



CC MESSAGE "FAILURE OF HEAD RESTRAINT ADJUSTMENT ON PASSENGER'S SIDE"

MODEL

E-Series	Model Description	Production Date	Affected Option Code
F91	M8 Convertible	Vehicles produced from July 1, 2019 to July 31, 2022	Vehicles with BOTH SA712 M sport seats and SA711 M sport seats, driver/front passenger
F92	M8 Coupe		
G14	8 Series Convertible		
G15	8 Series Coupe		
G22	4 Series Coupe		

SITUATION

Customer states he/she has received a sporadic Check Control message (CCM) "Failure of head restraint adjustment on passenger's side". This is CCM ID-2184.

This message appears when the customer folds down the front passenger seat and drives off. The front passenger seat is unoccupied.

The CCM (ID-2184)-

- Appears after 60 seconds
- States that the head restraint is faulty and that the customer could injure themselves
- Recommends visiting a workshop

CAUSE

Software in the seat module.

CORRECTION

The text of the check control will be modified by July 2022. Until then, please share the information in this bulletin with the customer.

PROCEDURE

1. Check if the Check Control message

"Failure of head restraint adjustment on passenger's side" (ID2184) occurred simultaneously with the Check Control message-

"Front passenger backrest not locked" (ID280).

If this was the case and no other causes can be established, inform the customer about this combination of Check Control messages.

There is no fault in this case.

Because the front passenger backrest is not locked, the status of the head restraint is not recognized and therefore the Check Control message (ID2184) is displayed.

Further repairs, part exchange or programming is not necessary in this case.

2. If the Check Control message "Failure of head restraint adjustment on passenger's side" (ID2184) occurred on its own, carry out further diagnosis and, if necessary, repairs.

PARTS INFORMATION

A parts replacement is not permitted.

WARRANTY INFORMATION

This Service Information bulletin provides technical and diagnostic-related information.

QUESTIONS REGARDING THIS BULLETIN

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use

	the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department