



SIB 65 10 20

2020-05-14

RECALL CAMPAIGN 20V-243: HEAD AIR BAG (RIGHT SIDE)

This Service Information Bulletin (Revision 1) replaces SI B65 10 20 **dated April 2020**.

What's New (Specific text highlighted):

- All sections except Model, and Affected Vehicle
- Repair instructions have been attached. Parts are available
- Q&A updated

MODEL

E-Series	Model Description	Production Date
G30	5 Series Sedan	October 14, 2016 – September 22, 2017

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 October 14, 2016 and September 22, 2017.

The head air bag (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.

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

CAUSE

Moisture in the head air bag propellant.

CORRECTION

Replace the right-side head air bag.

PROCEDURE

Replace the right-hand head air bag according to repair instructions:

- Removing and installing or replacing left or right head air bag **with** sliding/tilting sunroof
See attachment (B65 10 20_Repair Instructions HPS w SHD.pdf)

Refer to ISTA repair instructions for safety and precaution measures when dealing or handling air bags

This repair procedure requires a special clip release tool (P/N 83 30 2 230 142), which was sent via automatic tool shipment. See [SI B04 16 13](#)

PARTS INFORMATION

Only use and invoice the part numbers below

Performing a part number look-up in ETK (EPC) by VIN or model in place of using/invoicing the following part numbers may result with the wrong part numbers being invoiced and installed, this could delay the payment of claim.

Please refer to the Parts Matrix for parts ordering procedure.

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Part Number	Description	Quantity
72 12 7 372 520	G30 right-hand head air bag, US	1
07 14 9 148 299	Oval-head screw	2

Other small parts such as screws, nuts and seals, which must be replaced according to the ISTA repair instructions, must be selected from the Electronic Parts Catalogue according to the respective vehicle type and invoiced under the special defect code.

PARTS RETENTION AND RETURN

Recalled parts that are removed from BMW vehicles cannot be used for resale!

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA.

Your center is responsible for the proper identification, storage and documentation of these parts. They must be held in a secure retention area until notification of claim payment is made by BMW NA through DCSnet.

Upon claim payment and based on the replacement front air bag component part number claimed, a DCSnet part return tag will be generated with handling instructions.

Please DO NOT return these recalled air bag modules directly to Takata, they are to be returned to the **Ship To** address listed on the part return tag.

Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport (For additional information, refer [SI B01 22 16](#)).

Any parts not received by Lighting Resources within the 60 day part submission timeline may be subject to a claim debit.

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and the part numbers listed above:

Defect Code:	0072160200	Head air bag (right-side)
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Vehicle is already in the workshop-

Work Pkg	Labor Operation	Description (Plus work)	Labor Allowance
# 1	00 69 602	Replacing the right-side head air bag (with Sunroof)	26 FRU

Or:

The vehicle arrives at your center and this Recall shows open (No other main work will be performed or claimed during this workshop visit)-

Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 2	00 69 096	Replacing the right-side head air bag (with Sunroof)	27 FRU; 28 FRU (530e xDrive iPerformance)

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B65 10 20 WP 1), unless otherwise required by State law.

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, claim this item under the Defect Code noted above as follows:

Sublet Code 2 - Itemize the AMS sublet amount on the repair order and in the claim comment section.

Please refer to [SI B01 29 16](#) for additional information.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have the driver's front air bag module replaced as a result of an accident. In such a case, either an insurance company or the customer themselves paid for the replacement of the above mentioned air bag module in conjunction with the accident repairs. Such cases are not covered by this campaign and are not entitled to reimbursement.

Supporting Materials

[picture_as_pdf B65 10 20 Recall Notice.pdf](#)

[picture_as_pdf B65 10 20 QA-6May2020.pdf](#)

[picture_as_pdf B65 10 20_Repair Instructions HPS w SHD.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 20V-243: Head Air Bag (Right Side) – B65 10 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 October 14, 2016 and September 22, 2017.

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-243
Head Air Bag
Model Year 2017-2018
BMW 5 Series
Last Update: 05/06/2020

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 Sep 2017, are potentially affected.

Q2. What is the specific issue?

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.

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, you should make an appointment to have this important Safety Recall performed by an authorized BMW center 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 or right-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?

No. Please contact an authorized BMW center to schedule an appointment to have this important Safety Recall performed. For the latest updates to this Safety Recall, please visit www.bmwusa.com/recall.

Removing and installing or replacing left or right head airbag (Equipment specification with sliding/tilting sunroof) »



RISK OF DAMAGE



Electrostatic discharge.

Damage to or destruction of electrical components.

- Leave electrical components in original packaging until just before they are installed. Use the original packaging only for any return shipments. Always package removed components straight away.
- Read and comply with user information on using the associated special tool 12 7 060.
- Only tap the housings of electrical components. Do not tap pins or multi-pin connectors directly.
- Wear electrically conductive clothing and antistatic shoes (with ESD symbol).
- For additional information see: 61 35 ... Notes on ESD (electrostatic discharge) protection
61 35 ... Notes on ESD protection (Electro Static Discharge)

Preliminary work

Remove A-pillar trim panel on the left and right

Further information is available.



NOTE

Description is for left component only. Procedure on the right side is identical.

Further information is available.

⚠ WARNING

Airbag unit.

Danger! Immobilization period-threatening injuries!

- Before performing any work on the airbag, always disconnect the battery ground lead from the battery.
- Airbag unit may only be set down with the cushion (airbag itself) facing upwards.
- For additional information see: 72 00 ... Safety regulations on handling airbag system components/gas generators

⚠ WARNING

Pyrotechnic components.

Danger! Immobilization period-threatening injuries!

- All work on pyrotechnic parts may be carried out by technically experienced and appropriately trained personnel only.
- Replace any damaged part or ones that have been dropped.
- For additional information see: 72 00 Safety regulations on handling components with gas generators.



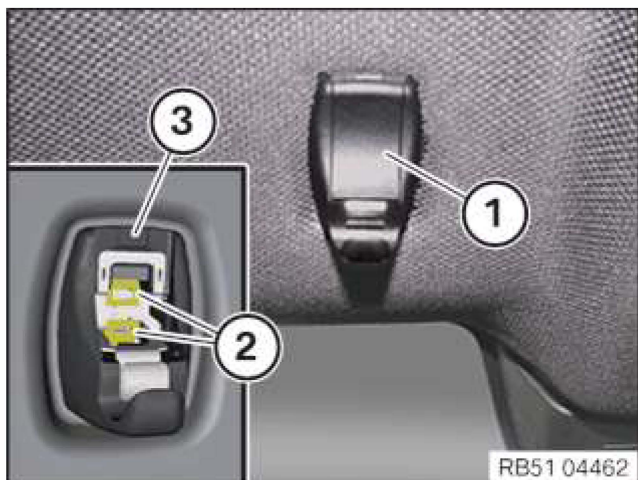
- Unclip cover panel (1) and unscrew the bolt below it.
- Detach A-pillar trim panel (2) from the clips (3) and remove upward.



Removing counter supports for sun visor on left and right

**NOTE**

Description is for left component only. Procedure on the right side is identical.

► Remove the counter support for the sun visor

- Pull out the cover (1).
- Push the clamps (2) together and pull the counter support (3) out of the headlining.

**Remove both sun visors****NOTE**

Description is for left component only. Procedure on the right side is identical.

► Remove sun visor

- Pull out the cover (1).
- Detach the sun visor (2) from the counter support.
- Disengage the sun visor (2) in front downward and guide it out of the headlining to the rear.
- Unlock associated plug connection and disconnect.



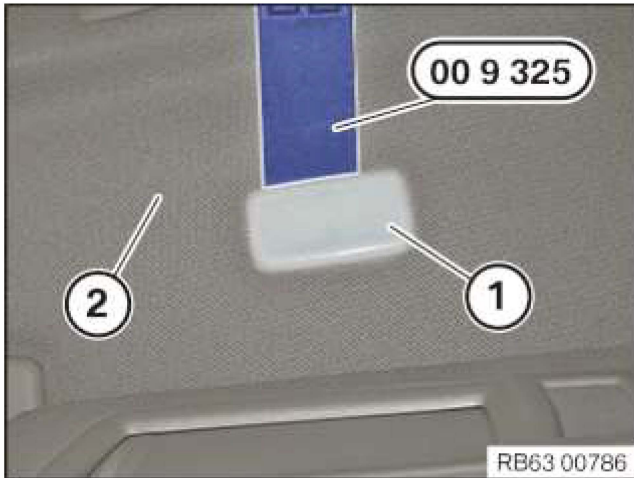
Remove both vanity mirror lights

► Removing the vanity mirror light at the front left or right

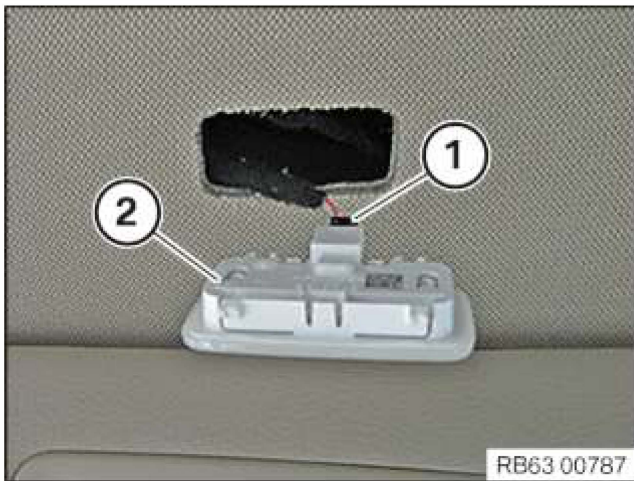


NOTE

Description is for left component only. Procedure on the right side is identical.



- Lever out the vanity mirror light (1) using special tool 0 496 569 (00 9 325) from the headlining (2).

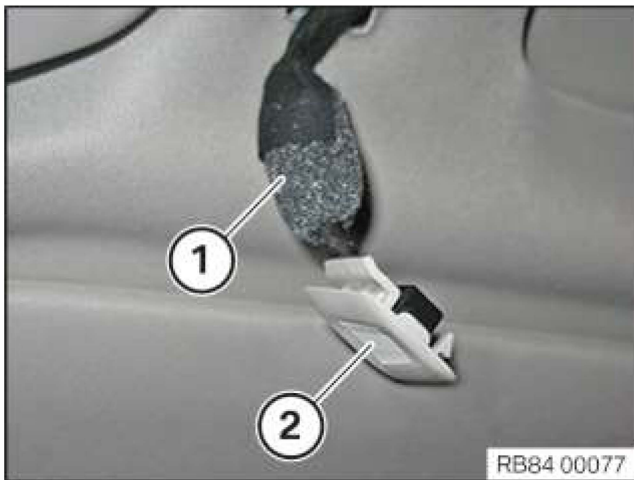
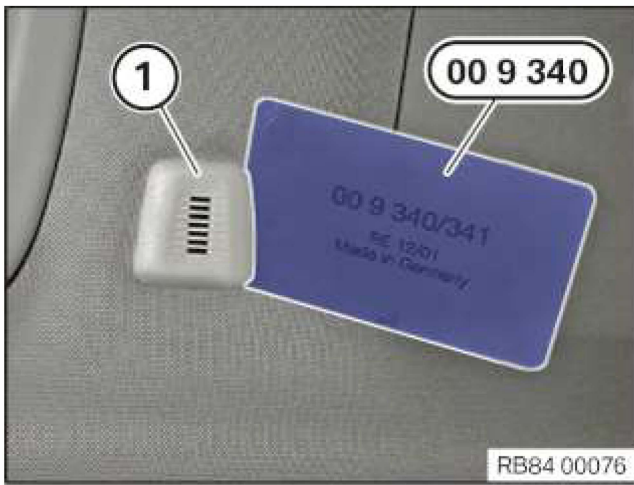


- Unlock and disconnect connector (1).
- Remove the vanity mirror light (2).



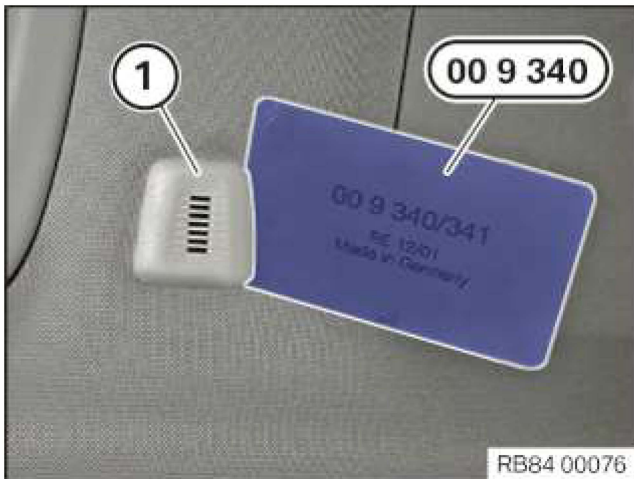
Removing right hands-free microphone

- Lever out the hands-free microphone (1) with the special tool 0 493 687 (00 9 340).



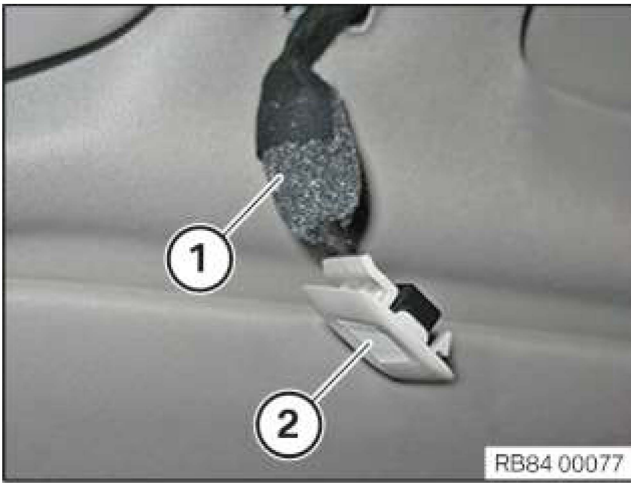
- Open the insulation (1).
- Unlock plug connection and disconnect.
- Remove the hands-free microphone (2).

Removing the left hands-free microphone



- Lever out the hands-free microphone (1) with the special tool 0 493 687 (00 9 340).

- Open the insulation (1).
- Unlock plug connection and disconnect.
- Remove the hands-free microphone (2).



Removing the Roof function center (FZD)

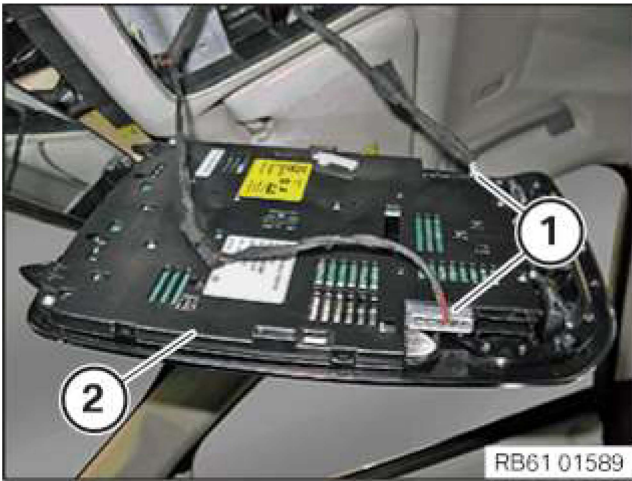


- Unclip the cover (1).



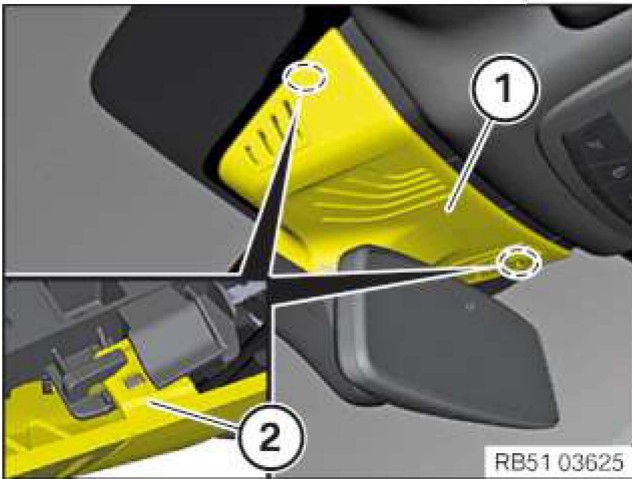
- Loosen screws (1).

- Unclip the roof function center (FZD) (1) from the clamps (2).
- Ease out the Roof function center (FZD) (1) from the guides (3).



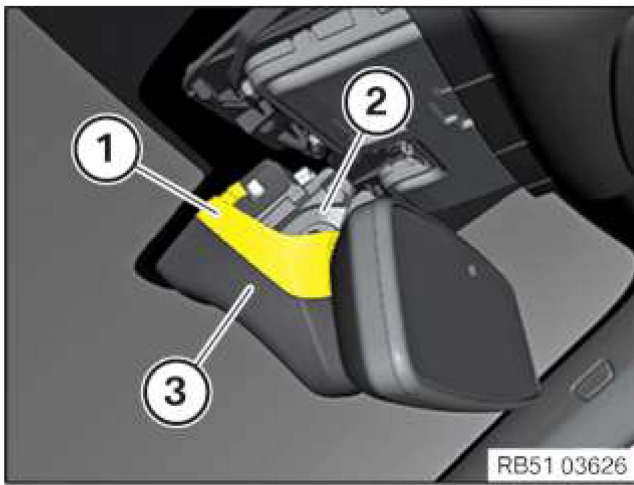
- Unlock and disconnect plug connections (1).
- Unclip the cable for the Roof function center (FZD) (2) from the cable holder.

Removing the covers for the interior rearview mirror



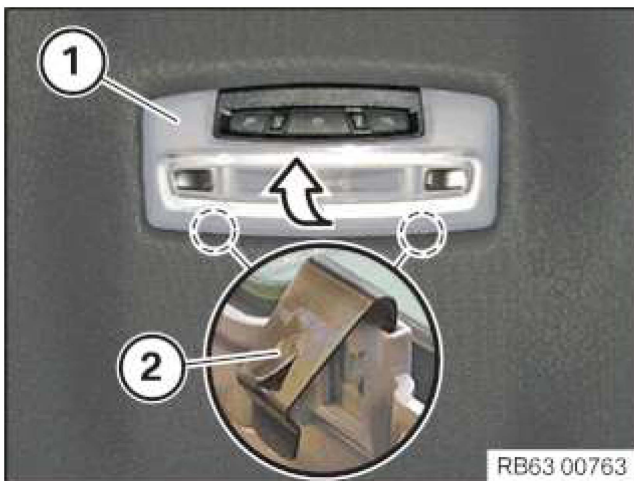
- Push the cover (1) upwards slightly in the marked areas and unclip it from the detents (2) towards the rear.

- Unclip the cover (1) from the cover (3) in upward direction.
- Remove cover (1) from mirror base (2).



- Raise the clips (1) slightly on both sides of interior rearview mirror.
- Remove cover (2) in downward direction.

Removing rear interior roof light



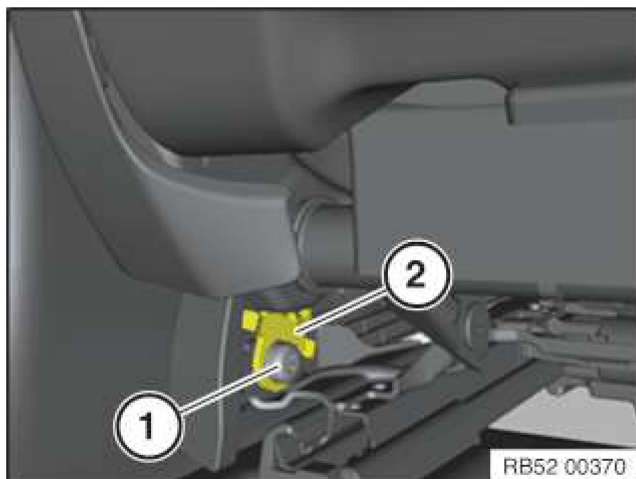
- Lever out the interior roof light (1) from the clamps (2) in the arrow direction using the special tool 0 496 569 (00 9 325).
- Disconnect the respective plug connection.

Remove both B-pillar trim panels upwards

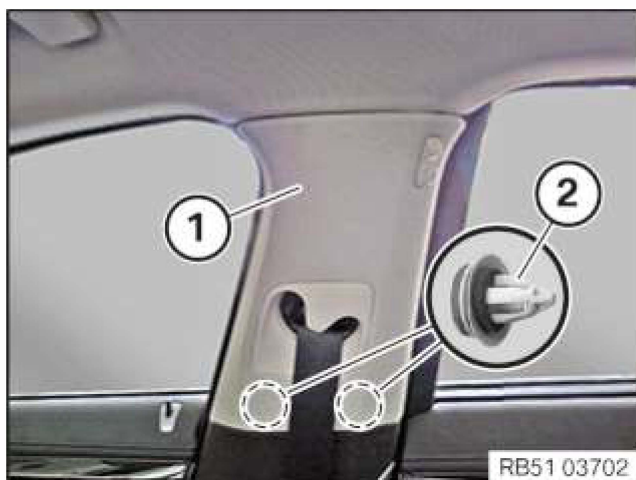
- Remove the B-pillar trim panel upwards

**NOTE**

Description is for left component only. Procedure on the right side is identical.



- Adjust the front seat completely to the front and top.
- Loosen screw (1).
- Remove end lining (2).



- Release the B-pillar trim panel (1) from the clips (2) and remove downwards out of the roofliner.
- Remove the B-pillar trim panel (1) and thread out the safety belt at the same time.



Removing both C-pillar trim panels

**NOTE**

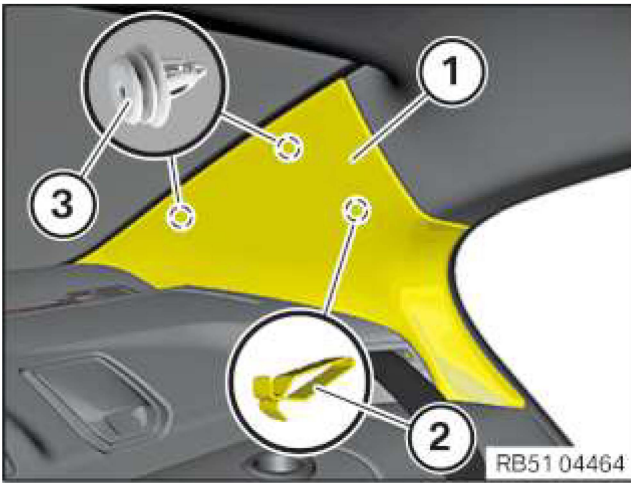
Description is for left component only. Procedure on the right side is identical.

► Remove C-pillar trim panel

**NOTE**

Description is for left component only. Procedure on the right side is identical.

- Disengage the C-pillar trim panel (1) inward from



the clamp (2) and the clips (3).

- Feed the C-pillar trim panel (1) out and upwards.



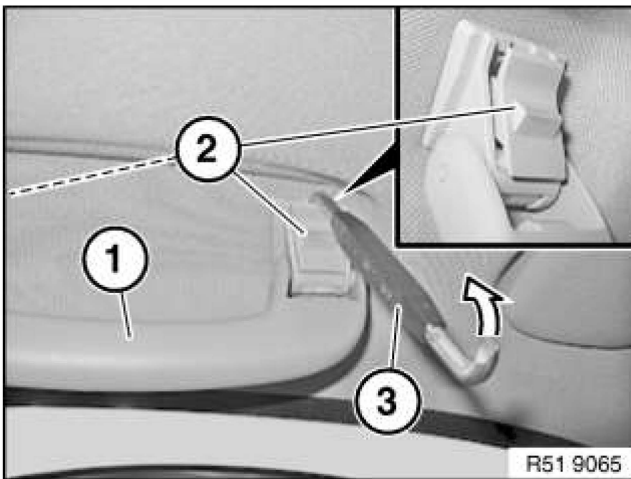
Removing all grab handles



NOTE

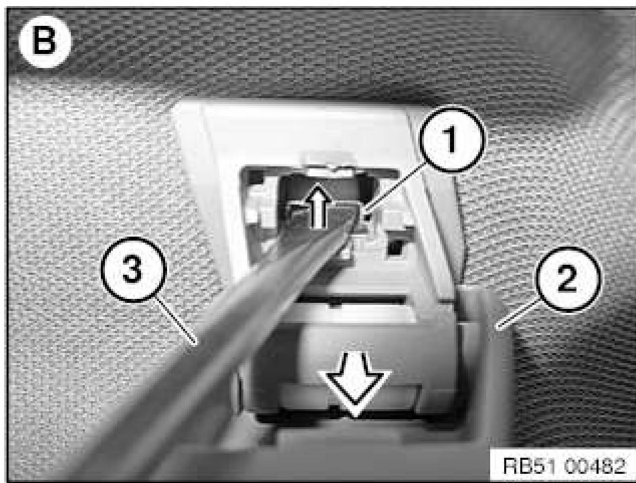
The description is for one component only. The procedure is identical for all further components.

► Removing the grab handle



- Expand the grab handle (1) towards the bottom.
- Disengage and remove the locking insert (2) with an angle screwdriver (3) as shown.

- Pull the grab handle (2) slightly to the inside and hold it.
- Use a suitable screwdriver (3) to detach the upper and lower release tabs (1).
- Guide the grab handle (2) out.
- Repeat the operation on the other side of the grab handle (2).



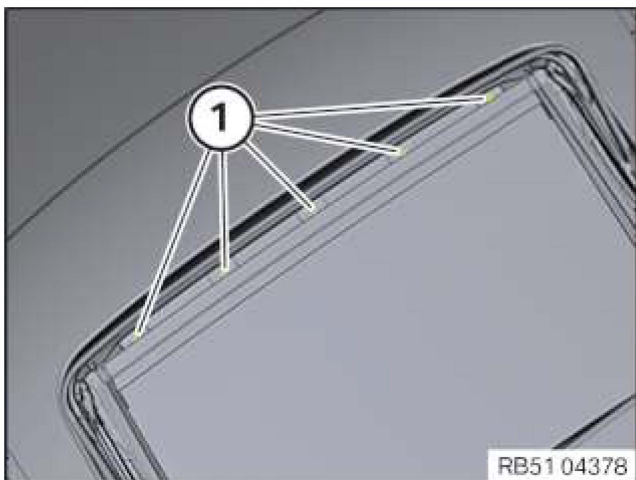
Lower headlining (with SA403 glass roof)

Prerequisite

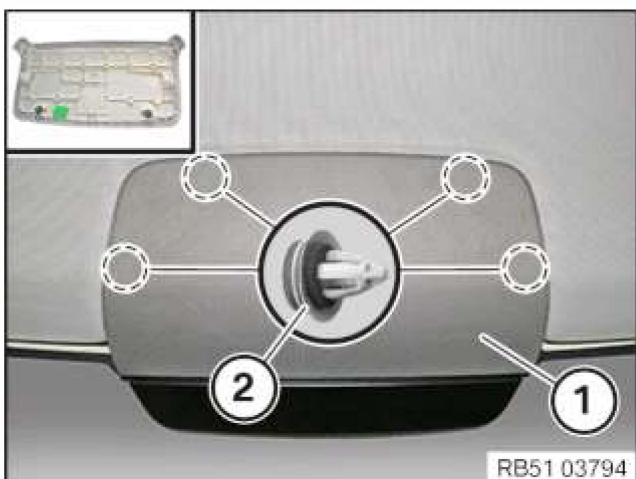
Glass roof is open.

The front seats have been fully adjusted towards the bottom.

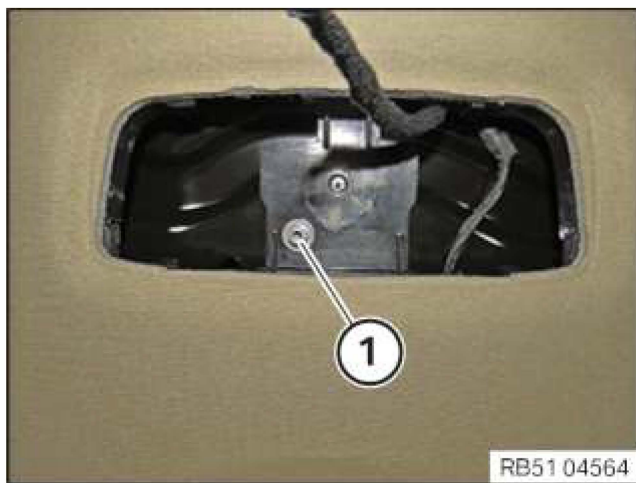
The front seat backrests have been fully adjusted towards the rear.



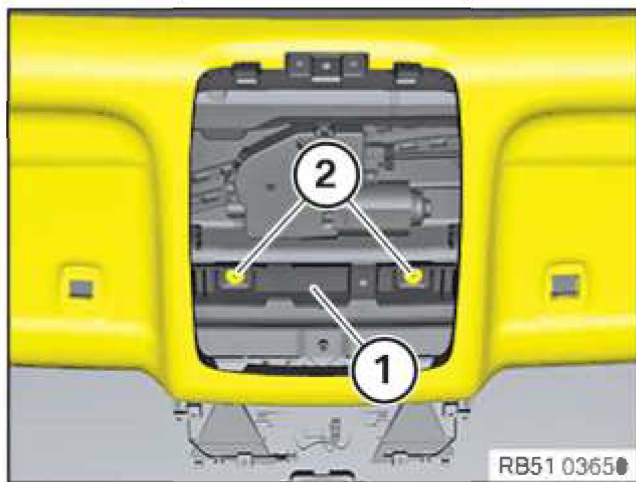
- Loosen screws (1).



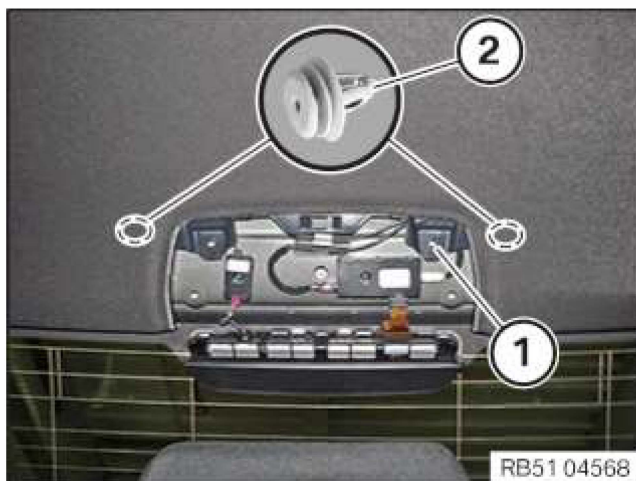
- Unclip panel down (1) from the clips (2) and remove it.



- Loosen screw (1).



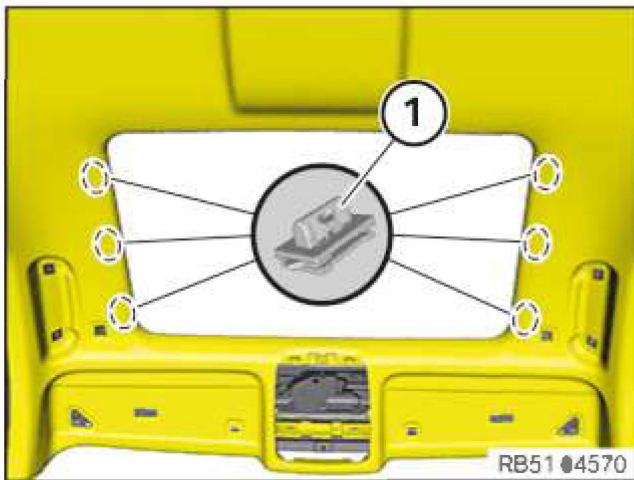
- Loosen the frame (1) at the clips (2).
- If necessary, loosen the cable clip from the frame (1).



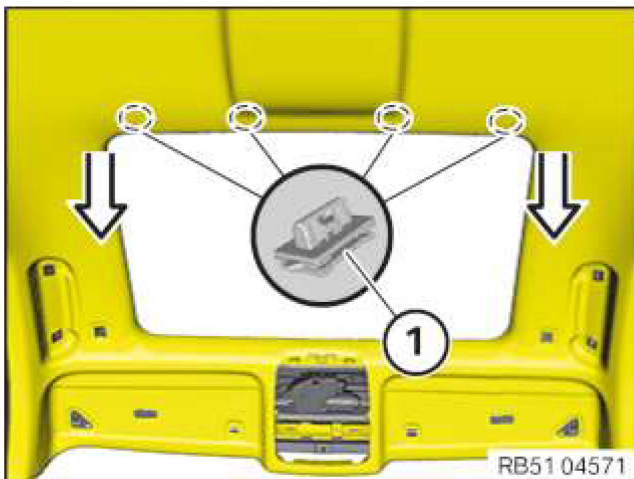
- Loosen the frame (1) at the clips (2).
- Guide the headlining (1) out of the respective edge protection (2).



- Undo headlining from the side clips (1) using special tool 0 496 569 (00 9 325).



- Slide headlining towards the front and feed out from the clips (1).
- Place the headlining in the vehicle.



Disconnecting all battery ground leads
Further information is available.

- See additional information.



Main Works

Remove head airbag.

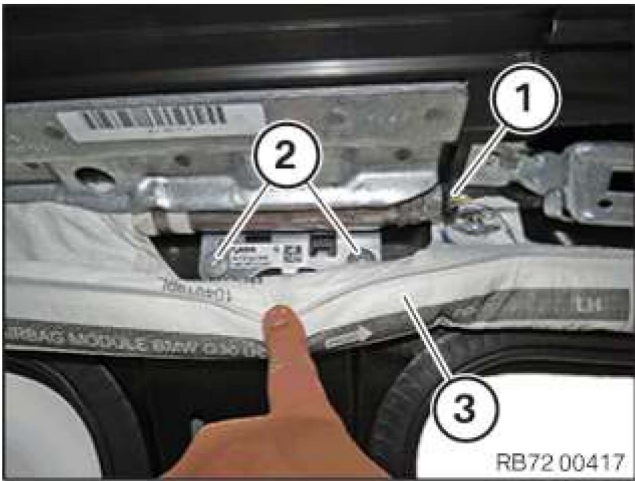
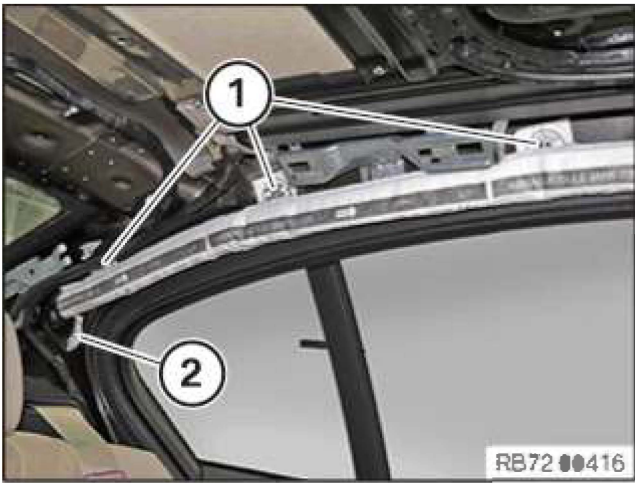


- Loosen screw (1).
- Unlock and detach the clamps (2) with the special tool 2 230 142 .



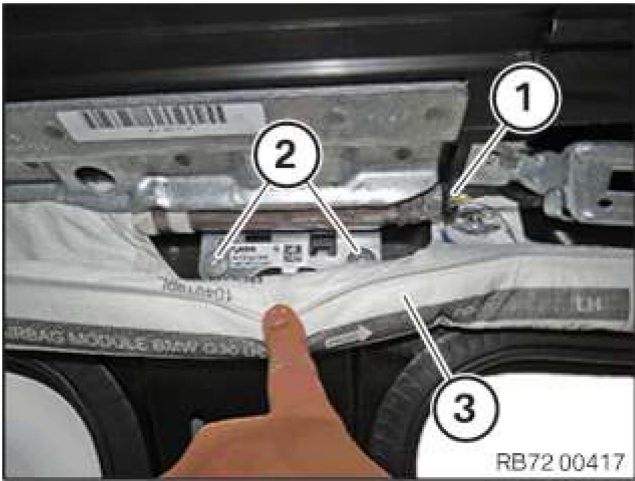
- Unlock and detach the clamps (1) with the special tool 2 230 142 .

- Unlock and detach the clamps (1) with the special tool 2 230 142 .
- Loosen screw (2).



- Unlock plug connection (1) and disconnect.
- Loosen screws (2).
- Take off the folding pack (3) with the gas generator.

Mount head airbag



- Insert the folding pack (3) with the gas generator.
- Tighten down screws (2).

Tightening torques

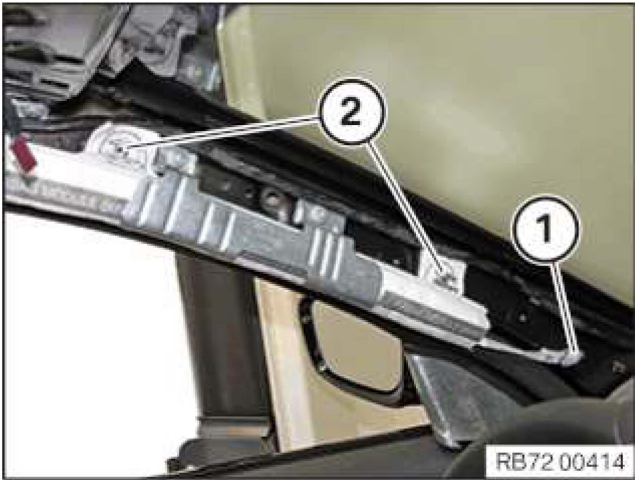
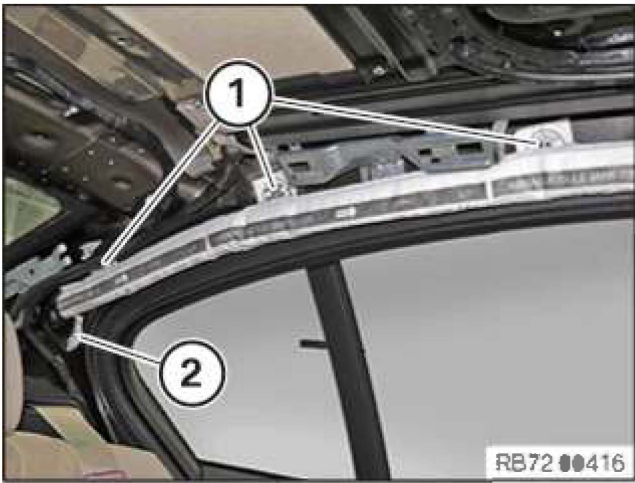
Head airbag
8Nm

- Connect connector (1).

- Insert the clamps (1).
- Make sure that the clamps (1) are correctly fitted in the body.
- Tighten down screw (2).

Tightening torques

Head airbag



	8Nm
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- Insert the clamps (1).
- Make sure that the clamps (1) are correctly fitted in the body.

- Insert the clamps (2).
- Make sure that the clamps (2) are correctly fitted in the body.
- Tighten down screw (1).

Tightening torques

Head airbag	
	8Nm

Follow-up works

Disconnecting all battery ground leads
Further information is available.

- See additional information.



Installing headlining (with SA403 glass roof)

Prerequisite

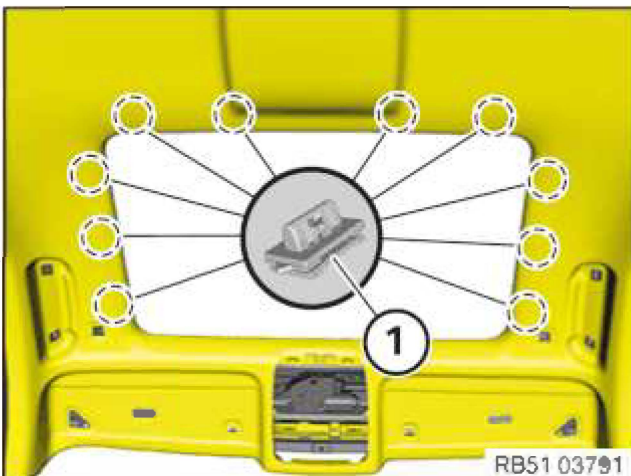
Glass roof is open.

The front seats have been fully adjusted towards the bottom.

The front seat backrests have been fully adjusted towards the rear.

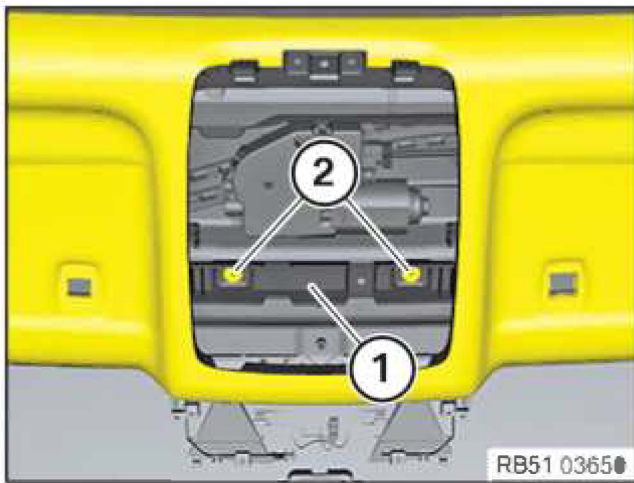


- Guide the headlining (1) into the relevant edge protection (2) with the help of a support person.

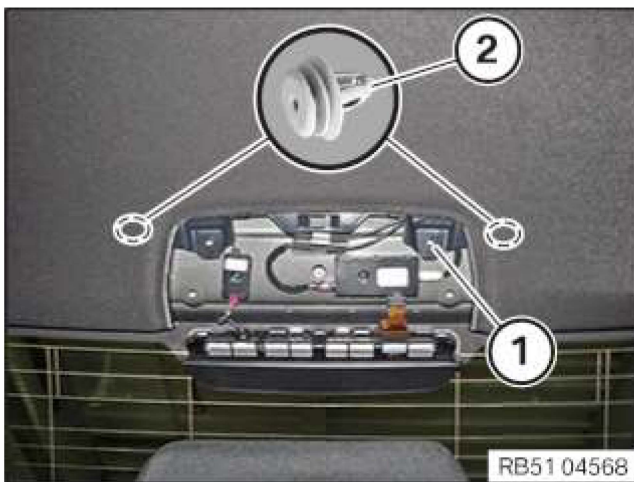


- Clip in the headlining using the clips (1).

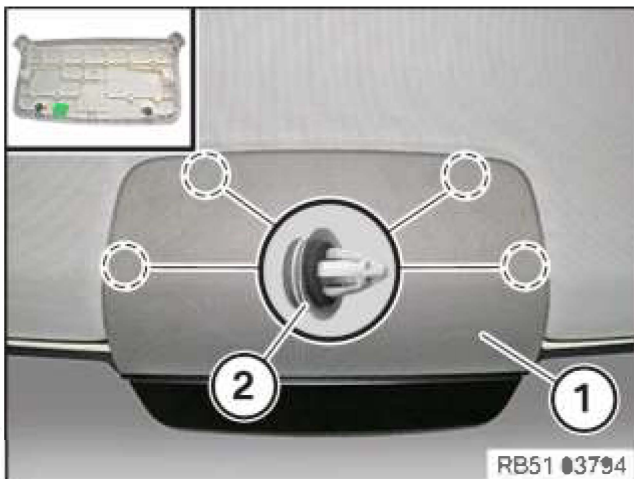
- Secure the frame (1) to the roof using the clips (2).



- If necessary, clip in the cable clip into the frame (1).



- Secure the frame (1) to the roof using the clips (2).



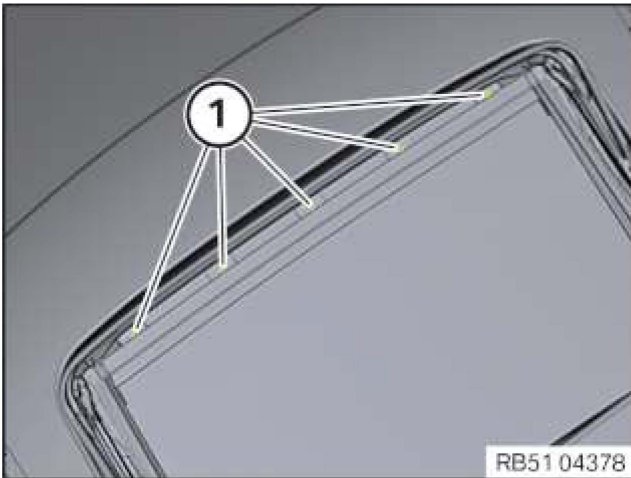
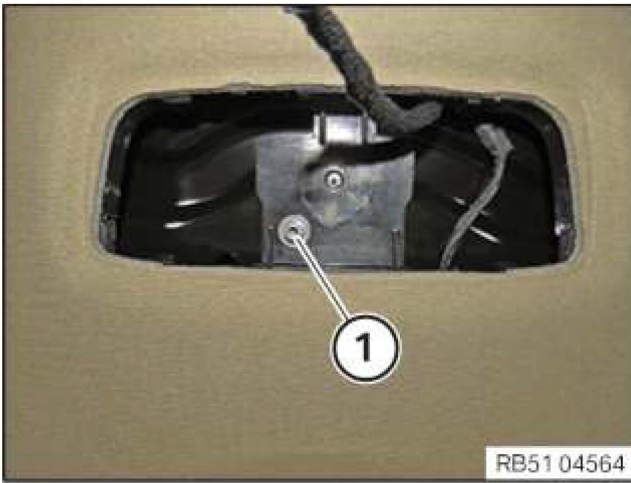
- Clip in trim (1) using clips (2).

- Tighten down screw (1).

Tightening torques

Headlining

2,5Nm



- Tighten the screws (1).

Tightening torques

Headlining to panorama glass roof

1.2Nm

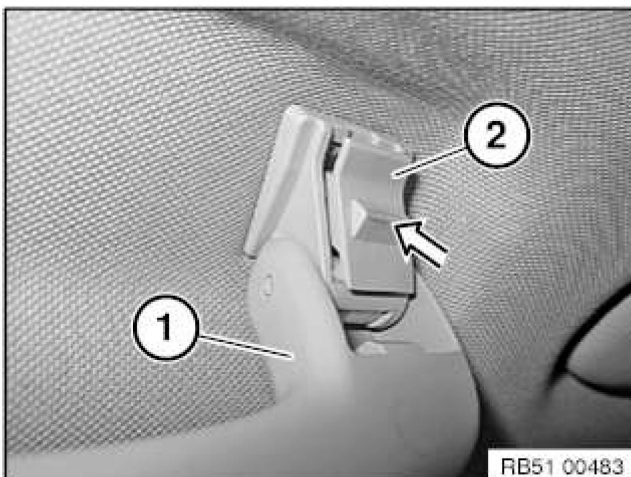
Installing all grab handles



NOTE

The description is for one component only. The procedure is identical for all further components.

► Installing the grab handle



- Insert the grab handle (1) into body.
- Correctly clamp in the grab handle (1), as otherwise the locking inserts (2) on the grab handle (1) cannot correctly engage.
- Engage the locking inserts (2) on both sides of the grab handle (1).



Install both C-pillar trim panels



NOTE

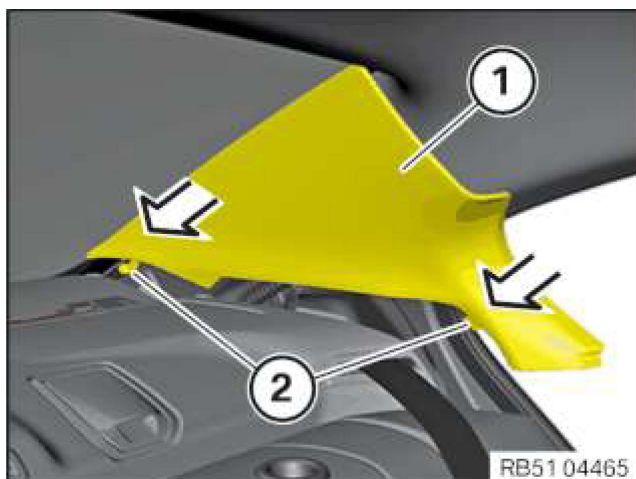
Description is for left component only. Procedure on the right side is identical.

► Installing C-pillar trim panel

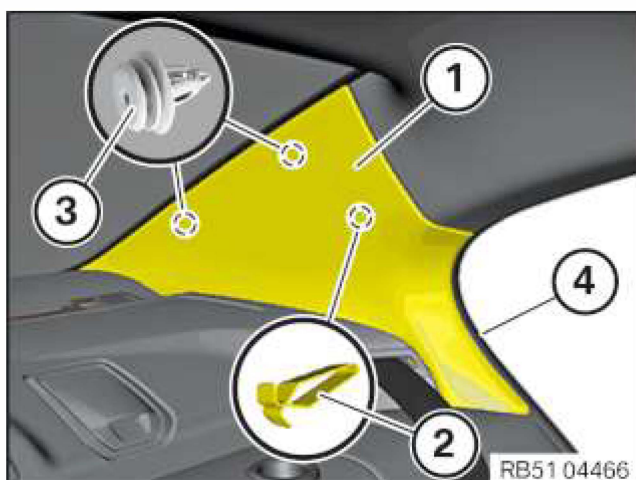


NOTE

Description is for left component only. Procedure on the right side is identical.



- Feed the C-pillar trim panel (1) with the guides (2) in arrow direction into the rear deck.



- Clip in the C-pillar trim panel (1) at the clamp (2) and at the clips (3).
- Make sure that the edge protection (4) is fitted correctly.



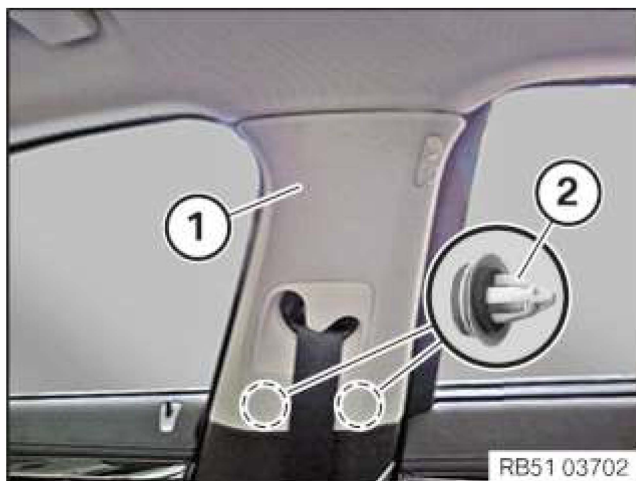
Install both B-pillar trim panels

► Installing the upper B-pillar trim panel

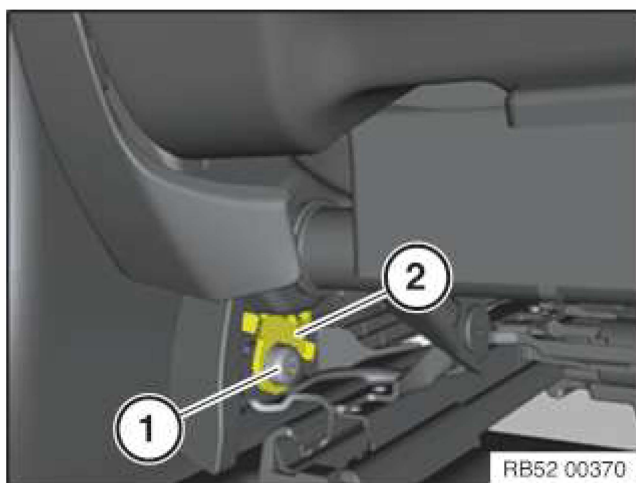


NOTE

Description is for left component only. Procedure on the right side is identical.



- Attach the B-pillar trim panel (1) and guide in the safety belt.
- Guide in the B-pillar trim panel (1) at the top at the roofliner and clip into the clips (2).
- Check the front and rear of the B-pillar trim panel (1) for the correct fit at the edge protection.



- Adjust the front seat completely to the front and top.
- Insert the end fitting (2).
- Renew the screw (1).

Parts: screw

- Tighten down screw (1).

Tightening torques

Seat belt strap fitting to seat mechanism

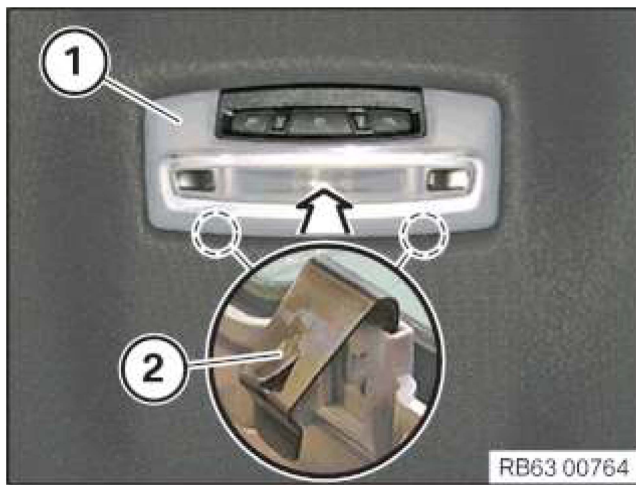
M10
Renew screw.

tightening torque
42Nm

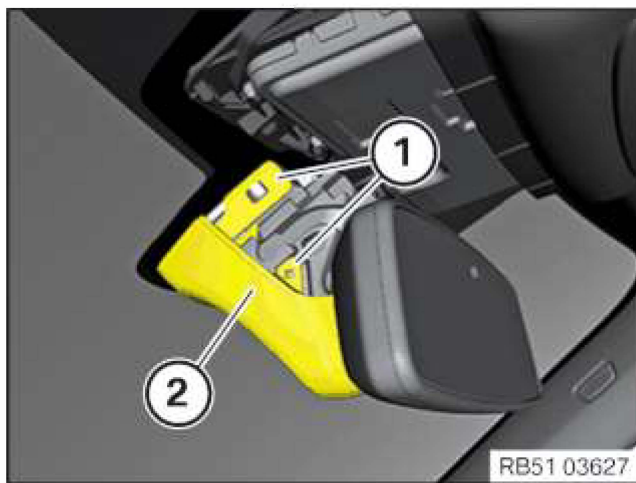


Installing rear interior roof light

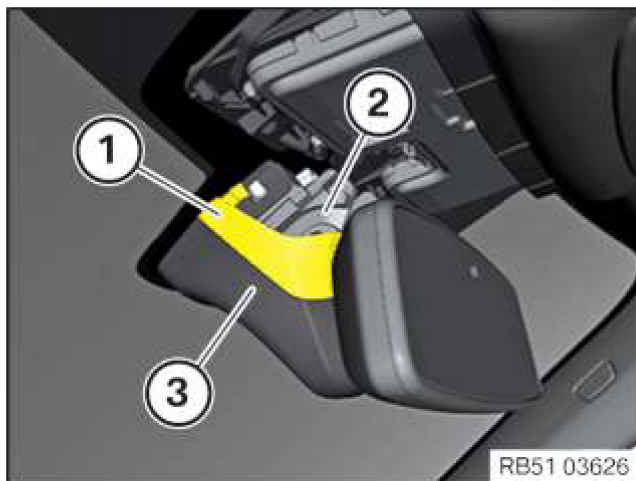
- Connect associated connector.
- Engage the interior roof light (1) on the clamps (2) in the direction of the arrow .



Installing the covers for the interior rearview mirror

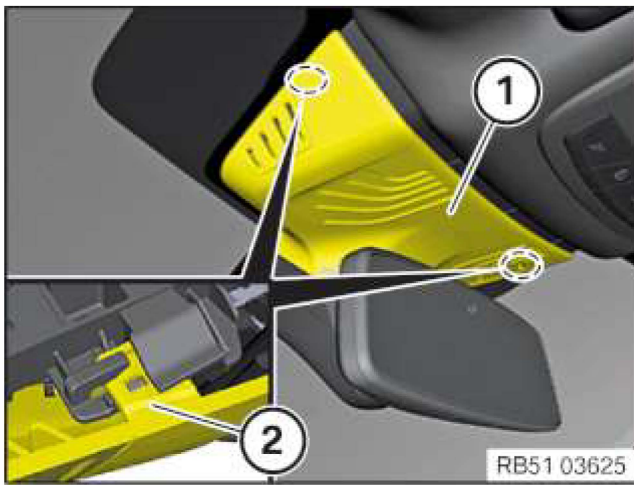


- Insert the cover (2) from the bottom.
- Clip in the detents (1) on both sides of the interior rearview mirror.

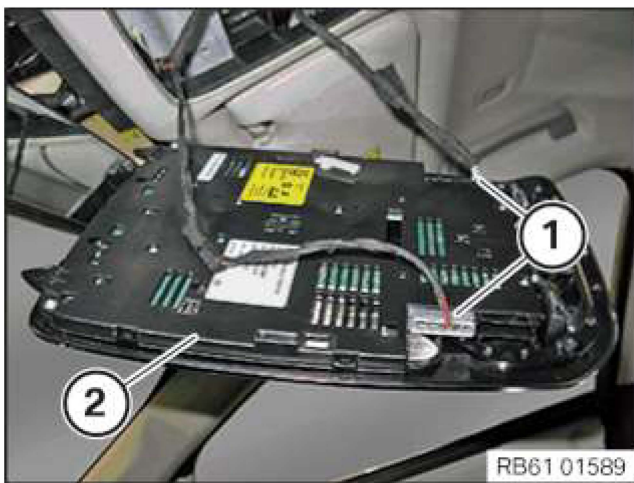


- Feed the cover (1) on to the mirror base (2) from the rear.
- Clip cover (1) in cover (3).

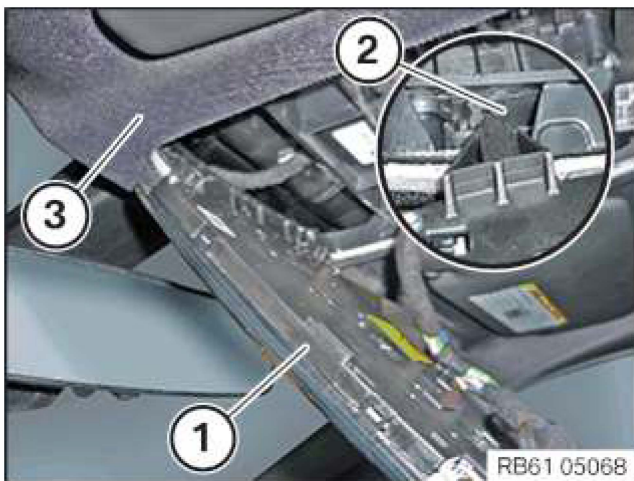
- Insert the cover (1) from the rear.
- Clip cover (1) in detents (2) and in the cover of the mirror base.



Installing Roof function center (FZD)



- Connect connectors (1) and lock.
- Clip the cable for the roof function center (FZD) (2) into the cable clip.



- Thread the roof function center (FZD) (1) as shown at a steep angle into the two guides (2) on the headlining(3).

Whilst doing this, make sure that the headlining is not deformed.

- Clip in the roof function center (FZD) (1) with the clamps (2) towards the top.



- Pass through the FZD frame and headlining with the special tool 2 298 505 and adjust the headlining correctly.



- Tighten down screws (1).

Tightening torques

Roof function center

tightening torque
1.2Nm

- Clip in the cover (1).



Install both sun visors



NOTE

Description is for left component only. Procedure on the right side is identical.

► Install the sun visor



- Connect the sun visor (2) with the corresponding connector.
- Guide the sun visor (2) into the headlining.
- Use cover (1).
- Attach the sun visor (2) on the counter support.



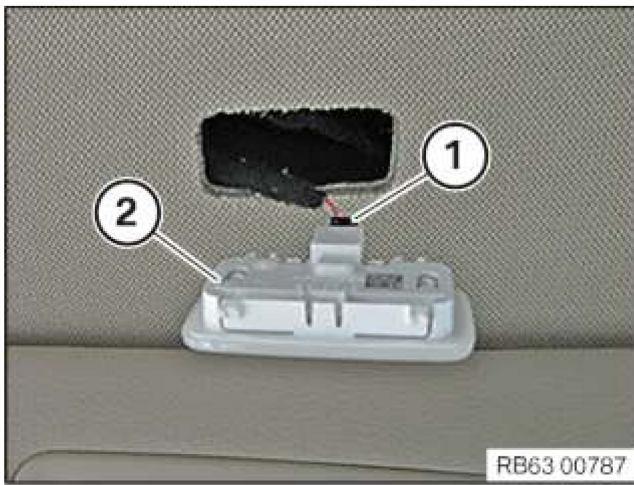
Install both vanity mirror lights

► Installing the vanity mirror light at the front left or right

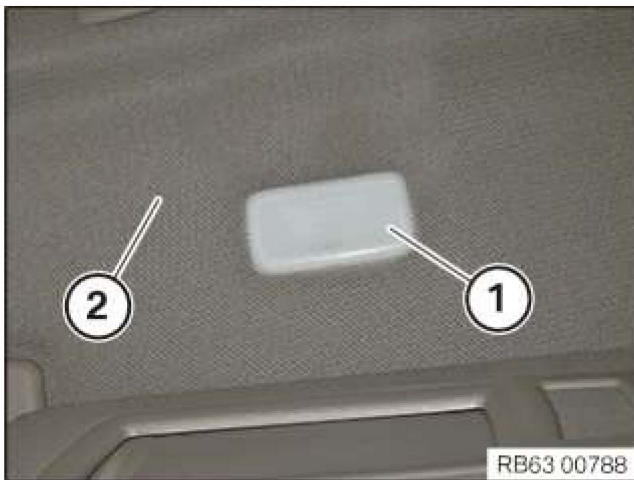


NOTE

Description is for left component only. Procedure on the right side is identical.



- Connect the connector (1) to the vanity mirror light (2).



- Position the vanity mirror light (1) in the headlining (2).



Installing counter supports for the sun visor on left and right

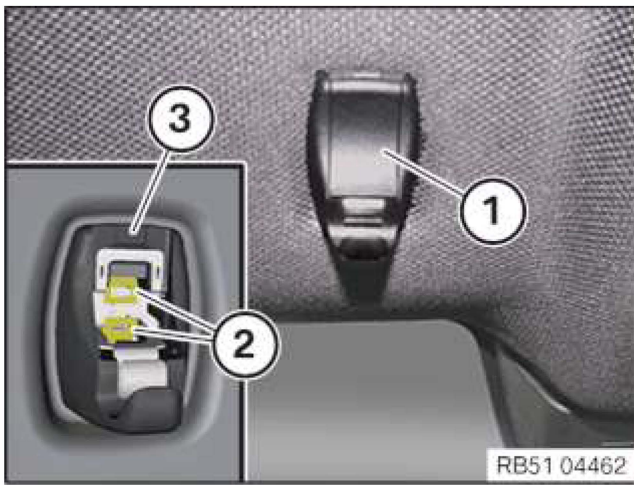


NOTE

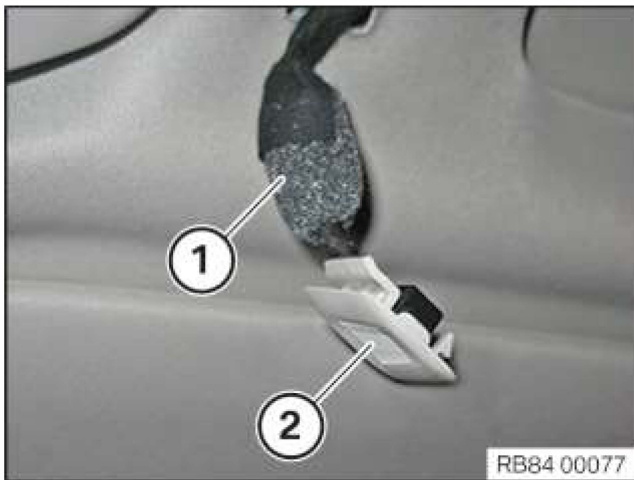
Description is for left component only. Procedure on the right side is identical.

► Install the counter support for the sun visor

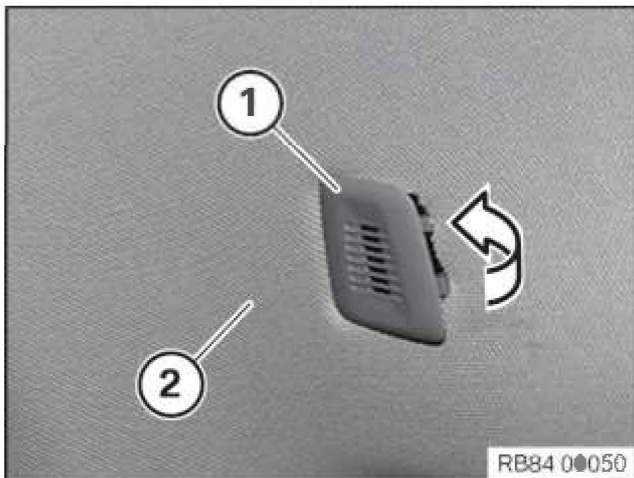
- Insert the counter support (3) into the headlining.
- Make sure the clamps (2) are engaged correctly.
- Use cover (1).



Installing the right hands-free microphone



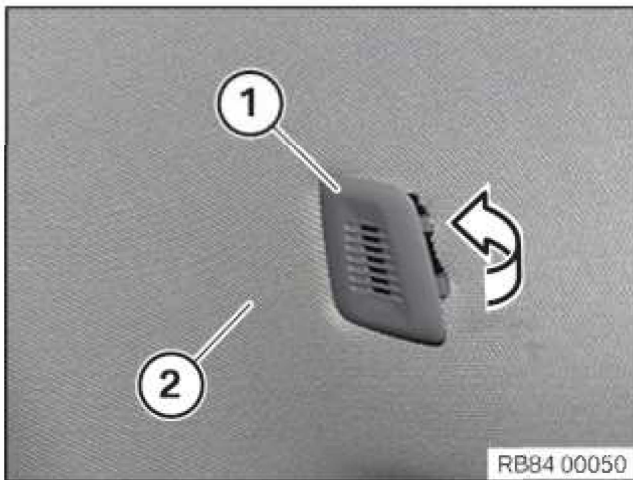
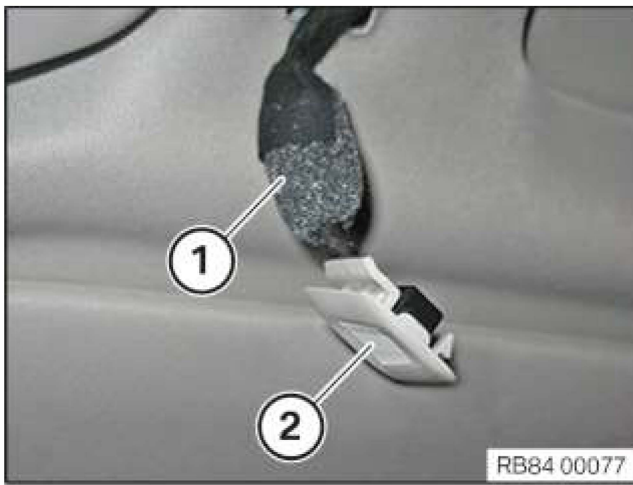
- Connect the connector to the hands-free microphone (2).
- Close the insulation (1).



- Position hands-free microphone (1) in headlining (2) in the direction of the arrow.

Installing left hands-free microphone

- Connect the connector to the hands-free microphone (2).
- Close the insulation (1).



- Position hands-free microphone (1) in headlining (2) in the direction of the arrow.

Installing left and right A-pillar trim panel

Further information is available.



NOTE

Description is for left component only. Procedure on the right side is identical.

► Install A-pillar trim panel

Further information is available.

⚠ WARNING

Airbag unit.

Danger! Immobilization period-threatening injuries!

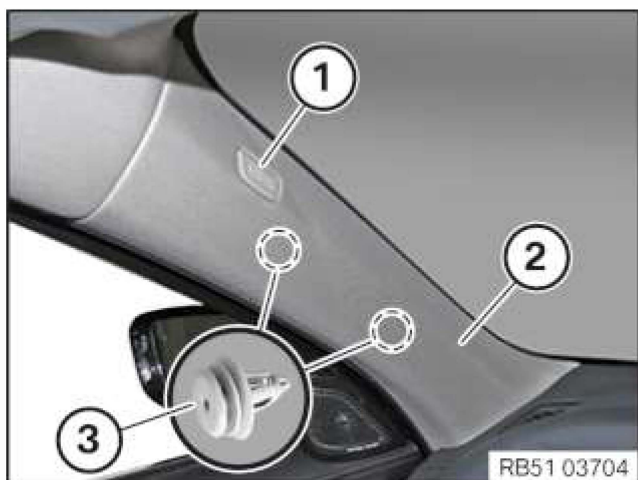
- Before performing any work on the airbag, always disconnect the battery ground lead from the battery.
- Airbag unit may only be set down with the cushion (airbag itself) facing upwards.
- For additional information see: 72 00 ... Safety regulations on handling airbag system components/gas generators

⚠ WARNING

Pyrotechnic components.

Danger! Immobilization period-threatening injuries!

- All work on pyrotechnic parts may be carried out by technically experienced and appropriately trained personnel only.
- Replace any damaged part or ones that have been dropped.
- For additional information see: 72 00 Safety regulations on handling components with gas generators.



- Insert the A-pillar trim panels (2) and clip into the clips (3).
- Tighten down screw.

Tightening torques

Body pillar trim

screw

Tightening torque
2.5Nm

- Clip in the cover (1).

