

From: [Broadcast Messaging System](#)
To: [DL-BMS Message Monitors](#)
Subject: BMW Recall 20V-xxx: Head Air Bag
Date: Wednesday, April 29, 2020 9:51:35 AM

Publish Date: April 29, 2020
From: Technical Service
Expiration Date: May 12, 2020

DCSnet Message
Urgent



Subject: BMW Recall 20V-xxx: Head Air Bag

BMW AG is conducting a Voluntary Safety Recall (effective April 29, 2020) on a small number of Model Year 2017-2018 BMW 5 Series that were produced between August 31, 2016 and September 22, 2017.

The head air bag (left-side or right-side) may not have been produced to specifications by the supplier. In a crash of sufficient severity, deployment of the head air bag may be impaired and/or a part of the inflator could separate, increasing the risk of injury.

Please review the attached documents for more details.

- B65 09 20: Head Air Bag (Left-Side)
- B65 10 20: Head Air Bag (Right-Side)

The bulletins will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

- [B651020_Recall_Notice\[82063df0\].pdf](#)
- [B651020_Right\[82063def\].pdf](#)
- [B651020_2020-BMW-MY2017-2018-G30-HeadAirBag-QA-\(29Apr2020\)\[82063dee\].pdf](#)
- [B650920_Recall_Notice\[82063ded\].pdf](#)
- [B650920_left\[82063dec\].pdf](#)
- [B650920_2020-BMW-MY2017-2018-G30-HeadAirBag-QA-\(29Apr2020\)\[82063deb\].pdf](#)
- [B651020_Recall_Notice\[82063df0\].pdf](#)
- [B651020_Right\[82063def\].pdf](#)
- [B651020_2020-BMW-MY2017-2018-G30-HeadAirBag-QA-\(29Apr2020\)\[82063dee\].pdf](#)
- [B650920_Recall_Notice\[82063ded\].pdf](#)
- [B650920_left\[82063dec\].pdf](#)
- [B650920_2020-BMW-MY2017-2018-G30-HeadAirBag-QA-\(29Apr2020\)\[82063deb\].pdf](#)

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



SIB 65 09 20

2020-04-29

RECALL 20V-XXX: HEAD AIR BAG (LEFT-SIDE)

MODEL

E-Series	Model Description	Production Date
G30	5 Series Sedan	August 31, 2016 – November 21, 2016

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.

SITUATION

BMW AG is conducting a Voluntary Safety Recall (effective April 29, 2020) on a small number of Model Year 2017-2018 BMW 5 Series that were produced between August 31, 2016 and November 21, 2016.

The head air bag (left-side) may not have been produced to specifications by the supplier. In a crash of sufficient severity, deployment of the head air bag may be impaired and/or a part of the inflator could separate, increasing the risk of injury.

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 B650920 Recall Notice.pdf](#)

[picture_as_pdf B650920_2020-BMW-MY2017-2018-G30-HeadAirBag-QA-\(29Apr2020\).pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-xxx: Head Air Bag (Left-Side) – B65 09 20

BMW AG is conducting a Voluntary Safety Recall (effective April 29, 2020) on a small number of Model Year 2017-2018 BMW 5 Series that were produced between August 31, 2016 and November 21, 2016.

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 20V-xxx
Head Air Bag
Model Year 2017-2018
BMW 5 Series
Last Update: 04/29/2020**

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

Certain Model Year 2017-2018 BMW 5 Series in the US, produced between Aug 2016 and Nov 2016, are potentially affected.

Q2. What is the specific issue?

The head air bag (left-side) may not have been produced to specifications by the supplier. In a crash of sufficient severity, deployment of the head air bag may be impaired and/or a part of the inflator could separate, increasing the risk of injury.

Q3. Why are other models / vehicles not included in this Safety Recall?

The head air bags in other models were produced to specifications by the supplier.

Q4. 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.

Q5. Can I determine if this issue exists in my vehicle?

No.

Q6. How did BMW become aware of the issue?

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

Q7. How will I be informed of this Safety Recall?

Letters will be mailed to owners in June via First Class mail to advising them of this Safety Recall and requesting them to schedule an appointment with an authorized BMW center to have the repair performed. You can locate your nearest authorized BMW center at 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. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q8. How will my vehicle be repaired?

The head air bag (left-side) will be replaced for free and will take about two hours.

Q9. Do I have to wait for my letter to have my vehicle serviced?

Yes. BMW is in the process of ensuring that the necessary tools, parts, and procedures are available prior to contacting you to schedule an appointment with your authorized BMW center to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.