

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: Delivery Stop & Recall 17V-XXX: Check and Replace Instrument Panel
Date: Monday, April 03, 2017 5:09:21 PM

Publish Date: April 03, 2017
From: Technical Service
Expiration Date: April 17, 2017

DCSnet Message
Urgent



Subject: Delivery Stop & Recall 17V-XXX: Check and Replace Instrument Panel

BMW AG is conducting a Voluntary Safety Recall on Model Year 2016 - 2017 BMW X1 SAV vehicles involving the instrument panel.

Attached is Service Information bulletin B51 17 17, Recall Notice and Q&A for more details.

The bulletin will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments: [B511717_Recall_Notice\[81928503\].pdf](#)
 [B511717_QandA_MY16-17_F48_Instrument_Panel\[81928502\].pdf](#)
 [B511717\[81928501\].pdf](#) [B511717_Recall_Notice\[81928503\].pdf](#)
 [B511717_QandA_MY16-17_F48_Instrument_Panel\[81928502\].pdf](#)
 [B511717\[81928501\].pdf](#)

Recipients: BMW SAV (Light Trucks), All Offerings, All Regions, All Areas, All Departments, All Personnel
BMW Passenger Cars, CC-All, CC-All
BMW Passenger Cars, All Offerings, All Regions, All Areas, All Departments, All Personnel





DELIVERY STOP & RECALL 17V-XXX: CHECK AND REPLACE INSTRUMENT PANEL

MODEL

F48 (X1 SAV)

SITUATION

BMW AG is conducting a Voluntary Safety Recall on Model Year 2016 - 2017 BMW X1 SAV vehicles involving the instrument panel.

The instrument panel may not have been produced to specifications by the supplier. Therefore, the passenger's front air bag may not deploy as intended.

Approximately 16,861 vehicles are affected by this recall.

Vehicles in dealer inventory are affected by this recall/stop. Vehicles which are affected will show the campaign as "Open" when checked either in AIR or ISPA Next. Once the Warranty Vehicle Inquiry system is updated on Tuesday, April 4, 2017, it will display the same information. The affected vehicles will be identified with the comment:

STOP011963 B511717 Recall: Do not retail or deliver.

We will be sending affected VINs in your inventory to the DCSnet "To Do List". As a reminder, we are including VINs that have been retailed as a Service Loaner or Sales Demo. Please note that we are only looking at the 1st retail between the dates June 2016 – April 2017.

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

Q&A has been attached for further information.

ATTACHMENTS

View PDF attachment [B511717 QandA MY16-17 F48 Instrument Panel.](#)

View PDF attachment [B511717 Recall Notice.](#)

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SAFETY RECALL NOTICE

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

RE: Delivery Stop & Recall 17V-XXX: Check and Replace Instrument Panel B51 17 17

BMW Group is conducting a Voluntary Safety Recall (effective April 3, 2017) on Model Year 2016 – 2017 BMW X1 SAV vehicles involving the instrument panel.

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.

**Instrument Panel – Passenger Front Air Bag
Safety Recall 17V-xxx
Model Year 2016-2017
BMW X1 SAV
*Last Updated 04/03/2017***

Note to Customer Relations & authorized BMW centers: This is an expansion of 17V-062 from January in which only four (4) vehicles at dealers were affected.

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

Approximately 16,800 Model Year 2016-2017 BMW X1 SAVs in the US, produced between June 2016 and February 2017, are potentially affected.

Q2. What is the specific issue?

This safety recall involves the instrument panel which was not produced to specifications by the supplier. If an accident were to occur in which deployment of the passenger front air bag was necessary, then air bag deployment may be impaired.

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

If deployment of the passenger front air bag was impaired, then insufficient restraint could be provided to the front passenger, increasing the risk of injury.

Q4. How did BMW Group become aware of this issue?

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

Q5. Why are other BMW Group vehicles not included in this Safety Recall?

Other vehicles were manufactured with instrument panels produced to specifications by the supplier.

Q6. Can I determine if this issue exists in my vehicle?

No.

Q7. Can I continue to drive my vehicle?

Yes. However, when you receive a letter asking you 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.

Q8. How will my vehicle be repaired?

The instrument panel will be inspected and, if necessary, replaced.

Q9. Is BMW Group aware of any accidents, injuries, or fires involving these BMW Group vehicles associated with this Safety Recall?

No.

**Instrument Panel – Passenger Front Air Bag
Safety Recall 17V-xxx
Model Year 2016-2017
BMW X1 SAV
*Last Updated 04/03/2017***

Q10. How will I be informed of this Safety Recall?

You will receive a letter in May via First Class mail advising you of this recall. You will receive another letter when parts become available. 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 your most recent contact and vehicle information, please register your vehicle at www.bmwusa.com/myBMW. Registration is free, and will give you access to factory initiated campaigns and other information specific to your BMW.

Q11. How long will the repair take?

This repair may take several 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.

Q12. Do I have to wait for my letter in order to have my vehicle serviced?

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