



SIB 51 03 23

2023-02-22

SERVICE ACTION: REAR WINDSHIELD REPLACEMENT

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.

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
-------------------------------------	--------------------------------

MODEL

E-Series	Model Description	Production Date	Affected Option Code
G70	7 Series Sedan	October 5, 2022 – December 1, 2022	356 Climate Comfort Laminated Glass

SITUATION

On the G70 vehicles, all panes are installed as laminated safety glass panes when SA 0356 "Climate comfort laminated glass" is ordered. This reduces ambient noise in the vehicle interior.

As part of an inspection, a vehicle became noticeable whose rear window was only fitted with single-layer safety glass.

CAUSE

Vehicles were mistakenly built with the incorrect rear windshield.

CORRECTION

Replace rear windshield.

PROCEDURE

Replace the rear windshield following the repair instructions listed in AIR/ISTA (51 31 231).

Repair Order Invoicing for a Third-Party Replacement (WP 3)

On your center's repair order line item for this Service Action, invoice the required BMW part numbers and any necessary ETK small parts and provide these items to the third-party installer that is performing this repair.

The claim submission for this Service Action will include the center-supplied BMW part numbers invoiced on the RO, and the third-party installer invoice for their labor in sublet at cost.

Please refer to the Claim Information section for additional information.

PARTS INFORMATION

Use and invoice the part numbers below.

Part Number	Description	Quantity
51 31 9449077	Rear window	1
83 19 2 289 180	Windshield adhesive kit	1

Additionally, other materials and small parts that are not specified above, such as fluids, lubricants, one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalog, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the repair Defect Code listed in this bulletin.

Bulk Materials - Sublet

Part Number	Description	Quantity
83 19 0 417 324	Cleanser R2	Sublet as needed
83 19 9 410 979	Adhesive tape	Sublet as needed

CLAIM INFORMATION

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

Defect Code:	0051590500	G70 Replace rear window
---------------------	-------------------	--------------------------------

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 73 809	Rear window replacement	25 FRU

Or:

The vehicle arrives at your center and this 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 73 225	Rear window replacement	27 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:

Bulk Materials – Sublet (RO and Claim Comments Required)

Sublet Code 4	Up to \$10.00	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
----------------------	---------------	--

Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the proportional quantities used plus your center's handling.

Itemize the amount claimed on the repair order and in claim comment section.

Or:

Third-Party Rear Window Replacement – Sublet Labor

Work Pkg	Labor	Description (Main /Plus work as applicable)	Sublet Allowance
# 3	Sublet Code 3	Third-party rear window replacement	Up to \$325.00

Invoice this work (the labor portion only) on the repair order at the actual cost charged with no handling or markup. The sublet amount must also include any discounts or allowances.

Prior to having the third-party perform this repair, determine the appropriate charge for performing the "necessary repair-related work procedures" by comparing their estimated repair cost against the

Copyright ©2023 BMW of North America, Inc.

It is your center's responsibility to review the estimate to ensure the amount requested for perform this repair work is customary, fair, and reasonable. Also, it must not exceed the scope of the repair work that is described in this bulletin.

And:

Bulk Materials – Sublet (RO and Claim Comments Required)

Sublet Code 4	Up to \$10.00	Reimbursement for the repair-related bulk materials (Do not use the BMW part numbers for claim submission)
--------------------------	---------------	--

Sublet reimbursement calculation for claiming the applicable repair-related bulk materials (BMW part numbers) is at the dealer net price amount for the proportional quantities used plus your center's handling.

For sublet codes 3 and 4, itemize the amount claimed 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 01 23 WP 1), unless otherwise required by State law.

And, if applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Service Action 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

FEEDBACK REGARDING THIS BULLETIN

Technical Feedback	To submit feedback for the technical topic 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 ticket to the Parts Department

