



SIB 51 28 24

2024-10-31

**RECALL 24V-764: REAR CARGO RAILS**

This Service Information Bulletin (Revision 1) replaces SI B51 28 24 **dated October 2024**.

**What's New:**

- Recall # added to SIB title and to attachments
- Situation updated
- 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
F97	X3 M Sports Activity Vehicle	March 11, 2019 – August 3, 2022
G01	X3 Sports Activity Vehicle	March 9, 2017 – November 30, 2022

**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 October 9, 2024) on certain Model Year 2018 - 2023 BMW vehicles that were produced between March 9, 2017, and November 30, 2022.

As of October 15, 2024, this Delivery Stop has been upgraded to a Safety Recall for the portion of affected VINs which had the rework completed under Recall 24V-534: Rear Cargo Rails.

It was determined that the new bolts used in B51 17 24 Recall 24V-534: Rear Cargo Rails (0051960500), do not always provide a secure screw connection.

In an extreme rear crash, the attachment between the rear cargo rail (circled at left, new photo) and the vehicle body could become damaged. In a rare case, the rail could start to separate from the vehicle body, which could increase the risk of injury.

**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.**

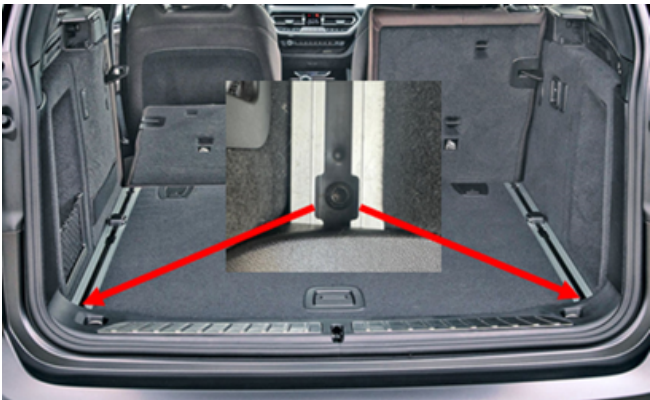
The Recall Notice and FAQ have been attached for further information.

**CORRECTION**



Remove and replace each of the rear screws (arrows) that secure the left and right cargo rails with a new screw. The washers can be reused.

**PROCEDURE**



1. Remove and dispose of the rear screws for the cargo rails (left and right).

2. Replace the screws with new screws and reuse the washers.

**Note: Tightening torque spec for the new screws is 19 Nm.**

**Notes:**

- **At least 3 full turns of the screw must be achieved**
- **If one or both screws cannot be screwed in or if the three turns of the screw cannot be achieved, the thread must be reworked with a heli-coil thread insert**
- **The reworking with a heli-coil thread insert can be carried out on the installed cargo rail**

**PARTS INFORMATION**

Use and invoice the applicable part numbers below.

Part Number	Description	Quantity
51 47 5 B6E E14	Screw	2
07 14 6 958 587	Heli-coil threaded insert	1 or 2, if needed

## 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.

<b>Repair Code:</b>	<b>0051070600</b>	<b>G01 F97 Replacing threaded connection for luggage compartment lashing rail</b>
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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)	Labor Allowance
# 1	00 77 685	Replacing the threaded connection of the luggage compartment lashing rail	1 FRU
Or:			
# 2	00 77 686	Replacing the threaded connection of the luggage compartment lashing rail and reworking a thread	3 FRU
Or:			
# 3	00 77 687	Replacing the threaded connection of the luggage compartment lashing rail and reworking two threads	5 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 77 132	Replacing the threaded connection of the luggage compartment lashing rail	3 FRU
Or:			
# 5	00 77 133	Replacing the threaded connection of the luggage compartment lashing rail and reworking a thread	5 FRU
Or:			
\$ 6	00 77 134	Replacing the threaded connection of the luggage compartment lashing rail and reworking two threads	6 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: B51 28 24 WP 1), unless otherwise required by State law.

### Reimbursements of Recall Remedy Comparable Prior Customer-Pay Repairs (TREAD Act)

This Safety Recall's remedy repair addresses a specific consequential issue, the cargo area's anchor rail assemblies may separate from the vehicle's rear floor body panel assembly they are secured to after the Affected Vehicle was the recipient of a significant rear end collision.

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

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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 B512824\\_24V-764-CargoRailReRecall-FAQ-\(15Oct2024\).pdf](#)

[picture\\_as\\_pdf B512824 Recall Notice.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 24V-764: Rear Cargo Rails – B51 28 24

BMW AG has issued a Delivery Stop (effective October 9, 2024) on certain Model Year 2018 - 2023 BMW vehicles that were produced between March 9, 2017, and November 30, 2022.

As of October 15, 2024, this Delivery Stop has been upgraded to a Safety Recall for the portion of affected VINs which had the rework completed under Recall 24V-534: Rear Cargo Rails.

**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.

**CONFIDENTIAL**

**Safety Recall**  
**24V-764**  
**Rear Cargo Rails - ReRecall**  
**Model Year 2018-2022**  
**BMW X3 SAV**  
**Issue Date: 10/15/2024**

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

Model Year 2018-2022 BMW X3 SAV models in the US are potentially affected.

**Q1a. I seem to remember hearing about a similar Safety Recall. Is this one new or different?**

Yes. Earlier this year, BMW released a Safety Recall on this topic. However, a number of vehicles received the remedy and, unfortunately, need to return to a BMW center to have the recall performed again. This new recall addresses those vehicles.

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

In an extreme rear crash, the attachment between the rear cargo rail and the vehicle body could become damaged. In a rare case, the rail could start to separate from the vehicle body, which could increase the risk of injury.

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

Other models have a different attachment between the rear cargo rail and the vehicle body.

**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 become aware of the issue?**

BMW 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. To locate your nearest authorized BMW center, please visit [bmwusa.com/dealer](https://bmwusa.com/dealer).

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 bolts which attach the rear cargo rails to the vehicle body will be removed and replaced for free which should take about one 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 Safety Recall to ensure that the necessary parts, tools, and procedures are available. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://bmwusa.com/recall).