

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 19V-823: ISOFIX Child Seat Anchors
Date: Monday, November 18, 2019 3:36:53 PM

Publish Date: November 18, 2019
From: Technical Service
Expiration Date: November 29, 2019

DCSnet Message
Urgent



Subject: BMW Recall 19V-823: ISOFIX Child Seat Anchors







BMW of North America, LLC is conducting a Voluntary Safety Recall (effective November 18, 2019) on Model Year 2015 through 2019 BMW X6 and X6M vehicles that were produced from Start-of-Production through May 2019.

Please review attached documents for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

-  [B522419_Recall_Notice\[81f73a3e\].pdf](#)
-  [B522419\[81f73a3d\].pdf](#)
-  [2019-F16-86-ISOFIX-QA-\(18Nov2019\)\[81f73a3c\].pdf](#)
-  [B522419_Recall_Notice\[81f73a3e\].pdf](#)
-  [B522419\[81f73a3d\].pdf](#)
-  [2019-F16-86-ISOFIX-QA-\(18Nov2019\)\[81f73a3c\].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 52 24 19

2019-11-18

RECALL 19V-823: ISOFIX CHILD SEAT ANCHORS

MODEL

Engineering Designation	Model Description	Production Date
F16	X6 Sports Activity Coupe	March 4, 2014 – May 16, 2019
F86	X6 M Sports Activity Coupe	July 24, 2014 – May 8, 2019

AFFECTED VEHICLES

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in AIR, the "Service Menu" of DCSnet (Dealer Communication System), ISPA Next or Warranty Vehicle Inquiry. All other systems will show the stop sale starting tomorrow.

SITUATION

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective November 18, 2019) on Model Year 2015 through 2019 BMW X6 and X6M vehicles that were produced from Start-of-Production through May 2019.

Approximately 32,760 vehicles are affected by this recall.

This Safety Recall involves the lower anchor bars in the vehicle's rear seat when specifically attaching a child seat with ISOFIX-type rigid-style connectors. **This condition is unlikely to occur using LATCH-type flexible-style connector child seats which are the vast majority of child seats used in the US.** Should rigid-style connectors be used, the lower anchor bars could become damaged over the lifetime of the vehicle. If the lower anchor bar(s) became damaged, this could increase the risk of injury to a child in an ISOFIX-type child seat during a crash.

Recall notice and Q&A have been attached for further information.

The bulletin will be updated when additional information becomes available.

Supporting Materials

[picture_as_pdf 2019-F16-86-ISOFIX-QA-\(18Nov2019\).pdf](#)

[picture_as_pdf B522419 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 19V-823: ISOFIX Child Seat Anchors – B52 24 19

BMW of North America, LLC is conducting a Voluntary Safety Recall (effective November 18, 2019) on Model Year 2015 through 2019 BMW X6 and X6M vehicles that were produced from Start-of-Production through May 2019.

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.

**ISOFIX Child Seat Anchors
Safety Recall 19V-823
Model Year 2015-2019
X6 / X6M
*Last Updated 11/13/2019***

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

Approximately 32,760 Model Year 2015-2019 BMW X6 and X6M vehicles in the US, produced between March 2014 and May 2019, are potentially affected.

Q2. What is the specific issue?

This Safety Recall involves the lower anchor bars in the vehicle's rear seat when specifically attaching a child seat with ISOFIX-type rigid-style connectors. **This condition is unlikely to occur using LATCH-type flexible-style connector child seats which are the vast majority of child seats used in the US.** Should rigid-style connectors be used, the lower anchor bars could become damaged over the lifetime of the vehicle. If the lower anchor bar(s) became damaged, this could increase the risk of injury to a child in an ISOFIX-type child seat during a crash.

Please refer to the image below illustrating a child seat with rigid-style connectors.



Q3. 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.

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

The lower anchor bars on other vehicles do not have the same configuration.

Q5. How did BMW become aware of this issue?

BMW became aware of this issue through its quality control procedures.

Q6. How will my vehicle be repaired?

A reinforcing bracket will be welded to the lower anchor bars and the vehicle body for free and will take several hours.

Q7. Is BMW aware of any accidents or injuries in the US, involving these BMW vehicles associated with this Safety Recall?

No.

**ISOFIX Child Seat Anchors
Safety Recall 19V-823
Model Year 2015-2019
X6 / X6M
*Last Updated 11/13/2019***

Q8. Can I determine if this issue exists in my vehicle?

This issue has only been known to occur with ISOFIX-type rigid-style connector child seats. Therefore, if you use a LATCH-type flexible-style connector child seat, your vehicle is unlikely to experience this condition.

When using a rigid-style connector child seat, this issue could be noticed when attempting to attach the child seat if the lower anchor bar is loose. It could also be noticed during vehicle operation if the child seat appears to be loose.

If you notice either of the conditions described above, place your hand between the seat back and seat cushion to locate the lower anchor bars. They are small metal bars in a rectangular shape. Once located, make an attempt to move them back and forth to determine if they are loose. If they appear to be loose, please contact an authorized BMW Center to have your vehicle inspected and, if necessary, repaired.

Q9. How will I be informed of this Safety Recall?

You will receive a letter in January 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.

To ensure BMW Group 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.

Q10. Do I have to wait for my letter in order to have my vehicle serviced?

Yes. BMW is in the process of implementing this Safety Recall to ensure that the necessary parts, tools and procedures are available at its authorized BMW centers, prior to requesting that you take your vehicle to a BMW center to have the remedy performed.