

# Service Information Bulletin

August 23, 2019

Seats

B52 20 19

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.

## RECALL 19V-600: REPLACE REAR CENTER HEADREST

### MODEL

E-Series	Model Description
G20	3 Series Sedan

### AFFECTED VEHICLES

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective August 9, 2019) on certain Model Year 2020 BMW 3 Series vehicles that were produced between July 4, 2019 and July 31, 2019.

Affected Vehicles:

- WBA5U7C09LF [REDACTED]
- WBA5U9C06LF [REDACTED]

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), Key Reader or Warranty Vehicle Inquiry.

### SITUATION

The rear center headrest may not have been manufactured to specifications.

In a rear crash, there is an increased risk of injury due to insufficient retention of the headrest.

### CAUSE

The locking mechanism of the rear center headrest may break as a result of the headrest retention bar not having been manufactured to specifications.

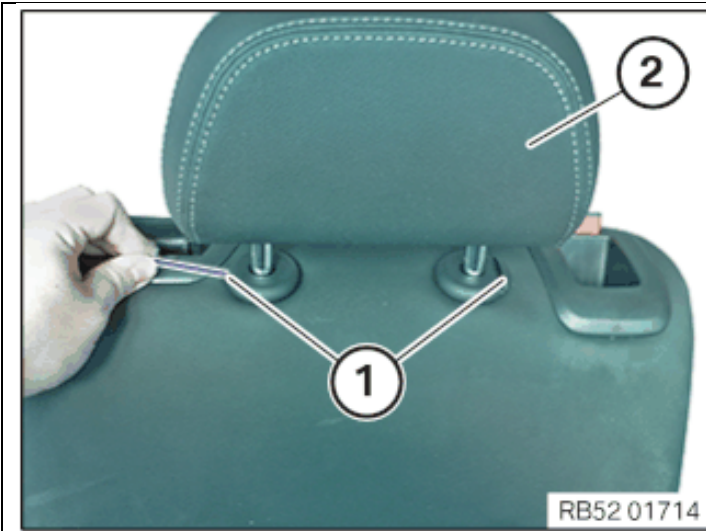
### CORRECTION

Replace rear center headrest.

### PROCEDURE

Replace the rear center headrest as described in the repair instructions:

**52 26 388 "Removing and installing / replacing the rear side head rest at the centre..."**

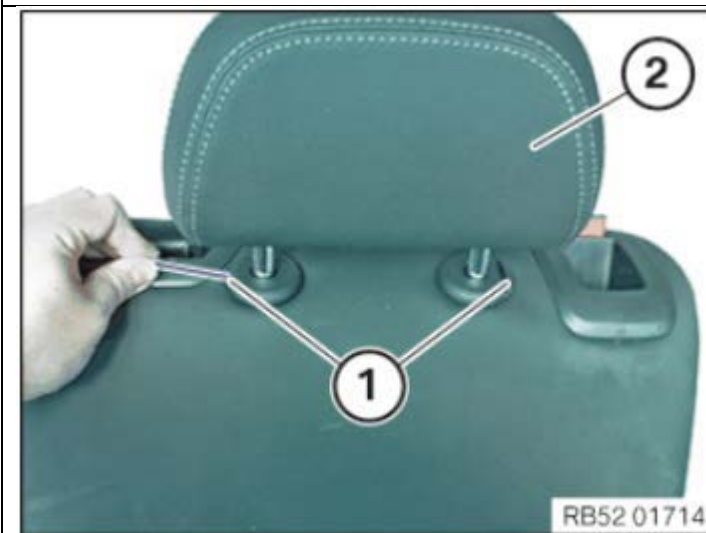


To remove the headrest:

- Unlock the locks (1) and take out the headrest (2) towards the top

To avoid mix-up with the new part which has the same appearance:

- Apply a small piece of tape, or other marking to the headrest
- Destroy and discard the original



To install the headrest:

- Install the headrest (2) from the top
- Make sure the headrest (2) is correctly fitted at the locks (1)

## PARTS INFORMATION

Part Number:	Description:	Quantity:
52 20 5 A05 879	Rear center head rest Color (KCSW) Black SensaTec	1

**Performing a part number look-up in ETK or AIR by VIN or model in place of using/invoicing the part number(s) in this bulletin may result with the wrong parts being invoiced and installed.**

Other small parts such as screws, nuts and seals, which are to be replaced according to the repair instructions, are to be taken from the Electronic Parts Catalogue for the vehicle type and invoiced under the special defect code.

## WARRANTY INFORMATION

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

<b>Defect Code:</b>	<b>0052910100</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 68 613	Replace rear center head rest	3 FRU

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:	Description (Main work):	Labor Allowance:
# 2	00 68 086	Replace rear center head rest	5 FRU

### **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 20 19 WP 1), unless otherwise required by State law.