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2019-12-06

SERVICE ACTION: REPLACE THE HOOD OR DOOR

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MODEL

E-Series	Model Description	Production Date
G29	Z4 Roadster	January 2019 – March 2019

AFFECTED VEHICLES

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

SITUATION

Incorrectly manufactured front hoods or doors have been installed on the affected vehicles (VINs) noted below.

- The front hoods do not have a circumferential PVC seal
- The doors do not have a part of the PVC seal and the relining adhesive applied

This could lead to internal corrosion.

CAUSE

Poor sealing of the hood and doors.

CORRECTION

Replace the affected hood or door as applicable.

PROCEDURE

Replace the affected hood or door based on the table below:

- Repair Instructions hood: 41 61 001 Replacing the hood
- Repair Instructions front door: 41 51 101 Replace the front left or right door

ID	Vehicle Identification Number (chassis #)	Repair Part Number	Affected Component
#1	WW22462	41 00 8 497 877	Aluminum door, front left
#2	WW22730	41 00 8 497 877	Aluminum door, front left
#3	WW24305	41 00 8 497 878	Aluminum door, front right
#4	WW38278	41 00 8 495 959	Aluminum front hood

Repair Order Invoicing for Claim Submission

On your center's repair order line item for this Service Action on an Affected Vehicle, invoice the required BMW body panel part number and corresponding ETK small parts and provide these items to the CCRC or associated body shop that is performing this repair.

The CCRC or associated body shop will included the remaining standard paint and material repair cost on their repair invoice.

The claim submission for this Service Action will include the BMW part numbers invoiced on the RO that your center provided and the CCRC or associated body shop repair invoice at cost in sublet.

Please refer to the Warranty Information Section for additional information.

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(s) being invoiced and installed, this could delay the payment of claim.

VIN ID One (1) and Two (2)

Part Number:	Description:	Quantity:
41 00 8 497 877	Aluminum door, front left	1 as needed

VIN ID Three (3)

Part Number:	Description:	Quantity:
41 00 8 497 878	Aluminum door, front right	1 as needed

VIN ID Four (4)

Part Number:	Description:	Quantity:
41 00 8 495 959	Aluminum hood	1 as needed
Refer to ETK	Refrigerant Label (with hood replacement)	1
Refer to ETK	Emissions label (with hood replacement)	1
Refer to ETK	Engine oil viscosity label (with hood replacement)	1
07 14 6 959 644	Hex nut (M8) (with hood replacement)	4

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 Service Action will be via normal claim entry utilizing the following information together with the specified part numbers listed above that apply:

Defect Code:	0041990100	G29 Replacing the front flap/doors
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Sublet – Paint Work

Sublet Code 3	Sublet reimbursement, see below	Reimbursement for the body repair, paint work and material cost (excluding the supplied BMW part numbers)
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Note: Aftersales Area Manager (AAM) Field Authorization (FAS) is **not** required.

Body Repair and Paint Work

Invoice the eligible body repair, paint work and material cost 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.

Prior to performing the repair, calculate your center's repair cost and then obtain outside repair estimate(s) for price comparison purposes.

The appropriate charge for the necessary repair and related paint work procedures is determined by comparing the charged amount against the corresponding amount that is based on your warranty rates.

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 the body repair and paint work is customary, fair and reasonable. Also, it must not exceed the scope of the repair work described in this bulletin.

Itemize the claimed sublet amount on the repair order and in claim comment section.