

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: Recall 19V-352: Knee Air Bag - Update
Date: Friday, May 31, 2019 7:29:24 AM

Publish Date: May 30, 2019
From: Parts Logistics
Expiration Date: June 09, 2019

DCSnet Message
Important





Subject: Recall 19V-352: Knee Air Bag - Update

RE: Recall 19V-352: Driver and Passenger Knee Air Bag (B65 11 19)

We have received a limited amount of stock and are able to start allocating parts.

[Please see the attachment for important details and the parts ordering process.](#)

We will provide the same information on next week's Parts Matrix. Please refer to the weekly Matrix for latest updates.

Attachments:  [190530_KneeAirBag_B651119\[81e6271c\].pdf](#)
 [190530_KneeAirBag_B651119\[81e6271c\].pdf](#)

Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



RE: Recall 19V-352: Driver and Passenger Knee Air Bag (B65 11 19)

We have received a limited amount of stock and are able to start allocating parts. Please read the information below and follow the instructions carefully to avoid unnecessary delays.

Very important information:

- The parts needed for each VIN may require different modules to be replaced. (Either driver-side only, passenger-side only and very few will require both). You cannot determine this yourself.
- Following the process below, the Parts Technical Group will order the required part(s) needed for the VIN on your behalf.
- **The part(s) must be installed in the VIN listed in the PO ONLY!**
- All vehicles stopped at the VDC will be repaired prior to delivery at the dealer.

Parts Ordering Process:

- Prior to starting any work, check to see if the VIN has this campaign open.
- If the remedy status is “**Remedy Not Available**”, please DO NOT submit a Recall IDS ticket at this time.
- If the remedy status is “**Remedy Available**”, you can enter a Recall IDS Ticket request.
 - a. The vehicle must have a key read at your location.
 - b. Use only one VIN per IDS Ticket.
 - c. Enter part number 00 00 0 000 000 and the Parts Technical Group will order the correct air bag(s) and hardware on your behalf.
 - d. The Parts Technical Group will reply to all Ticket requests with the part number(s) and backorder information if applicable. (Note: we are now using alphanumeric part numbers)

This ordering procedure will be on next week's Parts Matrix. Please refer to weekly Matrix for latest updates.