, the armrest on the door panel could detach and damage the side airbag after a side impact. This could increase the risk of injury to a rear seat passenger.

CORRECTION

Replace the affected rear door panel (left or right).

PROCEDURE

1. Remove the affected rear door panel following the “**Preliminary work**” section of repair instructions (**Replacing left or right rear door trim panel 51 42 001 | REP-REP-P-5142001-U25 - V.1**).

IMPORTANT: New door panels come equipped with the armrest. Disregard Step 4 (Removing the armrest from the rear door trim panel REP-TAT-P-5142-01-U25_02). The Waist rail (parapet) of the door trim panel cannot be reused. You **must** make a vehicle-specific order of the Waist rail (parapet) in conjunction with the door trim panel and install them together.

2. After removal of the affected door panel, exchange the inner door opener following the “**Main Works**” repair instructions “**Removing and installing/replacing inner door opener on left or right rear door 51 22 225 | REP-REP-P-5122225-U25 - V.2**”.

3. Install the new door panel continuing the repair instruction (**Replacing left or right rear door trim panel 51 42 001 | REP-REP-P-5142001-U25 - V.1**).

Note: Door panel screws can come loose over time and may be lying between the door panel and door support. These screws **must** be removed as they can cause a rattling sound while driving.

PARTS INFORMATION

Use and invoice the applicable part numbers listed below.

IMPORTANT: Open a BMW/MINI Recall Parts IDS ticket to determine the specific vehicle's affected door panel side (left or right) that requires replacement.

Part Number	Description	Quantity
Refer to ETK/AIR	Left rear door panel	1
As applicable		
Refer to ETK/AIR	Waist rail, rear left ^[A1]	1
Or:		
Refer to ETK/AIR	Right rear door panel	1
As applicable		
Refer to ETK/AIR	Waist rail, rear right	1
And:		
07 14 9200941	Oval-head screw with washer (Delta PT4x12)	4
07 14 9459832	Spring nut (Applies to both doors)	16

Part Retention

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage, and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA.

If these replaced parts are requested to be returned, a corresponding DCSnet Part Return tag will be generated.

Any requested parts that are not received by BMW NA and/or not returned through the correct part return logistics process, in accordance with Section 6 of the Warranty Policy and Procedure Manual, may be subject to debit.

Parts that are not requested to be returned must be properly handled to ensure they cannot be reused and scrapped.

For other questions or inquiries concerning this issue, please contact the WPRC through IDS or LiveChat.

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.

Repair Code:	0051900500	U25 Replacing rear door trim panel
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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 (Plus position work)	Labor Allowance
# 1	00 76 619	Replacing the affected rear door trim panel	16 FRU

Or:

The vehicle arrives at your dealer 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 76 103	Replacing the affected rear door trim panel	17 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

Reference the SIB number, the work package (Pkg) number performed, and the door panel side that was replaced (left or right) in the technician's RO notes and in the claim comments (For example: M51 03 24 WP 1, left rear), 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 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* M510324 Recall Notice.pdf](#)

[*picture_as_pdf* M510324 24V-340-RearSideDoorPanel-FAQ-\(14May2024\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 24V-340: Rear Door Trim Panel – M51 03 24

BMW AG has issued a Delivery Stop (effective May 8, 2024) on a small number of Model Year 2025 MINI vehicles that were produced between March 4, 2024, and March 22, 2024.

As of May 14, 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-340
Rear Side Door Panel
Model Year 2025
MINI Countryman
Issue Date: 05/14/2024

- Q1. Which MINI models in the US are potentially affected by this Safety Recall?**
Certain Model Year 2025 MINI Countryman models in the US are potentially affected.
- Q2. What is the specific issue?**
The left and/or right rear side door panel may not have been produced by the supplier according to specifications. The armrest could become loose and, in a crash, could contact a rear seat occupant, or affect deployment of the thorax air bag.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have rear side door panel was produced by the supplier according to specifications.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by MINI of this Safety Recall that a remedy is available, please contact an authorized MINI dealer to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit miniusa.com/recall. **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q5. How did MINI become aware of the issue?**
MINI 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 MINI dealer as soon as possible to have the remedy performed. To locate your nearest authorized MINI dealer, please visit miniusa.com/dealer.
- To ensure MINI has the most up-to-date contact and vehicle information, owners should register their vehicle at miniusa.com/ol. Registration is free and will give them access to other information specific for their MINI vehicle. Alternatively, owners can visit miniusa.com/recall and click on **“Manage recall notices and contact information”**.
- Q7. How will my vehicle be remedied?**
The driver and/or front passenger safety belt system will be checked and, if necessary, replaced for free which should take about one hour.
- Q8. Do I have to wait for MINI 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 Safety Recall, please visit miniusa.com/recall.