



SIB 65 02 19

2019-10-10

RECALL 19V-017: PASSENGER'S FRONT AIR BAG MODULE

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.

This Service Information bulletin (Revision 5) replaces SI B65 02 19 **dated October 2019**.

What's New (Specific text highlighted):

- Parts Retention Section - Email Address for returns

MODEL

E-Series	Model Description	Production Date
E70	X5 including M Sports Activity Vehicle	December 2006 – June 2013
E70	X5 diesel SAV	March 2008 – June 2013
E71	X6 including M Sports Activity Coupe	April 2009 – September 2011
E72	X6 Active Hybrid SAC	

AFFECTED VEHICLES

Vehicles in dealer inventory are affected by this recall. Vehicles which are affected show the campaign as "Open" when checked either in AIR or ISPA Next. The Warranty Vehicle Inquiry system will display the comment: **0072990100 B650219 Recall: Passenger Air Bag**

SITUATION

BMW AG is expanding the previously announced 16V-364 (SI B65 19 16), 17V-020 (B65 08 17), 18V-030 (B65 02 18) passenger front air bag recalls. The vehicles affected by the expansion per this Service Bulletin (Recall 19V-017) will be identified by **defect code 0072990100**.

Owner notification letters announcing that a remedy is available for their vehicle have been mailed. A copy of this letter is attached. To assist with customer concerns, please reference the attached Q&A.

CAUSE

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture.

CORRECTION

Replace the passenger's front air bag assembly.

PROCEDURE

Please record the exterior cosmetic condition of the dashboard cover on the Repair Order prior to any repair.

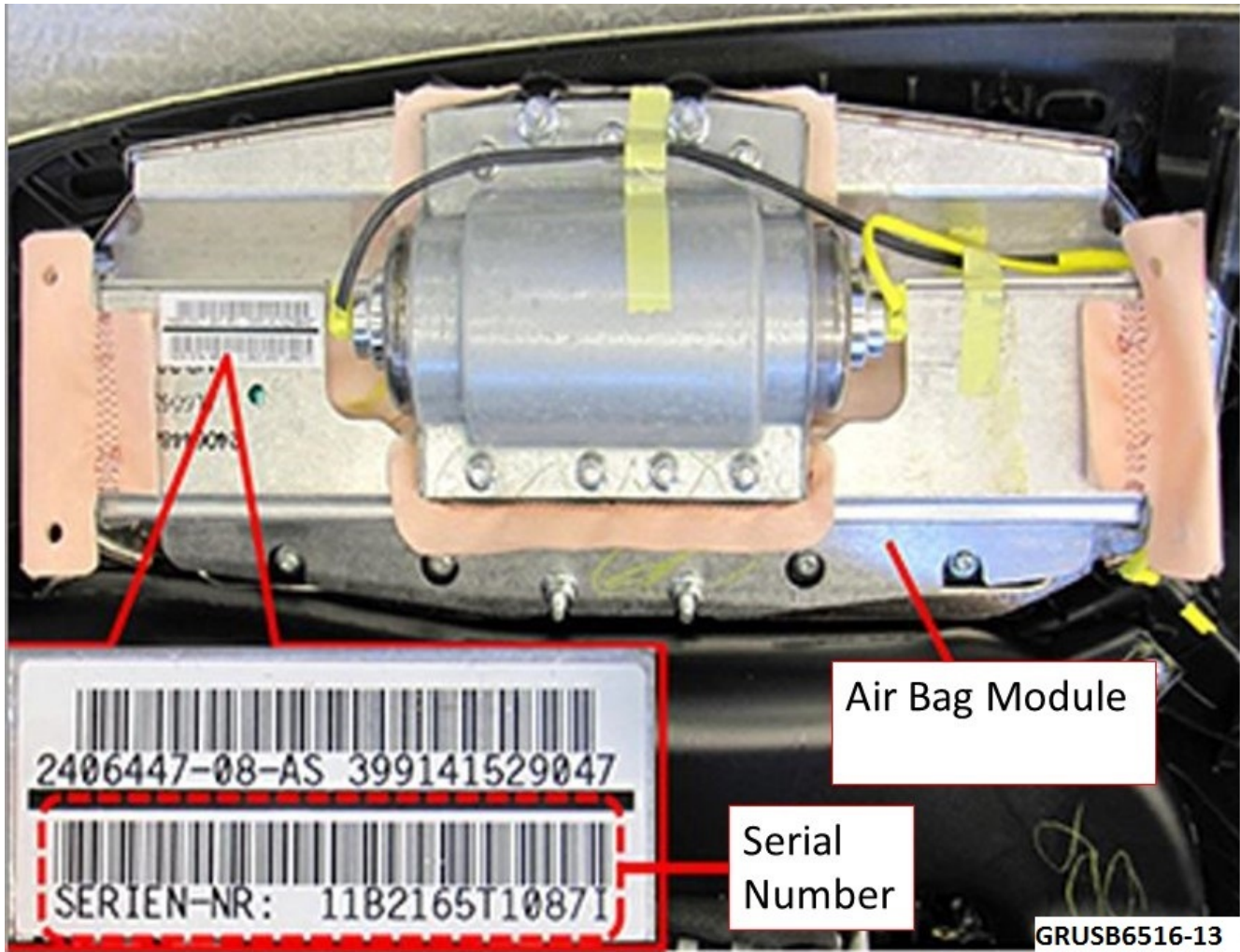
Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- REP 72 12 000 – Removing and installing or replacing air bag module on passenger side

In addition to the repair instructions and to assist you in performing this repair, refer to a step-by-step video on how to remove the air bag from the vehicle.

- tinyurl.com/V650117

Before installing the replacement part, the new air bag module's serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.



The dash cover and center console have sharp edges that can cut into the dashboard or seat during removal. Take precautions to prevent contact that can damage the interior.

Note: Please make sure the blower motor wiring is routed correctly behind the crash-pad prior to re-installation of the dashboard.

After installation of the air bag, if there are any noises during the road test:

- Check whether the dashboard is installed correctly. Indications of an installation problem include:
- Uneven gaps around the dashboard
- Excessive gaps
- Contact between the windscreen and dashboard

PARTS INFORMATION

Please monitor the Parts Matrix and DCS messages for the parts ordering procedure.

Part Number:	Description:	Quantity:
72 12 6 995 901	Air Bag Passenger Front (Final repair part)	1
07 11 9 905 949	Hex Nut M6	8

Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin. Performing a part number look-up in ETK/EPC by VIN or model will result with the wrong part being invoiced.

PARTS RETENTION

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.

Upon claim payment, a DCSnet part return tag will be generated for the passenger's front air bag module with special handling instructions.

- Please DO NOT return these recalled air bag modules directly to Lightning Resources or the WPRC.

Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

Your center is responsible for following all rules and regulations that apply to shipping dangerous goods as described in the attachment.

A shipping procedure has been created for returning the replaced air bag modules directly to Takata. There is also a procedure available for "Bulk Shipping 15 or more air bag modules" at one time to Takata.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them. Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

Scfieldaction.14305@xpo.com

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

The parts returns pickup schedule has been changed from weekly to every two weeks (bi-weekly)

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the information below:

Recall 19V-017	Expanded Action	Production Dates
Defect Code	0072990100	December 2006 – June 2013
Labor Operation:	Labor Allowance:	Description:
00 67 186	34 FRU	Replace the front passenger air bag module (Main work)
Or:		
00 67 755	32 FRU	Replace the front passenger air bag module (Plus work)
And, when applicable		
00 67 756	2 FRU	Additional work for vehicles with the rear entertainment (DVD) system (SA 6FF)

To determine which defect code should be used for a specific VIN, please enter the VIN in to AIR (1), or use the key reader/ISPA Light application. Additionally, the defect code that applies to each VIN is displayed in the Warranty Vehicle Inquiry (2).

1. The defect code is listed under the title "campaign number"
2. The defect code is listed under the title "campaign code"

The serial number of the new air bag module must be entered as in the comment field of the warranty application. The claim will be rejected if the serial number is missing from the warranty claim.

And, as applicable:

Alternative Mobility Solutions (AMS) Reimbursement

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, please claim this 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.

Claimable AMS-related reimbursement items and allowances (at cost, no markup)

- Mass transit (up to \$15.00);
- Taxi and livery services (up to \$15.00);
- “On-demand” Phone app-based transportation services (up to \$15.00); or
- Vehicle pickup/drop off service “to and/or from” a customer’s home or business location (up to \$25.00).

Please refer to SI B01 29 16 for additional information. Itemize this sublet amount on the repair order and in the claim comment section.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

For this Safety Recall, prior repair reimbursement requests are not likely. Typically, a customer would have their air bag module replaced because it deployed as a result of an accident. In these cases, either an insurance company or the customer themselves pays for accident-related air bag module replacements. These cases are not covered by this recall and are not entitled to be reimbursed.

Attachments:

REP 72 12 000

B650219_Parts_Return_Program_Instructions

B650219_Parts_Bulk_Ship_Return

19V-017_E7X PAB QA_14Jan2019_final

B650219 Recall Notice

Supporting Materials

[picture_as_pdf B650219 REP 72 12 000.pdf](#)

[picture_as_pdf B650219 Recall Notice.pdf](#)

[picture_as_pdf B650219 19V-017_E7X PAB QA_14Jan2019_final.pdf](#)

[picture_as_pdf B650219_Parts_Bulk_Ship_Return.pdf](#)

[picture_as_pdf B650219_Parts_Return_Program_Instructions.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 19V-017: Passenger's Front Air Bag Module (B65 02 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective January 14, 2019) on certain BMW X5 and X6 SAV vehicles that were produced from December 20, 2006 through June 25, 2014.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

BMW X5 SAV and X6 SAC
Model Year 2007 - 2014
Passenger's Front Air Bag Module
Safety Recall 19V-017
 Last updated: 2/5/2019

Q1. Which models are included in this Safety Recall Campaign?

Included are approximately 83,016 vehicles, with approximate volumes and production dates as noted below.

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
E70	X5 SAV (incl. M)	2007 – 2013	54,743	Dec 2006 – June 2013
E70	X5 SAV (diesel)	2009 – 2013	13,951	Mar 2008 – June 2013
E71	X6 SAC (incl. M)	2008 – 2014	14,221	Feb 2008 – June 2014
E72	X6 ActiveHybrid	2010-2011	101	April 2009 – Sept 2011

Q2. Which inflator is affected?

This recall campaign involves the Takata PSPI-2 inflator.

Q3. Why are other X5 and X6 vehicles not included?

The vehicles included in this recall are Model Year 2014 and older for Zone A, Zone B, and Zone C. See geographic areas by zone in Q13/14 response. Other X5 and X6 vehicles are already included in recalls 16V-364, 17V-020 and 18V-030.

Q4. What is the fix?

The passenger's front air bag module will be replaced.

Q5. How long will the repair take?

This FREE repair may take approximately four hours; however, additional time may be required depending upon your BMW center's schedule.

Q6. How will I be notified of this recall?

You will receive a letter by the beginning of March via First Class mail, advising you of this recall. To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

Q7. Do I have to wait for my letter to have my vehicle serviced?

No. You should schedule an appointment immediately with an authorized BMW center for service and repair. You can locate your nearest BMW center at www.bmwusa.com/dealer.

BMW X5 SAV and X6 SAC
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Q8. What options are available if it is too inconvenient for me to bring my vehicle to a BMW center for service?

There are a few options to help overcome the inconvenience of bringing your vehicle in for service like mobile repair, alternate transportation, pickup/drop-off, dealer events and towing. Contact your local BMW center to check what is available.

Q9. Is the driver's front air bag in my vehicle affected by a recall?

You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall. A sample owner notification letter and Q&A are available if your VIN is affected. You can also call or visit your local BMW center's service department.

Q10. Why is this recall just coming out now? I just had my drivers airbag recall performed.

The recall schedule follows the guidelines published by NHTSA in the May 2016 amended Takata Recall Coordinated Remedy Order.

General Takata Questions

Q1. What is the specific concern?

Takata's investigation to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity) could lead to overly aggressive combustion in the event of air bag deployment.

Q2. What is desiccant?

Put simply, desiccant is a substance with properties that enable it to soak up water vapor from the air surrounding it.

Q3. Why are other BMW models not included?

Other vehicles have frontal air bags that were produced with different inflators.

Q4. What can happen as a result of this issue?

In a crash where the air bag deploys, the air bag inflator housing may rupture and could cause metal fragments to pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

Q5. Is it possible to find out whether the problem exists in my car?

No. There is no way to detect if your BMW might have an air bag inflator potentially at risk of rupturing upon deployment in an accident.

Q6. How did BMW become aware of this issue?

BMW became aware of this issue from Takata (the air bag module supplier) and NHTSA.

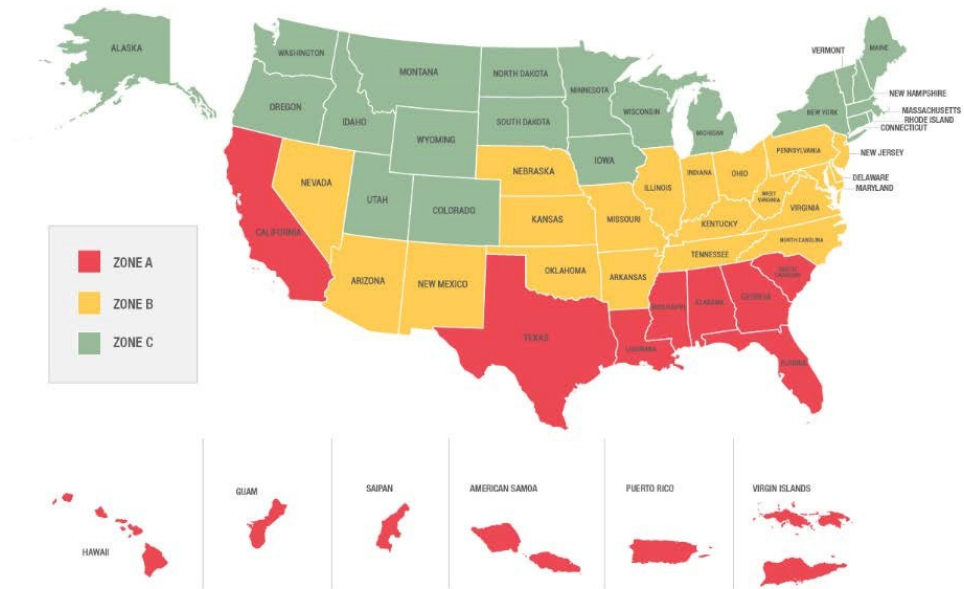
BMW X5 SAV and X6 SAC
Model Year 2007 - 2014
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- Q7. Can I continue to drive my vehicle?**
 Yes. However, you should have this service performed by an authorized BMW center as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.
- Q8. I did not receive a letter from BMW regarding my vehicle. How can I find out if my BMW is included in this recall?**
 You can check for open recalls a few different ways. You can enter your vehicle identification number (VIN) at www.bmwusa.com/recall and download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.
- Q9. What if I am not the current owner of this vehicle?**
 You can update your vehicle ownership information by registering at <http://www.bmwusa.com/myBMW>.
- Q10. Am I eligible for reimbursement under the TREAD Act if I previously replaced my passenger's front air bag module?**
 In this particular recall, reimbursement is likely not applicable, as you would typically have replaced your frontal air bag module as a result of an accident. In that situation, most likely your insurance company paid for the repair. However, in the very unusual (unlikely) scenario that you previously paid to replace the front air bag module "out-of-pocket" upon learning of this possible defect, you may be eligible for reimbursement. Additional information will be provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.
- Q11. I'm not the first owner of this vehicle and am concerned it may have been kept in a high humidity state. What can you tell me?**
 Any vehicle that was ever registered in hot and humid area as defined by NHTSA is given priority on the list of customers being notified about this recall.
- Q12. Which states are considered to be high absolute humidity areas?**
 Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands.
- Q13. What determines the prioritized locations that are associated with the most at-risk vehicles – and what is the average propellant degradation time in each?**
 Per the NHTSA, geographic zones have been established based on the temperature fluctuations and humidity and the exposure time required under those environmental conditions to degrade the propellant to the point where it poses an unreasonable risk to safety. High Absolute Humidity ("HAH") definitions are as follows:

"HAH" or "A"	Time until unsafe propellant degradation is projected between 6-9 years.
"Non-HAH" or "Non-A"	Covers vehicles that have not been identified by the vehicle manufacturer as having been originally sold or ever registered in the HAH region. This includes Zones B and C.

BMW X5 SAV and X6 SAC
Model Year 2007 - 2014
Passenger's Front Air Bag Module
Safety Recall 19V-017
 Last updated: 2/5/2019

"B"	Time until unsafe propellant degradation is projected between 10-15 years.
"C"	Time until unsafe propellant degradation is projected between 15-20 years.



Attachment to SI B65 02 19

October 2019

REP-REP-RAE7072-7212000 Removing and installing or replacing airbag module on passenger side; VIN: XXXXXXXX

ISTA system version	3.56.21.16873	Data version	R3.56	Programming data	-
VIN	XXXXXXXX	Vehicle	X'/E70/off-road vehicle/X5 4.8i/N62/AUT/US/left-hand drive/2010/03		
Int.lev.works	-	Int.lev. (cur.)	-	Int.lev.(tar.)	-
Mileage	0 km				

72 12 000

Removing and installing or replacing airbag module on passenger side

**Warning!**

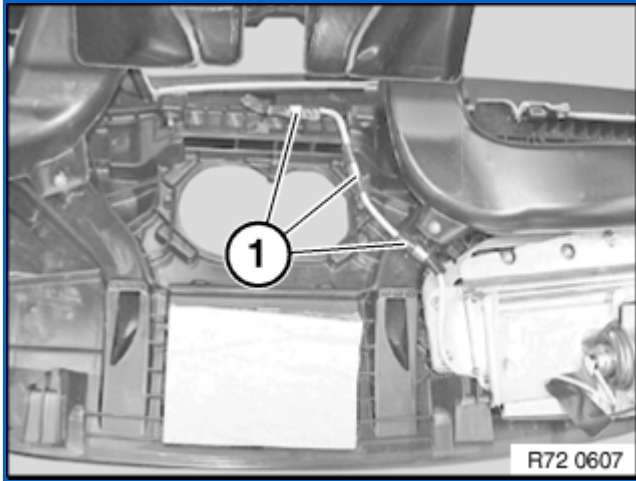
Read and comply with safety regulations for handling airbag modules and pyrotechnical belt tensioners.

Incorrect handling can activate airbag and cause injury.

**Necessary preliminary tasks:**

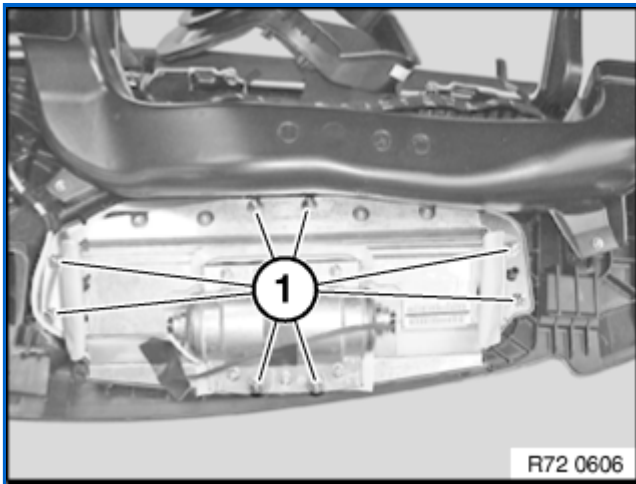
- Clamp off [battery negative lead](#)
- Remove [instrument panel trim](#)

Unclip airbag lead with holders (1) from instrument panel.



Unscrew nuts (1).

Installation:
Replace nuts.



Tightening torque [72 12 01AZ](#).

Remove airbag module from instrument panel.

BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
- Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : SCTakataRestrains_International@xpo.com
 - Important: please be aware that there is an underscore (_) in the above Alaska email address, between the words "Restrains" and "International".
 - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039.

1. Contact Takata:

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.
 - o **Email:** SCFieldAction.14305@xpo.com
 - o **Phone:** 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
 - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
 - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the

2. Stacking:

Place the recall airbag components neatly on a pallet, and securely shrink-wrap them to the pallet.

Note: The total height of the pallet and boxes cannot exceed 60 inches.



3. Labeling:

Securely attach the following labels on each side of the shrink-wrapped pallet.

- o Class 9 Label
- o UN3268 Safety Device *
- o OVERPACK USED *

*You can print these labels on letter size white paper, using Microsoft Word.



4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: AirbagReturns@bmwna.com

Safety Device Return Procedure for Airbag Recall

****ATTENTION****

DO NOT USE THE "1.4 LABEL" **AND DO NOT** FOLLOW ANY INSTRUCTIONS FOUND INSIDE THE REPLACEMENT AIRBAG MODULE'S BOX.

DISREGARD THOSE INSTRUCTIONS AND DO NOT RELABEL THE ORIGINAL BOX THAT WILL NOW BE USED FOR RETURNING THE RECALLED AIRBAG.

IMPORTANT

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation ("DOT") will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer's (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

SI B65 02 19 - Recall Campaign: Passenger's Air Bag Module

CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the module must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

IMPORTANT: Do not deploy the safety device. The person packing the used safety device must read and follow the provided instructions.

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
 - Email: scfieldaction.14305@xpo.com
 - Phone: 210-250-5079

NOTE: Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
- Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com ▪ Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact: SCTakataRestraints_International@xpo.com
 - Important: please be aware that there is an underscore (_) in the above Alaska email address, between the words "Restraints" and "International".
 - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039

For any other questions or concerns, please contact the WPRC: AirbagReturns@bmwna.com