



SIB 65 11 15

2023-03-13

RECALL 15V-318: DRIVERS FRONT AIR BAG MODULE (FINAL REPAIR)

This Service Information Bulletin (Revision 9) supersedes SI B65 11 15 dated **December 2022**.

Whats new (Specific text highlighted):

- Parts – air bag module 6877591 has superseded to 5A45C61

☒	THIS REPAIR IS MOBILE FRIENDLY
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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
E39	5 Series Sedan	March 2002 thru July 2003
E46	3 Series, incl M models	January 2002 thru August 2006
E53	X5 Sports Activity Vehicle	February thru October 2003

AFFECTED VEHICLES

This Recall Campaign involves certain model year 2002 to 2006 E39, E46, and E53 vehicles.

Vehicles requiring this Recall Campaign will show it as Open when checked either in AIR, the Service Menu of DCSnet (Dealer Communication System), or with the Key Reader.

Should the customer decline his/her authorization to perform the repairs, please make a note of it on the repair order.

This Recall Campaign must always be completed, whether or not other faults in the air bag system are diagnosed and/or corrected.

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving Driver's Front Air bag Module on certain BMW vehicles that are equipped with non-desiccated Takata PSDI-4 inflators.

This is an industry-wide safety recall involving driver's front air bag modules.

All final customer notification letters have been sent, parts are readily available for the repair. A copy of the final customer letter is attached.

To assist you with customer concerns, please reference the attached Q&A that will be updated as information becomes available. You can identify the latest version by the date that is referenced at the bottom of the pages.

CAUSE

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

CORRECTION

Replace the driver's front air bag.

PROCEDURE

There is no inspection procedure for this recall. When this recall shows open, replace the driver's air bag module per ISTA Repair Instructions Remove and refit/replace the Air bag unit REP 32 34 020 or follow the attached repair procedure.

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

Important note

Certain E46 vehicles covered by this recall are also affected by Recall Campaign 13V-172 (refer to [SI B65 15 13](#)) or 14V-428 (refer to [SI B65 17 14](#)) for replacing the passenger's air bag module. Please complete both recalls during the service appointment.

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.

Part Number	Description	Quantity
32 30 6 877 590; Or 32 30 5 A45 C60	Hub Cap (Impact plate) Air bag on the sport steering wheel or M sport steering wheel (option 0255 or option 0710)	1
Or:		
32 30 6 877 591 Or 32 30 5 A45 C61	Air bag on the basic steering wheel without multifunction controls	1
Or:		
32 30 6 877 592 Or 32 30 5 A45 C62	Air bag on the basic steering wheel with multifunction controls (option 0249)	1

PARTS RETENTION AND RETURN

Refer to [SI B01 26 22](#)

CLAIM INFORMATION

Reimbursement for this Recall Campaign will be via normal claim entry utilizing the following information:

All except Military Sale/Delivery (00940) Vehicles:

Defect Code:	0032390200	E46 E39 E53 (USA) Replace driver's airbag	
Work Pkg	Labor Operation	Description	Labor Allowance
# 1	00 64 071	Replace the driver-side front Air bag (Main work)	5 FRU

And, if the vehicle also arrives with the Air Bag malfunction light illuminated:

Labor Operation	Description	Labor Allowance
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32 99 000	Work time to perform the Air bag system diagnostic procedure	Up to 4 FRU
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Work time labor operation code 32 99 000 is not considered a Main labor operation; however, it does require an individual punch time and an explanation on the repair order and in the claim comments.

Or, for the:

Military Sale/Delivery Vehicles (00940)*:

Defect Code:	0032260200	E39 E46 E53 Replace driver's airbag	
Work Pkg	Labor Operation	Description	Labor Allowance
# 2	00 63 115	Replace the driver-side front Air bag (Main work)	5 FRU

Claim Repair Comments

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B65 11 15 WP 1), unless otherwise required by State law.

Consequential Repairs (RO and Claim Comments Required)

Due to the age of some of the Takata Air Bag Recall Affected Vehicles, even though the proper repair methods are being followed and performed, unanticipated additional repairs/parts maybe necessary as a direct result of performing Takata Air Bag Recall repair procedure.

For this specific situation, please refer to [SI B01 31 18](#) for the Takata Air Bag Recall consequential repair claiming procedure.



Note*: Use this claim submission information when this Recall shows open on a Military

Sales/Delivery Vehicle.

In the DCSnet Warranty Vehicle Inquiry's Vehicle Data section for these vehicles, the center Identification number of 00940 will be listed the Wholesale Center ID/Loc field. This center ID may also be listed in the Retail Center ID/Loc field as well.

Prior Interim Repairs (00 32 25 02 00)

If the vehicle received the interim air bag repair, claimed previously under defect code 00 32 25 02 00, the final repair must still be performed on the vehicle.

Mobile Assistance - Off Site Repair

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Assistance 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 have officially registered their interest in conducting mobile service and mobile assistance 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.

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operation's published AIR flat rate unit (FRU) allowance at a rate of 200 percent. This mobile assistance 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 of time (for example, on multiple calls), only one on/off punch time is required.

Claim Submission

In addition to the Takata Air Bag Recall repair order line item, please open an additional line item as describe below:

Defect Code:	85820269TK	Takata Recall - Mobile Assistance Off-Site Repair
Labor Operation	Description	Labor Allowance
32 99 000	Additional labor allowance to perform "off-site" repair through Mobile Assistance	# FRU*

Claim the applicable labor operation's stated FRU allowance in full a second time using the defect code and labor operation provided above.

Notes:

- Identify this line time as "Additional labor for a Mobile Assistance 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 32 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 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.

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

[picture_as_pdf B651115_15V-318-DriverAirBagONL\(Final_E39-E53\)\(Approved by NHTSA 13Sept2016\).pdf](#)

[picture_as_pdf B651115 Recall Notice v4.pdf](#)

[picture_as_pdf B651115_15V-318_QA_28June2017.pdf](#)

[picture_as_pdf B651115_Repair_Procedure.pdf](#)

SAFETY RECALL NOTICE

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

RE: B651115: Recall Campaign 15V-318: Driver-Side Front Air Bag Module (Final Repair)

BMW has decided that a safety defect exists in certain E39 (5 Series), E46 (3 Series), and E53 (Sports Activity Vehicles) vehicles Model Year from 2002 to 2006 and has issued a Safety Recall to address the issue, effective July 2015.

The defect involves a certain affected owners in connection with Safety Recall No. 15V-318, allowing a final repair to replace the driver-side front air bag module. This defect could result in In the event of a crash necessitating deployment of the driver-side front air bag, excessive internal pressure which could cause rupturing of the air bag inflator.

Owners will/have been notified by mail about the recall and will be instructed to bring their vehicles in for a free repair.

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.



IMPORTANT SAFETY RECALL – Final Remedy Available

This notice applies to your vehicle,

Recall Campaign No. 15V-318: Driver's Air Bag Module

September 2016

Dear BMW Owner / Lessee:

This notice is sent to you in accordance with 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 2002-2003 BMW 5 Series, and X5 Sports Activity Vehicles. Our records indicate that you are the owner of a vehicle in this recall.

Why are we contacting you?

We are pleased to inform you that we have the necessary parts to complete this recall. **Please contact your authorized BMW center immediately to schedule an appointment to have this important free repair performed as soon as possible.** Visit www.bmwusa.com/dealers to locate your nearest BMW center.

What is the issue?

In the event of a crash necessitating deployment of the driver's air bag, excessive internal pressure could cause rupturing of the air bag inflator, resulting in metal fragments striking the driver or other passengers potentially resulting in serious injury or death. **If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.**

What will BMW do?

The driver air bag module will be replaced with a final remedy part. This free repair will take approximately one hour. You may request alternative transportation from your BMW center while your repair is taking place.

If you already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

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

You can update the vehicle ownership or your contact information by filling out the enclosed postage-paid card or by registering at <http://www.bmwusa.com/myBMW>.

If you are a vehicle lessor, Federal Regulations require you to forward this notice to your lessee within ten days.

What if I have questions or experience problems?

Should you have any questions about this recall, please contact your authorized BMW center. If you need additional assistance, contact BMW Customer Relations and Services by calling 1-800-525-7417 or via email at CustomerRelations@bmwusa.com. For the latest updates to this recall, please visit www.bmwusa.com/recall.

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>.

Please be assured that your safety is important to us and we sincerely apologize if this recall causes any inconvenience. We recommend that you and your passengers wear your seat belt at all times.

Sincerely,

BMW of North America, LLC

Company
BMW
of North America, LLC

BMW Group Company
Mailing Address
PO Box 1227
Westwood NJ 07675-1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@bmwusa.com

Internet
bmwusa.com

Spanish translation on back side
Traducción en español en el lado inverso

**IMPORTANTE RETIRADA POR MOTIVOS DE SEGURIDAD - Remedio Final**

Este aviso se aplica a su vehículo, **BU**

Campaña de retirada n.º 15V-318: módulo de airbag del conductor

Septiembre de 2016

Estimado propietario/arrendatario de BMW:

Le enviamos este aviso según las disposiciones de la National Traffic and Motor Vehicle Safety Act (Ley Nacional de Seguridad de Tráfico y Vehículos Automotrices). BMW AG ha determinado que algunos modelos de vehículos de la Serie 5 y de la serie deportiva X5 de BMW, correspondientes a los años 2002 a 2003, tienen un defecto que afecta la seguridad de estos vehículos motorizados. Nuestros registros indican que usted es el propietario de un vehículo incluido en esta retirada.

¿Por qué lo estamos contactando?

Nos alegra informarle que tenemos los repuestos necesarios para completar esta retirada. Póngase en contacto con el centro autorizado de BMW de su localidad para programar una cita a fin de que realicemos esta importante reparación gratuita tan pronto como sea posible. Puede localizar el centro BMW más cercano en www.bmwusa.com/dealers.

¿Cuál es el problema?

En caso de que se produzca un choque que requiera la apertura del airbag del conductor, un exceso de presión interna podría producir la ruptura del inflador del airbag y hacer que los fragmentos metálicos del inflador golpeen al conductor o a los pasajeros y le produzcan lesiones graves o la muerte. **Si usted no es el único conductor de este vehículo, comparta esta información importante con el resto de los conductores y pasajeros.**

¿Qué hará BMW?

El módulo del airbag del conductor se reemplazará con un repuesto definitivo. Esta reparación gratuita llevará aproximadamente una hora. Pedimos disculpas por los inconvenientes que puede producir esta retirada. Puede solicitar un transporte alternativo al centro de BMW de su localidad mientras se lleva a cabo la reparación.

Si ya realizó esta reparación por su cuenta, vea la información adjunta relacionada con la elegibilidad posible para recibir un reembolso.

¿Qué ocurre si yo no soy el propietario actual de este vehículo?

Las reglamentaciones federales requieren que reenvíe este aviso a su arrendatario dentro de los diez días a partir de la recepción de dicha notificación.

¿Qué debo hacer si tengo alguna pregunta o si experimento algún problema?

En caso de necesitar asistencia adicional, puede ponerse en contacto con el BMW Customer Relations and Services (Servicio de Atención al Cliente de BMW) por correo electrónico escribiendo a CustomerRelations@bmwusa.com o llamando al 1-800-525-7417.

Si el centro de BMW no puede resolver el defecto sin cargo o dentro de un período de tiempo razonable, puede notificar al administrador de la National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, llamar a la línea gratuita directa de seguridad vehicular al 1-888-327-4236 (TTY: 1-800-424-9153) o visitar <http://www.safercar.gov>.

Pedimos disculpas por los inconvenientes que puede producir esta retirada; sin embargo, puede estar seguro de que BMW se preocupa por su seguridad y su protección. Recomendamos que usted y sus pasajeros utilicen el cinturón de seguridad en todo momento.

Atentamente.
BMW of North America, LLC

Company
BMW
of North America, LLC

BMW Group Company

Mailing Address
PO Box 1227
Westwood NJ 07675-1227

Telephone
(800) 525-7417

Fax
(201) 930-8362

E-mail
CustomerRelations@bmwusa.com

Internet
bmwusa.com

English version on front side
Versión en inglés en el frente

PROCEDURE

Failure to comply with warnings and repair instructions may result in accidental activation and cause physical injury!

- Air bag driver's modules

Inspection, testing and installation work may only be carried out by properly qualified personnel at BMW Service.

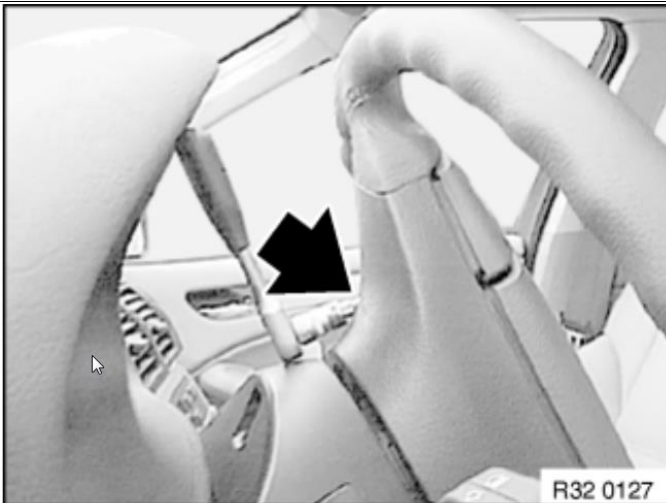
Work on components of the airbag system should only ever be carried out with the battery disconnected, the negative terminal post covered and the plug connection of the cable leading to the gas generator disconnected. If only the battery is disconnected, it is absolutely essential to adhere to the specified waiting period 1 minute

The air bag module may only be set down with the cushion (air bag) facing upwards.

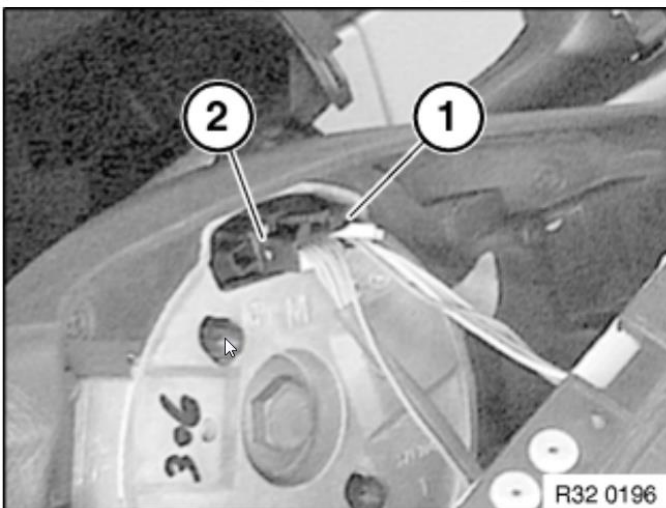
PROCEDURE A FOR VEHICLES EQUIPPED WITH FOUR SPOKES AIR BAG MODULE AND MFL (MULTIFUNCTION STEERING WHEEL):

Before the replacement, airbag module's serial number must be documented on the repair order so it can also be entered into the claim's comment section.

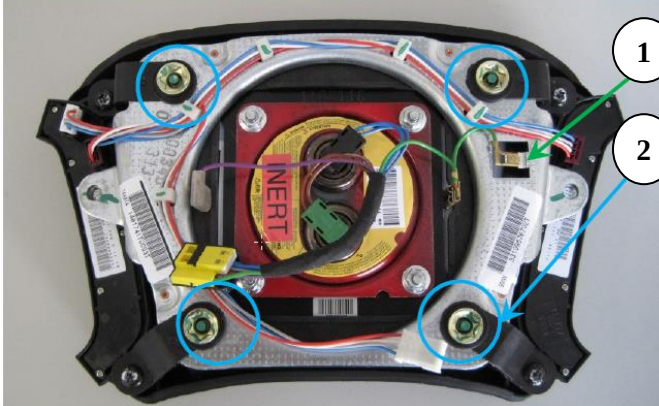
No inspection or diagnosis needs; DISCONNECT THE BATTERY!



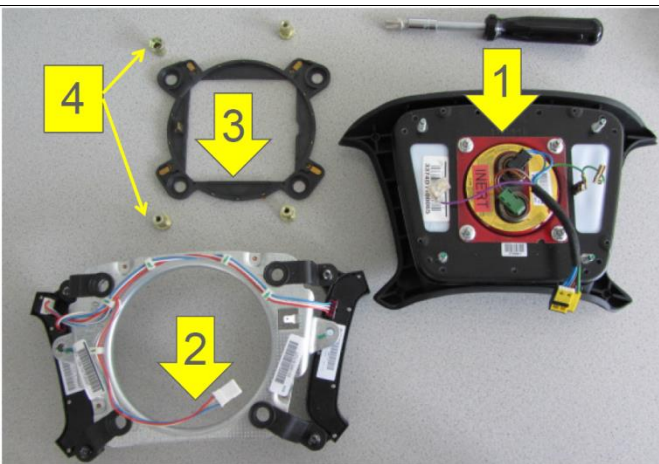
- Release screws on both sides (Torx socket T30).



- Tilt airbag unit forwards.
- Disconnect plug connections (1, 2) and remove airbag unit.

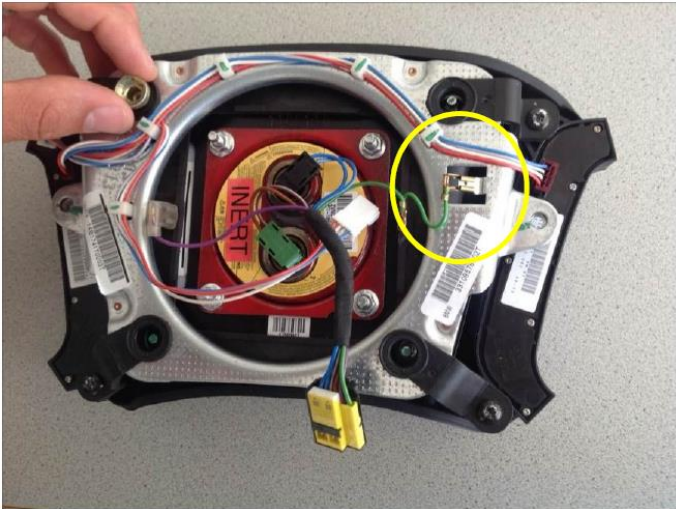
The horn ring and MFL must be swapped to the new part

- Pull the ground connector (1).
- Remove 4 bolts holding the horn ring (9.7x11.4 with Torx 55 (2)).
- Watch the 4 springs under bolts.
- Remove the contact ring with MFL from air bag module.

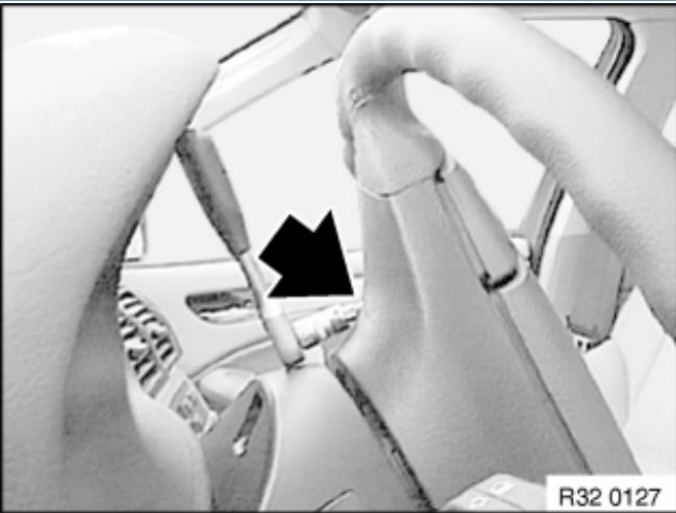


After disassembly:

- 1- Module
- 2- Horn Ring with MFL
- 3- Horn contact path
- 4- Torx bolt



- Reinstall the contact ring with MFL to the new replacement air bag module.
- Tightening torque for the contact ring bolts is 5 ± 0.2 Nm.
- Reconnect the horn ground cable.

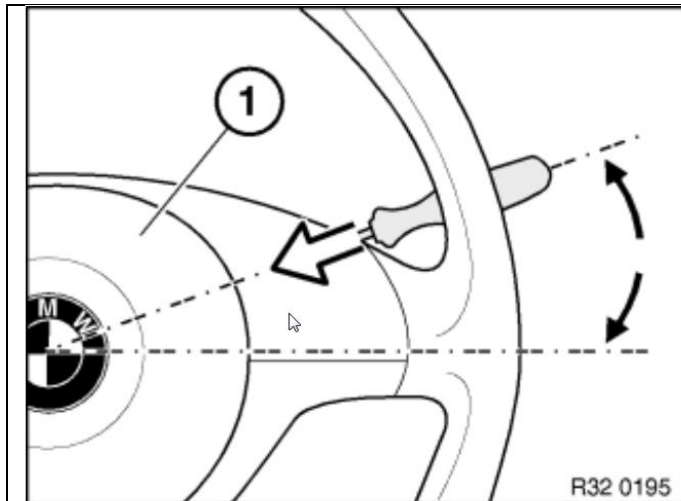


- Make sure electrical leads are correctly positioned and connected.
- Tightening torque:
E39 / E46 2 Nm
E53 8Nm
- Reconnect the battery and recheck operation and function.
- Use the same box and follow the return procedure attached to the SI.

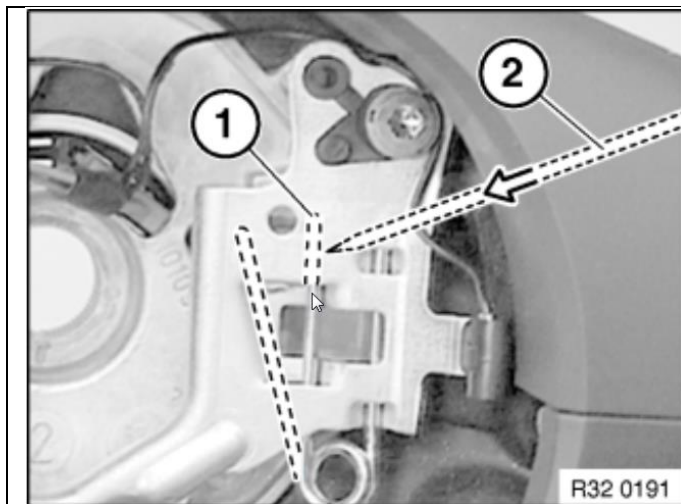
PROCEDURE B FOR VEHICLES EQUIPPED WITH THREE SPOKES AIR BAG MODULE AND SPORT STEERING WHEEL.

Before the replacement airbag module's serial number must be documented on the repair order so it can also be entered into the claim's comment section.

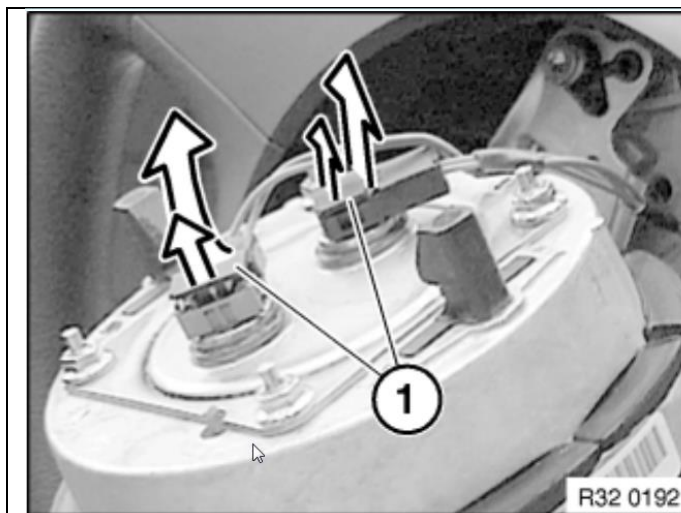
No inspection or diagnosis needs; DISCONNECT THE BATTERY!



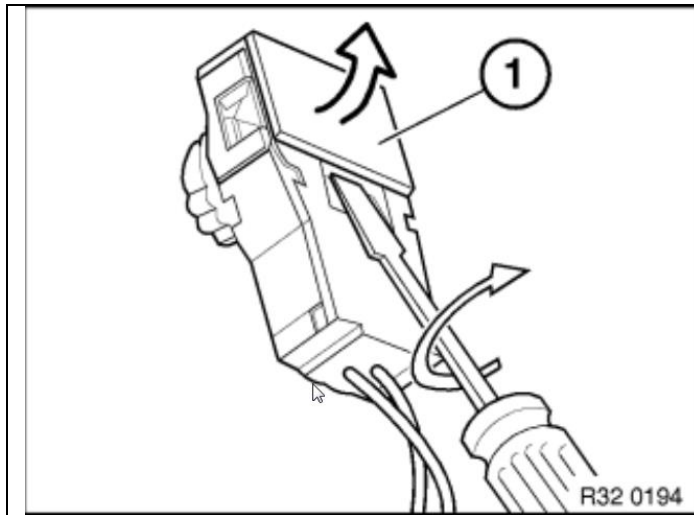
- Insert a screwdriver through the opening on the rear side of the steering wheel and press on the lock.
- In the event of a spring resistance, press the lock up to the limit position and simultaneously pull away the airbag unit (1) from the steering wheel.
- Repeat the process on the opposite side.



- This photo is illustrated without the airbag unit to make it clearer and shows the spring location behind the air bag.
- Use the screwdriver (2) to press on the lock (1).

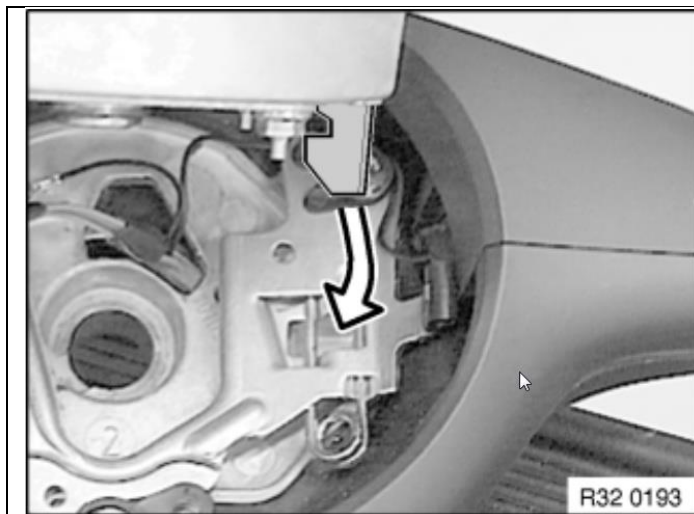


- Open the locks (1) and pull off the connector.
- Remove airbag unit.



Unlocking the airbag plug connection:

- Lever out the lock (1) with a screwdriver.



- Make sure electrical leads are correctly positioned.
- Insert the airbag unit into the locks with the hooks and press it into the steering wheel.
- Reconnect the battery and recheck operation.
- Use the same box and follow the return procedure attached to the SI.

**Model Year 2002-2006 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 15V-318
Last updated: 06/28/2017**

Q1. Which models are included in this Safety Recall Campaign?

Included are approximately 419,000 vehicles, with approximate volumes and production dates as noted below.

Series	Model	Model Year	Approx. Volume	Production Dates
E39	5 Series (incl. M)	2002 – 2003	28,601	Mar 2002 – Jul 2003
E46	3 Series (incl. M)	2002 – 2006	381,529	Jan 2002 – Aug 2006
E53	X5 SAV	2003 – 2004	9,105	Feb 2003 – Oct 2003

Q2. Which inflator is affected?

This recall campaign involves the Takata PSDI-4 inflator.

Q3. What is the fix?

The driver's front air bag module will be replaced.

Q4. How long will the repair take?

Replacing the driver's front air bag module may take approximately one hour; however, additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by your authorized BMW center.

Q5. When are the repair parts expected to be available?

Repair parts are available.

Q6. How will I be notified when the final replacement for my vehicle is available?

All owner notification letters were mailed out. You should to 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. Do I have to wait for my letter in order to have my vehicle serviced?

No. You should make an appointment with an authorized BMW center immediately.

Q8. If I had my driver's front air bag module replaced prior, do I need to have it replaced again?

Yes. This final replacement part is ammonium–nitrate free. Please contact your authorized BMW center immediately to schedule an appointment to have this important **free repair** performed as soon as possible.

Q9. What is difference between the interim and the final repair?

The final repair incorporates a newly designed and tested replacement TRW inflator with guanidine nitrate-based propellant. The interim repair was a Takata inflator with ammonium nitrate-based propellant.

Q10. I own a 2000-2006 BMW 3 Series that still needs to have the passenger's front air bag replaced under recall 13V-172 or 14V-428. Can I get both air bag modules replaced at the same time?

Absolutely! Your BMW center can perform both repairs in a single visit. Please let your service advisor know when you make an appointment and be sure to arrange alternate transportation if needed.

Model Year 2002-2006 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 15V-318
Last updated: 06/28/2017

Q11. Should I get my driver's front air bag module replaced, even though the final remedy for the passenger side is not currently available?

Yes! Replacing the driver's air bag module now will enhance your own peace of mind as well as demonstrate your care and concern for the safety of your passengers.

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 system deployment occurs, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which 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 rupturing 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, please contact your authorized BMW center immediately to schedule an appointment to have this important **free repair** performed as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q8. I did not receive a letter from BMW regarding my vehicle. How can I find out if my BMW is included in this recall?

You can check for open recalls a few different ways. You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall and 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 to determine if your BMW is affected. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

Q9. 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>.

Model Year 2002-2006 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 15V-318
Last updated: 06/28/2017

- Q10. Which states are considered to be high absolute humidity areas?**
- Q11.** Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico, American Samoa, Guam, Saipan, and U.S. Virgin Islands.
- Q12. Will BMW give me a loaner vehicle until a repair part is available?**
Since replacement parts are available, alternate transportation will only be offered while the vehicle is being serviced for this recall.
- Q13. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver'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 is provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.