

**SERVICE ACTION: CHECKING THE FRONT SIDE PANEL**

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

MODEL

E-Series	Model Description	Production Date
G20	3 Series Sedan	February 7, 2018 – November 17, 2020

SITUATION

In the affected vehicles, there is relative movement between the front side panel and the wheel arch cover while driving (depending on the driving profile). This will result in abrasion/damage (over a duration) of the affected painted surfaces on the front side panels.

CAUSE

Interaction between the wheel arch cover (fender liner) and the painted surface of the front side panel (fender).

CORRECTION

Inspect the front side panels (fenders) for damage to the painted surface. Repair if needed and replace the blind rivets for the fender liner.

PROCEDURE

1. Remove the expanding rivets mounting the wheel arch cover to the front left side panel (rear area, three rivets) by punching through the locking pin, see image.



2. Fold back the wheel arch cover as shown

3. Clean the fender using R2 PN 83 19 0 417 324 around the area where the fender liner covers to prepare for inspection.

Familiarize yourself with the potential damage versions using the photos below:

Damage version 1: Scratches in the clear coat, even over the entire area (matting of the clear coat in the area of the wheel arch liner) is permitted.



Damage version 2: Damage through the clear coat and paint. Damage must not extend all the way through to metal.



Damage version 3: Damage through the clear coat and paint down to the metal.



Utilize the repair instructions below based on the damage found:

Damage version 1 (No Repair): Re-secure the fender liner using updated blind rivets. No additional repair is necessary.

Damage version 2 (Rework): Tie back and secure the fender to keep it away from the fender. Using a clear coat touch up pen P/N 51 91 0 419 748, apply clear coat over any areas of damage. Allow the clear coat to dry completely, and re-secure the fender liner using updated blind rivets. No additional repair is necessary.

Damage version 3 (Repair): The small area of damage will need to be repainted by a collision repair facility. **After refinishing the damage, reinstall the fender liner and secure using updated blind rivets.** The collision repair facility can reference attachment "Attachment to B41 03 21" for additional information about how to make the repair.

Paint Damage Versions 2 and 3 - Required Documentation

Please document this paint damage with digital date and time-stamped images of the vehicle's affected front side panel surfaces and maintain this documentation in the corresponding Vehicle History File at your center, BMW may request this image documentation during the claim review process.

Repair Procedure Overview

Repair Situations		One Front Side Panel	The Other Front Side Panel
A	WP 1 or 2 Only	No repair needed	No repair needed
B	WP 3 or 4 Only	No repair needed	Rework w/clear coat pen
C	WP 5 or 6 Only	Rework w/clear coat pen	Rework w/clear coat pen
D	WP 1 or 2 With Repair	No repair needed	Repair (41 35 00 75 00)
E	WP 3 or 4 With Repair	Rework w/clear coat pen	Repair (41 35 00 75 00)
F	WP 1 or 2 With Repair	Repair (41 35 00 75 00)	Repair (41 35 00 75 00)

PARTS INFORMATION

Part Number	Description	Quantity
51 75 5 A38 3B7	Folding blind rivet	6
83 19 0 417 324	Solvent cleaner R2 (500 ml)	Sublet as needed
51 91 0 419 748	Paint Pen (Clear coat)	As needed (1 Pen per 10 vehicles)

CLAIM INFORMATION

Reimbursement for the Service Action portion will be via normal claim entry utilizing the applicable work package information below, and when required, the part number listed above and the sublet amount that applies.

Plus work	The vehicle is already in the workshop
Main work	The vehicle arrives at your center for the issue and repair work described in this bulletin (No other Main work will be performed/claimed during this workshop visit).

Only one Main labor operation can be claimed per workshop repair visit (one or more claim submissions, if applicable).

RO Invoicing for Claim Submission

Defect Code:	0041090200	G20 Checking and if necessary, reworking front side panel
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Service Action - RO Line Item for Situations A, D, or F

Repair Situations		One Front Side Panel	The Other Front Side Panel
A	WP 1 or 2 Only	No repair needed	No repair needed
D	WP 1 or 2 With Repair	No repair needed	Repair (41 35 00 75 00)
F	WP 1 or 2 With Repair	Repair (41 35 00 75 00)	Repair (41 35 00 75 00)

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 71 614	Checking both front side panels, reattaching both wheel arch covers (Plus work)	3 FRU
Or:			
# 2	00 71 102	Checking both front side panels, reattaching both wheel arch covers (Main work)	5 FRU

work)

Service Action - RO Line Item for Situations B, or E

Repair Situations		One Front Side Panel	The Other Front Side Panel
B	WP 3 or 4 Only	No repair needed	Rework w/clear coat pen
E	WP 3 or 4 With Repair	Rework w/clear coat pen	Repair (41 35 00 75 00)

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
#3	00 71 615	Checking both front side panels, reworking one side panel with clear coat pen (Plus work)	3 FRU
Or:			
#4	00 71 103	Checking both front side panels, reworking one side panel with clear coat pen (Main work)	5 FRU

Service Action - RO Line Item for Situation C

Repair Situations		One Front Side Panel	The Other Front Side Panel
C	WP 5 or 6 Only	Rework w/clear coat pen	Rework w/clear coat pen

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
#5	00 71 616	Checking both front side panels, reworking both side panels with clear coat pen (Plus work)	4 FRU
Or			
#6	00 71 104	Checking both front side panels, reworking both side panels with clear coat pen (Main work)	6 FRU

And:

Sublet - Scenario B, C or E (Bulk Materials, RO and Claim Comments Required)

Sublet Code 4	Up to \$50.00	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the quantities used plus your center's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section

And, when applicable, in conjunction with repair situation below that applies:

Open an additional RO Line Item for the front side panel repair that was performed

Repair Situations		One Front Side Panel	Other Front Side Panel
D	WP 1 or 2 With Repair	No repair needed	Repair (41 35 00 75 00)
E	WP 3 or 4 With Repair	Rework w/clear coat pen	Repair (41 35 00 75 00)
F	WP 1 or 2 With Repair	Repair (41 35 00 75 00)	Repair (41 35 00 75 00)

The front side panel(s) repair portion is covered under the terms of the BMW New Vehicle 12-year, Unlimited Mileage, Anti-Corrosion Limited Warranty against rust perforation.

Defect Code:	4135007500	Side panel, front corroded (Repairing)
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And:

Sublet – Situations D, E or F (Third-Party Front Side Panel Repair, RO and Claim Comments Required)

Sublet Code 3	See the sublet reimbursement information below	Reimbursement for the side panel(s) repair, refinish and materials (excluding any BMW part numbers that are to be invoiced on the RO and claimed in conjunction with this sublet)
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Note: Aftersales Area Manager (AAM) Field Authorization (FAS) is required.

Invoice the eligible consequential side panel(s) repair and refinish in sublet (excluding any BMW part numbers that are to be invoiced on the RO and claimed in conjunction with this 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.

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

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

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 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.

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

[picture as pdf B41 03 21 Attachment.pdf](#)