

From: Broadcast Messaging System
To: [DL-BMS Message Monitors](#)
Subject: Delivery Stop & Recall 17V-XXX: ARC Passenger Front Air Bag
Date: Tuesday, March 14, 2017 4:53:52 PM

Publish Date: March 14, 2017
From: Technical Service
Expiration Date: March 28, 2017

DCSnet Message
Urgent



Subject: **Delivery Stop & Recall 17V-XXX: ARC Passenger Front Air Bag**




BMW AG is conducting a Voluntary Safety Recall on certain Model Year 2017 BMW X5's involving certain passenger front air bags from supplier ARC.

Attached is Service Information bulletin B72 03 17 and Recall Notice for more details.

You will be updated when additional information becomes available.

Sincerely,
Technical Service

Attachments:

-  [B720317_VIN_List\[8190e845\].pdf](#)
-  [B720317_Recall_Notice\[8190e844\].pdf](#)
-  [B720317\[8190e843\].pdf](#)
-  [B720317_170314_QandA_MY17_F15_ARC_FrontPassAirBag\[8190d626\].pdf](#)
-  [B720317_VIN_List\[8190e845\].pdf](#)
-  [B720317_Recall_Notice\[8190e844\].pdf](#)
-  [B720317\[8190e843\].pdf](#)
-  [B720317_170314_QandA_MY17_F15_ARC_FrontPassAirBag\[8190d626\].pdf](#)

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



SI B72 03 17
Safety Belts and Accessories (Body)

March 2017
Technical Service

DELIVERY STOP & RECALL 17V-XXX: ARC PASSENGER FRONT AIR BAG

MODEL

F15 (X5 SAV)

SITUATION

BMW AG is conducting a Voluntary Safety Recall on certain Model Year 2017 BMW X5's involving certain passenger front air bags from supplier ARC where the gas flow could be impaired during inflator deployment.

Approximately 44 vehicles are affected by this recall. Customer Relations will begin to reach out to customers for vehicles that appear to be already delivered.

Vehicles in dealer inventory are affected by this recall and delivery 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 Wednesday, March 15, 2017, it will display the same information. The affected vehicles will be identified with the campaign description:

STOP012126 Recall B720317 No action at this time

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

A Q&A has been attached for further information.

ATTACHMENTS

View PDF attachment [B720317 Recall Notice](#).

View PDF attachment [B720317 VIN List](#).

View PDF attachment [B720317 170314 QandA MY17 F15 ARC FrontPassAirBag](#).

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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: ARC Passenger Front Air Bag B72 03 17

BMW AG is conducting a Voluntary Safety Recall (effective March 14, 2017) on certain Model Year 2017 BMW X5's involving certain air bags from supplier ARC.

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.

**Passenger Front Air Bag – (ARC Inflator)
Safety Recall 17V-xxx
Model Year 2017
BMW X5 SAV
*Last Updated 03/14/2017***

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

Approximately 44 Model Year 2017 BMW X5 SAVs, produced in February 2017, are potentially affected.

Q2. What is the specific issue?

This safety recall involves certain passenger front air bags from inflator supplier ARC which may not have been produced to specifications.

Q2a. Is this issue related to Takata Air Bags?

No.

Q2b. Which specific air bag is affected on my vehicle?

The passenger front air bag is potentially affected.

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

This safety recall involves the passenger front air bag, from inflator supplier ARC, which may not have been produced to specifications. If the air bag was not produced to specifications, then excessive internal pressure could occur upon air bag deployment, potentially causing the inflator to rupture, and increasing the risk of an injurious or fatal occurrence.

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 equipped with passenger front air bags that were produced to specifications.

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 phone call (and a follow-up 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 passenger front air bag will be replaced.

**Passenger Front Air Bag – (ARC Inflator)
Safety Recall 17V-xxx
Model Year 2017
BMW X5 SAV
*Last Updated 03/14/2017***

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

No.

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

You will receive a phone call (and a follow-up letter via First Class mail) in March advising you of this recall and to 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?

Owners are being contacted by phone (and follow-up letter) to schedule an appointment. 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.