



SIB 51 37 19

2019-11-21

DELIVERY STOP: CENTER CONSOLE COVER

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

This Service Information Bulletin (Revision 1) replaces SI B51 37 19 **dated October 2019**.

What's New (Specific text highlighted):

- Entire content
- Part and Warranty Information added

MODEL

E-Series	Model Description	Production Date
G15	8 Series Coupe	July 25 – October 15, 2019

AFFECTED VEHICLES

Vehicles which require this Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry. All other systems showed the stop sale starting October 26, 2019.

SITUATION

BMW of North America, LLC has issued a Delivery Stop (effective October 25, 2019) on a small number of Model Year 2020 BMW vehicles that were produced between July 25, 2019 and October 15, 2019.

A center console trim panel with integrated cupholder bin cover was installed which does not match the surrounding interior trim. There is no influence on the cupholder cover's functionality.

CAUSE

The wrong trim panel was installed during vehicle production.

CORRECTION

Install the correct trim panel with integrated cupholder cover.

PROCEDURE

Replace the incorrect trim panel and integrated cupholder cover ("metal mesh effect" on left) with the correct one ("carbon fiber look" on the right).



Refer to ISTA operation 51 16 146 "Replacing the decorative trim on the center console."

PARTS INFORMATION

Only use and invoice the applicable part number below.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part number being invoiced and installed, this could delay the payment of claim.

Part Number:	Description:	Quantity:
51 16 8 096 321	Carbon Fiber cover	1

Additionally, other small parts that are not specified above, such as one-time use screws, nuts and seals, which must be replaced according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

WARRANTY INFORMATION

Reimbursement for this Delivery Stop Action will be via normal claim entry utilizing the following information together with the specified part number listed above that applies:

Defect Code:	0051810400	G15 Replace center console decorative trim
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 68 756	Replacing the center console trim	25 FRU

Or:

The vehicle arrives at your center and this action shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 68 179	Replacing the center console trim	27 FRU

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B51 37 19 WP 1), unless otherwise required by State law.

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Action 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.