

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: 16V-364 Passenger's Front Airbag Module SIB 65 19 16
Date: Tuesday, October 11, 2016 10:51:00 AM

Publish Date: October 11, 2016
From: Parts Logistics
Expiration Date: October 25, 2016

DCSnet Message
Important



Subject: 16V-364 Passenger's Front Airbag Module SIB 65 19 16

To: All BMW Parts and Service Managers

Re: 16V-364 Passenger's Front Airbag Module SIB 65 19 16

Dear Parts and Service Managers,

A Service Information Bulletin has been updated involving X5 (E70 incl. Diesel) and X6 (E71 incl. M and E72 active hybrid) produced between May 2006 and September 2011. Approximately 98,000 vehicles may be affected by this SIB.

Remedy available in spring 2017.

Last week we started shipping some air bags to you for our Customers in loaner cars and Dealer cars. Now that the additional nuts have arrived, we will enter those orders today.

Please note the VIN in the PO and only use these parts on those vehicles.

Please review SIB 65 19 16 in its entirety for more information.

Thank you,
Parts Logistics

Attachments:

 [B651916_5\[817ff31e\].pdf](#)  [B651916_5\[817ff31e\].pdf](#)

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



Service Information

Page 1 of 4

October 2016

Technical Service

Audio, Navigation, Monitors,
Alarms, SRS

B65 19 16

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.

This Service Information bulletin Replaces SI B65 19 16 **dated June 2016**

New information provided by this revision is preceded by this symbol 

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

MODEL

| | | | |
|----------|-----------------|------------------|------------------------|
| E70 (X5) | E70 (X5 diesel) | E71 (X6 incl. M) | E72 (X6 active hybrid) |
|----------|-----------------|------------------|------------------------|

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. These vehicles, covering model years 2007 to 2011 have been part of earlier Takata-related air bag recalls for the driver's front air bag (recall 16V-071). Therefore, these vehicles will now need both driver and passenger air bags.

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

All customers were sent an interim letter in July informing them that their vehicle is affected by this recall. To assist you with customer concerns, please reference the attached Q&A that will be updated as information becomes available.

AFFECTED VEHICLES

Approximately 98,000 vehicles may be affected. These vehicles will be displayed in Warranty Vehicle Inquiry, AIR, ISPA Next and key reader under "open" with the description: Recall B651916 See Vehicle Comments. In vehicle comments it will read: Remedy available in spring 2017. This will assist you in identifying the vehicles affected by this recall.

| Series | Model | Model Year | Approx. Volume | Production Dates |
|--------|------------------|-------------|----------------|----------------------|
| E70 | X5 SAV (incl. M) | 2007 – 2011 | 79,055 | May 2006 – Aug 2011 |
| E70 | X5 SAV (diesel) | 2009 – 2011 | 8,668 | Mar 2008 – Sept 2011 |

| | | | | |
|-----|---------------------|-------------|-------|----------------------|
| E71 | X6 SAC (incl. M) | 2008 – 2011 | 9,800 | Jul 2007 – Mar 2011 |
| E72 | X6 SAC ActiveHybrid | 2010 – 2011 | 215 | Mar 2009 – Sept 2011 |

CORRECTION **UPDATE!**

Replace the passenger's front air bag assembly.

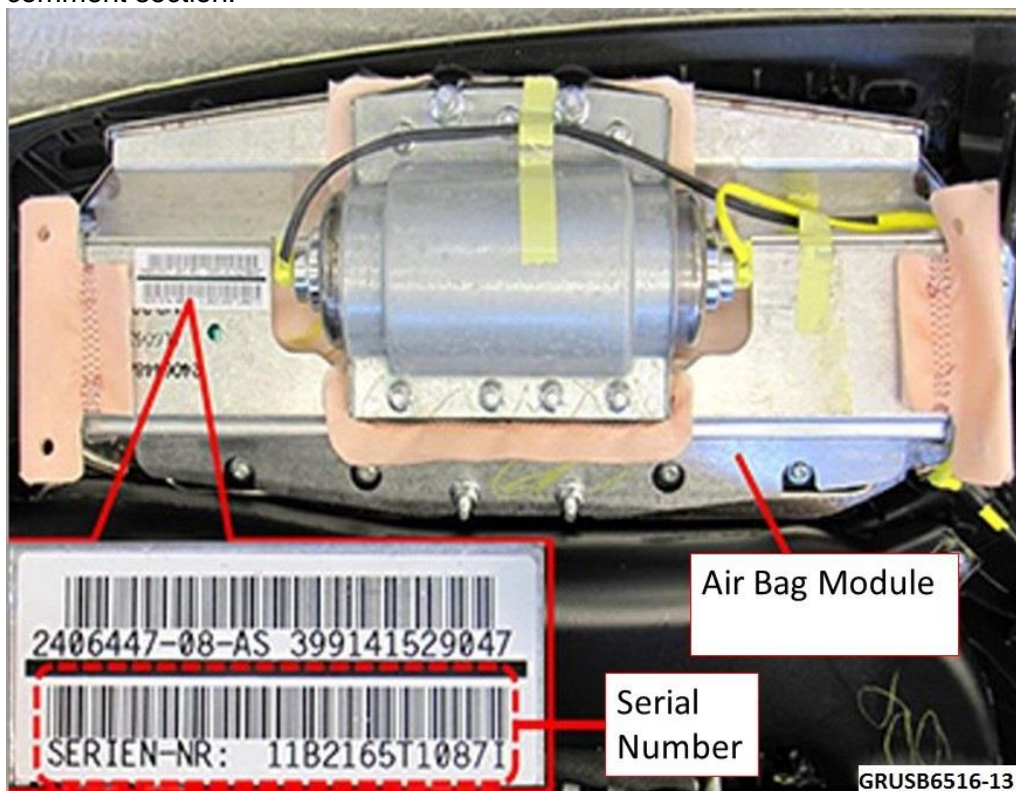
PROCEDURE **UPDATE!**

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

UPDATE! 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.



UPDATE! 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.

UPDATE! After installation of the airbag, if there are any noises during the road test:

- **UPDATE!** Check whether the dashboard is installed correctly. Indications of an installation problem include: Uneven gaps around the dashboard, excessive gaps, and contact between the windshield and dashboard.
- **UPDATE!** Follow Non Electrical Diagnosis (NED) Test Plan to repair the noise(s). The NED test plan can be found under the Function Structure tab, 03 Body, 01 Noise, Instrument board and center console interference noise: ABL-DIT-B65116_E70MECH1

This test plan will show different countermeasures for noise(s) based on the location of the noise.

PARTS INFORMATION **UPDATE!**

Please monitor the DCS messages for the parts ordering procedure.

| Part Number | Description | Quantity |
|-----------------|-------------------------|----------|
| 72 12 9 141 529 | Air Bag Passenger Front | 1 |
| 07 11 9 905 949 | Hex Hut M6 | 8 |

PARTS RETENTION **UPDATE!**

The parts replaced and submitted through this Recall claim entry 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.

A DCSnet part return tag will be generated for the passenger's front air bag module with special handling instructions. Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

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.

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

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


Please **do not** return these Technical Campaign air bag modules to the:

- Warranty Parts Return Center (WPRC) or to the
- Recycling/disposal vendors listed in the Warranty Policy and Procedures Manual, Section 6.

WARRANTY INFORMATION

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

| | | |
|-------------------------|-------------------------|---|
| Defect Code: | 00 72 68 01 00 | |
| | | |
| Labor Operation: | Labor Allowance: | Description: |
| 00 64 200 | 34 FRU | Replace the front passenger airbag module (Main work) |

 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.

Prior Customer-Pay Repairs (TREAD Act)

With this Technical Campaign, a prior repair reimbursement is not likely. Typically, a customer would have their passenger'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.

In the case where the customer paid for the replacement of his/her passenger's front air bag module to address the issue described in this Recall bulletin, please reimburse the customer-paid repair expense as follows:

Defect Code: 85 99 00 12 NA

- Sublet Code 3
- Dollar amount (with no markup)
- Comment: Reimbursement for allowable expenses related to the previous customer-pay repair
- Please detail and itemize the claimed sublet on the repair order and in the claim comment section.

Retain the "original" customer-pay invoice in your files.