

**From:** [Broadcast Messaging System](#)  
**To:** [DL-BMS Message Monitors](#)  
**Subject:** BMW Delivery Stop & Recall 19V-xxx: Dashboard - Passenger Air Bag  
**Date:** Thursday, April 4, 2019 2:58:44 PM

Publish Date: April 04, 2019  
From: Technical Service  
Expiration Date: April 25, 2019

DCSnet Message  
**Urgent**





**Subject: BMW Delivery Stop & Recall 19V-xxx: Dashboard - Passenger Air Bag**

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective April 4, 2019) on certain Model Year 2019 BMW X3 and X4 SAV vehicles that have been produced from March 19-20, 2019.

Bulletin B51 15 19, Recall Notice and Q&A have been attached for further information and the bulletin will be updated when more information becomes available.

Sincerely,  
Technical Service

Attachments:  [B511519\\_Recall\\_Notice\[81e06e70\].pdf](#)   
 [B511519\[81e03e9e\].pdf](#)   
 [2019-BMW-MY2019-G01-02-Dashboard-QA-\(4Apr2019\)-FINAL\[81e03e9d\].pdf](#)   [B511519\\_Recall\\_Notice\[81e06e70\].pdf](#)   
 [B511519\[81e03e9e\].pdf](#)   
 [2019-BMW-MY2019-G01-02-Dashboard-QA-\(4Apr2019\)-FINAL\[81e03e9d\].pdf](#) 

Recipients: All, 86716, All Departments, All Personnel  
All, 85200, All Departments, All Personnel  
All, 84800, All Departments, All Personnel  
All, 79100, All Departments, All Personnel





SIB 51 15 19

## DELIVERY STOP & RECALL 19V-XXX: DASHBOARD – PASSENGER AIR BAG

Model(s)

G01

G02

Situation

G01 (X3)G02 (X4)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective April 4, 2019) on certain Model Year 2019 BMW X3 and X4 SAV vehicles that have been produced from March 19-20, 2019. Due to an issue during supplier production of the dashboard, deployment of the front passenger air bag in an accident could be impaired.

Approximately 50 vehicles are affected by this delivery stop/recall.

- VDC: 38
- Dealer Inventory: 9
- Retailed: 3

Affected vehicles show the campaign as “Open” when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: STOP013869 B511519 Recall: Dashboard – Passenger Air Bag.

All of the other systems including DAR and the RDR system will show the Stop Sale Sign starting tomorrow. Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

The Recall Notice and Q&A have been attached for further information and the bulletin will be updated when more information becomes available.

Supporting Materials

[picture as pdf B511519 Recall Notice.pdf](#)

[picture as pdf 2019-BMW-MY2019-G01-02-Dashboard-QA-\(4Apr2019\)-FINAL.pdf](#)

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## **SAFETY RECALL NOTICE**

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

RE: Recall 19V-XXX: Dashboard – Passenger Air Bag (B51 15 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective April 4, 2019) on certain Model Year 2019 BMW X3 and X4 SAV vehicles that have been produced from March 19-20, 2019.

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.

**Safety Recall 19V-xyz**  
**Dashboard – Passenger Air Bag**  
**Model Year 2019**  
**BMW X3 SAV / X4 SAC**  
**Last Update: 04/04/2019**

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

Approximately 50 Model Year 2019 BMW X3 SAV and X4 SAC vehicles in the US produced in March 2019 are potentially affected.

**Q2. What is the specific issue?**

Due to an issue during supplier production of the dashboard, deployment of the front passenger air bag in an accident could be impaired.

**Q3. What can happen as a result of this issue?**

This could increase the risk of injury to the front passenger.

**Q4. Why are other vehicles not included in this Safety Recall?**

Other models did not have an issue with supplier production.

**Q5. Can I continue to drive my vehicle?**

Yes. However, when you receive a letter requesting you to make an appointment to have this Safety Recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

**Q6. Can I determine if this issue exists in my vehicle?**

No. This can only be determined through proper inspection at an authorized BMW center.

**Q7. How did BMW become aware of the issue?**

BMW became aware of the issue through our quality control procedures.

**Q8. How will I be informed of this Safety Recall?**

You will receive a letter in late May via First Class mail advising you of this Safety Recall and requesting you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. You can locate your nearest authorized BMW center at [www.bmwusa.com/dealer](http://www.bmwusa.com/dealer).

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at [www.bmwusa.com/myBMW](http://www.bmwusa.com/myBMW). Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

**Q9. How will my vehicle be repaired?**

The dashboard will be replaced.

**Q10. How long will the repair take?**

This repair should take approximately several hours; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed **for free** by your authorized BMW center.

**Q11. Do I have to wait for my letter to have my vehicle serviced?**

Yes. We are in the process of implementing this Safety Recall to ensure that the necessary parts, tools, and procedures are available, prior to contacting you to schedule your vehicle to have this Safety Recall performed. For the latest updates to this recall, please visit [www.bmwusa.com/recall](http://www.bmwusa.com/recall).