



## MODEL

E-Series	Model Description	Production Date
F48	X1 Sports Activity Vehicle	Up to December 7, 2020
G01	X3 Sports Activity Vehicle	Up to December 7, 2020
G02	X4 Sports Activity Coupe	Up to December 7, 2020

## SITUATION

Streaks are found running mostly vertically down along the door outer skin from the lower window trim. This can affect any of the 4 side doors.

**Note: The door streaks outlined in this bulletin are NOT the result of normal water droplets. The streaks will appear as a consistent streak down the door and may feel waxy and will be challenging to clean.**

If the marks can be removed easily using conventional paint washing methods, this bulletin does NOT apply.



## CAUSE

Insufficient protective coating of the aluminum door trim causes oxidation to form and trail down the door skin.

## CORRECTION

Replace the affected door trim and clean the paint using an alcohol-based cleaner which is safe for vehicle paint. Paint correction may be required if the streaks cannot be removed from the vehicle clearcoat.

## PROCEDURE

1. Replace the shaft cover (window molding) on the affected door following ISTA repair instructions for the applicable model and trim being replaced. A photo is shown below demonstrating which trim is to be replaced. A driver's door shaft cover is being shown as an example, but any of the 4 doors can be affected.



2. Clean the streaks on the door paint using an alcohol-based cleaner which is safe for vehicle paint, such as R2 cleaner P/N 83 19 0 417 324. If the streaks cannot be cleaned from the vehicle paint, the vehicle may require paint correction.

## PARTS INFORMATION

Obtain and confirm the part numbers for your specific vehicle by entering the chassis number in either ETK or AIR which takes into account specific equipment and/or options.

Part Number	Description	Quantity
Refer to ETK/AIR	Shaft cover (front/rear/left/right) door(s)	Up to 4 doors as necessary
83 19 0 417 324	BMW Group R2 brake pedal assembly aid (500 mL)	As needed

## WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>5121107500</b>	<b>Outer weather strips, front corroded</b>
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Labor Operation	Description	Labor Allowance
51 21 300	Removing and installing/replacing the window channel strip <b>(one)</b> on the outside of the front door (Main work, one side)	Refer to AIR
Or:		
51 21 800	Removing and installing/replacing the window channel strip <b>(one)</b> on the outside of the front door (Plus work, one side - Vehicle is already in the workshop)	Refer to AIR
And:		
51 99 000	Work time to clean the streaks on the door paint <b>(one front side)</b> using the alcohol-based cleaner that is safe for the vehicle paint	1 FRU
Or:		
51 21 320	Removing and installing/replacing <b>both</b> window channel strips on the front doors, outer (Main work)	Refer to AIR
Or:		
51 21 820	Removing and installing/replacing <b>both</b> window channel strips on the front doors, outer (Plus work, - Vehicle is already in the workshop)	Refer to AIR
And:		
51 99 000	Work time to clean the streaks on the doors' paint <b>(both front sides)</b> using the alcohol-based cleaner that is safe for the vehicle paint	2 FRU

And/or:

Defect Code: 5122107500 Outer weather strips, rear corroded		
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Labor Operation	Description	Labor Allowance
51 22 300	Removing and installing/replacing the exterior window channel strip on the <b>left or right</b> rear door (Main work)	Refer to AIR
Or:		
51 22 800	Removing and installing/replacing the exterior window channel strip on the <b>left or right</b> rear door (Plus work - Vehicle is already in the workshop)	Refer to AIR
And:		
51 99 000	Work time to clean the streaks on the door paint <b>(one rear side)</b> using the alcohol-based cleaner that is safe for the vehicle paint	1 FRU
Or:		
51 22 320	Removing and installing/replacing <b>both</b> window channel strip on rear doors, outer (Main work)	Refer to AIR
Or:		
51 22 820	Removing and installing/replacing <b>both</b> window channel strip on rear doors, outer (Plus work - Vehicle is already in the workshop)	Refer to AIR
And:		
51 99 000	Work time to clean the streaks on the doors' paint <b>(both rear sides)</b> using the alcohol-based cleaner that is safe for the vehicle paint	2 FRU

Only **one** Main flat rate labor operation code can be claimed per workshop visit.

If you are using a Main labor code for another repair, use the Plus code labor operation above that applies instead of the Main labor code.

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Work time labor operation code 51 99 00 is not considered a Main labor operation.

As applicable to your center, please refer to [SI B01 01 20](#) or [B01 07 20](#) for claiming your diagnosis work time, job/repair work time (WT), RO/Claim WT and/or repair explanation procedures, unless otherwise required by State law.

And, as needed:

**Sublet – Bulk Materials (RO and Claim Comments Required)**

<b>Sublet Code 4</b>	Up to \$4.00	Reimbursement for the repair-related bulk material (Do not use the BMW part number for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) is at the dealer net price amount for the quantity 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, only if and as required:

**Sublet – Consequential Paint Work Repair**

<b>Sublet Code 3</b>	See the sublet reimbursement information below	Reimbursement for the paint work and materials (excluding any other related/required BMW part numbers)
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**Note:** Aftersales Area Manager (AAM) Field Authorization (FAS) is **not** required.

**Paint Repair**

Invoice the eligible consequential paint repair in sublet (excluding those BMW part numbers that are to be invoiced on the RO and claimed in conjunction with this sublet repair) 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 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