

**RECALL 20V-152: REPLACE INSTRUMENT 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.

This Service Information Bulletin (Revision 1) replaces SI B51 11 20 **dated March 2020**.

**What's New** (Specific text highlighted):

- Complete content revision

**MODEL**

E-Series	Model Description	Production Date
F97	X3 M Sports Activity Vehicle	November 1, 2019
G01	X3 Sports Activity Vehicle	December 14, 2017 – August 21, 2019
G02	X4 Sports Activity Coupe	January 22, 2019 – August 17, 2019

**AFFECTED VEHICLES**

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System) or with ISPA NEXT.

Recall letter and Q&A are attached.

**SITUATION**

BMW AG is conducting a Voluntary Safety Recall (effective March 18, 2020) on a small number of Model Year 2018 - 2020 BMW vehicles that were produced between December 14, 2017 and November 1, 2019.

The connection between the passenger air bag and the casing of the instrument panel may not have been performed according to specifications. As a result, the instrument panel will need to be replaced.

**CAUSE**

The airbag may have been improperly installed onto the instrument panel, causing damage to the instrument panel.

**CORRECTION**

Replace the instrument panel.

**PROCEDURE**

Replace the instrument panel, following repair instructions REP 51 45 031 "Replacing instrument panel trim".

**PARTS INFORMATION**

For vehicles affected by this recall, please refer to the Parts Matrix and DCS messages for the ordering procedure.

**WARRANTY INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the following information together with the part number supplied through the IDS ticket submission:

<b>Defect Code:</b>	<b>0051890400</b>
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop-**

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 517	Replacing the instrument panel trim (Plus work)	46 FRU (F97); 47 FRU (G01, G02)

Or:

**The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)-**

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 69 016	Replacing the instrument panel trim (Main work)	48 FRU (F97, G01); 49 FRU (G02)

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

**Claim Repair Comments**

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B51 11 20 WP 1).

And, as applicable:

**Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)**

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to [SI B01 29 16](#) for additional information.

**Supporting Materials**

[picture as pdf B511120\\_2020-G01-02-InstrumentPanel-QA-\(18Mar2020\).pdf](#)

[picture as pdf B511120 Recall Notice.pdf](#)