

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Delivery Stop & Recall 19V-xxx: Driver and Passenger Knee Air Bag
Date: Friday, May 3, 2019 1:49:03 PM

Publish Date: May 03, 2019
From: Technical Service
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DCSnet Message
Urgent












Subject: BMW Delivery Stop & Recall 19V-xxx: Driver and Passenger Knee Air Bag

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 3, 2019) on certain Model Years 2018-2020 BMW vehicles that have been produced from January 25, 2018 through April 30, 2019.

Please review attached documents for more details.

The bulletin will be updated when more information becomes available.

Sincerely,
Technical Service

Attachments:  [B651119_Recall_Notice\[81e3858a\].pdf](#) 
 [B651119\[81e38589\].pdf](#) 
 [2019-BMW-MY2019-F2xF3x-Knee_Airbag-QA-\(3May2019\)-final\[81e38588\].pdf](#)  [B651119_Recall_Notice\[81e3858a\].pdf](#) 
 [B651119\[81e38589\].pdf](#) 
 [2019-BMW-MY2019-F2xF3x-Knee_Airbag-QA-\(3May2019\)-final\[81e38588\].pdf](#) 

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel





SIB 65 11 19

DELIVERY STOP & RECALL 19V-XXX: DRIVER AND PASSENGER KNEE AIR BAG

Model

F22 (2 Series Coupe) F23 (2 Series Conv.) F31 (3 Series Wagon)
 F32 (4 Series Coupe) F33 (4 Series Conv.) F36 (4 Series Gran Coupe)
 F82 (M4, M4 CS) F83 (M4) F87 (M2, M2 Comp)

Situation

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 3, 2019) on certain Model Year 2018-2020 BMW vehicles that were produced from January 25, 2018 through April 30, 2019. Due to an issue during supplier production, the driver and passenger knee air bags could become damaged during deployment.

Approximately 11,764 vehicles are affected by this delivery stop/recall.

- Pipeline: 2,052
- VDC: 1,113
- Dealer Inventory: 1,223

Affected vehicles show the campaign as “Open” when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description: STOP013901 B651119 Recall: Driver and Passenger Knee 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 2019-BMW-MY2019-F2xF3x-Knee Airbag-QA-\(3May2019\)-final.pdf](#)

[picture as pdf B651119 Recall Notice.pdf](#)

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SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 19V-xxx: Driver and Passenger Knee Air Bag (B65 11 19)

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective May 3, 2019) on certain Model Years 2018-2020 BMW vehicles that have been produced from January 25, 2018 through April 30, 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
Knee Air Bag
Model Year 2018-2020
BMW 2 Series, M2, 3 Series, 4 Series & M4
Last Update: 05/03/2019**

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

Approximately 11,764 BMW vehicles in the US, as noted below, are potentially affected.

Series	Model Year	Model	Approx. Volume	Production Dates
F22	2018-2020	2 Series Coupe	2,660	Jan 2018 – April 2019
F23	2018-2020	2 Series Convertible	3,796	Jan 2018 – April 2019
F31	2019	3 Series Wagon	101	Mar 2019 – April 2019
F32	2020	4 Series Coupe	585	Mar 2019 – April 2019
F33	2020	4 Series Convertible	819	Mar 2019 – April 2019
F36	2020	4 Series Gran Coupe	585	Mar 2019 – April 2019
F82	2020	M4, M4 CS	272	Mar 2019 – April 2019
F83	2020	M4	199	Mar 2019 – April 2019
F87	2018-2020	M2, M2 Competition	2,747	Jan 2018 – April 2019

Q2. What is the specific issue?

Due to an issue during supplier production, the driver and passenger knee air bags could become damaged during deployment.

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

This could increase the risk of injury to the front driver and 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 July via First Class mail advising you of this Safety Recall. Depending upon parts availability, this letter may request you to schedule an appointment with an authorized BMW center to have this Safety Recall performed. In cases where parts are not immediately available, you will receive a second letter when parts become available, advising you to schedule an appointment with an authorized BMW center at that time to have this Safety Recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at 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?

**Safety Recall 19V-xyz
Knee Air Bag
Model Year 2018-2020
BMW 2 Series, M2, 3 Series, 4 Series & M4
Last Update: 05/03/2019**

The driver and passenger knee air bags will be replaced.

Q10. How long will the repair take?

This repair should take approximately one hour; 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.