



SIB 72 02 19

2019-07-14

RECALL 16V-747: EMERGENCY LOCKING RETRACTOR (ELR)

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.

Recall Campaign 16V-747: emergency locking retractor (ELR)

This Service Information bulletin replaces SI B72 02 19 **dated May 2019**

What's New (Specific text highlighted):

- Title
- Cause
- Correction
- Procedure
- Parts
- Warranty

Model

F10 (528i Sedan)	F48 (X1 Sports Activity Vehicle)
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Situation

Due to a supplier production issue, the Emergency Locking Retractor (ELR) of the driver safety belt may be out of specification.

Affected Vehicles

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective May 9, 2019) on certain Model Year 2016-2017 BMW 5 Series (F10) and X1 SAV (F48) vehicles that were produced from May 2016 through October 2016.

Approximately 7,383 vehicles are affected by this recall.

Affected vehicles show the campaign as Open when checked either in Warranty Vehicle Inquiry, AIR or ISPA Next and identified with the description:



Note: 0072060200 B720219 Recall: Emergency Locking Retractor (ELR).

Please utilize the Inventory Campaign Details under ROSS which shows all vehicles that have a Stop Sale in your inventory.

Cause

Due to an issue during supplier production, the Emergency Locking Retractor (ELR) of the driver safety belt may be out of specification.

Correction

Replace the Emergency Locking Retractor (ELR)/driver safety belt.

Procedure

Replace the front left safety belt; refer to **REP 72 11 033**.

A vehicle programming is required only in F10 with REMA safety belt.



Note that ISTA 4 will automatically reprogram and code all programmable control modules

that do not have the latest software.

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

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

Parts Information

F10 (528i)

Part Number	Description	Quantity
72 11 7 382 365	REMA upper seat belt, front left	1
AND		
07 14 9 148 299	M10x22 oval-head screw	2
AND		
41 00 7 243 852	M8x20 oval-head screw	1

F48 (X1)

Part Number	Description	Quantity
72 11 7 428 111	Upper seat belt, front left	1
AND		
07 14 9 148 299	M10x22 oval-head screw	1

Warranty Information

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

Defect Code:	0072060200	F10 F48 Replacing the front left seat belt
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Completion before the first vehicle delivery to a customer or the vehicle is already in the workshop.

Work Pkg	Labor Operation:	Labor Allowance:	Description (Plus work):
# 1	00 67 949	Refer to AIR	Replace the front left seat belt
Or:			

# 2	00 67 950	Refer to AIR	Replacing front left seat belt (REMA), programming and encoding control units (includes connecting an approved battery charger/power supply and performing a vehicle test)
Or:			
# 3	00 67 951	Refer to AIR	Replacing the front left seat belt (REMA), programming and encoding control units was performed in conjunction with another campaign or repair during the same workshop visit) (Plus work

Or:

The vehicle arrives at your center and this Recall Campaign shows open (No other Main work will be performed/claimed during this workshop visit)

Work Pkg	Labor Operation:	Labor Allowance:	Description (Main work):
# 4	00 67 334	Refer to AIR	Replace the front left seat belt
Or:			
# 5	00 67 335	Refer to AIR	Replacing front left seat belt (REMA), programming and encoding control units (includes connecting an approved battery charger/power supply and performing a vehicle test)
Or:			
# 6	00 67 336	Refer to AIR	Replacing the front left seat belt (REMA), programming and encoding control units was performed in conjunction with another campaign or repair during the same workshop visit) (Plus work

Refer to AIR for the corresponding flat rate unit (FRU) allowances.

Claim Repair Comments

Unless additional related/in conjunction work was required (not addressed and/or included in one of the options provided above), then only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and in the claim comments (For example: B72 02 19 WP 1).

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

During the same workshop visit, if a vehicle also requires another Technical Campaign or repair that also includes programming and encoding the control units, the programming procedure may only be invoiced one time.

The programming procedure automatically reprograms and encodes all vehicle control modules which do not have the latest software i-level. If one or more control module failures occur during this programming procedure:

Please claim this consequential control module-related repair work under the defect code listed in this bulletin with the applicable AIR labor operations.

Please explain this additional work (The why and what) on the repair order and in the claim comments section.

For control module failures that occurred prior to performing this programming procedure:

When covered under an applicable limited warranty, claim this control module-related repair work using the applicable defect code and labor operations (including diagnosis) in AIR.

And, as applicable:

Alternative Mobility Solution (AMS) for Vehicle Owners (RO and Claim Comments Required)

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

Please refer to SI B01 29 16 for additional information.

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

If your center is presented with a reimbursement request, BMW of North America, LLC will reimburse qualifying customer-pay repairs that were performed on affected vehicles **prior** to the release of this Recall Service Information bulletin.

If the customer previously paid for a qualifying repair, please proceed as applicable:

The customer arrives with an affected vehicle to your workshop

Perform the open Recall repair outlined in this bulletin, and
If the prior repair qualifies (see below), submit for both the Recall repair and the customer-pay reimbursement (Separate repair line items/separate defect codes).

Or:

The customer only presents your center with a customer-pay invoice for the prior repair

If the vehicle and the prior repair qualifies (see below), submit for the customer-pay reimbursement portion only.

Customer-pay Invoice Review and Reimbursement Procedure

Review and verify that the prior customer-pay invoice (BMW center or independent repair shop) contains a repair that was performed to address the issue described in this Recall Service Information bulletin.

If this prior repair qualifies, reimburse the customer (labor and parts).

Submit for this customer-paid repair expense under Defect Code **85 99 00 12 NA**, as follows:

Sublet Code 3

Dollar amount (with no markup)

Comment: Recall Campaign 16V-747: Emergency Locking Retractor (ELR) - Reimbursement for allowable expenses that relate to performing the prior qualifying customer-pay repair
Additionally, explain and itemize the claimed sublet amount on the repair and in the claim comments

Retain the original customer pay invoice in your files; this documentation may be requested by BMW during the claim review process.

Note: A repair performed on a non-affected vehicle or the diagnosis and repair of other unrelated issues do not qualify for reimbursement.

This claim submission for the prior customer-pay reimbursement, when it is submitted as outlined under Defect Code 85 99 00 12 NA, **will not close** the Open Safety Recall on the vehicle.

Supporting Materials

[picture as pdf B720219 Recall Notice.pdf](#)

[picture as pdf 16V-747-573-556-BMW-MINI-RR-FMVSS209-ELR-\(QA\) 9May2019 final.pdf](#)

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NON-COMPLIANCE RECALL NOTICE

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

RE: Recall 16V-747: Emergency Locking Retractor (ELR) - B72 02 19

BMW of North America, LLC is conducting a Voluntary Non-Compliance Recall (effective May 9, 2019) on certain Model Year 2016-2017 BMW 5 Series and X1 SAV vehicles that were produced from May 2016 through October 2016.

Owners will be notified by First Class mail about the Recall and will be instructed to bring their vehicles in for a free repair when parts are available.

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.

**Emergency Locking Retractor (ELR)
16V-747
Model Year 2016-2017
BMW – F48, F07, F10
MINI – F54, F55
Rolls-Royce – RR4
Federal Motor Vehicle Safety Standard (FMVSS) 208 and 209
*Last Updated 5/9/2019***

Q1. Which BMW Group models in the US are potentially affected by this issue?

Approximately 15,483 BMW Group models in the US, as noted below, are potentially affected.

Series	Model	Model Year	Approx. Volume	Production Dates
F48	X1 SAV	2016 - 2017	7,382	May 2016 – Oct 2016
F10	5 Series	2016	1	June 2, 2016
F54	Cooper Clubman	2016 - 2017	5,102	May 2016 – Sept 2016
F55	Cooper Hardtop 4-Dr	2016 - 2017	2,970	May 2016 – Sept 2016
RR4	Ghost	2017	28	Aug 2016 – Sept 2016

Q2. What is the specific issue?

Due to a supplier production issue, the Emergency Locking Retractor (ELR) of the driver safety belt may be out of specification. Therefore, it may not fully conform to a Federal Regulation (FMVSS 209 - Seat belt assemblies) as it slightly exceeds a performance requirement. The safety belt is also equipped with a secondary ELR that is fully functional.

Q3. What can happen as a result of this issue?

In a crash, the vehicle occupant may be in a slightly more forward position when the ELR activates which could increase the risk of injury. The safety belt is also equipped with a secondary ELR that is fully functional.

Q4. Why are other models not affected?

Other models have been produced with parts produced to specification.

Q5. Can I determine if this issue exists in my vehicle?

No.

Q6. How did BMW Group become aware of the issue?

BMW became aware of this issue through its quality control procedures.

Q7. Is BMW Group aware of any accidents or injuries associated with the issue?

No.

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Rolls-Royce – RR4
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Last Updated 5/9/2019

Q8. Can customers continue to drive their vehicles?

Yes. However, when you receive a letter requesting you to make an appointment to have this recall performed by an authorized BMW center, please do so as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q9. How will I be informed of this Recall?

You will receive a letter in July via First Class mail advising you of this recall. You will receive another letter when the recall is ready to be performed. At that time, you should immediately schedule an appointment with an authorized BMW center to have this recall performed. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

To ensure BMW has the most recent contact and vehicle information, owners should register their vehicle at www.bmwusa.com/myBMW. Registration is free, and will give them access to factory initiated campaigns and other information specific to their BMW.

Q10. How will my vehicle be repaired?

The driver's seatbelt will be replaced. The repair will be performed for **free** and can take up to one hour. Additional time may be required depending upon your BMW center's schedule.

Q11. Do I have to wait for my letter to have my vehicle serviced?

Yes. We are in the process of implementing this Non-Compliance Recall to ensure that the necessary parts, tools, and procedures are available, prior to contacting you to schedule your vehicle to have this Non-Compliance Recall performed. For the latest updates to this recall, please visit www.bmwusa.com/recall.