



SIB 41 09 24

2024-12-11

RECALL 24V-910: ROOF FRAME

This Service Information Bulletin (Revision 2) replaces SI B41 09 24 **dated December 2024.**

What's New:

- SIB title changed to add Recall #
- Situation updated
- Correction added
- Procedure added
- Parts Information added
- Claim Information added
- Attachments updated to add Recall #

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

E-Series	Model Description	Production Date
F98	X4 M Sports Activity Coupe	November 4, 2024 – November 12, 2024
G02	X4 Sports Activity Coupe	November 1, 2024 – November 15, 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. You can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

SITUATION



BMW AG has issued a Delivery Stop (effective November 21, 2024) on certain Model Year 2025 BMW vehicles that were produced between November 1, 2024, and November 15, 2024.

As of December 2, 2024, this Delivery Stop has been upgraded to a Safety Recall

On the top left of inside the vehicle, the roof frame may not have been produced by the supplier in accordance to specification. The crack has no effect on crash performance and structural integrity. However, it cannot be ruled out that the head airbag might be damaged by the crack during the airbag deployment.

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

CORRECTION

Inspect the top left side of the vehicle’s roof frame and rework if necessary.

PROCEDURE

1. Lower the headliner following the repair instructions listed in ISTA/AIR 51 44 915.



2. Using a suitable light, inspect the top left side of the vehicles roof frame for a crack or thinned metal.

The red rectangular box shows the location of where the crack/constriction has/could occur.



The red rectangular box is showing a crack on the top left side of the roof frame.



The red rectangular box is showing thinned metal on the top left side of the roof frame.

3. If a crack or constriction is not seen or felt, the vehicle can be reassembled, and the campaign can be closed.

4. If a crack or constriction is seen or felt, continue to step 5.

Remove the left head airbag following repair instructions listed in ISTA/AIR 72 12 060.

5. Using a 4 mm drill bit, drill a stress relief hole on both sides of the crack/constriction.



The red circles in the photo show where the holes would be drilled.

6. Sand/grind off the paintwork/primer along the crack/constriction.

7. Before welding, make sure to review the following points below.

- Handling electrical system and electronics 41 04 100.
- Handling airbags and restraint systems 41 04 200.
- Welding steel components 41 05 321.
- Screw the removed screws back into its hole to protect the respective threads from welding spatter.
- Cover the vehicles interior with a welding blanket.

8. Weld the crack/constriction.



9. Grind off the excess material from the weld seam. Review repair instructions listed in ISTA/AIR 41 05 202 for more information on grinding steel parts.



10. Using 1k primer spray can, paint the repaired area.



11. Vehicle can be reassembled, and the campaign can be closed.

PARTS INFORMATION

To determine the part numbers that applies to 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
Refer to ETK/AIR	As applicable	As applicable

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time

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instructions/ETK/AIR), are to be selected from the Electronic Parts Catalog, and/or other approved BMW Group's resources according to the respective vehicle type. Invoiced these items separately under the Repair Code listed in this bulletin.

CLAIM INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when WP 2 or WP 4 repair is required, the third-party repair is sublet with the applicable part numbers listed above.

Repair Code:	0041400200	---
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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 (New in-stock/No in-service date) or the vehicle is already in the workshop for another reason and/or repair.

Work Pkg	Labor Operation	Description (Plusposition)	Labor Allowance
# 1	00 77 894	Check roof frame at front left (No repair is required)	33 FRU
Or:			
# 2	00 77 899	Check roof frame at front left (repair is required) and prepare it for external service/repair (Third-Party CCRC or Approved Auto Body Shop)	41 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
# 3	00 77 287	Check roof frame at front left (No repair is required)	34 FRU
Or:			
# 4	00 77 292	Check roof frame at front left (repair is required) and prepare it for external service/repair (Third-Party CCRC or Approved Auto Body Shop)	43 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.

And when it's required to be performed:

With WP # 2 or WP # 4 Sublet – Front Left Roof Frame Rework Repair Portion (Third Party CCRC/Approved Auto Body Shop)

Third-Party	Description (Associated work)	Sublet Allowance
Sublet Code 3	Front left roof frame rework 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)	See below

Invoice the front left roof frame rework repair 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.

The appropriate charge for the necessary front left roof frame rework repair procedures 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 this sheet metal rework procedure 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: B41 09 24 WP 1, Repair required), unless otherwise required by State law.

Additionally for WP # 2 and WP # 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.

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

When it is required to be performed after the inspection, this Safety Recall’s remedy is a rework repair of the left front roof frame’s sheet metal after it was determined that it was not produced by the supplier in accordance with the required specification.

Based on the age of the Affected Vehicles, 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 as being recall comparable, 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

Supporting Materials

[picture_as_pdf B410924 Recall Notice.pdf](#)

[picture_as_pdf B410924_24V-910-G02-RoofFrame-FAQ-\(02Dec2024\).pdf](#)

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SAFETY RECALL NOTICE

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

RE: Recall 24V-910: Roof Frame – B41 09 24

BMW AG has issued a Delivery Stop (effective November 21, 2024) on certain Model Year 2025 BMW vehicles that were produced between November 1, 2024, and November 15, 2024.

As of December 2, 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-910
Roof Frame
Model Year 2025
BMW X4 SAC
Issue Date: 12/02/2024**

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

Model Year 2025 BMW X4 SAC models in the US are potentially affected.

Q2. What is the specific issue?

On the left-hand side of the vehicle, an interior portion of the roof frame may not have been produced by the supplier in accordance with specifications. In a crash, this could affect deployment of the head air bag, which could increase the risk of injury.

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

Other models / vehicles have a roof frame that was produced 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. **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.

To ensure BMW has the most up-to-date contact and vehicle information, owners should register their vehicle at 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 and click on “**Manage recall notices and contact information**”.

Q7. How will my vehicle be remedied?

The roof frame will be inspected and, if necessary, repaired.

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.