



MODEL

E-Series	Model Description	Production Date
F97	X3 M Sports Activity Vehicle	Up to February 1, 2022 production
F98	X4 M Sports Activity Coupe	

SITUATION

A groaning noise can be heard when accelerating and cornering from the area of the shoulder safety belt support(s)- Refer to sound file attachment.

See attached video [BV520122.MOV](#)

The complaint can occur in both the driver's seat and the front passenger seat.

CAUSE

Process fault during the riveting of the shoulder supports.

CORRECTION

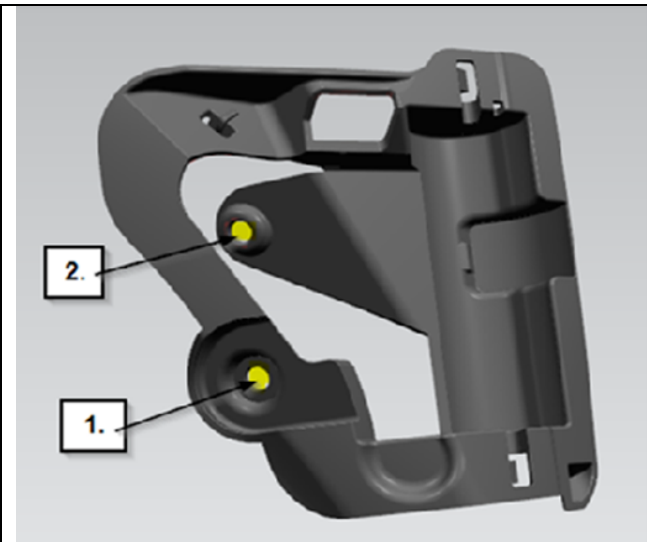
Drill out and replace the shoulder support bracket(s) along with the 2 rivets that hold it to the seat back frame.

PROCEDURE

On the affected seat, the driver's or the front passenger seat, the backrest upholstery supports are to be replaced.

Procedure:

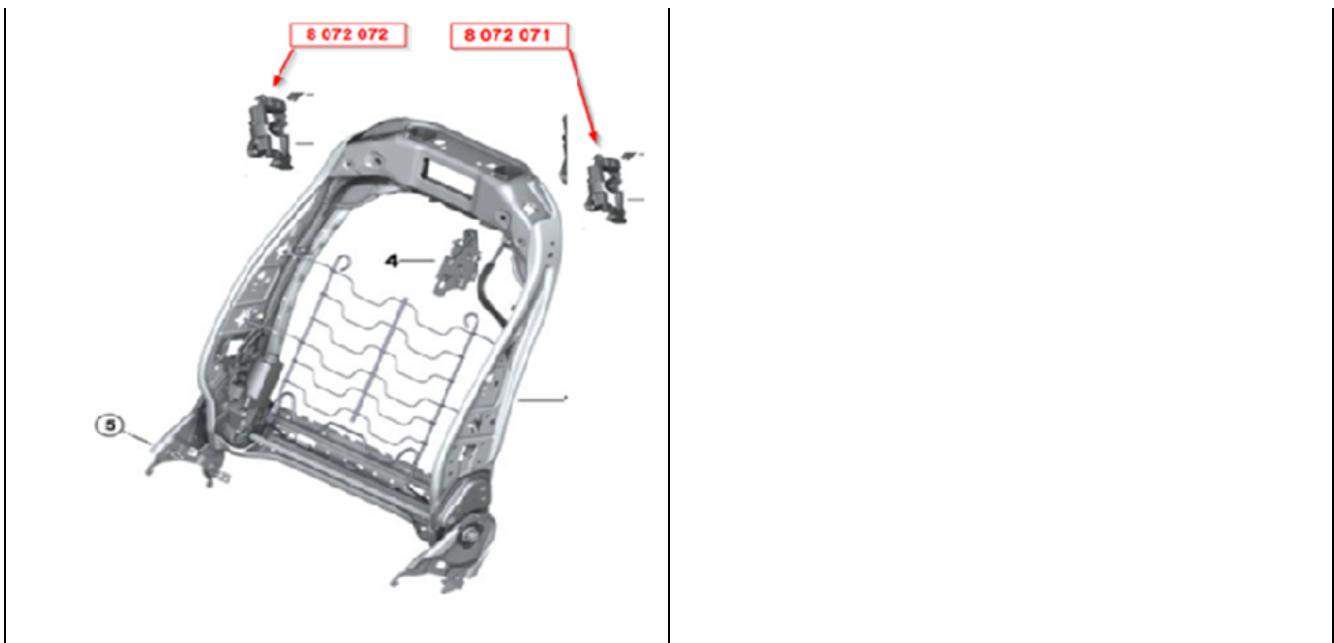
- Disassemble the head restraint in accordance with repair instructions **52 19 390**
- Lift the upholstery off the seat frame



Drill out the rivet connection (1 and 2) of the affected backrest cushion support(s).

Hole diameter 5 mm.

Attach the new backrest cushion supports with new rivets.



- New rivets are to be set using workshop-standard riveting pliers.
Ensure horizontal positioning and a contact force of approx. 6.2 +/- 0.8 Nm.
- Test that the rivets hold the backrest cushion support without looseness
- Install the upholstery back onto the seat frame
- Test seat operation in all directions after reassembly

PARTS INFORMATION

Only use and invoice the part numbers below that apply.

Part Number	Description	Quantity
52 10 8 072 071	Upholstery support, backrest, left	1
Or:		
52 10 8 072 072	Upholstery support, backrest, right	1
And:		
51 41 9 502 637	Rivets (2 needed per seat repair)	2

CLAIM INFORMATION

Covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

Defect Code:	5210900200	F97 F98 Front seat backrest upper section groaning noise
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This repair is necessary 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 71 889	Repairing backrest frame on left or right front seat	13 FRU

Or:

The vehicle arrives at your center to have this repair performed (No other Main work will be performed or claimed during this workshop visit)

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 71 331	Repairing backrest frame on left or right front seat	14 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.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B52 01 22 WP 1), unless otherwise required by State law.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections
Parts inquiries	Submit an IDS ticket to the Parts Department

Supporting Materials

Videos

[52 01 22](#)