

**SIB 51 24 20**

2020-10-27

**SERVICE ACTION: RENEW INTERIOR MIRROR HOLDER**

This Service Information Bulletin (Revision 1) replaces SI B51 24 20 **dated September 2020**.

**What's New** (Specific text highlighted):

- Procedure
- Parts
- Warranty

**MODEL**

<b>E-Series</b>	<b>Model Description</b>	<b>Production Date</b>
I01	i3	July 8, 2020-August 6, 2020

**SITUATION**

The bonding of the interior mirror holder was not performed correctly.

**CAUSE**

Incorrect bonding during production.

**CORRECTION**

Inspect and replace the mirror holder if necessary.

Note: Parts are not yet available for vehicles which fail the inspection.

**PROCEDURE**

Note: The repair procedure listed below is available for guided step by step instructions using the TSARA Vision Ubimax glasses. Scanning the QR code below with the glasses will load the available repair instructions into the glasses for use at the vehicle. For general reference on the TSARA Vision glasses, refer to [B04 03 19](#).

**Once the device (glasses) is powered on, you will see Scan Task. Say “scan task”, then scan the QR Code below:**

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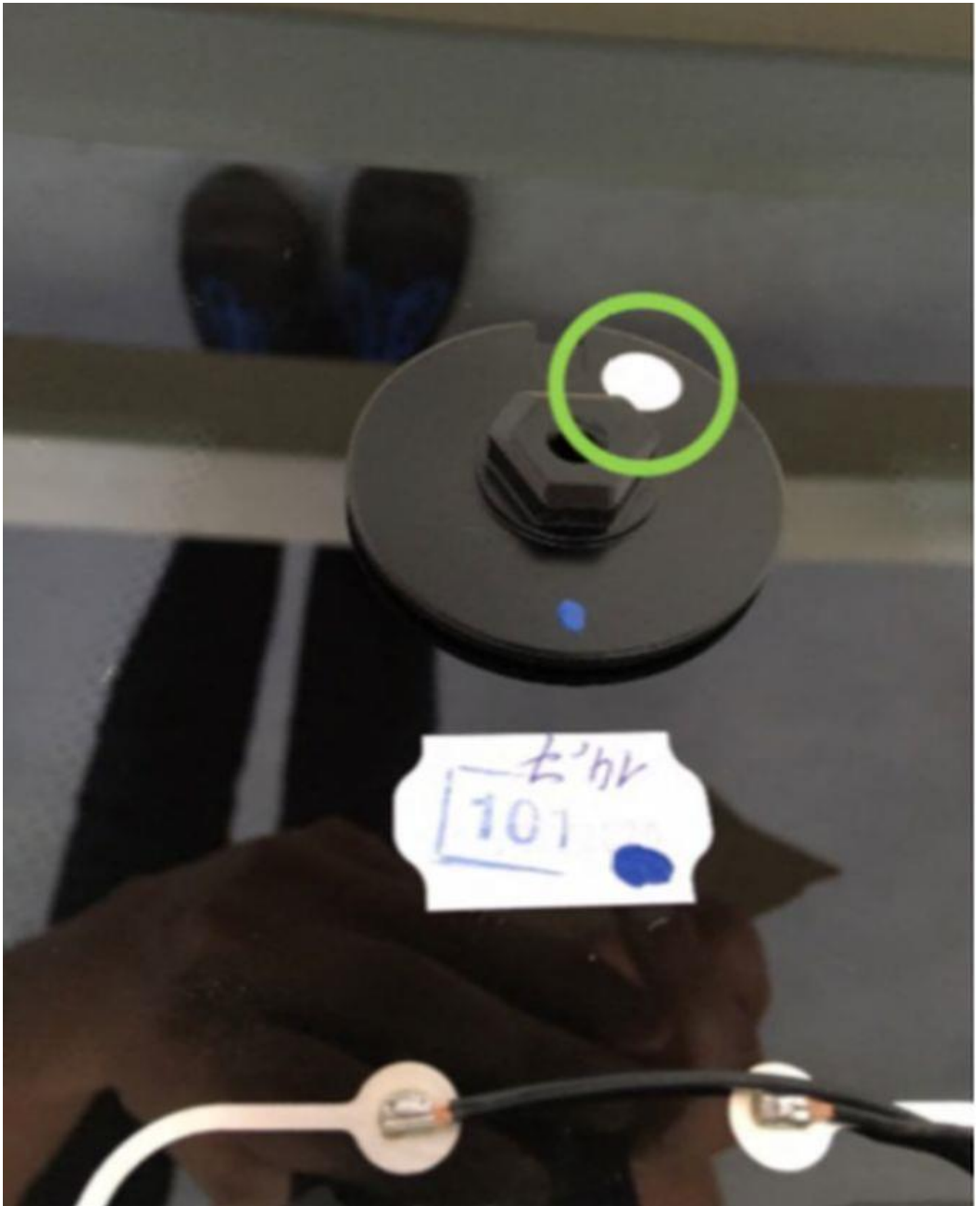
TSARA Vision Ubimax glasses for repair instructions are in addition to, and secondary to the repair instructions contained in this bulletin.

TSARA Vision repair instructions are currently being piloted. Feedback on the guided repair instructions via TSARA glasses can be sent through the technical inquiries feedback option at the top of this bulletin.

**1. For those not wishing to utilize smart glasses for repair instructions, see below:**

Remove the interior mirror following repair instructions **REP 51 16 063 “Removing and installing/replacing interior rearview mirror”**.

Check whether the mirror base is marked with a white dot as shown below:



2. Is the white dot present?

**Yes:** No further correction required. The mirror holder was correctly installed. Reassemble vehicle.  
**No:** Continue to step 3.

3. Cover the dashboard with an appropriate material to prevent damage to the dashboard during repair.
4. Using a hot air blower, heat the mirror mount to a maximum of 176 F. Do not exceed the temperature. Utilize a second person with an infrared thermometer if needed.



5. When an appropriate temperature is reached to melt the adhesive, twist the mirror mount from the windshield using pliers.



6. Remove the remaining adhesive residue on the windscreen with a folding scraper (81 62 0 410 436 folding scraper set).

7. Clean the remaining adhesive residue using a mixture of pumice powder (included in the repair kit) and R2 Alcohol based Cleaner PN 83 19 0 417 324 or isopropanol. Apply the mixture to a clean towel and rub onto the windshield to clean adhesive residue. Remove leftover pumice cleaner completely using a clean towel.

Note: Do NOT use glass cleaner.

8. Determine the holder position using the correct template (rain-light-solar-condensation sensor or KAFAS camera-based driver assistance system).



9. Clean the adhesive area to be bonded using a clean cloth with BMW R1 solvent cleaner/primer PN 83 19 2 211 217. Let the solvent cleaner dry off for 2 minutes.

10. Cut 10 mm from the tip of the nozzle included in the windshield repair kit (the nozzle without the cut V-notch). This allows for a 5 mm thick bead of adhesive.



11. Apply a 5 mm thick bead of adhesive around the perimeter of the mirror mount as shown below:



12. Using the correct locating template, install the mirror mount onto the windshield. A piece of appropriate tape can be used to hold the mount in position while drying.

13. The mirror mount must be allowed to dry for 24 hours without disturbing.

14. After 24 hours, the vehicle can be reassembled.

### **PARTS INFORMATION**

**Parts are only required for vehicles that fail the visual inspection.**

**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
51 31 5 A34 879	Repair kit (Templates, Pumice powder, Mirror mount)	1
83 19 2 289 180	Repair kit for windscreen, cold, 1 hour	1*
83 19 2 211 217	R1 Cleaner/Primer	Sublet as needed
83 19 0 417 324	R2 Brake Assembly Aid	Sublet as needed

\*If more the one vehicle is repaired during the same workshop visit, claim PN 83 19 2 289 180 only one time with only one of the claim submissions. The tube contains enough sealant to repair two or more vehicles.

## WARRANTY INFORMATION

Reimbursement for this Service Action will be via normal claim entry utilizing the applicable work package information below, and when required, the part numbers listed above.

<b>Defect Code:</b> 0051080500	<b>I01 Replace interior mirror holder</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 69 895	Removing and installing the interior mirror and checking <b>(OK, no repair is necessary)</b>	3 FRU

Or:

**The vehicle arrives at your center and this Service Action 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 69 342	Removing and installing the interior mirror and checking <b>(OK, no repair is necessary)</b>	5 FRU

Or, if a repair is required:

### 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
# 3	00 69 896	Removing and installing the interior mirror and renewing the mirror base	7 FRU

Or:

**The vehicle arrives at your center and this Service Action shows open (No other main work will be performed or claimed during this workshop visit)**

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 4	00 69 343	Removing and installing the interior mirror and renewing the mirror base	8 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. 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 24 20 WP 1), unless otherwise required by State law.

And, as needed:

### **Sublet – Bulk Materials (RO and Claim Comments Required)**

<b>Sublet Code</b> <b>4</b>	Up to \$10.00	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.

### **QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Submit an IDS ticket to the Warranty Department or use the chat available in the Warranty Documentation Portal
Parts inquiries	Submit an IDS ticket to the Parts Department