

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: Recall 16V-832: Replace Sensor Cluster Unit
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From: Technical Service
Expiration Date: December 02, 2016

DCSnet Message
Urgent



Subject: Recall 16V-832: Replace Sensor Cluster Unit

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2011 to replace the sensor cluster unit.

There are approximately 91 vehicles affected: F10 (5 Series Sedan).

Attached is Service Information bulletin B65 28 16, VIN list, call script, Q&A and recall notice for more details. These attachments contain important information, therefore, please be sure to read all the attachments in their entirety.

You will be updated when additional information becomes available.

Sincerely,

Technical Service

Attachments:



Recipients: BMW Passenger Cars, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel



SI B65 28 16
Audio, Navigation, Monitors, Alarms, SRS

November 2016
Technical Service

RECALL CAMPAIGN 16V-XXX: REPLACE SENSOR CLUSTER UNIT

MODEL

F10 (5 Series Sedan)

SITUATION

BMW AG is conducting a Voluntary Safety Recall involving certain Model Year 2011 vehicles. This recall involves the Sensor Cluster Unit (SCU) which may have been incorrectly programmed by the supplier, entered the spare parts supply chain, and installed in a vehicle at a dealer during a repair event.

UPDATE! BMW Customer Relations is contacting owners of affected vehicles via phone on Monday, November 21, 2016 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**. Currently, 43 VINs have been confirmed.

This bulletin will be updated with repair instructions, and parts and warranty information when it becomes available.

ATTACHMENTS

View PDF attachment [B652816 VIN List](#).

View PDF attachment [B652816 Call Script](#).

View PDF attachment [B652816 Q&A](#).

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

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SAFETY RECALL NOTICE

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

RE: Recall Campaign 16V-XXX: 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.

B65 28 16 VIN List

C606001	C805510	C267864	C750815
C608243	C805906	C745061	C750830
C673354	C876862	C749390	C786326
C778292	DV58104	C786348	C879225
C784831	C608830	C873564	C876752
C271378	C673302	C877183	DU53517
C746606	C742111	DE81764	C600336
C751262	C743218	DW02397	C600668
C786211	C800875	C750604	C601080
C805043	C757457	C803599	C601304
C743034	C742573	C672576	

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.)

**Crash Sensor
Safety Recall 16V-832
Model Year 2011
BMW 5 Series
*Last Updated 11/18/2016***

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. When are the parts for the recall expected to be available?

Parts are expected to be available in December.

**Crash Sensor
Safety Recall 16V-832
Model Year 2011
BMW 5 Series
*Last Updated 11/18/2016***

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.