



SIB 65 36 23

2023-12-08

## RECALL 23V-797: DRIVER AIR BAG

This Service Information Bulletin (Revision 1) replaces SI B65 36 23 **dated November 2023**.

**What's New:**

- Cause, Correction, Procedure, Parts, Parts Retention and Return, Claim Information added
- Attachments added

<input checked="" type="checkbox"/>	THIS REPAIR IS MOBILE FRIENDLY
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**MODEL**

E-Series	Model Description	Production Date
F15	X5 Sports Activity Vehicle	March 1, 2014 – March 5, 2014
F25	X3 Sports Activity Vehicle	February 22, 2014 – March 7, 2014
F26	X4 Sports Activity Coupe	March 3, 2014

**AFFECTED VEHICLES**

Vehicles which require this campaign to be completed will show it as “Open” when checked either in AIR, AWP, Campaign Summary or Warranty Vehicle Inquiry.

Please make sure you check your dealer inventory as soon as possible. As of November 29, 2023, you can see a list of affected vehicles in Inventory Campaign Details (ICD) under ROSS.

**SITUATION**

BMW AG is conducting a Voluntary Safety Recall (effective November 28, 2023) on certain Model Year 2014 – 2015 BMW vehicles that were produced between February 22, 2014, and March 7, 2014.

The inflator for the driver air bag may not have been produced according to specifications by the supplier. In extremely rare cases, the air bag inflator could rupture, which could result in injury or death to vehicle occupants.

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

**CAUSE**

The inflator for the driver air bag may not have been produced according to specifications by the supplier.

**CORRECTION**

Replace the driver's air bag module.

**PROCEDURE**

Please record exterior cosmetic condition of air bag cover and steering wheel on the Repair Order prior to any repair.

Follow ISTA Repair Instructions for removal/installation of air bag assembly:

- REP 32 34 020 – Removing and installing/replacing air bag unit.
- REP 32 34 030 – Removing and installing/replacing air bag unit (Sports steering wheel).



Before installing the replacement part, the new air bag module's serial number (circled above) must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.

### **PARTS INFORMATION**

**These parts are non-returnable, only order for Remedy Status green vehicles in the workshop.**

Please refer to EPC to determine the part number that applies to a specific vehicle (For a basic or sport steering wheel), enter the VIN/chassis number into either ETK or AIR, this will consider the specific equipment and/or options that are fitted to the vehicle.

Additionally, other materials and small parts that are not specified above, such as one-time use screws, nuts, and seals, which must be replaced or installed according to the ISTA repair instructions/ETK, must be selected from the Electronic Parts Catalogue, or other approved BMW resources, according to the respective vehicle type. Invoiced these items separately under the Recall Repair Code listed in this bulletin.

### **PARTS RETENTION AND RETURN**

Refer to SI B01 26 22

### **CLAIM INFORMATION**

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below and part number above that applies.

<b>Repair Code:</b>	<b>0032490300</b>	---
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Below are the special flat rate labor operation code choices for this action.

**The vehicle is already in the workshop.**

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Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 75 700	Replace the driver's airbag	3 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 75 170	Replace the driver's airbag	5 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission and reimbursement. 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 36 23 WP 1), unless otherwise required by State law.

Additionally, the serial number of the new air bag module must be entered as in the comment field of the warranty application. The claim will be rejected if this serial number information is missing from the claim submission.

### Mobile Service - Off Site Repair

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Service "Off-Site" Repair which includes an additional labor allowance.

Qualifying BMW centers are those that currently own and operate a Mobile Assistance Program vehicle. Other centers that may qualify are those who have officially registered their interest in conducting mobile service work for the BMW Roadside Assistance Program.

If you have not already registered, please send an email with contact information to [roadside.assistance@bmwna.com](mailto:roadside.assistance@bmwna.com).

Additional information can be found in the Mobile Service program guide in CenterNet which is located under the Customer Relations menu.

### Claim - Labor Reimbursement (Special 200 Percent Rate Applies)

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding BMW Group's AIR application's published **flat rate unit (FRU) allowance at a rate of 200 percent**.

This mobile Service repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

### Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the on-call technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period (for example, on multiple calls), only one on/off punch time is required.

## RO Invoicing for Claim Submission

<b>Repair Code:</b>	<b>0032490300</b>
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Open a RO Line Item for the Recall WP that applies (at 100 percent)

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 75 700	Replace Driver Air Bag (Plusposition)	3 FRU
Or:			
# 2	00 75 170	Replace Driver Air Bag (Main)	5 FRU

And then, under:

<b>Repair Code:</b>	<b>85820269TK</b>
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Open an additional RO Line Item in conjunction with the above (This is for the additional 100 percent labor reimbursement, 200 percent in total)

Labor Operation	Description:	Labor Allowance
65 99 000*	Additional labor allowance to perform "off-site" repair through Mobile Assistance	# FRU

### (\* Additional Labor Submission

Claim the applicable special flat rate labor operation code's FRU allowance, **either 00 75 700 or 00 75 170 as applicable**, completely for a second time under Repair Code 85 82 02 69 TK using the labor operation code provided above.

#### Notes:

- Identify this line time as Additional labor for a Mobile Service off-site repair.
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.

Labor operation code 65 99 000 is not considered a Main labor operation.

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

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have their driver's front air bag module replaced because 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.

However, if you do 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.

**FEEDBACK REGARDING THIS BULLETIN**

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Technical Feedback	To submit feedback for the technical topics of this bulletin: Submit your feedback in the rating box at the top of this bulletin
Warranty Feedback	To submit feedback for the CLAIMS section of this bulletin: Submit an IDS ticket to the Warranty Department, or use the chat available in the Warranty Documentation Portal
Parts Feedback	To submit feedback for the PARTS section of this bulletin: Submit an IDS ticket to the Parts Department

### Supporting Materials

[picture\\_as\\_pdf B653623 REP 32 34 020 Replacing AB module.pdf](#)

[picture\\_as\\_pdf B653623 Recall Notice.pdf](#)

[picture\\_as\\_pdf B653623 REP 32 34 030 Replacing AB Sport Steering Wheel.pdf](#)



## **SAFETY RECALL NOTICE**

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

RE: Recall 23V-797: Driver Air Bag – B65 36 23

BMW AG is conducting a Voluntary Safety Recall (effective November 28, 2023) on certain Model Year 2014 – 2015 BMW vehicles that were produced between February 22, 2014, and March 7, 2014

**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.

REP-REP-RAF2532-3234020 Removing and installing/replacing airbag  
unit&comma; VIN: XXXXXXXX

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32 34 020

Removing and  
installing/replacing  
airbag unit



**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with safety regulations for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.

**Important!**

Steering wheel must be replaced if airbag unit has been triggered!



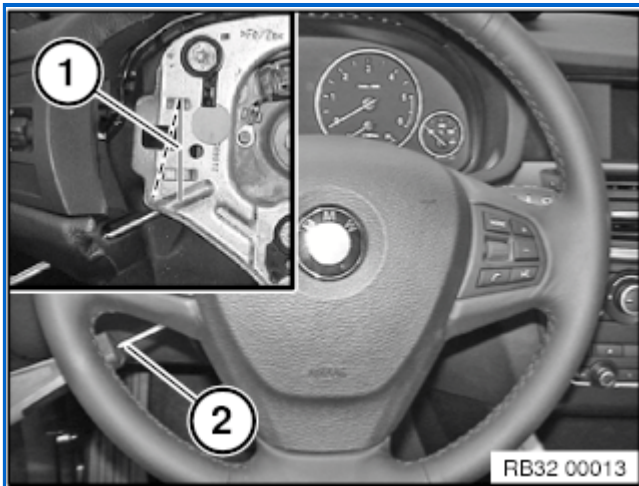


Follow [procedure after airbag deployment](#).



#### Necessary preliminary work:

- Disconnect [battery earth lead](#)
- If necessary, remove shift paddles



Insert Torx screwdriver T25 (2) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 1.5 cm).

Press spring leg (1) inward until airbag is unlocked.

Repeat procedure on other side.

#### *Installation note:*

Make sure electrical leads are correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



#### Warning!

Danger of injury!

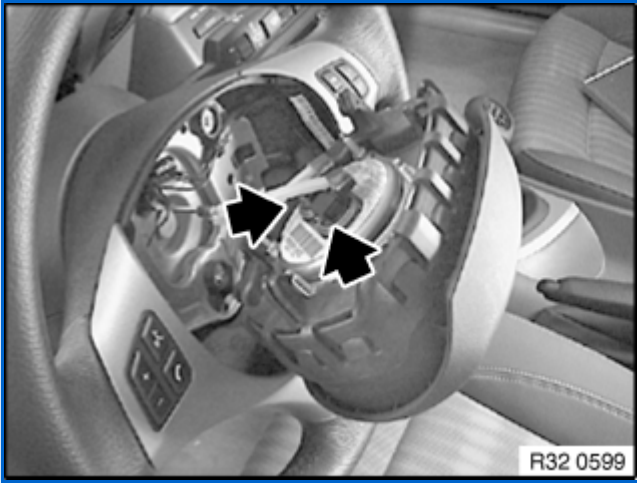
Airbag unit may only be set down with the airbag itself facing upwards.

Tilt airbag unit forwards.

Disconnect plug connections and remove airbag unit.

#### *Installation note:*

Connect plugs to connections of same colour on airbag unit.



REP-REP-RAF1532-3234030 Removing and installing/replacing airbag unit (sport steering wheel)&comma; VIN: XXXXXXXX

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32 34 030

Removing and installing/replacing airbag unit (sport steering wheel)



**Warning!**

Observe the following instructions to avoid any risk of injury by the airbag unit.

- Comply with safety regulations for handling components with gas generators.
- Do not exert any force on the airbag unit.
- Use only specified tools for releasing the airbag unit.

Note: Incorrect handling may result in triggering of the airbag unit and thereby cause serious injury.

**Important!**

Steering wheel must be replaced if



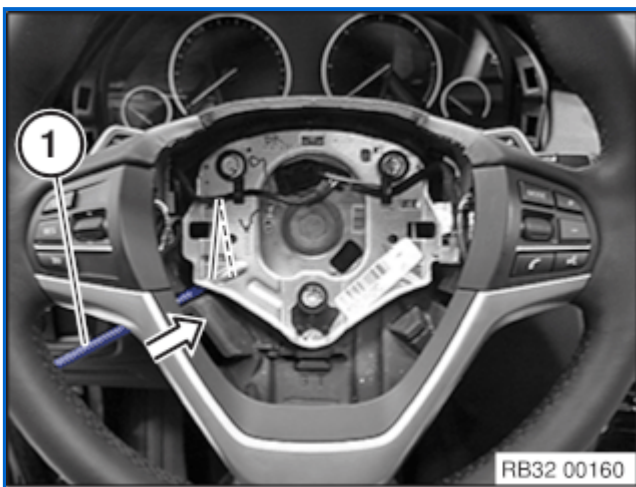
airbag unit has been triggered!

Follow procedure after airbag deployment.



#### Necessary preliminary tasks:

- Disconnect [battery earth lead](#)



Insert Torx screwdriver T30 (1) at an angle into concealed opening on reverse side of steering wheel until a spring resistance is felt (approx. 2 cm).

Increase pressure on spring leg using Torx screwdriver T30 (1) until airbag unit is released.

Repeat procedure on other side.

#### *Installation note:*

Make sure electrical leads are correctly positioned.

Snap airbag unit with uniform pressing force plane-parallel in direction of steering column shaft into steering wheel.



#### Warning!

Danger of injury!

The airbag unit may only be set down with the airbag itself facing up.

Tilt airbag unit towards rear.

Disconnect electrical connectors (1) and remove airbag unit.

