



SIB 65 17 14

2023-08-28

RECALL CAMPAIGN 14V-428: REPLACE PASSENGER'S FRONT AIR BAG MODULE:

This Service Information bulletin (Revision 7) supersedes SI B65 17 14 dated **December 2022**.

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

What's New:

- Mobile Repair is authorized
- Claim Information section 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

E-Series	Model Description	Production Date
E46	3 Series, incl. M models	June 2000 to August 2006

AFFECTED VEHICLES

This Recall Campaign involves E46 (3 Series) Model Years from 2000 to 2006.

Vehicles which require this Recall Campaign to be completed will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

SITUATION

BMW has become aware that there may potentially be further issues involving the passenger's front air bag module in E46 (3 Series) vehicles, including M3 models. BMW has decided to expand the 2013 Recall Campaign 13V-172 to cover Model Year 2000-2006 BMW 3 Series vehicles including M3 models.

CAUSE

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture.

CORRECTION

Replace the passenger's front air bag module.

PROCEDURE

There is no part inspection procedure. When this Recall shows open, and a claim for performing this Recall is not pending submission, perform the Recall repair.

- The only parts allowed to be installed in this repair are the part numbers supplied in the PARTS INFORMATION section.
- **The replacement air bag module's serial number must be documented on the repair order so it can also be entered into the claim's comment section.**

Please make sure to document the serial number (circled) before installation.



See Repair Instructions REP 72 12 000, "Remove and refit/replace the air bag unit" or follow the attached repair procedure.

Warning! Incorrect handling may result in triggering of the air bag module and thereby cause serious injury.

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

PARTS INFORMATION

Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin.

Performing a part number look-up in ETK by VIN or model will result with the wrong part(s) being invoiced and installed.

The claim processing will be delayed if any un-related extra parts are charged and claimed with this repair.

Part number	Description	Quantity
72 12 6 998 949 (final remedy part)	Passenger's front air bag module	1
51 45 8 146 760	Retaining element	1
07 11 9 905 374	M8 self-locking collar nut	2

The nuts and fasteners may already be in stock at your center, so please only include these parts in your order when they are needed._

PARTS RETENTION AND RETURN

Refer to SI B01 26 22

CLAIM INFORMATION

The replacement air bag module's serial number, which must be documented on the repair order, must also be entered into the claim's comment section.

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

Repair Code:	0072410100	E46 replace front passenger air bag
---------------------	-------------------	--

Below is the special flat rate labor operation code for this action.

Work Pkg	Labor Operation	Description (Plusposition work)	Labor Allowance
# 1	00 62 166	Replace the passenger's front air bag module (Main work)	As applicable

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 17 14 WP 1), unless otherwise required by State law.

BMW Group's AIR Application Resource for Flat Rate Labor Operation Codes

To obtain the corresponding flat rate unit (FRU) allowance information from the BMW Group' AIR application resource, start by entering the Chassis Number, which consists of the VIN's last seven (7) characters or use the full VIN. Click on the "Search" button, and then enter the applicable flat rate labor operation in the FR code field.

Mobile Service - Off Site Repair (Labor Operation 00 62 166)

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.

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 labor operation'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

Copyright ©2023 BMW of North America, Inc.

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

Repair Code:	0072410100
---------------------	-------------------

RO Recall Campaign Line Item for WP # 1 (The first 100 percent)

Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 62 166	Replace the passenger's front air bag module (Main work)	As applicable

Then, under:

Repair Code:	85820269TK
---------------------	-------------------

Open an additional RO Line Item in conjunction with the WP # 1 (This is for the additional 100 percent, or 200 percent in total)

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

*Labor Calculation Example

Claim the FRU allowance amount stated for special flat rate labor operation code **00 62 166** completely a second time under Repair Code 85 82 02 69 TK with 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.

FEEDBACK REGARDING THIS BULLETIN

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 B651714 Cust.Letter.pdf](#)

[picture_as_pdf B651714 13V-172and14V-428_QA_final_26Oct2018.pdf](#)

[picture_as_pdf B651714_Repair_Instruction.pdf](#)

PROCEDURE**Note:**

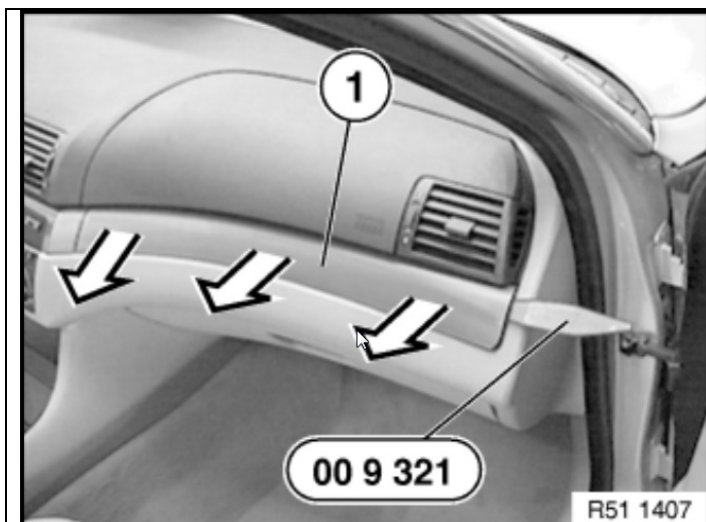
Make a note of the new airbag module serial number prior to installation. The serial number for the new airbag module must be entered in the comment box in the warranty application. Ensure that you enter the serial number without any blank spaces. Otherwise, it is not possible to uniquely assign the number.

REP 72 12 000: Removing and replacing airbag module on passenger's side

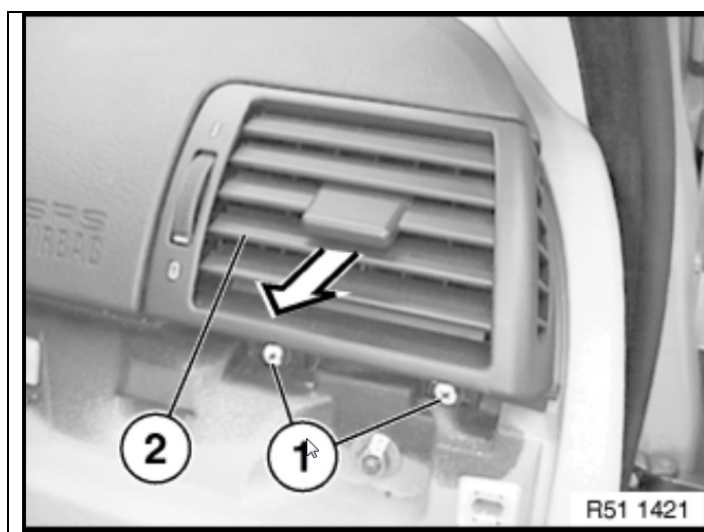
Warning!

Necessary preliminary tasks:

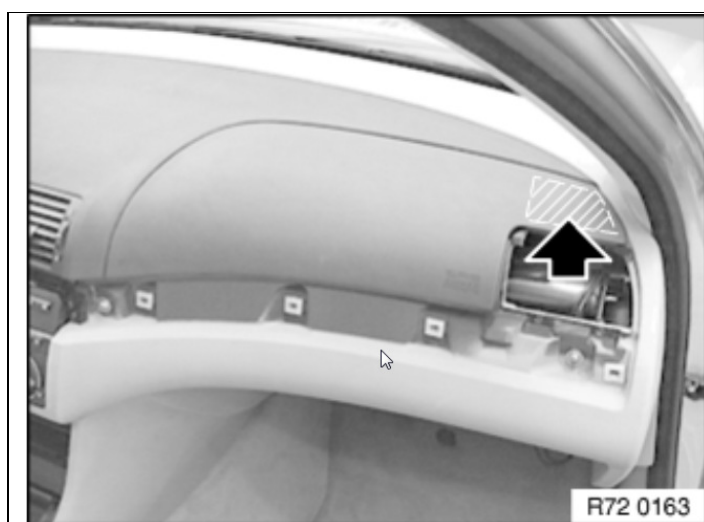
- We cannot rule out that the retaining straps of the airbag lid have been damaged by airbag deployment. Note before repair if there is any damage.
- We cannot guarantee correct function of the retaining straps when reusing a possibly damaged airbag lid. Inspect the lid before repair.



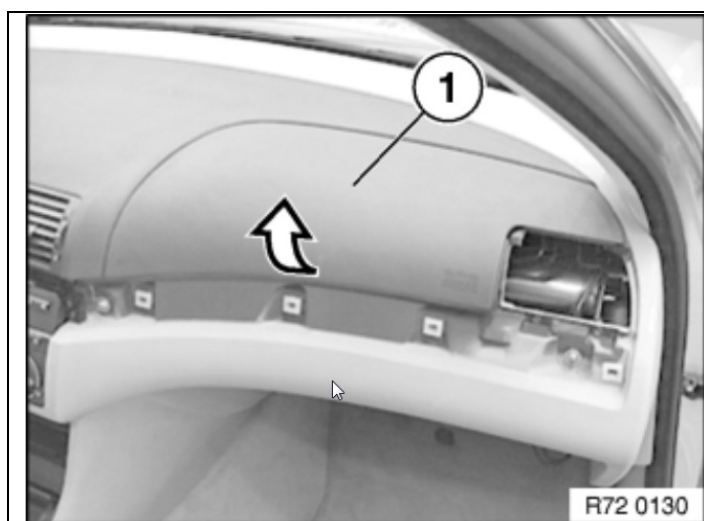
- Insert special tool 00 9 321 at the side and with the second special tool 00 9 321 next to the retaining pin.
- Unclip the decorative strip (1).



- Loosen the screws (1).
- Withdraw the fresh air grill (2) in the direction of the arrow.



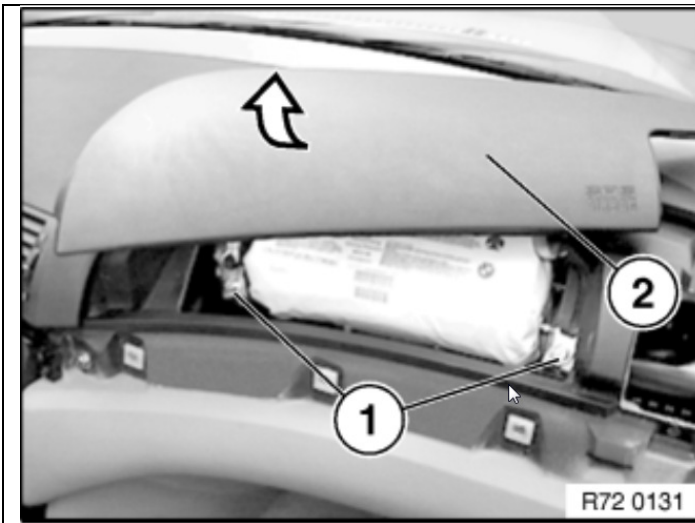
- Position of the retaining clip of the front passenger's airbag cover



- Lever out the front passenger's airbag cover (1).

Note:

The retaining clip remains in the dashboard when removing the cover.

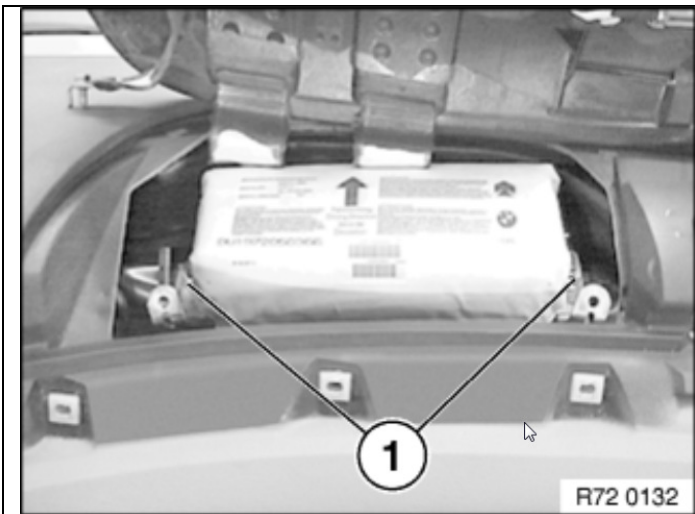


- Undo the screws (1) and place the front passenger's airbag cover (2) on top.

Install

- Tightening torque for the retaining straps for the cover, passenger's airbag module on the instrument panel carrier: 9 Nm

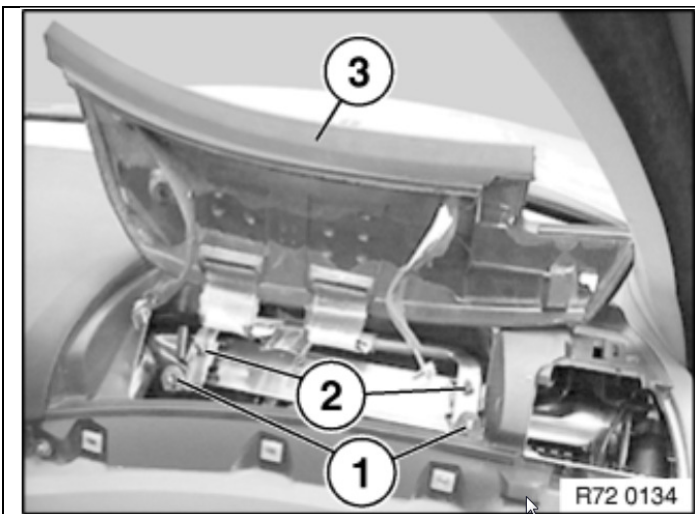
Main work:



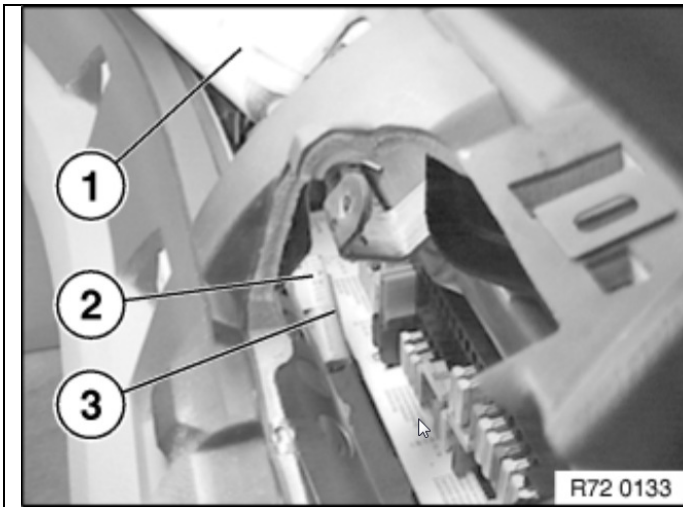
- Undo the screws (1) at the front passenger's airbag module.

Install

- Tightening torque for the passenger's airbag module on the instrument panel carrier: M8 nut, 22 Nm



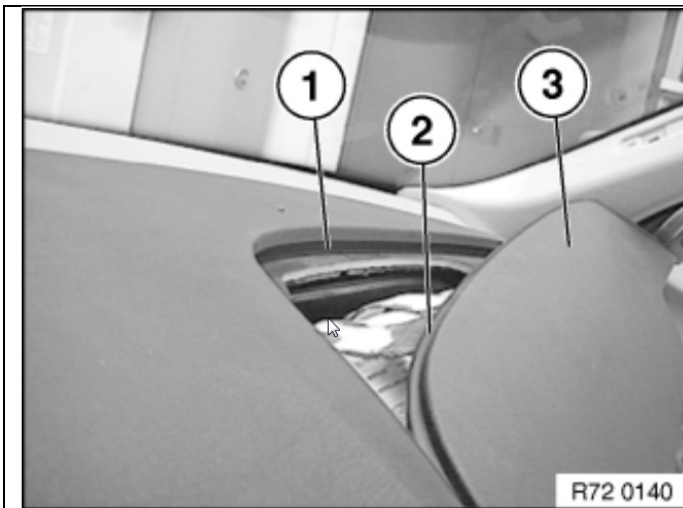
- Pull off the retaining tube (1) from the stud bolt (2) and completely remove the cover (3).
- Remove and replace the passenger's side airbag module.

**Note:**

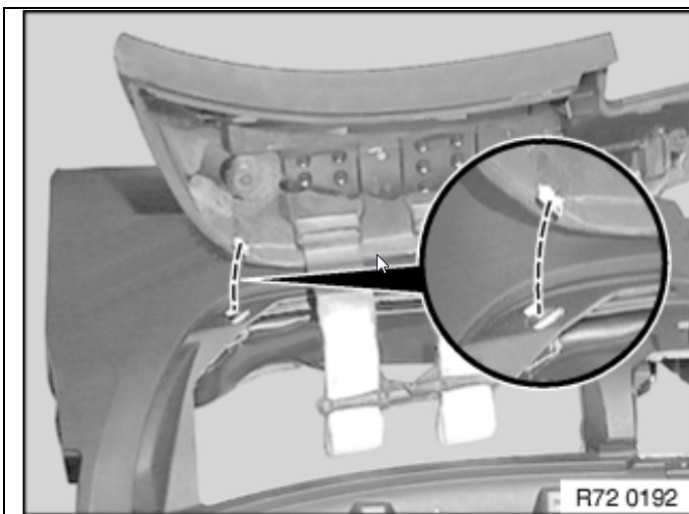
Do not tension the cable when removing the front passenger's airbag module (1)!

When lift front passenger's airbag module (1) and move sideways:

- Open the lock by pressing on the tab (2).
- Disconnect the plug connection (3).
- Remove the front passenger's airbag module (1).

Follow up work:**Installation note:**

The front passenger's airbag cover (3) must engage into the all-round groove (1) of the dashboard with the lug (2).

**Installation note:**

The additional retaining lug at the front passenger's airbag cover must engage in the retaining clip of the dashboard trim panel.

Final work after installing the new module:

- Reinstall the wood trim.

- Reconnect the battery.
- Check faults and the airbag light.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, [INSERT VIN]

May 2015

Recall Campaign No. 14V-428: Front Passenger Air Bag

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2000 to 2006 BMW 3 Series vehicles. Our records indicate that you are the owner of a potentially affected vehicle.

IMPORTANT NOTICE

In our September 2014 letter, we informed you of this recall, and stated that parts for your vehicle were not available. We also stated that we would inform you when parts were available, and to schedule a visit with your authorized BMW center at that time. We are pleased to inform you that parts are now available, and we encourage you to schedule an appointment with your authorized BMW center as soon as possible.

DESCRIPTION OF PROBLEM

Our air bag supplier has advised BMW that in the event of a crash necessitating deployment of the front passenger's air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking and potentially seriously injuring the front passenger or other passengers.

Please note that, as an intended design feature, if the front passenger seat is not occupied, the front passenger air bag will not deploy in a crash.

PRECAUTIONS FOR YOUR SAFETY

- 1. CONTACT YOUR AUTHORIZED BMW CENTER IMMEDIATELY TO SCHEDULE AN APPOINTMENT TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE. You can locate your nearest BMW center at www.bmwusa.com/dealers.**
- 2. If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

DESCRIPTION OF REPAIR

The front passenger air bag will be replaced.

This free repair will require approximately three hours; however additional time may be required depending on your authorized BMW center's schedule.

OTHER INFORMATION

If you are no longer the vehicle owner/lessee, we request that you provide us with the name and address of the new owner/lessee using the enclosed postage-paid card so that we can contact the new owner/lessee regarding this recall. If you are a lessor of this vehicle, Federal Regulations require you to forward this notice to your lessee within ten days. If you have already had this repair performed at your own expense (not due to an accident), please see the attachment regarding possible eligibility for reimbursement.

Should you have any questions about this recall, please contact your authorized BMW center. Should you need additional assistance, you may contact BMW Customer Relations and Services via Email at CustomerRelations@bmwusa.com or by calling 1-800-525-7417 from 9 AM to 9 PM Eastern Time, Monday through Friday. We appreciate your confidence in our product, and we wish to do everything we can to retain it.

If your BMW center is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We sincerely apologize for any inconvenience this issue may cause, however be assured that BMW is concerned about your safety and security.

Thank you in advance for your prompt response in completing this important recall.

BMW recommends that you always wear your safety belt, and that all passengers are properly seated and restrained at all times.

BMW OF NORTH AMERICA, LLC

Passenger's Front Air bag Module
Model Year 2000-2006 BMW 3 Series (E46, including
M3) Safety Recall 13V-172 and 14V-428
Last updated: 10/26/2018

Q1. Which models are included in these Safety Recall Campaigns?

Included are approximately 617,139 vehicles, with approximate volumes and production dates as noted below.

<u>Series</u>	<u>Model</u>	<u>Model Year</u>	<u>Approx. Volume</u>	<u>Production Dates</u>
E46	3 Series Sedan, Coupe, Convertible, Sport Wagon (incl. M)	2000 – 2006	617,139	June 2000 – Aug 2006

Q2. Which inflator is affected?

This recall campaign involves the Takata PSPI inflator.

Q3. What is the fix?

The passenger's front air bag module will be replaced with a final remedy part. Customers with affected vehicles should make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at www.bmwusa.com/dealers.

Q4. How long will the repair take?

This repair may take approximately one hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed for **free** by your authorized BMW center.

Q5. What options are available if it is difficult for me to bring my vehicle to a BMW center for service?

There are a few options to help overcome the inconvenience of bringing your vehicle in for service like mobile repair, alternate transportation, pickup/drop-off, dealer events and towing. Contact your local BMW center to check what is available.

Q6. How will I be notified?

Customers with affected vehicles will be notified via letter. If your vehicle is affected, you should make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at www.bmwusa.com/dealers.

To ensure BMW of North America, LLC has your most recent contact and vehicle information, please register your vehicle at <http://www.bmwusa.com/myBMW>. Registration is free of charge, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

Q7. How can I find out if my BMW is included in this recall or other recalls?

You can check for open recalls a few different ways. The first option is to enter your vehicle identification number (VIN) at www.bmwusa.com/recall. Here you can also download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department. They can look up your VIN in our systems to determine if your BMW is affected.

Passenger's Front Air bag Module
Model Year 2000-2006 BMW 3 Series (E46, including M3)
Safety Recall 13V-172 and 14V-172
Last updated: 10/26/2018

General Takata Questions

Q1. What is the specific concern?

Takata's investigation to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity) could lead to over-aggressive combustion in the event of air bag deployment.

Q2. What is desiccant?

Put simply, desiccant is a substance with properties that enable it to soak up water vapor from the air surrounding it.

Q3. Why are other BMW models not included?

Other vehicles have frontal air bags that were produced with different inflators.

Q4. What can happen as a result of this issue?

In a crash where air bag deploys, the air bag inflator housing may explode, causing, metal pieces to pass through the air bag cushion material. This may result in injury or death to vehicle occupants.

Q5. Is it possible to find out whether the problem exists in my car?

No. There is no way to detect if your BMW might have an air bag inflator potentially at risk of exploding upon deployment in an accident.

Q6. How did BMW become aware of this issue?

BMW became aware of this issue from Takata (the air bag module supplier) and NHTSA.

Q7. Can I continue to drive my vehicle?

Yes. However, you should have this service 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.

Q8. What if I am not the current owner of this vehicle?

You can update your vehicle ownership information by registering at <http://www.bmwusa.com/myBMW>.

Q9. Which states are considered to be high absolute humidity areas?

Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands.

Q10. Will my BMW center deactivate my frontal air bag until it is replaced?

No.

Q11. Am I eligible for reimbursement under the TREAD Act if I previously replaced my passenger's front air bag module?

In this particular recall, reimbursement is likely not applicable, as you would typically have replaced your frontal air bag module as a result of an accident. In that situation, most likely your insurance company paid for the repair. However, in the very unusual (unlikely) scenario that you previously paid to replace the front air bag module "out-of-pocket" upon learning of this possible defect, you may be eligible for reimbursement. Additional information will be provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.