

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: 16V-683 Driver's Front Airbag Module SIB 65 22 16
Date: Tuesday, October 11, 2016 3:24:25 PM

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

DCSnet Message
Important



Subject: **16V-683 Driver's Front Airbag Module SIB 65 22 16**

To: All BMW Parts and Service Managers

Re: 16V-683 Driver's Front Airbag Module SIB 65 22 16

Dear Parts and Service Managers,

A Service Information Bulletin has been updated involving X3 (F25), X4 (F26) and X5 (F15) produced between 2014 and 2015. 3,606 vehicles are affected by this SIB.

All customers will be contacted via phone over the next few weeks by our Customer Relations Department and Dealer Product Services (DPS). The calls will be based on parts availability. Calls are being made to inform customers that their vehicle is affected by this recall and to assist the customer with making an appointment for the repair. In addition to the call campaign we will mail customer letters in early November. The call script is attached for your convenience.

Parts will be ordered and shipped to your Dealership prior to the scheduled appointment mentioned above. Please only use the part for the VIN listed in the PO.

We will update the Parts Matrix on Monday and an updated DCS will go out in November for the parts ordering procedure.

Thank you,
Parts Logistics

Attachments: [B652216_Telephone_Script\[818045c2\].pdf](#)
 [B652216_4\[818045c1\].pdf](#)
 [B652216_Telephone_Script\[818045c2\].pdf](#)
 [B652216_4\[818045c1\].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

Audio, Navigation, Monitors,
Alarms, SRS

B65 22 16

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October 2016

Technical Service

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 supersedes SI B65 22 16 dated **September 2016**.

New information provided by this revision is preceded by this symbol

RECALL CAMPAIGN 16V-683: DRIVER'S AIR BAG MODULE **F15 F25 F26**

MODEL

F15 (X5)	F25 (X3)	F26 (X4)	
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SITUATION

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2014 – 2015 vehicles. This involves the replacement of the driver's air bag module.

AFFECTED VEHICLES

This Recall Campaign involves 3,606 Model Year 2014-2015 Sport Activity Vehicles (SAV) X3, X4, X5.

All customers will be contacted via phone over the next few weeks by our Customer Relations Department and Dealer Product Services (DPS). The calls will be based on parts availability. Calls are being made to inform customers that their vehicle is affected by this recall and to assist the customer with making an appointment for the repair. In addition to the call campaign we will mail customer letters in early November. The call script is attached for your convenience.

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

Due to a supplier production error, inflators were incorrectly welded. This issue is related to supplier production process and not to the propellant.

CORRECTION

Replace the driver's air bag module.

PROCEDURE UPDATE!

Please record exterior cosmetic condition of air bag cover and steering wheel on the Repair Order prior to any repair.

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

- REP 32 34 020 – Removing and installing/replacing air bag unit
- REP 32 34 030 – Removing and installing/replacing air bag unit (sports steering wheel)
- REP 32 34 030 – Removing and installing/replacing air bag unit (M sports steering wheel)



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.

PARTS INFORMATION UPDATE!

Please monitor the DCS messages for the parts ordering procedure.

Part Number	Description	Quantity
32 30 6 799 612	Air bag module, driver side sport for vehicles F25 / F26 with engine N55 / N57T / B47O	1
32 30 6 859 518	Air bag module, driver side sport for vehicles F25 / F26 with engine N20 / N47T	1
32 30 6 865 360	Air bag module, driver side sport for F15 vehicles with engine N57T	1
32 30 6 868 412	Air bag module driver's side base for F15 vehicles	1
32 30 6 868 413	Air bag module, driver side sport for F15 vehicles with option 255 SPORTS LEATHER STEERING WHEEL	1

PARTS RETENTION

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 driver'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 32 44 02 00	
Labor Operation:	Labor Allowance:	Description:
00 64 203	5 FRU	Replace Driver Air Bag

 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 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.

In the case where the customer paid for the replacement of his/her driver'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.

[Telephone Script, live call]

NOTE: DPS will starting calling customers when BMW has a steady parts supply. DPS will have an active VIN list of list of vehicles that have not had the recall performed. They will call the customer and ask them if they can assist in scheduling an appointment.

Hello, may I speak with <Customer Name>?

Hello, this is <First & Last Name> from <BMW Center Name>. I'm calling to speak with <Customer Name>. I have an urgent message regarding the Takata Driver's Air Bag module. Our records indicate your BMW <Model> is affected by this recall. Do you have a few moments to speak with me?

Customer has time to speak

- Great. Thank you! I am calling with information regarding the letter you received regarding this recall. I would like to offer my personal assistance in scheduling a service appointment at your preferred BMW center to have your vehicle's airbag replaced free of charge. This repair should take approximately one hour; however, additional time may be required depending on the BMW center's schedule.
- Which BMW center do you prefer?
- Great, thank you. Would you like to wait at (NAME OF CENTER) while your vehicle is being serviced?

IF CUSTOMER CANNOT WAIT: Offer assistance in securing rental/loaner.

- I'd also like to let you know that you will be receiving a letter in via First-Class Mail advising you of this recall.
- Thank you for your time. If you have any questions, please call <name > at <000-000-0000>.

Customer does NOT have time to speak:

I understand. I do have important information to share with you regarding this important safety recall for your BMW. Is there a more convenient time that I can call you back?

NOTE: If customer has questions about the recall, refer to the attached Q&A.

Script - voice mail/answering machine:

This message is for <Customer Name>. My name is <First & Last Name> from <BMW Center> I am calling about an important safety recall regarding the replacement of the driver's air bag module on your BMW <Model>. It is urgent that you call us as soon as possible regarding this recall. Please call us back at <000-000-0000>. Again, this is <First & Last Name> from <BMW Center> and our number is <000-000-0000>.