



SIB 51 08 21

RECALL 21V-342: HEADLINER

2021-05-17

This Service Information Bulletin (Revision 2) replaces SI B51 08 21 **dated May, 2021**.

What's new:

- Complete bulletin content added

MODEL

E-Series	Model Description	Production Date
F22	2 Series Coupe	March 24, 2021 – March 31, 2021
F87	M2 Competition Coupe	March 26, 2021 – April 1, 2021

AFFECTED VEHICLES

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

SITUATION

BMW AG has issued a Delivery Stop (effective April 30, 2021) on a small number of Model Year 2021 BMW 2 Series Coupe and M2 Competition Coupe vehicles that were produced between March 24, 2021 and April 1, 2021. This Delivery Stop has been upgraded to a Safety Recall as of May 12, 2021.

In a crash where the head air bag deploys, a support within the headliner (in the roof) may become loose. If it were to separate and contact a passenger, it could increase the risk of injury.

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

The bulletin will be updated when additional information becomes available.

CORRECTION

Check the manufacturing (MFR) label near the front

- Fully detach the headliner but keep it loose inside the car
- Windshield does not need to be removed for checking the label.
- If the MFR label date is NOT 20210304 (March 4, 2021) the headliner needs to be reworked, then reinstalled

If the MFR label date IS 20210304 (March 4, 2021) the headliner needs to be replaced.

- Remove and reinstall windshield

PROCEDURE

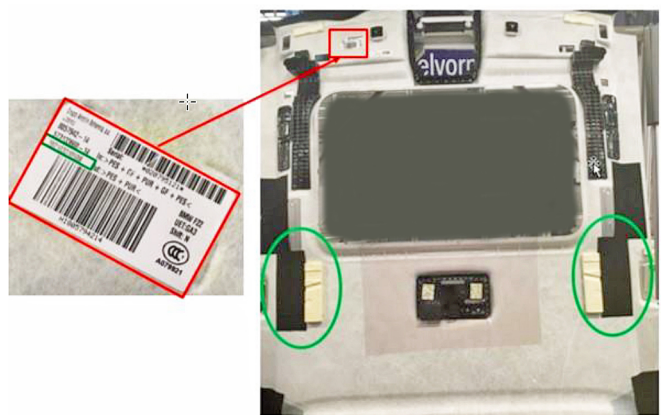
1. Detach entire headliner but do not remove from vehicle (windshield remains installed). Refer to following repair instructions "R&I headliner- "...

- With sunroof (F22 & F87 with option code 403): 51 44 011
- Without sunroof: 51 44 001

2. Carefully push the headliner downwards at the driver's seating position. Use an inspection mirror or endoscope to read the DATE on the supplier's ID label (circled in green) located above the driver's sunvisor position.



Disregard the 2 green circles in the rear section of the headliner for this step.



- If the MFR label date is **NOT** 20210304 (year/month/day = March 4, 2021) the headliner needs to be reworked, then reattached. The windshield can remain installed. Continue to Step 3.
 - If the MFR label date **IS 20210304** (March 4, 2021) the headliner needs to be replaced following ISTA/AIR Repair instructions. No further correction is needed after.
3. If the MFR label date is **NOT** 20210304, add 2 felt buffers to the headliner.
- 2 felt packs are needed
 - Select the 1 mm high-nap black needlepoint felt 200 x 120 mm
 - Cut a 60 mm length so you are left with 2 felt strips measuring 200 x 60 mm.
 - Apply both buffer segments onto the rear portion of the reinforcement plates (circled below) in overlapping position
 - Press firmly on the felt for maximum adhesion, using your other hand on the underside of the headliner as counter-pressure
 - Repeat on the reinforcement plate on the other side of the headliner
 - Once buffers are applied, the vehicle can be completely reassembled.

PARTS INFORMATION

If a headliner is required, a Recall IDS Ticket must be sent with a clear photo of the date label.

Part Number (P/N)	Description	Quantity
Repair Package 1 (Buffer only)		
51 43 7001491	Clip	6
51 45 2353024	Felt strip set, self-adhesive	2
Repair Package 2 (Headliner replacement with sunroof)		
51 44 8063148	Headliner, with sunroof (option code 403)	1
51 43 7001491	Clip	6 if needed
51 31 7288462	Spacer	5 if needed
51 31 7465724	Spacer	2 if needed
83 19 2289180	Repair set windshield	1
51 31 7240671	Windshield cover/trim	1 if needed
51 43 7321215	Hook	2 if needed

51 48 7325890

Sound insulation cowl

1 if needed

WARRANTY INFORMATION

Reimbursement for this Action will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above that apply.

Plus work	Completion before the first vehicle delivery to a customer or vehicle is already in the workshop for another repair
Main work	The vehicle arrives at your center and this Recall shows open (No other Main work will be performed/claimed during this workshop visit)

Defect Code:	0051220500	F22 F87 Checking & if nec. reworking headliner
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Package 1 (Repairing)

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 70 907	Checking and repairing the headlining (Plus work)	20 FRU
Or:			
# 2	00 70 359	Checking and repairing the headlining (Main work)	22 FRU

Or:

Package 2 (Replacing)

Work Pkg	Labor Operation	Description	Labor Allowance
# 3	00 70 908	Checking and replacing the headlining (Plus work)	38 FRU
Or:			
# 4	00 70 360	Checking and replacing the headlining (Main work)	40 FRU

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

And, as needed:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$15.00	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the quantities used plus your center's handling.

Enter this material cost in sublet and itemize the amount on the repair order and in claim comment section.

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 08 21 WP 1), unless otherwise required by State law.

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.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

Based on the issue and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you do receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

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

Supporting Materials

[picture_as_pdf B510821 Recall Notice.pdf](#)

[picture_as_pdf B510821_2021-F22-87-Headliner-FAQ-\(12May2021\).pdf](#)

SAFETY RECALL NOTICE

To: All Center Operators, Sales Managers, Service Manager, Parts Manager and Warranty Processor

RE: Recall 21V-342: Headliner – B51 08 21

BMW AG has issued a Delivery Stop (effective April 30, 2021) on a small number of Model Year 2021 BMW 2 Series Coupe and M2 Competition Coupe vehicles that were produced between March 24, 2021 and April 1, 2021. This Delivery Stop has been upgraded to a Safety Recall as of May 12, 2021.

Please be reminded that it is a violation of federal law (The Safety Act) for you to sell, lease or deliver any new motor vehicle covered by this notification until the recall repair has been performed. This means that centers may not legally deliver new motor vehicles to consumers until they are fixed or use/sell replacement equipment/parts subject to this recall. Note also that substantial civil penalties apply to violations of the Safety Act.

Also, you should not sell, lease or deliver any Certified Pre-Owned or used vehicles subject to a safety recall until the repair is completed.

Please follow any special instructions that we provide to you for the return or disposition of recall parts.

We appreciate all your assistance with this Recall.

**Safety Recall
21V-342
Headliner
Model Year 2021
BMW 2 Series Coupe / M2
Issue Date: 05/12/2021**

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

A small number of Model Year 2021 BMW 2 Series Coupe and M2 models in the US are potentially affected.

Q2. What is the specific issue?

In a crash in which the head air bag deploys, a support within the headliner (in the roof) may become loose. If it were to separate and contact a passenger, it could increase the risk of injury.

Q3. Why are other models / vehicles not included in this Safety Recall?

Other models were manufactured with a headliner that was assembled to specifications.

Q4. Can I continue to drive my vehicle?

Yes. However, when you are notified by BMW, please contact an authorized BMW center and schedule an appointment to have this important Safety Recall performed as soon as possible. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q5. Can I determine if this issue exists in my vehicle?

No.

Q6. How did BMW become aware of the issue?

BMW became aware of the issue through its quality control procedures.

Q7. How will I be informed of this Safety Recall?

Owners of potentially affected vehicles will be contacted, advising them of this Safety Recall, and requesting them to schedule an appointment with an authorized BMW center to have the remedy performed. To ensure BMW has the most recent contact and vehicle information, owners should visit www.bmwusa.com/recall and click on “**Manage recall notices and contact information**”.

Q8. How will my vehicle be remedied?

The headliner will be inspected and, if necessary, replaced for free and should take several hours. Owners can locate their nearest authorized BMW center at www.bmwusa.com/dealer.

Q9. Do I have to wait for my letter to have my vehicle serviced?

Yes. BMW is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting owners to schedule an appointment with their authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.