



SI B52 10 19  
Seats

June 2019  
Technical Service

## THIGH SUPPORT UPHOLSTERY DETACHES FROM SEAT

### MODEL

G05 (X5 Sports Activity Vehicle)	G07 (X7 SAV)		
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### SITUATION

The seat leather upholstery detaches from the front of the thigh support (aka knee bolster) of either front seat.

### CAUSE

The metal retainer clips on the thigh support are too loose. The clips don't exert enough pressure on the plastic retainer on the edge of the seat leather upholstery, so that the upholstery can separate from the seat's thigh support frame.

Refer to the Procedure section steps 2, 3, 4 for the root cause of the loose upholstery.

### CORRECTION

Inspect the seat leather upholstery for damage. If no damage is found-

- Reinstall upholstery onto the metal retainer clips
- Bend the clips to exert more force on the plastic retainer

### PROCEDURE

1. Move the seat to the following position for access:

- Seat bottom all the way backwards.
- Seat bottom all the way upwards
- Fully extend the thigh support

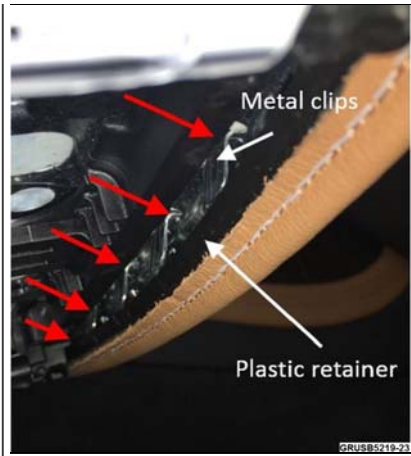
Use a flashlight to inspect underneath the thigh support:

Is the seat leather upholstery damaged?

- YES – Replace the damaged upholstery as needed (refer to ISTA/AIR Group 52 for the applicable repair instructions)
- NO – Check under the seat to see if the upholstery is properly retained under the 5 metal clips

Bend the 5 metal clips as needed to retain the upholstery as shown below in step 5.

2. **Incorrect:** Retainer and trim are not properly installed (red arrows).



- The edge of the leather seat upholstery is sewn onto a plastic retainer strip
- The retainer strip is supposed to be held in place by the firm contact of the 5 metal clips



3. **Incorrect:** Retainer and trim not properly installed-
- Left clip too loose against retainer
  - Leather is overlapping the right clip (circled) so that the clip cannot press against the retainer



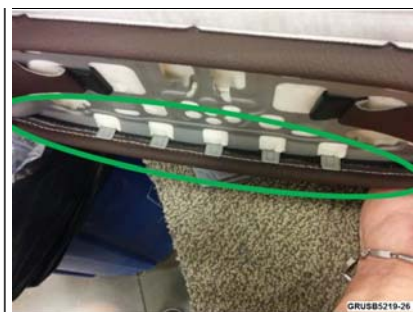
4. **Incorrect:** The metal clips (circled) are not exerting enough force against the retainer strip.
- Slight gaps are present between the clips and the retainer strip



5. **Correct:** Retainer and trim placed correctly inside the metal clips.
- Clips are firmly pressed against the trim
  - No gap exists between the trim and metal clips



Note: Bend the 5 metal clips as necessary.



6. Repeat steps 1 through 5 on the other front seat.

## PARTS INFORMATION

Parts replacement is not necessary except in the rare case that the leather upholstery is damaged.

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in ETK/AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
Refer to ETK	Seat Leather	As needed

## WARRANTY INFORMATION

This Service Information bulletin provides technical, diagnostic and repair-related information.

### Eligible and Covered Work/Repairs

When used to repair a verified defect in materials or workmanship, the repair procedure information provided in this bulletin is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Refer to AIR for the corresponding defect code, flat rate labor operations (including diagnosis and work time) and flat rate unit (FRU) allowances when applicable.

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