



SIB 52 08 21

RECALL 21V-521: CIS MAT

2021-08-12

This Service Information Bulletin (Revision 1) replaces SI B52 08 21 **dated July 2021**.

What's New (Specific text highlighted):

- NHTSA recall #521 added to title
- Cause, Correction, Procedure, Parts, Warranty sections added

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.

MODEL

E-Series	Model Description	Production Date
G01	X3 Sports Activity Vehicle	December 4, 2017 – June 3, 2019
G02	X4 Sports Activity Coupe	July 13, 2018 – May 17, 2019

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), ISPA Next or Warranty Vehicle Inquiry.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective July 8, 2021) on a small number of Model Year 2018 - 2019 BMW vehicles that were produced between December 4, 2017 and June 3, 2019.

The CIS (Capacitive Interior Sensing) Mat, which detects the presence of a front passenger for front air bag deployment, may not function properly in certain limited circumstances. If this were to occur, the air bag warning lamp would not illuminate. In a crash, the front passenger air bag may not deploy, which could increase the risk of injury. The CIS mat will need to be replaced.

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

CAUSE

Due to an incorrect mounting of the seat cover, one or more of the hog rings (clamps) could contact the seat heating cable harness near the area of the seat cushion and thigh support. Over time, this could affect CIS Mat functionality. Hog rings are small metal clamps which fasten the seat cover to the seat frame.

CORRECTION

Replace the front passenger seat cushion which contains the CIS mat.

PROCEDURE

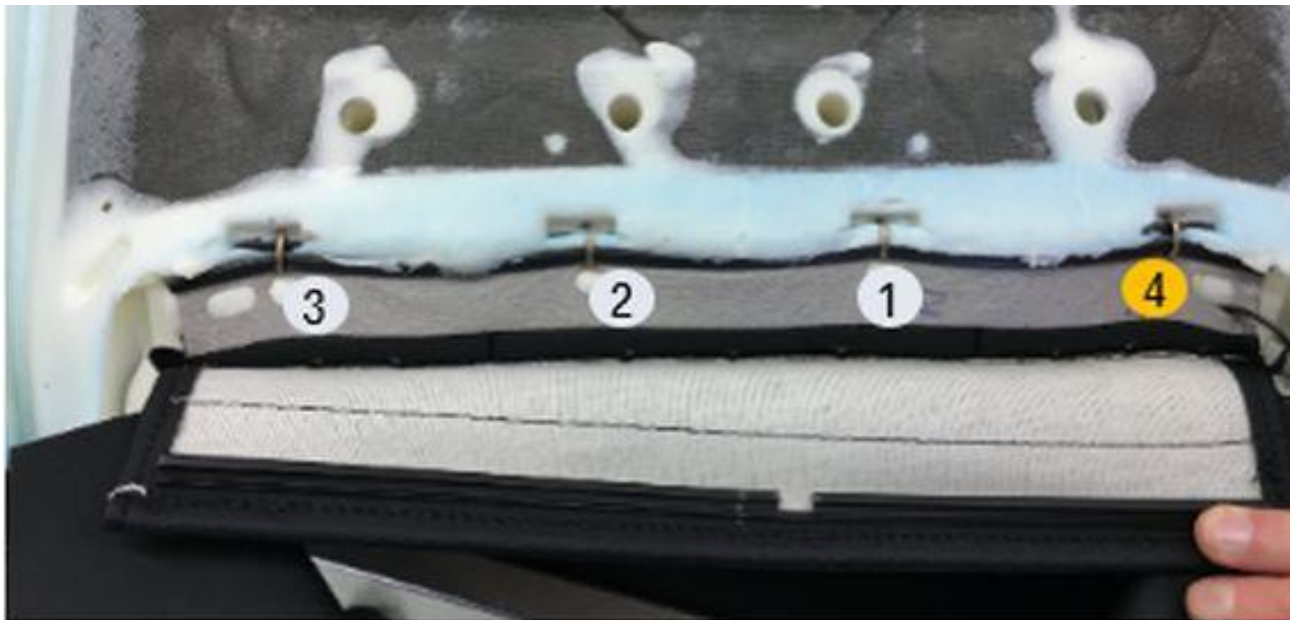
1. Replace the seat occupancy mat for the front passenger seat in accordance with repair instructions REP-P-6577611.

2. **Note: There is a changed procedure for clamping when installing the front seat cover- the new procedure below has not yet been incorporated into the repair instructions.**

For section: Installing the seat cover for the front seat REP-TAT-P-5216-02-G01_3

New: The sequence in which the hog ring clamps are installed must be observed.

First clamp items 1-3, then clamp the area of the cable outlet 4 to prevent the seat heater line from being contacted and/or damaged by clamps.



3. After reinstalling the seat cover, the seat occupancy mat (CIS) must be released with ISTA service function:

- Procedure Front passenger seat occupancy detection, US version (ABL-WAR-AT6577_SBE4I5US3)

PARTS INFORMATION

Only use and invoice the part numbers below that apply.

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of the claim.

Part Number	Description	Quantity
52 10 6 994 376	Foam part for climate seat (CIS)	1
OR		
52 10 6 994 374	Foam part for sports seat (CIS)	1
AND		
52 10 1 945 543	Hog Ring Clamp (1.6x20x10.1)	20

Recalled Part Retention and Return

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

Applicable Recall parts will be requested to be returned; a corresponding DCSnet Part Return tag will be generated.

Any return requested Recall parts that are not received by the WPRC within 60 days of the claim credit date may be subject to debit.

WARRANTY INFORMATION

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

Defect Code:	0052990100	G01 G02 Replacing cushion (CIS), front passenger seat
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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 71 544	Replacing the front passenger seat cushion and releasing it with the programming system	30 FRU

Or:

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

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 71 038	Replacing the front passenger seat cushion and releasing it with the programming system	32 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.

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: B52 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.

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

BMW of North America, LLC will reimburse qualifying customer-pay repairs to address the issue that is described in this Service Information Bulletin which were performed **prior** to the release of this Recall.

Customer arrives with an Affected Vehicle to your workshop

Perform the open Recall repair outlined in this bulletin, and if the prior repair qualifies (see below), submit for both the Recall repair and for the customer-pay reimbursement (Separate repair line items/separate defect codes).

Or:

Customer only presents your center with a customer-pay invoice for the prior repair

If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) is for a repair that addresses the issue described in this Recall Service Information bulletin.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA** as follows:

- Sublet Code 3
- Dollar amount (with no additional no markup)
- Comment: RECALL 21V-521: CIS MAT - Reimbursement for allowable expenses related to performing the prior qualifying customer-pay repair
- Additionally, explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

Repairs that do not qualify for Reimbursement

This includes repairs performed on non-affected vehicles, and/or the diagnosis and repair of other unrelated issues. This exclusion applies to repairs that were performed using non-genuine BMW parts and/or used passenger car or light truck parts.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

This Recall Service Information Bulletin does not provide an option to submit a claim to close this open Recall based on a related prior regular repair, the Recall repair outlined in this bulletin must still be performed.

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 B520821_2021-G01-02-CIS-Mat-FAQ-\(08Jul2021\).pdf](#)

[picture_as_pdf B520821 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 21V-521: CIS Mat – B52 08 21

BMW AG is conducting a Voluntary Safety Recall (effective July 8, 2021) on a small number of Model Year 2018 - 2019 BMW vehicles that were produced between December 4, 2017 and June 3, 2019.

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-521
CIS Mat
Model Year 2018-2019
BMW X3 SAV / X4 SAC
Issue Date: 07/08/2021**

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

A small number of Model Year 2018-2019 BMW X3 SAV and X4 SAC models in the US are potentially affected.

Q2. What is the specific issue?

The CIS Mat, which is used to detect the presence of an occupant in the front passenger seat for front passenger air bag deployment, may not function properly in certain limited circumstances. If this were to occur, the air bag warning lamp would not illuminate. In a crash, the front passenger air bag would not deploy, which would increase the risk of injury.

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

Other models have a CIS Mat that functions properly.

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. Owners can locate their nearest authorized BMW center at www.bmwusa.com/dealer. 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 CIS Mat will be replaced for free and should take about one hour.

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 you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.