

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: 16V-832 Sensor Cluster Unit (B65 28 16)
Date: Friday, December 02, 2016 4:26:06 PM

Publish Date: December 02, 2016
From: Parts Logistics
Expiration Date: December 16, 2016

DCSnet Message
Important



Subject: **16V-832 Sensor Cluster Unit (B65 28 16)**

To: All BMW Parts and Service Managers

Re: 16V-832 Sensor Cluster Unit (B65 28 16)

Dear Parts and Service Managers,

A Service Information Bulletin has been posted involving F10 (5 Series) vehicles produced from May 2010 to September 2011. Approximately 91 vehicles are affected by this bulletin.

Vehicles have been flagged and will show as an "Open" recall when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or Key Reader. It will be identified with comment: **Recall B652816 Sensor Cluster Unit.**

The part number is currently blocked from dealer ordering due to the limited amount of vehicles involved.

Please enter an IDS Ticket order request if your VIN has the defect code.

These parts are non-returnable.

Thank you,
Parts Logistics

Attachments:
No Attachments No Attachments

Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, Service, All
BMW Passenger Cars, All Offerings, All Regions, All Areas, Parts, All





RECALL CAMPAIGN 16V-832: REPLACE SENSOR CLUSTER UNIT

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

F10 (5 Series Sedan)

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2011 vehicles.

UPDATE! BMW Customer Relations is contacting owners of affected vehicles via phone and First Class mail to recommend that they **do not continue to drive their vehicle** until the Recall has been completed.

Arrangements will be made to pick up the vehicle, and alternate transportation will be provided until parts are available. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

UPDATE! Approximately 91 vehicles are affected by this recall. Vehicles which are affected will show it as "Open" when checked either in the "Service Menu" of DCSnet (Dealer Communication System) or with the Key Reader.

They will be identified with the comment: **Recall B652816 Sensor Cluster Unit.**

AFFECTED VEHICLES

This Recall Campaign involves certain F10 (5 Series) produced from 5/2010 through 9/2011 which had a sensor cluster unit (SCU) replaced.

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

CAUSE

Sensor Cluster Unit (SCU) spare parts supplied through BMW NA and installed in a vehicle during a repair event may have been incorrectly programmed.

CORRECTION

Replace the Sensor Cluster Unit (SCU).

PROCEDURE

1. Perform vehicle test with ISTA.
2. Replace the Airbag Central Sensor following “REP 65 77 735 Removing and installing/replacing central sensor.”
 - Dispose of original mounting nuts.
 - Use the 2 new mounting nuts provided in the repair kit.
 - Torque mounting nuts to 8 NM

NOTE: Fault memory only has to be cleared if the airbag warning lamp does not go out following the repair.

PARTS INFORMATION

Please monitor the DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
65 77 6 995 527	Airbag central sensor repair kit – Includes sensor and two new mounting nuts	1

Note: The sensor removed from an affected vehicle must be held by your center, this part will be requested to be returned to the Warranty Parts Return Center.

WARRANTY INFORMATION

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

Defect Code:	0065950200	
Labor Operation:	Labor Allowance:	Description:
00 64 240	15 FRU (Auto Transmission)	Replace airbag central sensor (Main work)
Or:		
00 64 240	13 FRU (Manual Transmission)	Replace airbag central sensor (Main work)

TREAD Act Reimbursement - Qualifying Prior Customer-Pay Repairs

BMW of North America, LLC (“BMW NA”) will reimburse “qualifying consequential 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 consequential repair, please proceed as applicable:

A. 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) together.

Or:

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

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

Customer-Pay Invoice Review and Reimbursement Procedure

1. Review and verify that the previous 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.
2. If this prior repair qualifies, reimburse the customer (labor and parts).
3. 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 16V-832: Replace sensor cluster unit - Reimbursement for allowable expenses that relate to performing a prior qualifying customer-pay repair.
 - Itemize the sublet amount on the repair order and in the claim comments
4. 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.

The claim submission for the “customer-pay reimbursement” portion, when submitted as outlined above, **will not** close the “Open” Safety Recall on the vehicle.

ATTACHMENTS

View PDF attachment [B652816_Call_Script](#).

View PDF attachment [Recall Notice B652816](#).

View PDF attachment [REP6577735](#).

View PDF attachment [B652816_Q_A](#).

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SAFETY RECALL NOTICE

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

RE: Recall Campaign 16V-832: Replace Sensor Cluster Unit – B65 28 16

BMW Group is conducting a Voluntary Safety Recall (effective November 14, 2016) involving the Sensor Cluster Unit in certain F10 (5 Series Sedan).

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.

65 77 735

Removing and installing/replacing central sensor



Warning!

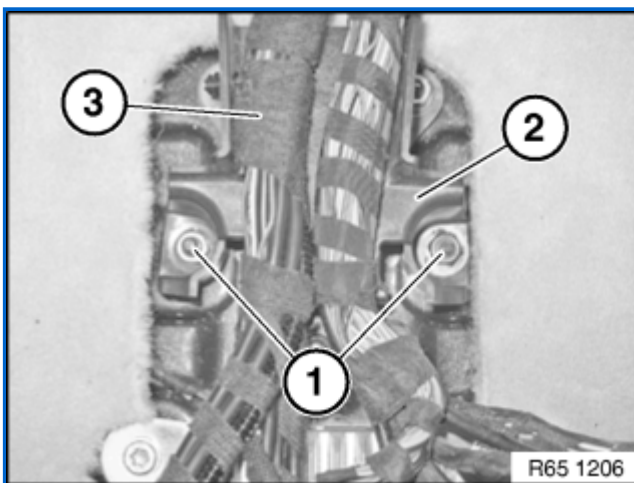
Note [airbag safety instructions!](#)

Incorrect handling can activate airbag and cause injury.



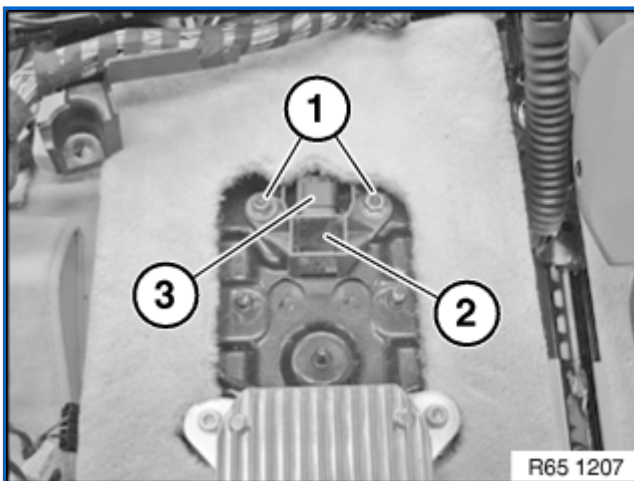
Necessary preliminary tasks:

- Clamp off [battery negative lead](#)
- Remove [complete centre console](#)



Unscrew nuts (1).

Remove holder (2) from centre console wiring harness (3).



Unscrew nuts (1).

Tightening torque [65 77 5AZ](#).

Remove sensor (2).

Unlock plug connection (3) and disconnect.

Installation:

Make sure sensor is mounted without play.

**Crash Sensor
Safety Recall 16V-832
Model Year 2011
BMW 5 Series
*Last Updated 12/2/2016***

Q1. Which BMW models in the US are potentially affected by this Safety Recall?

Approximately 91 Model Year 2011 BMW 5 Series in the US are potentially affected.

Q2. What is the specific issue?

This recall involves the crash sensor (sensor cluster unit - SCU) which may have been incorrectly programmed by the supplier, entered the spare parts supply chain, and installed in vehicles at dealers during service visits.

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

In a crash of sufficient severity, the driver and/or passenger air bags, safety belt pre-tensioners, and active head restraints may not activate, increasing the risk of injury.

Q4. Can I continue to drive my vehicle?

BMW recommends that you do not continue to drive your vehicle. If you are not the only driver of this vehicle, please advise all other drivers of this important information. Our recommendation is to speak with your local dealer to arrange for vehicle pick up and alternate transportation. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

Should you need to contact BMW Customer Relations, they can be reached at 1-800-525-7417. Outside of normal working hours, BMW Roadside Assistance can be reached at 1-800-332-4269. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

Q5. How did BMW become aware of this issue?

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

Q6. Why are other BMW vehicles not included in this Safety Recall?

Production vehicles were not affected because this issue only applies to the spare parts supply chain.

Q7. Can I determine if this issue exists in my vehicle?

No.

Q8. How will my vehicle be repaired?

The sensor cluster unit will be replaced.

Q9. Are parts for the recall available?

Yes.

**Crash Sensor
Safety Recall 16V-832
Model Year 2011
BMW 5 Series
*Last Updated 12/2/2016***

Q10. Is BMW aware of any accidents or injuries involving these BMW vehicles in the US associated with this Safety Recall?

No.

Q11. How will I be informed of this Safety Recall?

BMW Customer Relations is contacting owners of affected vehicles by phone and First Class mail ***to recommend that they do not continue to drive their vehicle*** until the Recall has been completed. Our recommendation is to speak with your local dealer to arrange for vehicle pick up and alternate transportation. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

Should you need to contact BMW Customer Relations, they can be reached at 1-800-525-7417. Outside of normal working hours, BMW Roadside Assistance can be reached at 1-800-332-4269. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

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, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

Q12. How long will the repair take?

This repair will take approximately 3 hours; 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.

Q13. Do I have to wait for my letter in order to have my vehicle serviced?

No.

BMW recommends that you do not continue to drive your vehicle. If you are not the only driver of this vehicle, please advise all other drivers of this important information. Our recommendation is to speak with your local dealer to arrange for vehicle pick up and alternate transportation. You can locate your nearest authorized BMW center at www.bmwusa.com/dealer.

Should you need to contact BMW Customer Relations, they can be reached at 1-800-525-7417. Outside of normal working hours, BMW Roadside Assistance can be reached at 1-800-332-4269. Owners will be contacted again when their vehicle has been repaired and is ready for pick-up.

Q14. I see the "TREAD Act Customer Reimbursement Plan" attached to my letter. Can you explain what that is about? Am I eligible for reimbursement?

If you have already had this repair performed at your own expense, you may be eligible for reimbursement of certain expenses that you incurred.

TELEPHONE SCRIPT: OUTBOUND CALLS TO CUSTOMERS

Safety Recall 16V-832, Model Year 2011, BMW 5 Series B65 28 16

Hello (customer name). My name is _____. I am an Executive Customer Care Representative with the corporate offices of BMW of North America. I'm calling you today concerning a safety recall for your **(YEAR, BMW, MODEL)**. Do you have a few moments to speak with me?

Customer has time to speak

- "Great. Thank you! I am calling to inform you that we will be announcing a recall for certain model year 2011 BMW 5 Series vehicles. Through our quality control procedures, we discovered that the crash sensor, also known as the sensor cluster unit or SCU, may have been incorrectly programmed by the supplier and installed in your vehicle.
- Since your vehicle has been identified as potentially affected, we wanted you to be aware.
- We advise that you stop driving your vehicle and advise that no one else drive your vehicle until the recall can be completed.
- I would like to assist you in arranging for your authorized BMW center to inspect the vehicle and replace the sensor cluster unit, at no charge to you.
- I can transfer you to BMW Roadside Assistance so that we can have your vehicle taken to your preferred authorized BMW center. Or, I can give you the telephone number so that you can schedule when you would like to have your vehicle picked up.
 - Rep would call Roadside with the customer on the phone (usually via transfer) go through the IVR 800-332-4269: Option 1, Option 1, Option 1. Provide name and VIN to RSA rep and warm transfer the customer.
 - **OR** provide customer with RSA # 1-800-332-4269.
- If needed, I can also facilitate a loaner and/or rental vehicle with your authorized BMW center if you require alternate transportation.
- May I ask where your vehicle is at this time?
- Which BMW center do you prefer?
- For your information, you will be receiving a letter via First-Class Mail regarding this recall.
- We apologize for any inconvenience and thank you for your understanding.

Customer does NOT have time to speak:

- "I understand. I do have some very important information to share with you regarding a safety recall for your BMW. We advise that you stop driving your vehicle and advise that no one else drive your vehicle until the recall can be completed.

Is there a more convenient time that I can call you back?

Or....

I'd like to provide you with my contact information so that you can call me back at your earliest convenience." (Provide contact info.)