



THIGH SUPPORT UPHOLSTERY DETACHES FROM SEAT

This Service Information Bulletin (Revision 3) replaces SI B52 10 19 **dated January 2020**.

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

- Correction / Procedure / Parts – Carrier Thigh Support part number added

**MODEL**

E-Series	Model Description
G05	X5 Sports Activity Vehicle
G06	X6 Sports Activity Vehicle
G07	X7 Sports Activity Vehicle

**SITUATION**

The seat leather upholstery detaches from the front of the thigh support (aka knee bolster) of either front seat.

**CAUSE**

The metal retainer clips on the thigh support are too loose. The clips don't exert enough pressure on the plastic retainer on the edge of the seat leather upholstery, so that the upholstery can separate from the seat's thigh support frame.

Refer to the Procedure section steps 2, 3, 4 for the root cause of the loose upholstery.

**CORRECTION**

Inspect the seat leather upholstery for damage. If no damage is found-

- Reinstall upholstery onto the metal retainer clips
- Bend the clips to exert more force on the plastic retainer. If the clips are damaged, then replace the carrier thigh support bracket.

**PROCEDURE**

1. Move the seat to the following position for access:

- Seat bottom all the way backwards.
- Seat bottom all the way upwards
- Fully extend the thigh support

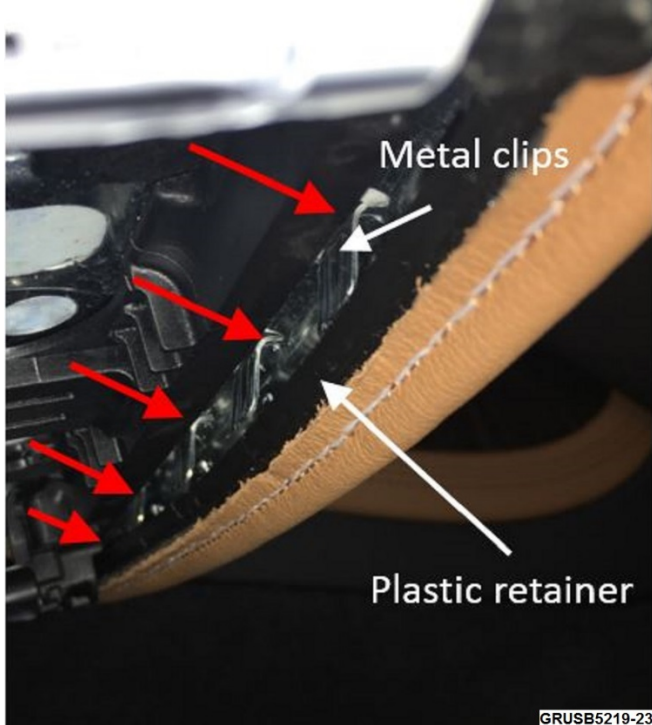
Use a flashlight to inspect underneath the thigh support:

Is the seat leather upholstery damaged?

- YES – Replace the damaged upholstery as needed (refer to ISTA/AIR Group 52 for the applicable repair instructions)
- NO – Check under the seat to see if the upholstery is properly retained under the 5 metal clips

Bend the 5 metal clips as needed to retain the upholstery as shown below in step 6.

	<p>2. <b>Incorrect:</b> Retainer and trim are not properly installed (red arrows).</p> <ul style="list-style-type: none"> <li>• The edge of the leather seat upholstery is sewn onto a plastic retainer strip</li> <li>• The retainer strip is supposed to be held in place by the firm contact of the 5 metal clips</li> </ul>
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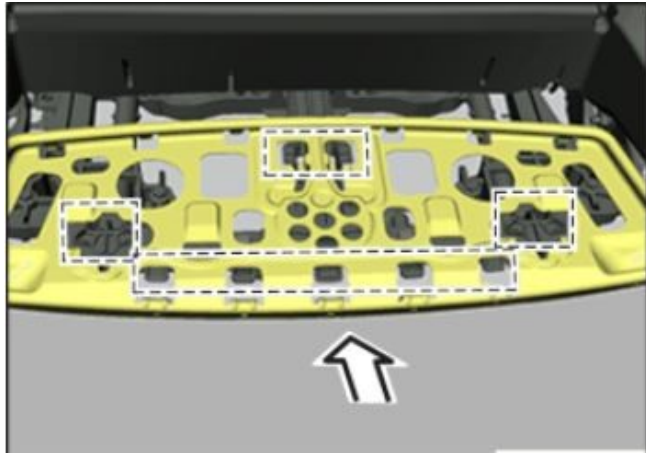
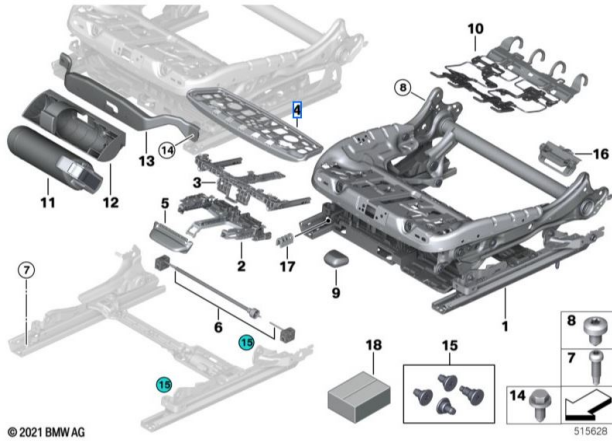
3. **Incorrect:** Retainer and trim not properly installed-
- Left clip too loose against retainer
  - Leather is overlapping the right clip (circled) so that the clip cannot press against the retainer



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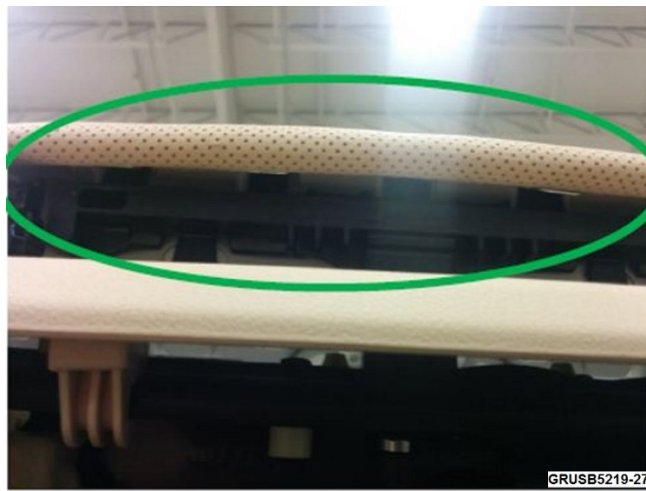
4. **Incorrect:** The metal clips (circled) are not exerting enough force against the retainer strip.
- Slight gaps are present between the clips and the retainer strip

5. If any of the clips are broken or the metal clips are fatigued/weak then replace the Carrier Thigh Support- part number 52 10 7299673 (number 4 in diagram)



Follow **REP 52 16 049** Replacing thigh support at front seat, left or right

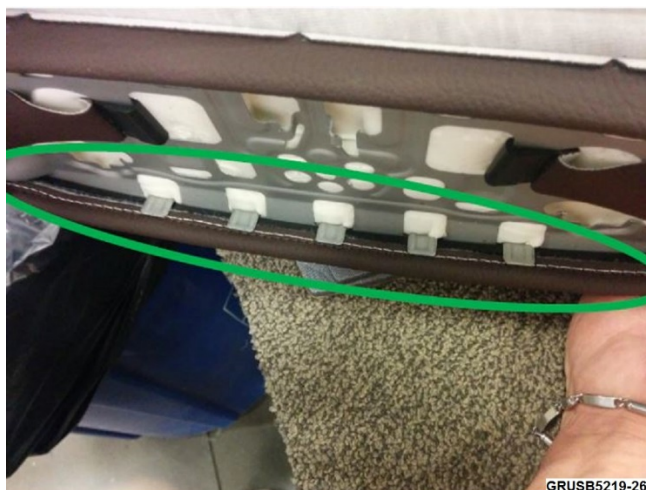
See **step 7** 'removing the mechanism for thigh support'



**6. Correct:** Retainer and trim placed correctly inside the metal clips.

- Clips are firmly pressed against the trim
- No gap exists between the trim and metal clips

Note: Bend the 5 metal clips as necessary.



6. Repeat steps 1 through 6 on the other front seat.

## **PARTS INFORMATION**

Parts replacement is not necessary except in the rare case that the leather upholstery is damaged.

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

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
Refer to ETK	Seat Leather	As needed
52 10 7 299 673	Carrier Thigh Support	As needed

## **WARRANTY INFORMATION**

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

### **Eligible and Covered Work/Repairs**

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

Refer to AIR for the corresponding defect code, flat rate labor operations (including diagnosis and work time) and flat rate unit (FRU) allowances when applicable.

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.

## **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