

**SIB 72 01 21**

2021-11-08

**RECALL 21V-176: HEAD AIR BAG**

This Service Information Bulletin (Revision 3) replaces SI B72 01 21 **dated March 2021**.

**What's New** (Specific text highlighted):

- Claim Information section has been updated

Please perform the procedure outlined in this Service Information on all affected vehicles before customer delivery. In the event the customer has already taken delivery of the vehicle, please perform the procedure the next time the vehicle is in the shop.

**MODEL**

<b>E-Series</b>	<b>Model Description</b>	<b>Production Date</b>
G23	4 Series Convertible	October 12, 2020 - March 4, 2021

**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 March 9, 2021) on a certain Model Year 2021 BMW 4 Series Convertibles that were produced between October 12, 2020 and March 4, 2021.

In a crash, the head air bag may not deploy as intended which could increase the risk of injury.

**Vehicles should remain parked until the vehicle is repaired.**

The Recall Notice has been attached for further information.

**CAUSE**

Certain software coding within the ACSM5 (air bag) control module.

**CORRECTION**

Reprogram the ACSM5 with ISTA 4.28.3 or higher (available March 26, 2021).

**PROCEDURE**

1. Perform diagnosis with the latest version of ISTA, working through any needed test module(s).
2. Program the vehicle with ISTA 4.28.3 or higher, Target I Level S18A-21-03-536

NOTE: ISTA will automatically reprogram and code all programmable modules that do not have the latest software.

**Always connect a BMW-approved battery charger/power supply ([SI B04 23 10](#)).**

For information on programming and coding with ISTA, refer to DealerSpeed / TIS / Technical Documentation / Diagnostics and Programming / Programming Documentation.

**Reporting a Vehicle as Sold/Leased (RDR) AFTER the Recall Repair is Completed-**

You must perform the recall repair before you can RDR a vehicle subject to the recall. Once the recall repair is completed, you will be required to enter the corresponding repair order (RO) number and the RO close date to complete the RDR process.

The RO close date for performing the recall repair **MUST** predate or equal the RDR date.

## **CLAIM INFORMATION**

During this workshop visit, the affected vehicle may also show one or more programming and encoding Technical Campaign repairs open, the programming and encoding procedure may only be invoiced one time.

**Select one of these open Technical Campaigns to perform and submit for updating the vehicle to the required I-level or higher.**

**Please be sure to also perform any additional before and/or after work (including attaching labels) as required by the open campaigns on the vehicle. Close any other open programming and encoding Campaign repairs as outlined in the corresponding Service Information Bulletin.**

As determined by the above, reimbursement for this Recall will be via normal claim entry utilizing the work package information below that applies.

<b>Defect Code:</b>	<b>0065460300</b>	<b>G23 US Programming control units (side airbag)</b>
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**Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Plus work)</b>	<b>Labor Allowance</b>
# 1	00 70 845	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	8 FRU
Or:			
# 3	00 70 301	Programming and encoding the vehicle control units was performed in conjunction with <b>another campaign/repair prior to or during this workshop visit</b> (vehicle is already at the specified Target integration level or higher, no repair is necessary)	1 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)**

<b>Work Pkg</b>	<b>Labor Operation</b>	<b>Description (Main work)</b>	<b>Labor Allowance</b>
# 2	00 70 846	Programming and encoding the vehicle control units (includes providing support voltage for the vehicle electrical system and performing a vehicle test)	10 FRU
Or:			
# 4	00 70 302	Programming and encoding the vehicle	1 FRU

	control units was performed in conjunction with <b>another campaign/repair prior to this workshop visit</b> (vehicle is already at the specified Target integration level or higher, no repair is necessary)	
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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: B72 01 21 WP 1), unless otherwise required by State law.

**Programming and Encoding - Vehicle Control Units (RO and Claim Comments Required)**

This procedure automatically reprograms and encodes any vehicle control modules that do not have the latest software I-level.

If one or more control modules fail during the reprogramming procedure, claim the required consequential repair work procedures to address this issue (including performing the IRAP Control Unit Recovery first as required, refer to the SIB in AIR) under the Defect Code in this bulletin with the labor operations in AIR that apply.

Please explain the additional work procedures that were performed (The why and the what) on the repair order and in the claim comments.

For covered repairs that address control module failures that occurred prior to performing this reprogramming procedure, claim this work with the Defect Code and labor operations (including diagnosis) in AIR that apply.

Based on which one applies to your center, please refer to **SI B01 01 20** or **B01 07 20** for the applicable procedure for documenting, claiming, and explaining, on the RO and in the claim comments, your diagnosis work time (WT), job/repair work time (WT), and the vehicle repairs your center performed, unless otherwise required by State law.

**Reimbursement of Prior Customer-Pay Repairs (TREAD Act)**

Based on the issue and the age of the Affected Vehicles being addressed by this Safety Recall Campaign, a reimbursement request for a qualifying prior customer-pay repair is not likely.

However, if you receive a reimbursement request from a customer for a prior repair that may qualify, please contact the Warranty department (include a legible copy of the invoice) through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections. The Warranty department will review and respond to your inquiry accordingly.

**QUESTIONS REGARDING THIS BULLETIN**

Technical inquiries	Submit feedback at the top of this bulletin
Warranty inquiries	Please contact the Warranty department by either using the Live Chat that's available in the Warranty Documentation Portal or through IDS by selecting Coverage, Policy, Coding Questions and Mileage Corrections

Supporting Materials

[picture\\_as\\_pdf B720121 Recall Notice.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 21V-176: Head Air Bag – B72 01 21

BMW AG is conducting a Voluntary Safety Recall (effective March 9, 2021) on a certain Model Year 2021 BMW 4 Series Convertibles that were produced between October 12, 2020 and March 4, 2021.

**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.