



SIB 52 08 22

2023-10-18

HEADREST IS UNCOMFORTABLE FOR SOME OCCUPANTS

This Service Information Bulletin (Revision 1) replaces SI B52 08 22 **dated November 2022**.

What's New:

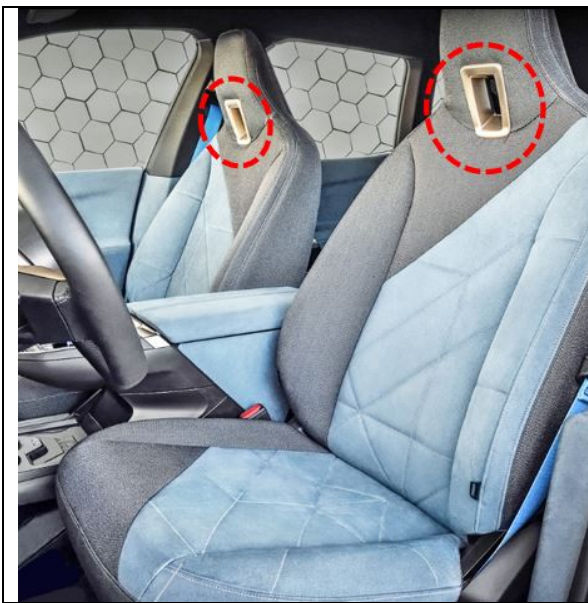
- This retrofit procedure can be performed without driving the vehicle into the workshop
- Subject Line, Situation, Procedure, Parts, and Claim Information sections updated

THIS REPAIR IS MOBILE FRIENDLY

MODEL

E-Series	Model Description	Production Date
i20	iX xDrive50/M60	Vehicles produced from start of production up to July 1, 2023

SITUATION



The decorative hard plastic piece, centered in the front seat's headrest (circled area), may contact a person's head when they are between 4' 10" and 5' 6" in height.

CAUSE

Design element of the seat.

CORRECTION

In the case of customer concern, for applicable vehicles produced prior to July 1, 2023, there is a push-in cushion insert available to plug up the square hole in the front seat headrest(s) that provides additional support.

This retrofit procedure can be performed without driving the vehicle into the workshop.

The front seat headrests design was changed starting with July 1, 2023 i20 vehicle production.

PROCEDURE



1. For vehicles produced from Start of Production up to July 1, 2023, there is push-in cushion insert available to plug up the square hole in the headrest. It is inserted from the front of the seat and pulled through from the rear of the seat to lock into position.



2. The insert slides thru the square decorative hard plastic piece centered in the front seat's headrest.



3. When removing, the cushion insert must be pushed out in the direction of travel!

PARTS INFORMATION

Invoice the part number installed at the applicable quantity used.

Part Number	Description	Quantity
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Or:		
52 10 5 B33 BB0	Comfort cushion head restraint (push-in cushion Insert)	Up to 2 max

CLAIM INFORMATION

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

Repair Code:	5210173900	Front seat head restraint Unpleasant noises
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Front Left, Right, or Both Sides

Labor Operation	Description	Labor Allowance
52 00 001	Job/repair work time to retrofit headrest push-in cushion insert(s) (Left, right or both sides (Performed either in the Service drive/writeup area, or by a technician when the vehicle is already in the workshop	1 FRU

Diagnosis does the not apply to this retrofit procedure.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

