



RECALL CAMPAIGN 19V-563: FRONT SEAT BACKREST

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.

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This Service Information Bulletin (Revision #1) replaces SI B52 14 19 dated July 2019.

What's New (Specific text highlighted):

- Situation, cause, procedure, parts, warranty sections updated
- NHTSA # 19V-563 added

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	May 29, 2018 thru June 12, 2018
G02	X4 Sports Activity Coupe	May 29, 2018 thru June 12, 2018

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), with the Key Reader or Warranty Vehicle Inquiry.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective July 25, 2019) on a small number of Model Year 2018-2019 BMW vehicles that were produced between May 29, 2018 and June 12, 2018.

Approximately 20 vehicles are affected by this recall.

The Recall Notice and Q&A have been attached for further information.

CAUSE

On affected vehicles, the front seat backrest may not have been welded to specifications which could cause the backrest to collapse.

CORRECTION

Replace the front seat backrest on the driver's side or the passenger's side.

PROCEDURE

For any of the listed vehicles, the left and/or right seat backrest assembly may be needed.

Make sure a vehicle Key Read has been performed.

Enter a Recall IDS (Integrated Dealer Support) Ticket as instructed in the PARTS section to request the correct part(s).

- BMW of North America's Parts Technical Group will review the VIN, and enter the order for the seat backrest needed for that specific VIN on behalf of the BMW center
- The BMW center should not attempt to determine which seat backrest(s) are affected on a specific vehicle

Replace the appropriate seat backrest assembly. Refer to repair instructions-

REP 52 16 017 "Removing and installing/replacing the seat backrest"

PARTS INFORMATION

Please refer to the weekly Parts Matrix for the parts ordering procedure.

Prior to starting any work, check to see if the VIN has this campaign open. If so, enter a Recall IDS Ticket request.

- Use only one VIN per IDS Ticket
- Enter part number 00 00 0 000 000 per Parts Matrix DCS

BMW of North America's Parts Technical Group will review the VIN, reference the specific seat backrest(s) for that VIN, and enter the order for the seat backrest(s) on behalf of the BMW center.

When ordered this way, you will receive ONLY the seat backrest(s) needed for the specific vehicle. Each vehicle may require different parts replaced so this is the only way of ordering.

Parts Technical Group will reply to all Ticket requests with the part number(s) and backorder information if applicable. The part(s) must be installed in the VIN listed in the PO ONLY.

Part Number	Description	Quantity
52 10 7 414 625	Seat backrest frame (driver or passenger side)	1
AND/OR		
52 10 7 414 610	Passenger's seat backrest mechanism	1
AND/OR		
52 10 7 414 609	Driver's seat backrest mechanism	1
AND/OR		
52 10 7 414 584	Seat backrest frame (driver or passenger side)	1
AND/OR		
52 10 7 414 607	Driver's seat backrest mechanism	1
AND		
07 14 9 321 690	Cheese head screw (M10x28)	4
AND		
72 11 9 909 471	Screw (M10x16)	6

Performing a part number look-up in ETK or AIR by VIN or model in place of using/invoicing the applicable part numbers above may result with the wrong parts being invoiced and installed.

WARRANTY INFORMATION

Reimbursement for this Recall repair campaign will be via normal claim entry utilizing the following information:

Defect Code:	0052900100
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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:	Labor Allowance:	Description (Plus work):
# 1	00 68 570	36 FRU	Replacing the seat structure

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation:	Labor Allowance:	Description (Main work):
# 2	00 68 049	37 FRU (G01); 38 FRU (G02)	Replacing the seat structure

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B52 14 19 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 B521419 Recall Notice.pdf](#)

[picture as pdf 2019-G01-02-SeatFrame-QA-\(25Jul2019\).pdf](#)