

**SUBJECT****Service Action: Replace Both Front Seat Headrests****MODEL**

F33 (4 Series Convertible)

**SITUATION**

The customer may hear rattling noises coming from the front headrest while driving.

**AFFECTED VEHICLES**

This Service Action involves 4 Series Convertibles produced from March 21, 2014 to June 11, 2014.

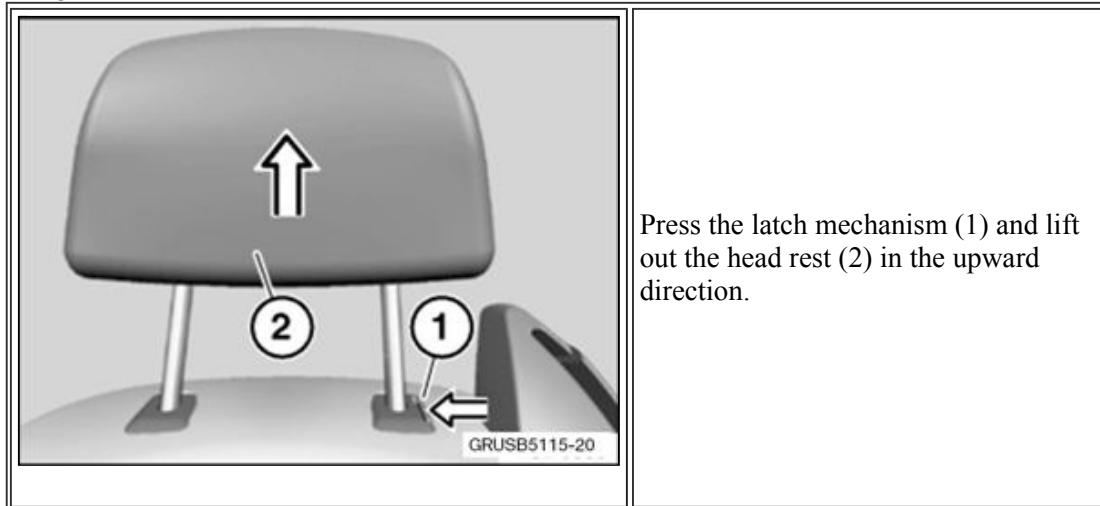
Vehicles which require this Service Action to be completed will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

**CAUSE**

A spring inside the front headrest may come loose, causing a rattle.

**PROCEDURE**

Replace both front headrests using Repair Instruction 52 14 390, "Removing and installing/replacing front left or right head restraint."

**PARTS INFORMATION**

Part number	Description	Quantity	Upholstery code
52 10 7 340 281	Imitation leather black/imitation leather black (Sensatec) headrest	2	KCSW
52 10 7 340 282	Veneto beige imitation leather headrest	2	KCDF
52 10 7 340 293	Saddle brown leather headrest/exclusive seam	2	LCLX
52 10 7 340 284	Black leather headrest	2	LCSW/LCLZ

52 10 7 340 285	Veneto beige leather headrest	2	LCDF/LCLY
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**WARRANTY INFORMATION**

Reimbursement for this Service Action will be via normal claim entry utilizing the following information:

<b>Defect Code:</b>	<b>00 52 61 01 00</b>	
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**Completion before vehicle delivery to the customer or the vehicle is already in the workshop**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 62 920	Refer to KSD2	Replace both front seat headrests (Plus work)

Or:

**Completion after vehicle delivery to the customer**

<b>Labor Operation:</b>	<b>Labor Allowance:</b>	<b>Description:</b>
00 62 229	Refer to KSD2	Replace both front seat headrests (Main work)

Refer to KSD2 for the corresponding flat rate unit (FRU) allowance.

**ADDITIONAL INFORMATION**

Perform the procedure outlined in this Service Information on all affected vehicles before customer delivery or the next time they are in the shop for maintenance or repairs.

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