



SIB 51 18 22

2022-11-15

RECALL 22V-820: WINDSHIELD NOT PROPERLY BONDED

MODEL

E-Series	Model Description	Production Date
G05	X5 Sports Activity Vehicle	September 20, 2022
G07	X7 Sports Activity Vehicle	

AFFECTED VEHICLES

Affected 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 October 19, 2022) on a small number of Model Year 2023 BMW vehicles that were produced on September 20, 2022.

As of November 2, 2022, this delivery stop has been upgraded to a safety recall.

During vehicle assembly, the windshield on the passenger side of the bottom A-pillar may not have been properly sealed to the vehicle.

Note: If the windshield was not properly bonded, the glove compartment and passenger footwell area may become wet. As a result, the control units that are located in that area may get damaged and potentially create a short circuit, and consequently, a thermal event cannot be ruled out.

CAUSE

Error during windshield assembly.

CORRECTION

Inspect the front windshield adhesive on the passenger side bottom A-pillar and rework if necessary.

PROCEDURE

1. Remove the passenger side A-pillar trim panel following repair instructions listed in AIR/ISTA (51 43 201).
2. Remove the passenger side windshield gutter strip following the repair instructions listed in AIR/ISTA (51 31 030).

3. Note: Two people are required for this step. Using a compressed air gun, blow air from the inside of the windshield (bottom right corner). At same time, spray soap and water into the area between the body and the windshield from the outside (bottom right corner).

- If soap bubbles do not form in the area between the body and the windshield, the adhesive bond of the windshield is **OK**, and the technical campaign can be closed
- If soap bubbles form in the area between the body and windshield, the adhesive bond of the windshield is **NOT OK**: Proceed to Step 4

4. Remove the windshield following the repair instructions listed in ISTA/AIR (51 31 00).

- In addition, the passenger side footwell area must be checked for any water ingress- proceed to step 5

5. Remove the side trim panel footwell on the passenger side A-pillar following the repair instruction list in AIR/ISTA (51 43 075).

6. Fold back the floor carpet and inspect the area for any water ingress. Dry it if necessary.

7. After the repair is complete, reassemble the vehicle according to the repair instructions.

PARTS INFORMATION

Only use and invoice the part numbers below.

Part Number	Description	Quantity
83 19 2 289 180	Windshield adhesive kit	Sublet
51 31 7 288 462	Bump stop	6
51 31 2 996 980	Bump stop	2
51 48 7 458 549	Sound insulation windshield	2

CLAIM INFORMATION

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

Defect Code: 0051550500	---
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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 73 704	Check the adhesive joint on the windshield (No repair is necessary)	5 FRU
Or:			
# 2	00 73 705	Checking and, if necessary, reworking the adhesive bond of the windshield	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
# 3	00 73 123	Check the adhesive joint on the windshield (No repair is necessary)	6 FRU
Or:			
# 4	00 73 124	Checking and, if necessary, reworking the adhesive bond of the windshield	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: B51 18 22 WP 1), unless otherwise required by State law.

When additional work and/or parts are required as a direct result of addressing the issue and/or performing the repair outlined in this Service Information Bulletin (WP #2 or #4), claim these items under the defect code listed above together with the corresponding labor operations (including diagnosis that applies, refer to **SI B01 01 20** or **B01 07 20**) listed in AIR as applicable.

Please explain the reason for this consequential repair work (the why and the what) on the repair order and in the claim comments section

And:

Sublet – Bulk Materials (RO and Claim Comments Required)

Sublet Code 4	Up to \$50.00	Reimbursement for the repair-related bulk material (Do not use the BMW part numbers for claim submission)
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Sublet reimbursement calculation for claiming the applicable repair-related bulk material (BMW part numbers) is at the dealer net price amount for the proportional quantity 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.

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 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.

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS

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ticket to the Parts Department

Supporting Materials

[picture_as_pdf B511822_22V-820-FAQ-\(02Nov2022\).pdf](#)

[picture_as_pdf B511822 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 22V-820: Windshield Seal – B51 18 22

BMW AG has issued a Delivery Stop (effective October 19, 2022) on a small number of Model Year 2023 BMW vehicles that were produced on September 20, 2022.

As of November 2, 2022, this delivery stop has been upgraded to a safety recall.

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
22V-820
Windshield Seal
Model Year 2023
BMW X5, SAV, X7 SAV
Issue Date: 11/02/2022**

- Q1. Which BMW Group models in the US are potentially affected by this Safety Recall?**
A small number of Model Year 2023 BMW X5 SAV and X7 SAV models in the US are potentially affected.
- Q2. What is the specific issue?**
The windshield may not have been properly sealed to the vehicle during assembly.
- Q3. Why are other models / vehicles not included in this Safety Recall?**
Other models have a windshield that was properly sealed during vehicle assembly.
- Q4. Can I continue to drive my vehicle?**
Yes. However, when you are notified by BMW of this Safety Recall, please contact an authorized BMW center to schedule an appointment as soon as possible. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall). **If you are not the only driver of this vehicle, please advise all other drivers of this important information.**
- Q5. How did BMW Group become aware of the issue?**
BMW Group became aware of the issue through its quality control procedures.
- Q6. How will I be informed of this Safety Recall?**
Owners of potentially affected vehicles will be notified via First Class mail and requested to schedule an appointment with an authorized BMW center to have the remedy performed. Owners can locate their nearest authorized BMW center at [bmwusa.com/dealer](https://www.bmwusa.com/dealer).
- To ensure BMW has your recent contact and vehicle information, owners should visit [bmwusa.com/recall](https://www.bmwusa.com/recall) and click on “**Manage recall notices and contact information**”.
- Q7. How will my vehicle be remedied?**
The windshield seal will be inspected and, if necessary, the windshield will be removed and reattached with an updated seal for free and should take about two to three hours.
- Q8. Do I have to wait for BMW to contact me to have the remedy performed?**
Yes. We are in the process of implementing this Safety Recall campaign to ensure that the necessary parts are at the BMW centers. For the latest updates to this Safety Recall, please visit [bmwusa.com/recall](https://www.bmwusa.com/recall).