



SIB 52 10 19

2024-03-29

**THIGH SUPPORT UPHOLSTERY DETACHES FROM SEAT**This Service Information Bulletin (Revision 4) replaces SI B52 10 19 **dated February 2022.****What's New:**

- Procedure – Pictures and steps revised
- Claim Information section updated

**MODEL**

E-Series	Model Description
G05	X5 Sports Activity Vehicle
G06	X6 Sports Activity Vehicle
G07	X7 Sports Activity Vehicle

**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. If the clips are damaged, then replace the carrier thigh support bracket.

**PROCEDURE**

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

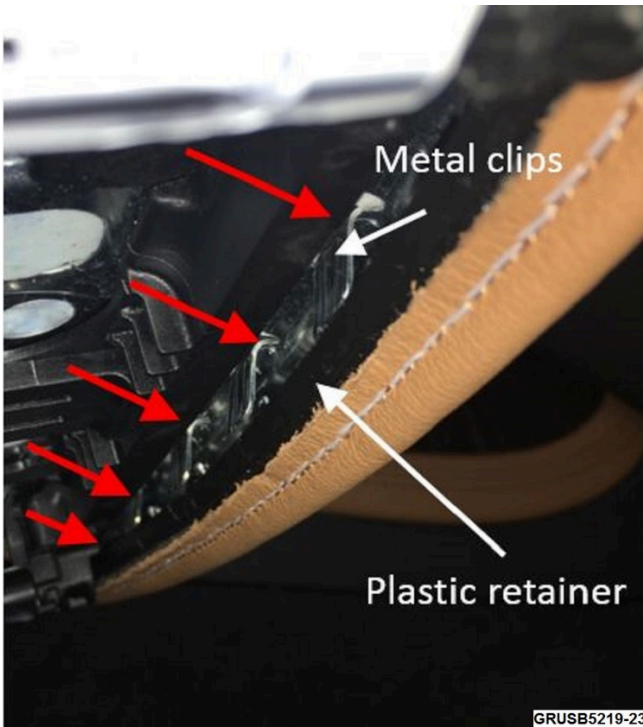
- Seat bottom all the way backwards.
- Seat bottom all the way upwards
- Fully extend the thigh support

Use a flashlight to inspect underneath the thigh support:

Is the seat leather upholstery damaged?

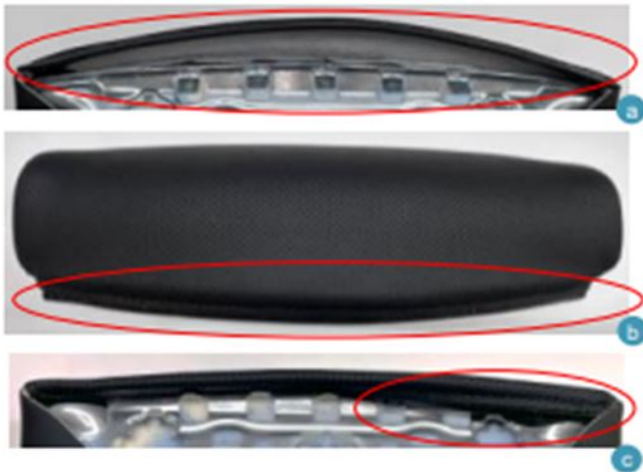
- YES – Replace the damaged upholstery as needed (refer to ISTA/AIR Group 52 for the applicable repair instructions)
- NO – Check under the seat to see if the upholstery is properly retained under the 5 metal clips

Bend the 5 metal clips as needed to retain the upholstery as shown below in step 6.



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 attached.

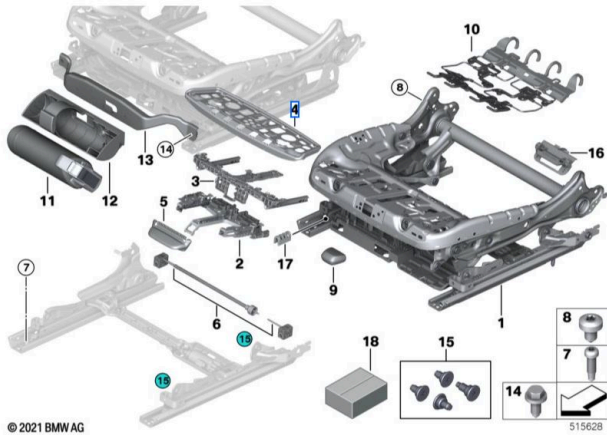
- Leather and retainer not attached to the metal plate.
- Leather and retainer not attached to the metal plate (customer view).
- Leather and retainer not attached completely. Right side is not attached in clips (circled).



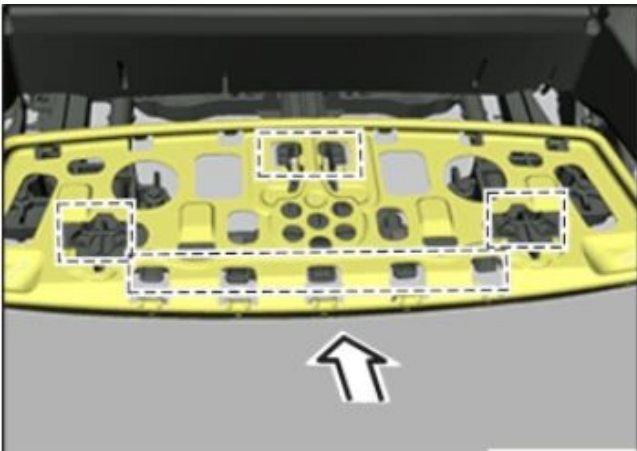
4. **Correct:** Retainer and trim properly attached. Leather may overlap the clip (circled).



**Correct:** Metal clips are uniform and not open. Slight gaps are present between the clips and the retainer and leather.



5. **ONLY IF** any of the clips are broken or the metal clips are fatigued/weak, then replace the Carrier Thigh Support- part number 52 10 7299673 (# 4 in diagram)



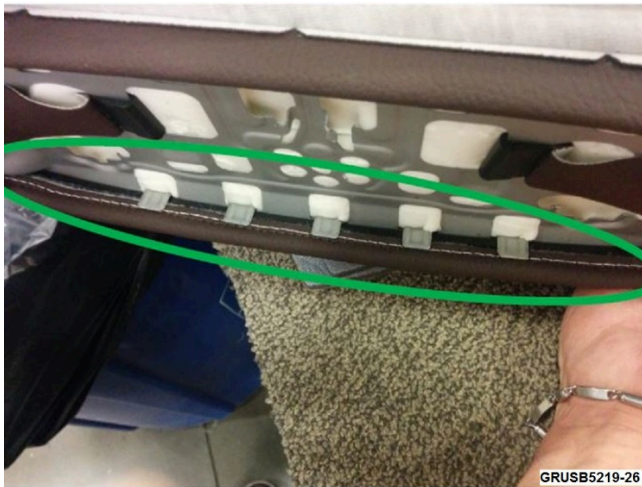
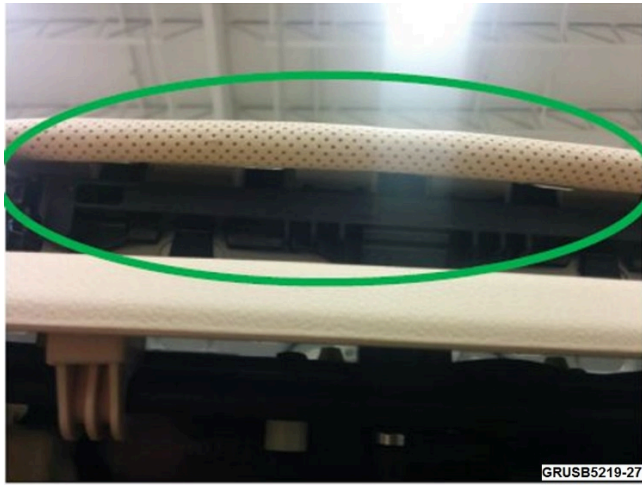
Follow **REP 52 16 049** Replacing thigh support at front seat, left or right

See **step 7** 'removing the mechanism for thigh support'.

6. **Correct:** Retainer and trim placed correctly inside the metal clips.

- Clips are firmly pressed against the trim
- Slight gaps exist between the trim and metal clips

Note: Bend the 5 metal clips as necessary.



6. Repeat steps 1 through 6 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.

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
Refer to ETK	Seat Leather	As needed
52 10 7 299 673	Carrier Thigh Support	As needed

### **WARRANTY INFORMATION**

This Service Information Bulletin provides technical, diagnostic and/or repair-related information.

Damage and/or issues caused by outside influences are not covered under the BMW limited warranties.

#### **Eligible and Covered Work/Repairs**

Repairs that address a verified defect in materials and/or workmanship, but not design, are covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

To submit a claim, please follow the established and applicable warranty policy and procedures (Labor/Part/Sublet) that apply to the repair being performed.

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Refer to AIR for the corresponding Repair Code for claim submission. Obtain applicable flat rate labor operation codes and their corresponding flat rate unit (FRU) allowances, including the diagnosis\* that applies.

Only one Main labor operation code can be claimed per repair visit.

### **BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes**

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group AIR application resource, start by entering the Chassis Number (the last seven (7) characters of the VIN, select the applicable Model if two or more vehicle choices show), or enter the full VIN (17 characters), click on the "Search" button. Next, click on the "Flat Rate Units" button and enter the flat rate labor operation code in the field to the right, click "Search" to display the Flat Rate Unit Group detail choices.

(\* ) 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 diagnosis work time (WT), 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 topic 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

