



SIB 65 19 16

2018-01-01

RECALL 16V-364: PASSENGER'S FRONT AIR BAG MODULE

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.

This Service Information bulletin (Revision 8) replaces SI B65 19 16 dated January 2018.

What's New (Specific text highlighted):

- Bulletin Format
- Cause added
- Procedure – Check wiring harness routing during installation

MODEL

E-Series	Model Description	Production Date
E70	(X5)	May 2006 – March 2011
E70	(X5 diesel)	March 2008 – September 2011
E71	(X6 including M)	July 2007 – March 2011
E72	(X6 active hybrid)	March 2009 – September 2011

AFFECTED VEHICLES

Vehicles in dealer inventory are affected by this recall. Vehicles which are affected show the campaign as “Open” when checked either in AIR or ISPA Next. The Warranty Vehicle Inquiry system will display the comment: **B651916 Recall Front Passenger Air Bag** [\[RE1\]](#)

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving the Passenger's Front Air Bag Module on certain BMW vehicles that are equipped with non-desiccated Takata inflators.

This is an industry-wide safety recall involving passenger's front air bag modules. BMW is committed to helping you manage this recall campaign in the least disruptive fashion.

Owner notification letters announcing that a remedy is available for their vehicle have been mailed. A copy of this letter is attached. To assist with customer concerns, please reference the attached Q&A.

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 assembly.

PROCEDURE

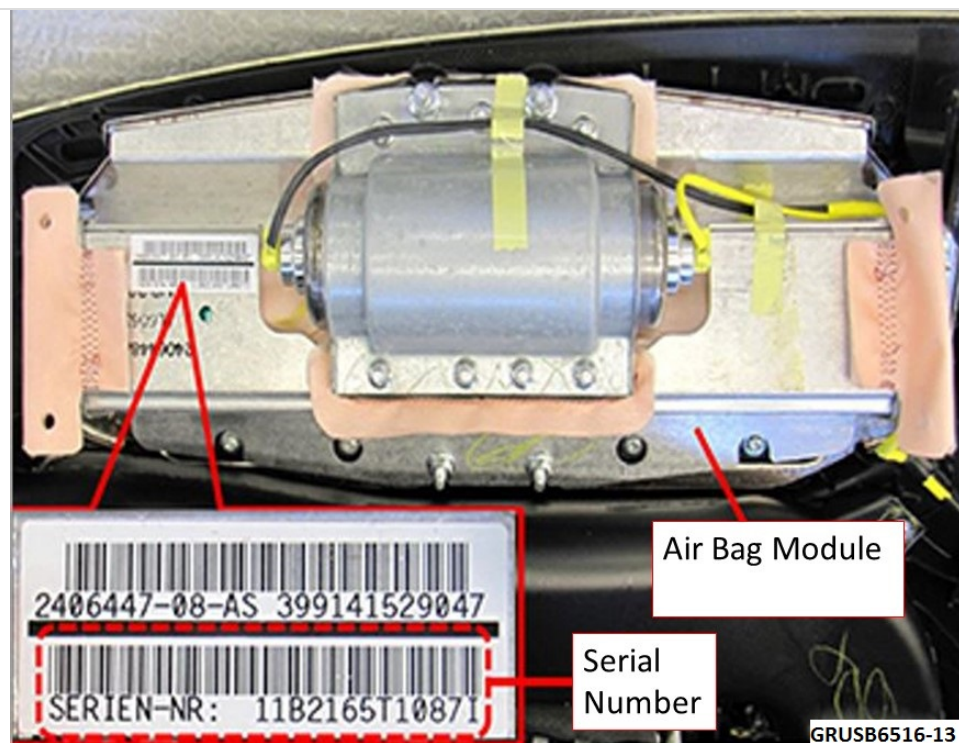
Please record exterior cosmetic condition of dashboard cover on the Repair Order prior to any repair.

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

- REP 72 12 000 – Removing and installing or replacing air bag module on passenger side

In addition to the repair instructions and to assist you in performing this repair, refer to a step by step video on how to remove the air bag from the vehicle.

Note: 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.



The dash cover and center console have sharp edges that can cut into the dashboard or seat during removal. Take precautions to prevent contact that can damage the interior.

Note: Please make sure the blower motor wiring is routed correctly behind the crash-pad prior to re-installation of the dashboard.

After installation of the air bag, if there are any noises during the road test:

- Check whether the dashboard is installed correctly. Indications of an installation problem include:
- Uneven gaps around the dashboard
- Excessive gaps
- Contact between the windscreen and dashboard.

PARTS INFORMATION

Please monitor the Parts Matrix and DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
72 12 6 995 901	Air Bag Passenger Front (Final Repair Part)	1
07 11 9 905 949	Hex Nut M6	8

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/EPC by VIN or model will result with

the wrong part being invoiced.

PARTS RETENTION

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, a DCSnet part return tag will be generated for the passenger's front air bag module with special handling instructions.

- Please DO NOT return these recalled air bag modules directly to Lightning Resources or the WPRC.

Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

Your center is responsible for following all rules and regulations that apply to shipping dangerous goods as described in the attachment.

A shipping procedure has been created for returning the replaced air bag modules directly to Takata. There is also a procedure available for "Bulk Shipping 15 or more air bag modules" at one time to Takata.

These procedures are contained in the "Part Return Program Instructions" and "Bulk Ship" PDF attachments to this bulletin; please read both of them. Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

SCTakataRestrains_International@XPO.com

The parts are to be packaged in the same packaging that the new part arrived in for shipment back to Takata.

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly)

WARRANTY INFORMATION

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

<u>Recall 16V-364</u>	Original Action	Production Dates
Defect Code:	0072680100	May 2006 – September 2011
Labor Operation:	Labor Allowance:	Description:
00 64 200	34 FRU	Replace the front passenger air bag module (Main work)
Or:		
00 65 680	32 FRU	Replace the front passenger air bag module (Plus work)
And, when applicable:		
00 65 892	2 FRU	Additional work for vehicles with the rear entertainment (DVD) system (SA 6FF)

To determine which defect code should be used for a specific VIN, please enter the VIN in to AIR (1), or use the key reader/ISPA Light application. Additionally, the defect code that applies to each VIN is displayed in the Warranty Vehicle Inquiry (2).

1. The defect code is listed under the title "campaign number"
2. The defect code is listed under the title "campaign code"

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 the serial number is missing from the warranty claim.

And, as applicable:

Alternative Mobility Solutions (AMS) Reimbursement

This Recall repair qualifies for Alternative Mobility Solution (AMS) expense reimbursement, please claim this 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.

Claimable AMS-related reimbursement items and allowances (at cost, no markup)

- Mass transit (Up to \$15.00);
- Taxi and livery services (Up to \$15.00);
- "On-demand" Phone app-based transportation services (Up to \$15.00); or
- Vehicle pickup/drop off service "to and/or from" a customer's home or business location (Up to \$25.00).

Please refer to SI B01 29 16 for additional information. Itemize this sublet amount on the repair order and in the claim comment section.

Reimbursement of Prior Customer-Pay Repairs (TREAD Act)

For this Safety Recall, prior repair reimbursement requests are not likely. Typically, a customer would have their air bag module replaced because it deployed as a result of an accident. In these cases, either an insurance company or the customer themselves pays for accident-related air bag module replacements. These cases are not covered by this recall and are not entitled to be reimbursed.

ATTACHMENTS

View PDF attachment **Takata_Overview_8_24_2017**

View PDF attachment **B650817_Recall Notice**.

View PDF attachment **B650817_16V-364_QA_11Sept2017**.

View PDF attachment **B650817_16V-364_Customer Letter final**.

View PDF attachment **REP 72 12 000**.

View PDF attachment **B650817_Parts_Return_Program_Instructions**.

View PDF attachment **B650817_Parts_Bulk_Ship_Return**.

Supporting Materials

[picture_as_pdf B651916_Parts_Return_Program_Instructions.pdf](#)

[picture_as_pdf B651916 Recall Notice.pdf](#)

[picture_as_pdf REP 72 12 000.pdf](#)

[picture_as_pdf 16V-364_QA_11Sept2017.pdf](#)

[picture_as_pdf 16V-364_Customer Letter final.pdf](#)

[picture_as_pdf B651916_Parts_Bulk_Ship_Return.pdf](#)

[picture_as_pdf Takata_Overview_8_24_2017.pdf](#)

Videos

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