



SIB 65 02 17

2020-07-02

RECALL 17V-047: DRIVER'S FRONT AIR BAG MODULE - PRIOR PARTS REPLACEMENT

This Service Information Bulletin (Revision 4) replaces SI B65 02 17 **dated March 2020**.

What's New (Specific text highlighted):

- Parts Retention and return updated
- Warranty Information updated

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.

For centers that qualify, this Recall repair is eligible to be performed via Mobile Assistance.

MODEL

E39 (5 Series Sedan)	E46 (3 Series Sedan)	E53 (X5 Sports Activity Vehicle)
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Model Year 2000- 2003

E46- All steering wheel variants

E39 / E53- Only steering wheel variants Sport and M Sport (option codes/SA 0255 or 0710)

SITUATION

BMW AG is conducting a Voluntary Safety Recall on certain E39, E46 and E53 vehicles, involving the driver's front air bag module. **This recall campaign involves the Takata PSDI-4 inflator which entered the spare parts supply chain, and may have been installed in vehicles during service or repair events**

All customers affected by this Recall were sent final repair letters in March 2017 to inform them that their vehicle is affected. To assist you with customer concerns, please reference the attached Q&A that will be updated as information becomes available.

AFFECTED VEHICLES

This Recall Campaign involves a total vehicle population of approximately 230,000 vehicles from Model Year 2000 thru 2003. The number of potentially affected vehicles is much smaller and we expect only around 2% of these vehicles will require parts replacement.

Vehicles in dealer inventory are affected by this recall/stop. 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.

Affected vehicles may have received a Takata PSDI-4 driver front air bag as a replacement part even though the affected vehicles were NOT produced with Takata air bags. The replacement Takata air bag part is "backwards compatible" with the original non-Takata air bag. The air bag will be checked on all affected vehicles and replaced if necessary.

CAUSE

Due to a supplier production error, certain air bags from supplier Takata may not have been produced to specifications.

CORRECTION

Check the driver's air bag and if necessary, replace it.

PROCEDURE

1. Remove the driver's air bag in accordance with repair instructions **REP 32 34 020** "Removing and installing/replacing air bag units".
2. Check the label on the back of the driver's air bag.

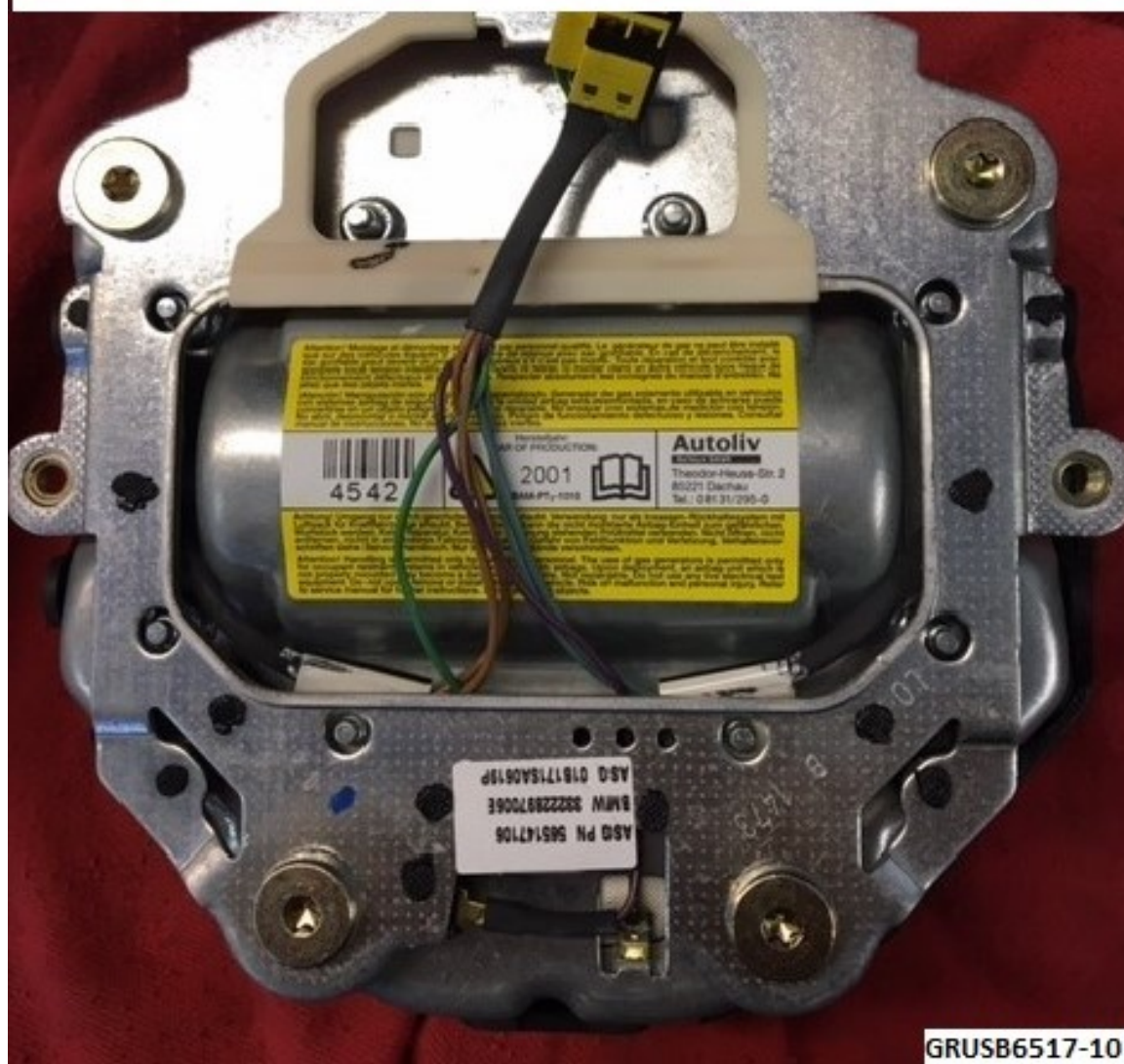
Is the label yellow with a white number sticker with printed serial number **BAM XXX - 1085** (as shown below) printed below the bar code?



YES- replace air bag per the attached procedure.



DO NOT REPLACE



NO - the driver's air bag is not affected.

Air bags from other manufacturers (non-Takata), or Takata air bags with different chemical compositions (white label) are not affected by this recall and **DO NOT** need to be replaced.

Reinstall the driver's air bag.

Note: 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

Note: Only request and invoice the applicable part number specified and listed in this Service Information bulletin.

Performing a part number look-up in ETK by VIN or model will result with the wrong part(s) being invoiced and installed.

Part Number	Description	Quantity
32 30 6 877 590	Impact plate, air bag sports steering wheel or M sports steering wheel (SA0255 or SA0710)	1
OR		
32 30 6 877 591	Impact pad for the air bag on the basic steering wheel without multifunction	1
OR		
32 30 6 877 592	Impact plate, air bag standard steering wheel with multifunction (SA0249) – not for sports steering wheel or M sports steering wheel	1

PARTS RETENTION AND RETURN

Recalled parts that are removed from BMW vehicles cannot be used for resale!

The parts replaced to perform and submit for this Recall repair procedure are the property of BMW NA (BMW of North America). 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.

Upon claim payment, a DCSnet part return tag will be generated for the driver's front air bag module with special handling instructions.

- Please DO NOT return these recalled air bag modules directly to the WPRC (Warranty Parts Return Center).

Inflatable air bags are classified as dangerous goods by the Department of Transportation (DOT) and require special preparation, packing and labeling for transport.

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

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. Effective immediately, please use the following email address when scheduling bulk shipment returns to Takata:

- Scfieldaction.14305@xpo.com

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

The returns pickup schedule has been changed from weekly to every two weeks (bi-weekly).

Any parts not received within the 60 day part submission timeline may be subject to a claim debit.

Parts returned to warranty for this recall that are not manufactured by 'Takata', and don't have the **YELLOW label** as noted above will be debited.

WHITE label Takata gas generators contain a different chemical composition and are NOT part of this recall.

WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the applicable work package information below, and when applicable, the part number listed above that applies:

Defect Code:	0032480200	E39 E46 E53 checking and if necessary replacing the driver's airbag (replacement parts)	
:			
Work Pkg	Labor Operation	Description (Main work)	Labor Allowance
# 1	00 64 290	Checking the driver-side front air bag (No repair is necessary)	5 FRU
Or:			
# 2	00 64 291	Check and replace the driver-side front air bag	5 FRU

Only one of the flat rate labor operation codes listed above can be used for claim submission/reimbursement purposes. Also, only one Main work flat rate labor operation code can be claimed per workshop visit.

Claim Repair Comments-

Only reference the SIB number and the work package (Pkg) number performed in the RO technician notes and the claim comments (For example: B65 02 17 WP 1), unless otherwise required by State law.

Note: 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.

Mobile Assistance – Off-Site Repair

For centers that qualify, this Recall repair is eligible to be performed and submitted as a Mobile Assistance “Off-Site” Repair which includes an additional labor allowance.

Qualifying BMW centers are those that currently own and operate a Mobile Assistance Program vehicle. Other centers that may qualify are those who have officially registered their interest in conducting mobile service and mobile assistance work for the BMW Roadside Assistance Program.

If you have not already registered, please send an email with contact information to roadside.assistance@bmwna.com.

Additional information can be found in the Mobile Assistance program guide in CenterNet, it is located under the Customer Relations menu.

Claim - Labor Reimbursement (Special Rate Applies)-

When a vehicle is eligible for this Recall repair and it is performed under this program, qualifying centers will be reimbursed for the corresponding labor operation's published flat rate unit (FRU) allowance at a of rate of 200 percent. This mobile assistance repair work is subject to the same policy and procedures that apply to the warranty repair work being performed in your workshop.

Time Control and Documentation

While repair-specific punch times are not necessary for this repair work being performed on a vehicle off-site (outside your center), the “on-call” technician must still punch on the corresponding repair order (electronic or manual) prior to leaving your BMW center when he or she is dispatched. The technician must punch off the repair order upon their return to your center.

In cases where the technician is out on the road for an extended period of time (for example, on multiple calls), only one on/off punch time is required.

Claim Submission

In addition to the Takata Air Bag Recall repair order line item, please open an additional line item as describe below:

Defect Code:	85820269TK	Takata Recall - Mobile Assistance Off-Site Repair
:		
Labor Operation	Description	Labor Allowance
65 99 000	Additional labor allowance to perform off-site repair through Mobile Assistance	# FRU

Claim the applicable special labor operation's stated FRU allowance in full a second time using the defect code and labor operation provided above.

Notes:

- Identify this line time as “Additional labor for a Mobile Assistance off-site repair.”
- Itemize the additional labor claimed and explain the repair performed on the repair order and in claim comment section.
- Labor operation code “65 99 000” is not considered a Main labor operation.

Reimbursement of 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.

Supporting Materials

[picture_as_pdf B650217 17V-047_QA_26Jan2017.pdf](#)

[picture_as_pdf B650217 Parts Bulk Ship Return.pdf](#)

[picture_as_pdf B650217 Parts Return Program Instructions.pdf](#)

[picture_as_pdf B650217 Procedure A_V2.pdf](#)

[picture_as_pdf B650217 Recall Notice.pdf](#)

SAFETY RECALL NOTICE

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

RE: Recall 17V-047: Driver's Front Air Bag Module B65 02 17

BMW Group is conducting a Voluntary Safety Recall (effective January 20, 2017) involving the front driver air bag in certain 3 Series, 5 Series and X5.

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.

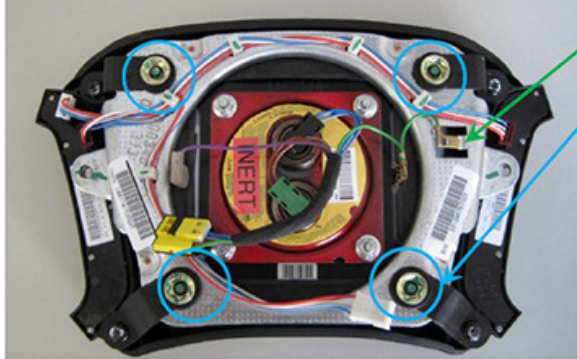
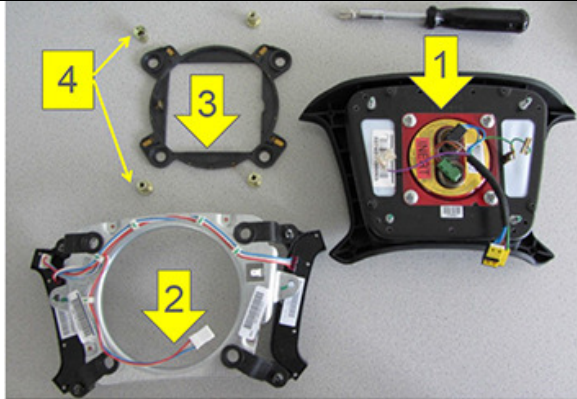


Before installing the replacement part, the new air bag module's serial number must be documented by the technician on the repair order so it can also be entered into the warranty claim's comment section.

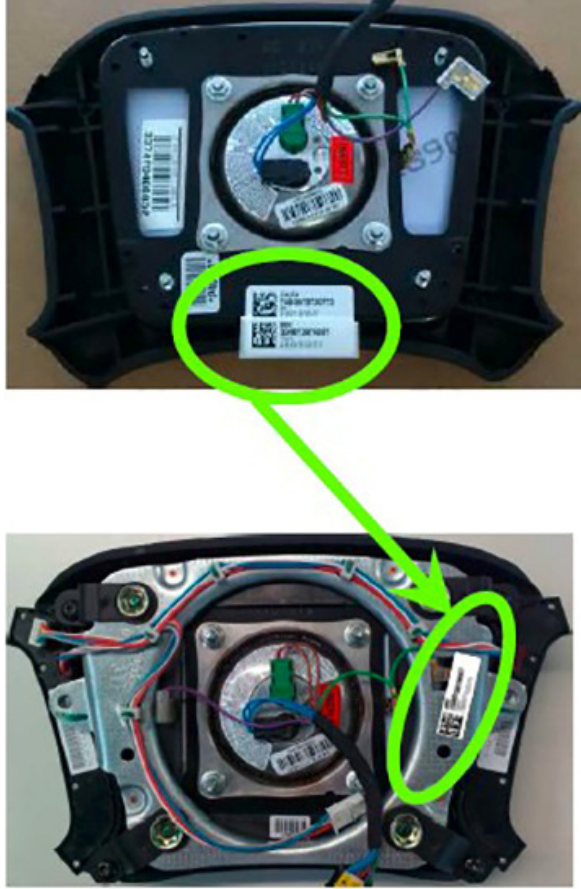
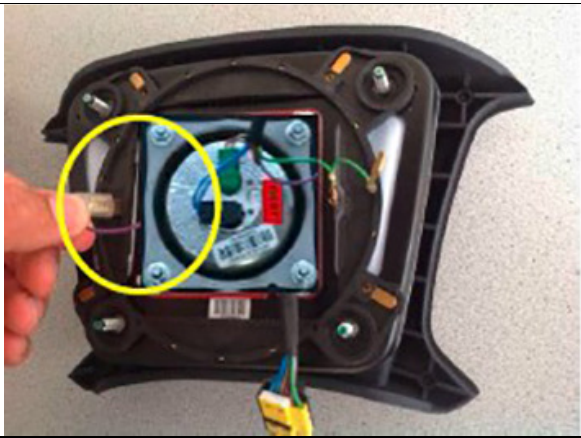
The safety regulations that apply when dealing with air bag modules MUST be complied with.

Note:

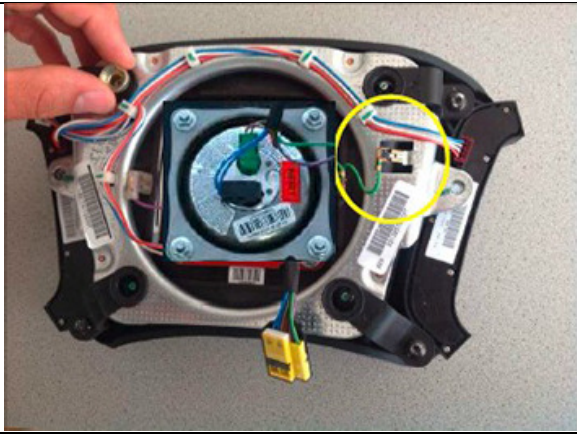
On vehicles with a basic steering wheel, the horn ring must be removed from the new part. To do so, proceed as follows:

	1. Remove horn ring. • Unplug the connector for the grounding cable (see the green arrow in the figure) • Remove the nuts (see the blue mark in the figure, Torx 55).
	• Take off the horn ring, making sure that the springs remain in place. • Remove the horn contact plate. • Separate components after disassembly: 1 - Air bag module 2 - Horn ring 3 - Horn contact plate 4 - Torx nuts

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	2. Prepare the new air bag module and pull off one of the two labels with the barcode and serial number of the air bag module. This must be stuck onto the horn ring after installation.
	3. Place the horn contact plate on the new air bag module and plug in the connector.
	4. Place the horn ring on the air bag module. Make sure the springs are seated correctly.

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	5. Plug in the connector for the grounding cable and secure the horn ring with the four Torx nuts. Tightening torque: 5.0 +/- 0.2 Nm.
	6. Check the horn function at all four corners. 7. Document the serial number: For reimbursement under warranty, the serial number for the new driver's air bag module (see marking in the following figure) must be noted on the workshop order and on the warranty application. If the serial number is missing, the warranty application is rejected.

See repair instructions **REP 32 34 020** "Remove and install / replace air bag units" to complete installation.

**Model Year 2000-2003 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 17V-047
Last updated: 1/26/2017**

Q1. Which models are included in this Safety Recall Campaign?

Included are approximately 230,117 vehicles, with approximate volumes and production dates as noted below.

Series	Model	Model Year	Approx. Volume	Production Dates
E39	5 Series (incl. M)	2001 – 2002	26,852	Sept 2000 – Feb 2002
E46	3 Series (incl. M)	2000 – 2002	168,749	May 2000 – Dec 2001
E53	X5 SAV	2001 – 2003	34,516	April 2000 – Jan 2003

Q2. Which inflator is affected?

This recall campaign involves the Takata PSDI-4 inflator which entered the spare parts supply chain, and may have been installed in vehicles at dealers during service visits.

Q3. What is the fix?

The driver's front air bag module will be checked and if a Takata PSDI-4 inflator is found, it will be replaced.

Q4. How long will the repair take?

Checking the air bag takes about 30 minutes; if the driver's front air bag module needs to be replaced, it could take approximately one hour. Additional time may be required depending upon your BMW center's schedule. The repair will be performed free of charge by any authorized BMW center.

Q5. Are final remedy parts for the recall available?

Yes.

Q6. How will I be notified of this recall?

Owner notification letters will be mailed in February. You should to make an appointment with an authorized BMW center immediately. You can locate your nearest BMW center at www.bmwusa.com/dealers.

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 of charge, and will give you access to factory initiated campaigns and other information specific to your BMW vehicle.

Q7. Do I have to wait for my letter in order to have my vehicle serviced?

No. You should make an appointment with an authorized BMW center immediately.

Q8. If I had my driver's front air bag module replaced prior, do I need to have it replaced again?

Yes. We need to check the driver's front air bag module, and if a Takata PSDI-4 inflator is found, it will be replaced. Please contact your authorized BMW center immediately to schedule an appointment to have this important **free** repair performed as soon as possible.

Q9. I own a 2000-2006 BMW 3 Series that still needs to have the passenger's front air bag replaced under recall 13V-172 or 14V-428. Can I get both air bag modules replaced at the same time?

Absolutely! Your BMW center can perform both repairs in a single visit. Please let your service advisor know when you make an appointment and be sure to arrange alternate transportation if needed.

Model Year 2000-2003 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 17V-047
Last updated: 1/26/2017

Q10. Should I get my driver's front air bag module replaced, even though the final remedy for the passenger side is not currently available?

Yes! Replacing the driver's air bag module now should help enhance your peace of mind as well as demonstrate your care and concern for the safety of your passengers.

Q11. I had my passenger front air bag replaced already and I thought it was a final repair, why is it now interim?

Due to the decision in May 2016 by NHTSA to recall all non-desiccated frontal Takata phase stabilized ammonium nitrate, the vehicles that had a prior replacement will need to have the inflator replaced again.

General Takata Questions

Q1. What is the specific concern?

Takata's investigation to date indicates that exposure to certain environmental conditions (several years of exposure to persistent conditions of high absolute humidity) could lead to over-aggressive combustion in the event of air bag deployment.

Q2. What is desiccant?

Put simply, desiccant is a substance with properties that enable it to soak up water vapor from the air surrounding it.

Q3. Why are other BMW models not included?

Other vehicles have frontal air bags that were produced with different inflators.

Q4. What can happen as a result of this issue?

In a crash where air bag system deployment occurs, the air bag inflator housing may rupture. In the event of an inflator rupture, metal fragments could pass through the air bag cushion material, which may result in injury or death to vehicle occupants.

Q5. Is it possible to find out whether the problem exists in my car?

No. There is no way to detect if your BMW might have an air bag inflator potentially at risk of rupturing upon deployment in an accident.

Q6. How did BMW become aware of this issue?

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

Q7. Can I continue to drive my vehicle?

Yes. However, please contact any authorized BMW center immediately to schedule an appointment to have this important **free repair** performed as soon as possible. If you are not the only driver of this vehicle, please advise all other drivers of this important information.

Q8. I did not receive a letter from BMW regarding my vehicle. How can I find out if my BMW is included in this recall?

You can check for open recalls a few different ways. You can check for open recalls by entering your vehicle identification number (VIN) at www.bmwusa.com/recall and download a sample owner notification letter and Q&A if your VIN is affected. You can also call or visit your local BMW center's service department to determine if your BMW is affected. Make sure to update your contact information by registering at <http://www.bmwusa.com/myBMW>.

Q9. What if I am not the current owner of this vehicle?

**Model Year 2000-2003 BMW X5, 3 and 5 Series
Driver's Front Air Bag Module
Safety Recall 17V-047
*Last updated: 1/26/2017***

You can update your vehicle ownership information by registering at <http://www.bmwusa.com/myBMW>.

Q10. Which states are considered to be high absolute humidity areas?

Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, Texas, Puerto Rico, American Samoa, Guam, Saipan, South Carolina and U.S. Virgin Islands.

Q11. Will BMW give me a loaner vehicle when my vehicle is being serviced for this recall?

Yes.

Q12. Am I eligible for reimbursement under the TREAD Act if I previously replaced my driver's front air bag module?

In this particular recall, reimbursement is likely not applicable, as you would typically have replaced your frontal air bag module as a result of an accident. In that situation, most likely your insurance company paid for the repair. However, in the very unusual (unlikely) scenario that you previously paid to replace the front air bag module "out-of-pocket" upon learning of this possible defect, you may be eligible for reimbursement. Additional information is provided when BMW mails the letter asking you to make an appointment with an authorized BMW center.

BMW / MINI BULK SHIPMENT PACKAGE REFERENCE GUIDE

NOTE: The information outlined in this document pertains to dealers within the Contiguous 48 States.

Dealers in Puerto Rico, the Hawaiian Islands, and Alaska **CANNOT** follow the shipping instructions outlined in this document; they **MUST** contact the following Takata USA representative(s) directly, **once every 2 weeks**, for shipping instructions:

- Dealers in Puerto Rico, please contact: Juan.Armstrong@craneww.com
- Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@craneww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
- Dealers in Alaska, please contact : SCTakataRestraints_International@xpo.com
 - Important: please be aware that there is an underscore (_) in the above Alaska email address, between the words “Restraints” and “International”.
 - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039.

1. Contact Takata:

- Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments.
 - o Email: SCFieldAction.14305@xpo.com
 - o Phone: 210-250-5079
- Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
 - o If Takata instructs you to return the recall airbag components as a **BULK SHIPMENT**, please follow the instructions outlined below.
 - o If Takata instructs you to return the recall airbag components as a **SINGLE SHIPMENT**, please follow the

2. Stacking:

Place the recall airbag components neatly on a pallet, and securely shrink-wrap them to the pallet.

Note: The total height of the pallet and boxes cannot exceed 60 inches.



3. Labeling:

Securely attach the following labels on each side of the shrink-wrapped pallet.

- o Class 9 Label
- o UN3268 Safety Device *
- o OVERPACK USED *

*You can print these labels on letter size white paper, using Microsoft Word.



4. Questions/Concerns:

For any other questions or concerns, please contact the WPRC: AirbagReturns@bmwna.com

Defect Code: 0032480200

Safety Device Return Procedure for Airbag Recall

****ATTENTION****

DO NOT USE THE “1.4 LABEL” **AND DO NOT**
FOLLOW ANY INSTRUCTIONS FOUND INSIDE
THE REPLACEMENT AIRBAG MODULE’S BOX.

DISREGARD THOSE INSTRUCTIONS AND DO
NOT RELABEL THE ORIGINAL BOX THAT WILL
NOW BE USED FOR RETURNING THE
RECALLED AIRBAG.

IMPORTANT

- As the shipper, your center is responsible for proper packaging and documentation completion.
- The person packaging the airbag(s) must have received the Hazardous Material training per 49CFR 172.702. Those training records must be on file at your center.
- The U.S. Department of Transportation (“DOT”) will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and the customer’s (center) copy of the OP 900PRP form is not kept on file for a minimum of two (2) years.

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CAMPAIGN DOF – CONTIGUOUS 48 STATE FEDEX GROUND SHIPMENT PREPARATION

As the shipper, you are responsible for proper packing and document completion. The person packaging the module must have received hazardous material training per 49CFR 172.702, and the training records must be on file at your dealership. The U.S. Department of Transportation will impose substantial fines and/or penalties on the shipper if the packaging, labeling, or documentation is not properly prepared and Customer Copy of OP 900PRP form is not kept on file for a minimum of 2 years.

IMPORTANT: Do not deploy the safety device. The person packing the used safety device must read and follow the provided instructions.

-  Dealers must contact Takata/XPO **once every 2 weeks** to schedule **BULK** and **SINGLE** recall airbag component shipments. Takata/XPO will select the return type (bulk or single) based on the shipping quantities (LTL or FedEx PRP), and will supply the dealer with the proper shipping documentation.
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-  Dealers in the Hawaiian Islands, please contact: Becky.Argyropoulos@cranewww.com
 - Please make sure to include the required completed Hawaiian Hazardous Materials Shipping Certificate.
-  Dealers in Alaska, please contact: SCTakataRestraints_International@xpo.com
 - Important: please be aware that there is an underscore (_) in the above Alaska email address, between the words “Restraints” and “International”.
 - Or call the Alaskan Representative; Armando Gonzales at 210-250-5039

For any other questions or concerns, please contact the WPRC: AirbagReturns@bmwna.com