

# Service Information Bulletin

Seats

August 19, 2025

B52 09 20

## HEAD RESTRAINT AND/OR BACKREST OF 3<sup>RD</sup> ROW SEATS CANNOT BE FOLDED DOWN

This Service Information Bulletin (Revision 10) replaces SI B52 09 20 **dated December 2024**.

### What's New:

- Electric actuator for third-row seat headrest and seat latches: design and part number change

<input type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
<input type="checkbox"/>	THIS REPAIR IS REMOTE SOFTWARE UPGRADE (RSU) FRIENDLY

### MODEL

E-Series	Model Description
G07	X7 Sports Activity Vehicle

### SITUATION

Various concerns about the third row of seats (3SR):

1. Head restraint (aka headrest), on one or both sides, cannot be folded down.
2. Third-row seating, on one or both sides, cannot be folded down.
3. Noise from third-row seat backrest when the vehicle goes over bumps.

### CAUSE

1. Head restraint (aka headrest), on one or both sides, cannot be folded down:
  - Head restraint mechanism is faulty.
  - Bowden cable is not routed correctly, or not mounted.
  - Bowden cable mechanism (when cable is under tension it does not pull far enough)
  - Electric motor not fully pulling on common housing that moves the 3 Bowden cables.
  - Seat initialization required.
2. Third-row seating, on one or both sides, cannot be folded down:
  - Drivetrain for backrest release (actuator) is faulty or internally damaged.
  - Drivetrain for backrest tilt adjustment is faulty.
  - Bowden cable not correctly mounted.
  - Bowden cable mechanism (when cable is under tension it does not pull far enough).
  - Seat initialization required.
3. Noise from third-row seat backrest when the vehicle goes over bumps.
  - Bowden cable contacts metal seat backrest.
  - Headrest mount moves (weld penetration).
  - Seat backrest bolt bushing movement.

### CORRECTION

Depending on the problem found, one or more of the following corrections will be required:

1. Perform seat initialization.
2. Replace the head restraint mechanism.

3. Replace the Bowden cable.
4. Re-route the Bowden cable.
5. Replace the drivetrain for backrest release (actuator).
6. Replace the drivetrain for backrest tilt adjustment.
7. Route the electrical wiring for the seat cable motor behind the Bowden cables.
8. Replace the seat frame assembly.
9. Apply a penetrating oil to the Seat backrest bolt and bushing.

## **PROCEDURE**

These networked seats are described in detail in Service Bulletin [B52 23 19](#). In that service bulletin all relevant seat bulletins are listed.

Program the vehicle with ISTA to the most recent I-level.

### **NOTE:**

1. Software improvements were released August 2019 which changed certain seat operations on early production vehicles. For a detailed list of the changes see Service Bulletin [B52 21 19](#).
2. All G05 / G07 produced up to August 1, 2019, can be updated to 7/2019 software as per Service Action Service Bulletin [B65 19 19](#).

After programming perform seat initialization-

The seat initialization procedure can be found in ISTA by choosing:

- SERVICE FUNCTIONS
- BODY
- SEATS
- SEAT ADJUSTMENT STANDARDIZATION

Then select the correct ABL test plan for the relevant seat(s).

You should initialize all 4 seat modules.

**NOTE:** The third-row seat is controlled by the second-row seat module.

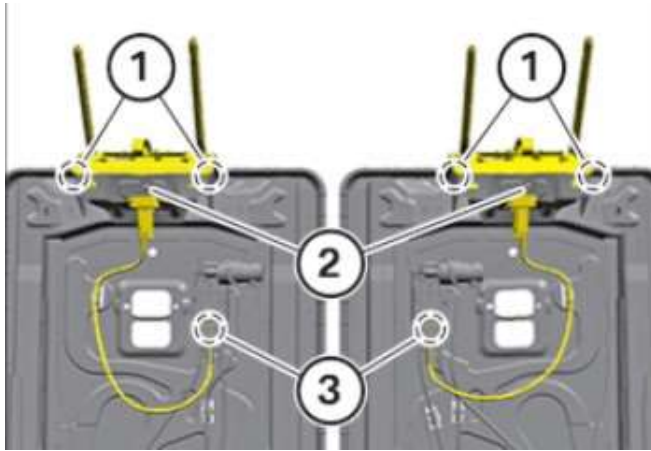
Then proceed as follows:



1. Head restraint cannot be folded down:

**NOTE: Raising the headrest back into the upright position must be done by pushing up on it by hand.**

If the headrest is stuck in its upright position, can the head restraint be manually unlocked using the release loop beneath the headrest (see picture) and thus folded down?



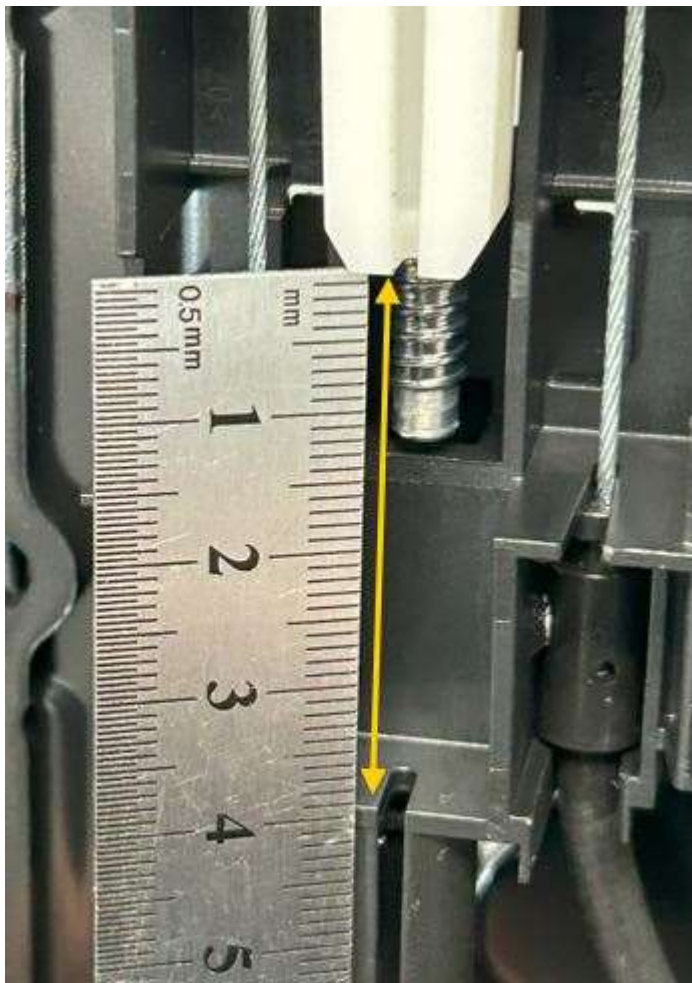
**YES** = Head restraint mechanism is faulty or not being fully actuated.

- A. Determine root cause of Bowden cable not moving (**see steps below to cover** most repairs)

**OR**

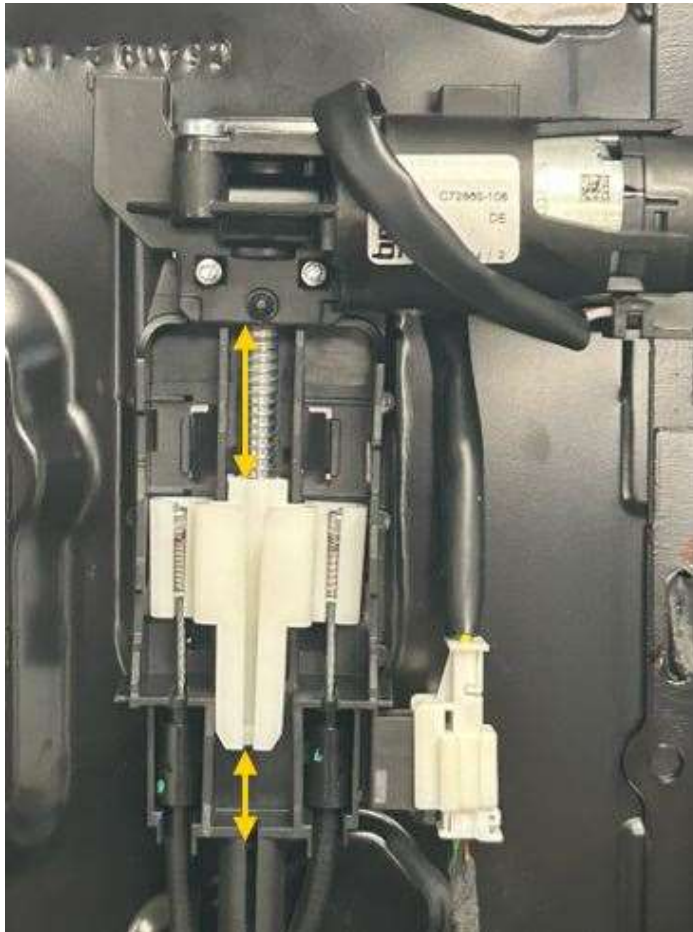
- B. **ONLY IF** the cable is moving fully but the headrest is not folding, then replace the folding module of the head restraint (#2 in picture).

See **REP 52 30 118** Remove and install/replace folding module of left or right head restraint.



For the Headrest Bowden cable (center cable) to move fully the actuator will travel upwards **40 mm from the lower plastic housing** releasing the headrest mechanism.

If the actuator moves 40 mm and the Headrest Bowden cable was not able to fully actuate the folding module of the head restraint, then the Headrest Bowden cable may have stretched and will require replacement.



The white plastic housing will not travel its complete length if:

- something is binding the seat latches.
- the Bowden cables are not routed correctly.
- the supplied voltage to the actuator motor is **below 10 volts**.

**NOTE:** The Electric Actuator for third-row seat changed design and part number as of March 28, 2025. The improved part fits all production date vehicles. The new actuators' spindle drive turns in the opposite direction from the previous design requiring a change in vehicle software.

**52 20 9 473 697** Actuator folding backrest for vehicles built prior to March 28, 2025 (**part to be discontinued**)

**52 20 5 B6C 6A1** Actuator folding backrest for vehicles built after March 28, 2025.

- When installing this improved actuator into a vehicle **built prior to March 28, 2025 you must replace the headrest actuators in both the drivers and passengers third-row seats at the same time AND perform ISTA/P conversion "Replace 3rd row actuator"**. This will add +AA3S into the Vehicle Order to reverse the spindle drive direction.
- There is a note about this retrofit added into Test Plans

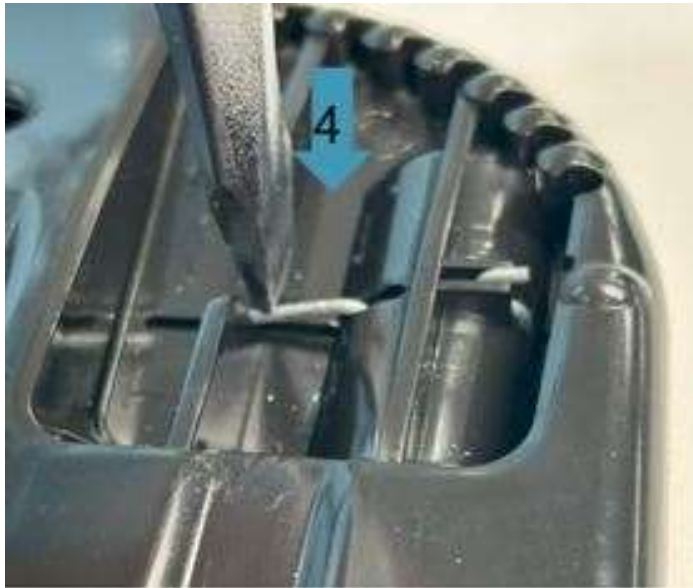
Driver Rear Seat Module ABL-DIT\_AT5220\_GFAHANSV

Passenger Rear Seat Module ABL-DIT\_AT5220\_GBFHANSV

for the rear seat modules as of ISTA version 4.52.1x that will appear for vehicles produced prior to April 2025.

- When installing this improved actuator into a vehicle **built after March 28, 2025 only replace the defective side**.
- See SI **B52 10 25** regarding the new design actuator.





#### NOTES: Head Rest / Head Restraint Removal

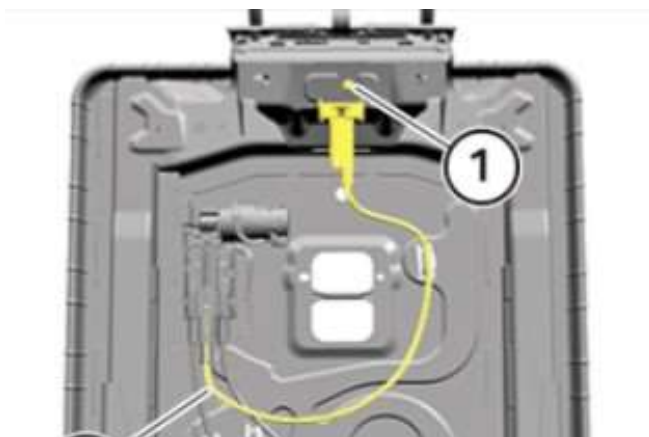
To remove the head restraint / headrest from the metal upright posts without damage.

See VIDEO [BV52 01 24 3SR Headrest](#)

See step by step instructions in Attachment [B52 09 20\\_3SR Headrest Removal](#)

IF the head restraint cannot be removed from the posts without damaging the covering material, then a new cover (leather) will be required.

Some parts replacement of the seat can be done without removal of the headrest. For example, if replacing the seatback frame assembly there is no need to separate the head restraint from the guide rod assembly. Once the seat cover is released from the original frame, you can easily raise the seat cover and cushion as one assembly to gain access to the two retaining bolts of the guide rod assembly to the frame and remove the complete assembly without damaging the head rest restraint, hence it's not always necessary to replace the head restraint leather cover or remove the headrest from the metal upright posts.



NO = Check if the Bowden cable is correctly mounted and properly routed.

If the Bowden cable is mounted properly and cable correctly routed and the electric motor moving the common housing fails to pull all 3 Bowden cables equally and to the end of travel, then see steps below about troubleshooting the actuator.

See VIDEO [BV52 02 24 3SR Actuator NOK](#)

OR

If the Bowden cable is mounted properly and cable correctly routed and the electric motor moving the common housing pulls all 3 Bowden cables equally and to the end of travel

See VIDEO [BV52 03 24 3SR Actuator OK](#)

but the headrest Bowden cable does not travel far enough to release the headrest then

replace the Bowden cable for the headrest (shown in yellow in picture).

See **REP 52 30 253** Replace Bowden cable for left or right head restraint (Bowden cable unlocking device for head restraint).

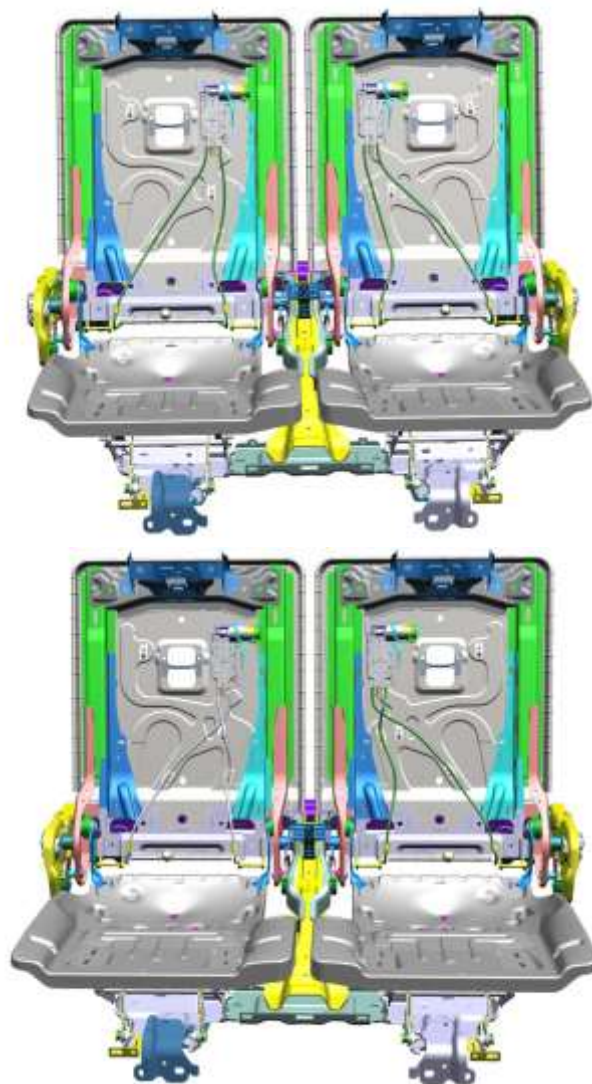
**Cable routing UP TO February 2023 shown.**

**NOTE:** A Bowden cable routing change was made in the third seat row backrest. This change was implemented starting in February 2023 production.

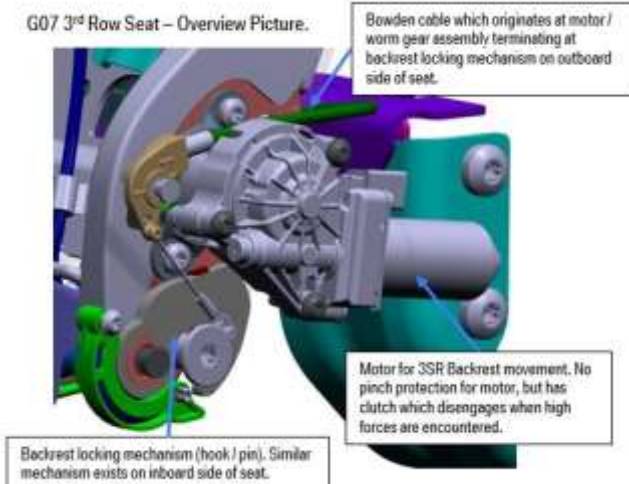
Replacement parts are all the new shortened design cable and require a new routing to install in vehicles produced prior to February 2023.

See Service Bulletin **B52 14 23**

**Cable routing FROM February 2023 shown.**



G07 3<sup>rd</sup> Row Seat – Overview Picture.



2. Third-row seating cannot be folded down:

Check if the latch (the fastener on the left or right side) of the third row of seats is open or closed? (this is the hook/pin shown in green in picture)

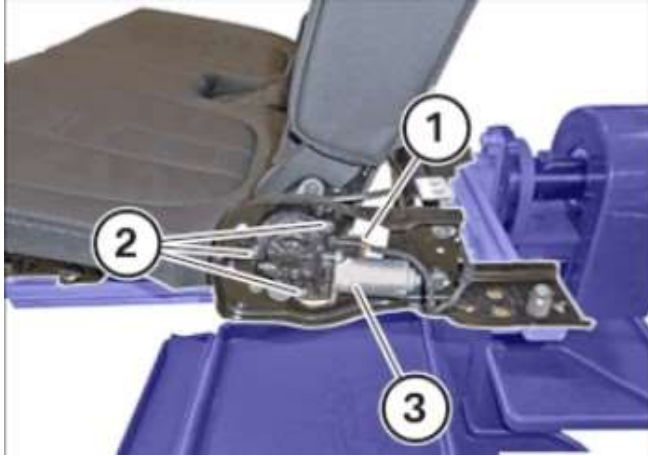
As a quick check for this, proceed as follows:

Fold the rear seat backrest of the third row of seats including the head restraint into seating position. **This must be done using the button(s) via motorized controls and cannot be moved manually by hand or this will cause damage to the motor for backrest movement.**

See Video [BV52 04 24 3SR Fold Motor broken](#)

If the head restraint stays in the seat position, the latch is closed.

If the head restraint falls into the folded position again, the latch is open.

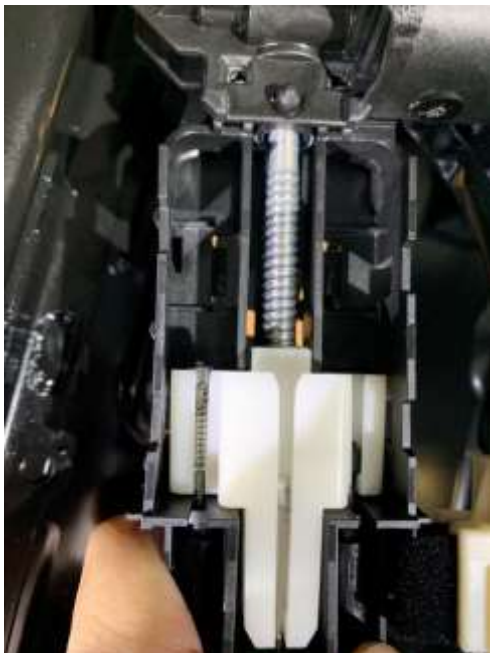


**YES** (Latch is **open**) = Replace drivetrain of backrest tilt adjustment.

See **REP 67 31 635** Remove and install/replace drivetrain for backrest tilt adjustment of third-row seating (left or right) (according to vehicle diagnosis)

See step by step instructions in Attachment [B52 09 20\\_3SR LNV Motor Replacement](#)

**NOTE:** If the seat was moved manually with excessive force, it may cause damage to the internal gear of this actuator. The motor may spin but the seat backrest may not move. In this case replacement of the drivetrain for backrest tilt adjustment is needed and the seat frame would not need replacement. There may be noise from the motor if it is internally damaged. To check the gear mechanism, the motor can be removed for inspection.



**NO** (Latch is closed) = Check if the drivetrain for backrest release adjustment is broken?

**NOTE:** The 3 Bowden cables are housed in a common housing that moves along a worm gear assembly.

When the electric EKHV motor activates, it spins the worm gear to pull up on the housing so that all 3 cables move simultaneously.

One of the cables controls the head restraint folding. Once pulled, the headrest will release and pivot downwards. **Raising the headrest back into the upright position must be done by pushing up on it by hand.**

(The other two cables control the latch release at the seat pivot to enable the seat to fold.)

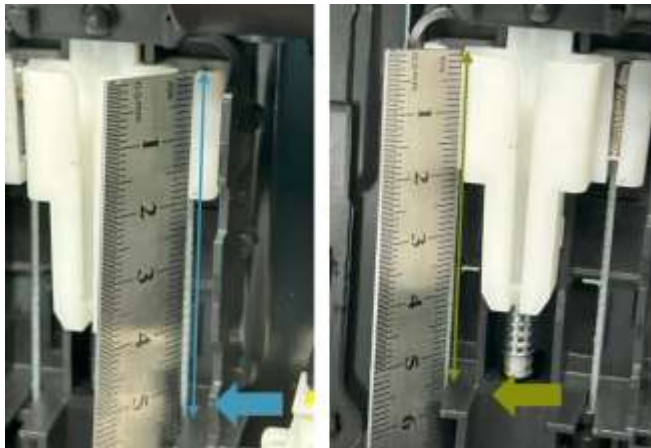
For more details see either video:



- **B52 01 19** - G05/G07 Seat Troubleshooting 6 Passenger
- **B52 02 19** - G05/G07 Seat Troubleshooting 7 Passenger



When the seat is in the upright latched position so the EKHV Motor is not energized and both latches are in the CLOSED position you will measure **27 mm from the lower plastic to the top of the outer Bowden cable(s)**.



When the EKHV Motor actuates and spins the worm gear to pull upwards on the white plastic housing it will then measure **56 mm from the lower plastic to the top of the outer Bowden cable(s)**. This will OPEN the seat latches.

The white plastic housing will not travel its complete length or pull up equally on all 3 cables if:

- something is binding the seat latches.
- the Bowden cables are not routed correctly.
- the supplied voltage to the actuator motor is **below 10 volts**.

If the white plastic housing travels its full length **but one of the latch Bowden cable(s) do not travel far enough to release the latch** then either:

- A. Check for foreign object in latch mechanism.

OR

- B. The Bowden cable for one of the latches has stretched. Replace the Bowden cable. See appropriate repair instruction:  
**REP 52 30 256** Replace Bowden cable for left or right rear seat backrest (Bowden cable for outer backrest release)  
**REP 52 30 255** Replace Bowden cable for left or right rear seat backrest (Bowden cable for inner backrest release)



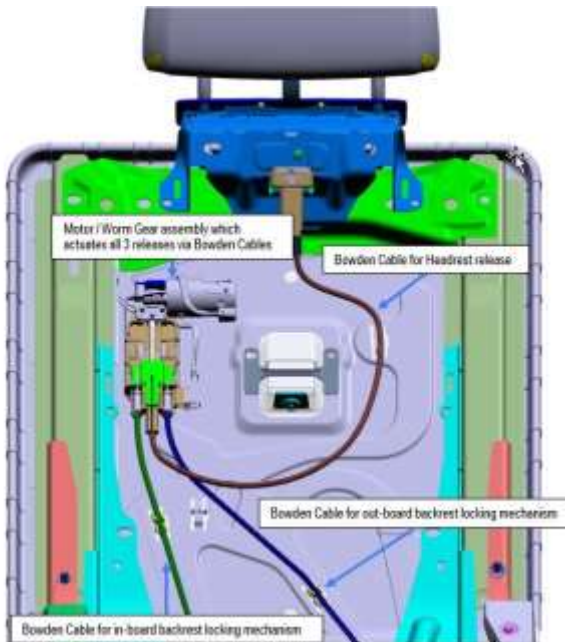
OR



- C. Compression springs are required for the electric fold function and to fully seat the latch assembly.

An improperly positioned or missing compression spring prevents the seat backrest from locking completely.

Reference **B52 05 22** for further information.



Is the drivetrain for the backrest release (actuator) broken?

**YES** = Replace only the drivetrain for backrest release (actuator).

See **REP 67 31 645** Remove and install/replace drivetrain for backrest release of third-row seating (left or right) (according to vehicle diagnosis)

**NO** = Replace BOTH the Bowden cable(s) and drivetrain for backrest release (actuator).

See appropriate repair instruction:

**REP 52 30 256** Replace Bowden cable for left or right rear seat backrest (Bowden cable for outer backrest release)

**REP 52 30 255** Replace Bowden cable for left or right rear seat backrest (Bowden cable for inner backrest release)

**REP 67 31 645** Remove and install/replace drivetrain for backrest release of third-row seating (left or right) (according to vehicle diagnosis)



3. Noise from third-row seat backrest when vehicle goes over bumps:

- A. The wire harness going to the electric motor for the Bowden cables is supposed to be routed underneath the Bowden cables to keep the cables from vibrating against the back metal panel.

If necessary, unplug electrical connector, route harness between Bowden cable and metal seat backrest assembly. Reconnect electrical connector.



- B. The metal bracket that holds the headrest assembly is welded to the seat backrest assembly.

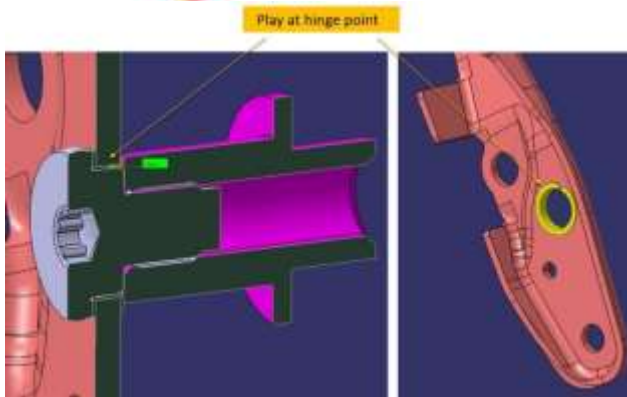
If any of the welds did not penetrate well this bracket may make noise.

Replace seat frame assembly if necessary.

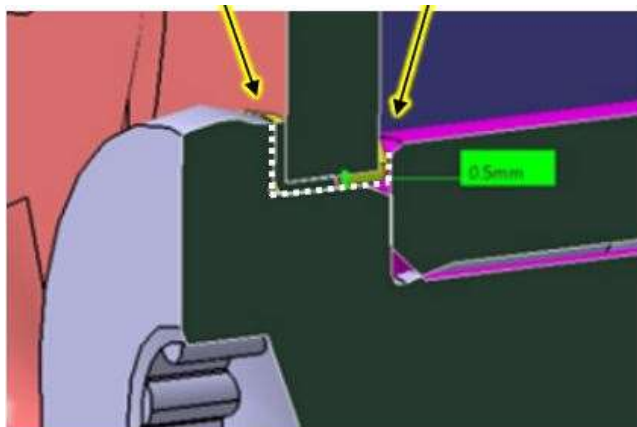




- C. Movement between the seat backrest bolts and their bushing can cause a noise over bumps from one or more of the 4 seat backrest bolts.



See VIDEO [BV52 05 24 3SR backrest bolt](#) to see the movement.



Apply lubricant Wurth HHS to the bolt and washer in the white area shown by the arrows. This lubricant can be locally sourced and is not available from BMW.

Do this for all 4 bolts locations. Do not remove the bolts, just add the penetrating grease.

Then re-evaluate the vehicle.

If parts are replaced as an assembly, all original parts must be assembled to go back for parts return and failure analysis.

## **PARTS INFORMATION**

To determine the part number that applies to the specific vehicle being repaired, enter the VIN/chassis number into either ETK or AIR. This will consider the specific equipment and/or options that are fitted to the vehicle.

This is an overview list of parts that may be required to make these repairs. You will only need one or more of these parts to repair the vehicle.

Part Number	Description	Quantity
52 30 7 485 444	Bowden Cable Release (unlocking)	2
52 20 9 473 697	Actuator folding backrest vehicles built prior to March 28, 2025 (part to be discontinued)	1
52 20 5 B6C 6A1	Actuator folding backrest vehicles built after March 28, 2025	Max 2

	(part can be retrofitted in pairs on vehicles built pre-March 28, 2025 when coupled with the ISTA/P Conversion)	
52 20 9 473 695	Drive backrest folding left	1
52 20 9 473 696	Drive backrest folding right	1
52 30 5 A1E 228	Bowden cable actuator inboard	1
52 30 5 A1E 229	Bowden cable actuator outboard	1
52 30 7 941 595	Headrest leather rear (schwarz (black))	2
52 30 7 941 592	Headrest leather rear (Beige)	2
52 30 9 496 669	Folding module head restraint	1

#### Sublet – Bulk Supply Material (Correction item 9)

Part Number	Description	Quantity
NPN – Locally sourced	HHS Plus 500 ml (aerosol) (Bulk supply)	Sublet

### CLAIM 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

When used to repair a verified defect in materials or workmanship, the applicable repair procedure information that is provided in this bulletin is covered under the terms of the BMW New Vehicle Limited Warranty for Passenger Cars and Light Trucks.

To submit a claim, please following the established and applicable warranty policy and procedures (Labor/Part/Sublet – bulk materials/qualifying third-party repairs) that apply to the repair being performed.

#### Locally Sourced (NPN Bulk) Supplies (Items Not Available Through BMW NA) – Partial Quantities

For a BMW approved repair procedure, refer to the Warranty Policy and Procedure Manual (WPPM), Section 8 Page 24, for the claimable “Cost plus markup” allowance that applies to the used proportional quantity of a BMW specified NPN bulk supply material.

Refer to AIR for the claim-related line item’s Repair Code. For the corresponding repair that was performed, obtain the corresponding labor operation codes and their flat rate unit (FRU) allowance(s), 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



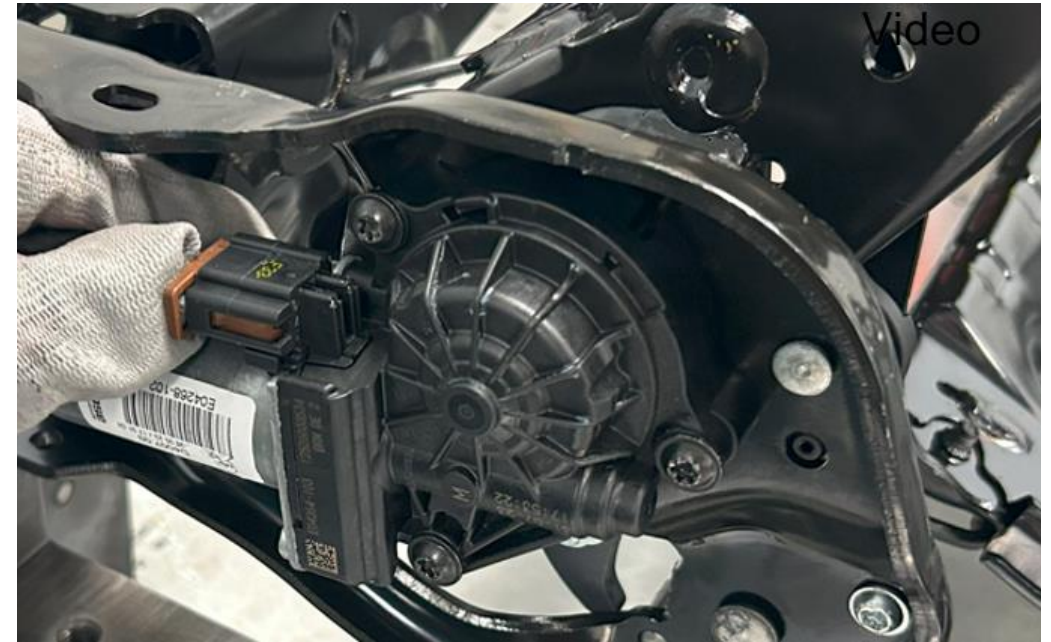
## **LVN Motor Replacement Work Instructions**

**BMW G07 3SR**

# LVN Motor Replacement Work Instructions

See Repair Instructions 'Removing and installing/replacing backrest adjustment motor, 3<sup>rd</sup> seat row' **REP 6731635**

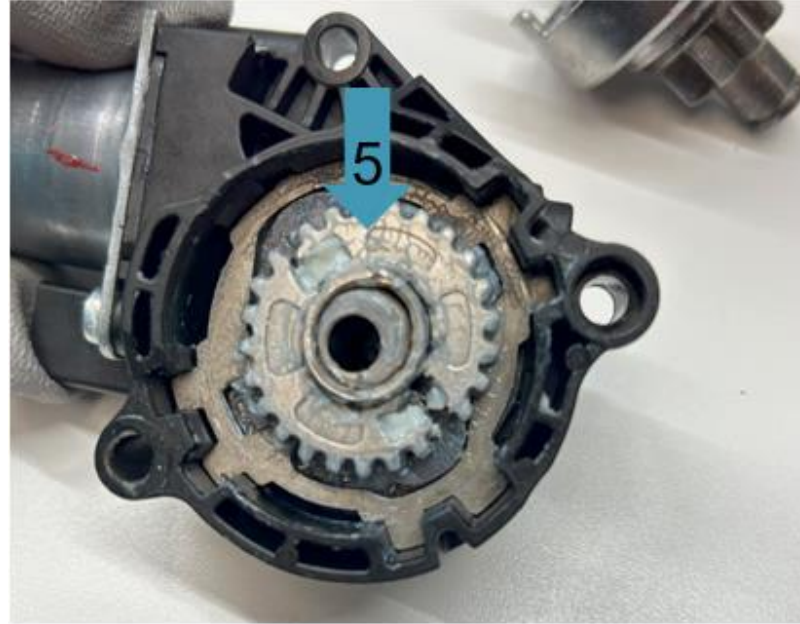
1. To remove the LVN Seat back rest folding motor first disconnect the brown electrical connector.
2. Remove the 3 T-20 screws from the motor.
3. Firmly grasp the LVN motor and begin to pull it out of the frame by gently rocking it up and down.
4. You can also move the back rest a little at the same time to get the gear teeth to disengage.





# LVN Motor Replacement Work Instructions

5. The gear tooth assembly may be damaged.



6. Check the new motor is a match and not damaged before installation.

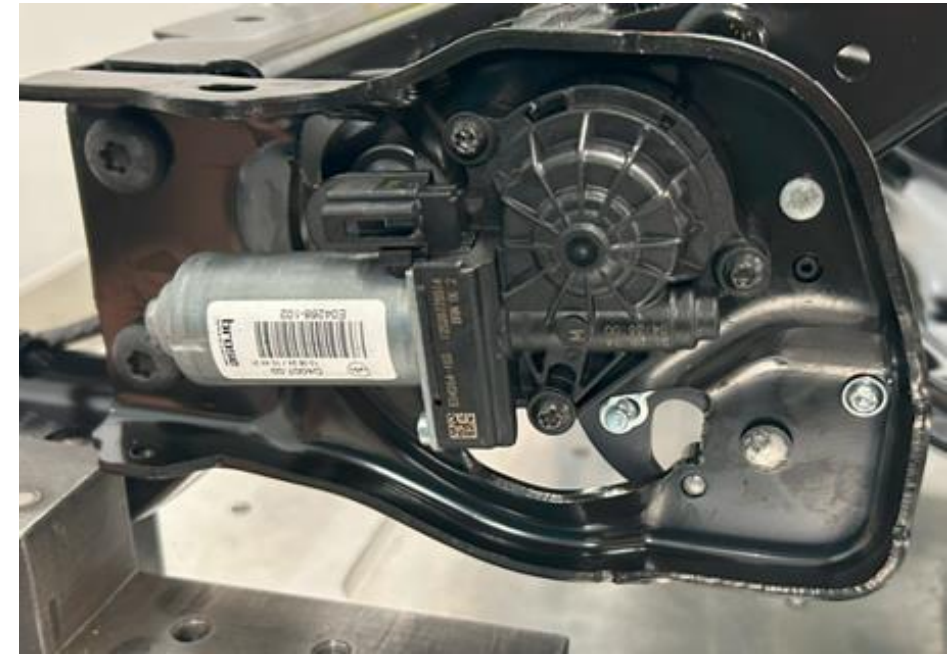




# LVN Motor Replacement Work Instructions

7. Fold seat back rest flat and then install LVN motor into seat frame assembly.

8. Install 3 T-20 mounting screws and **torque to 6 Nm**.



9. Reconnect brown electrical connector

10. Check functionality of seat.





SIB 52 09 20

2025-08-20

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Supporting Materials

- [picture\\_as\\_pdf Attachment B52 09 20\\_3SR LNV Motor Replacement.pdf](#)
- [picture\\_as\\_pdf B52 09 20 HEAD RESTRAINT AND\\_OR BACKREST OF 3RD ROW SEATS CANNOT BE FOLDED DOWN\\_SR.pdf](#)
- [picture\\_as\\_pdf Attachment B52 09 20\\_3SR Headrest Removal.pdf](#)
- [picture\\_as\\_pdf B52 09 20\\_REV10 Attachment\\_SR1.pdf](#)

Videos

- [52 01 19](#)
- [52 02 19](#)
- [52 01 24](#)
- [52 03 24](#)
- [52 02 24](#)
- [52 04 24](#)
- [52 05 24](#)



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- SIB 52 09 20

2025-08-20

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[picture\\_as\\_pdf Attachment B52 09 20\\_3SR Headrest Removal.pdf](#)

#### Videos

[52 01 19](#)

[52 02 19](#)

[52 01 24](#)

[52 03 24](#)

[52 02 24](#)

[52 04 24](#)

[52 05 24](#)







## **Headrest Disassembly Work Instructions**

**BMW G07 3SR**

# 3SR Headrest Cover removal Instructions

1. Pull the Headrest strap towards the back of the seat (the headrest will fall into a horizontal position).
2. Open the plastic retainer of the headrest with a flat screwdriver or plastic trim tool, without causing damage to the headrest.



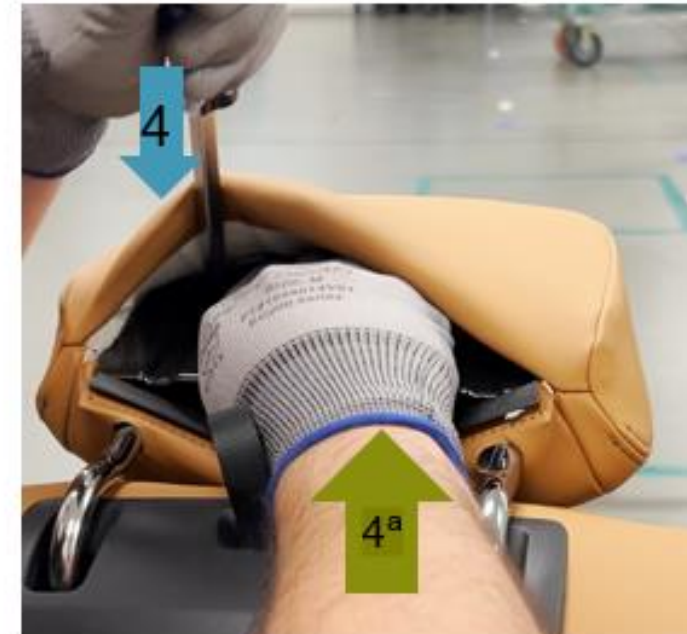


# 3SR Headrest Cover removal Instructions

3. Locate the metal clips that are inside the headrest foam and are inserted into the inner plastic component.



4. Use the screwdriver to press the inner part of the metal clip down.
  - a. At the same time push that side of the headrest forward to remove it from the headrest rods.



Note: Do the same process for the right side and the left side.



# 3SR Headrest Cover removal Instructions

5. Push the headrest forward from the middle so that it comes off both rods simultaneously.



## Headrest Installation

5. To reassemble the headrest, push the two plastic retainers (top and bottom) together to close the headrest.
6. To re-secure the headrest, place it inside the rods and push firmly on top to secure metal clips. Pull from bottom of headrest to check complete installation.

