




RECALL CAMPAIGN 17V-327: TIRE PRESSURE LABEL

This Service Information bulletin replaces SI B71 02 17 dated May 2017

What's New:

- Situation updated
- Correction
- Procedure
- Parts information
- Warranty information including customer satisfaction support

New information provided by this revision is preceded by this symbol .

MODEL

F85 (X5M)	F86 (X6M)	Produced in April 2017	
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SITUATION

The tire pressure label displays an incorrect tire size of 20-inches instead of a correct tire size of 21-inches.

A customer notification letter with the new label will be sent to all current owners who are affected by this recall. The letter will request that owners bring their vehicle to an authorized BMW center to have the label installed. Customer relations has also contacted these customers as a courtesy.

AFFECTED VEHICLES

This Recall Campaign involves the F85 and F86 models (24 vehicles) produced in April 2017.

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

CORRECTION

Replace the tire label.

UPDATE ! PROCEDURE

Remove the tire pressure label from the driver's side B-pillar.

- Carefully use a heat gun to soften the adhesive backing on each label.
- Remove the label with a plastic wedge.

Remove all adhesive residues from the B-pillar with an appropriate cleaner (brake cleaner, rubbing alcohol) and install new tire label.

UPDATE ! PARTS INFORMATION

The new label was mailed to the Customer, so do not place an order unless it is for your inventory vehicle or the customer no longer has the new label.

Part Number	Description	Quantity
71 24 6 781 271	Tire pressure label	1

UPDATE ! WARRANTY INFORMATION

Reimbursement for this Recall will be via normal claim entry utilizing the following information:

Defect Code:	0071330200	
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Completion "before" vehicle delivery to the customer or the vehicle is already in the workshop

Labor Operation:	Labor Allowance:	Description:
00 65 563	3 FRU	Replace the tire pressure label (Plus work)

Or:

Completion after vehicle delivery to the customer

Labor Operation:	Labor Allowance:	Description:
00 65 044	5 FRU	Replace the tire pressure label (Main work)

CUSTOMER SATISFACTION SUPPORT — BMW EMPOWER Program

BMW strives to provide the Ultimate Service Experience to complement the Ultimate Driving Machine. Your efforts are sometimes challenged by situations that are beyond the center's control.

We understand you may have customers;

- Waiting on a Vehicle Delivery due to this recall

Or

- Already in a vehicle affected by this recall.

For these customers we ask that you wow them by using BMW EMPOWER explained in SI B01 14 15. We should show our customers how much we appreciate them with a surprise and delight gesture.

Aftersales Area Manager (AAM) "Field Authorization" (FAS) is not required.

Let's show our customers just how much we appreciate them for being part of the BMW family.

ATTACHMENTS

View PDF attachment [B710217 Recall Notice.](#)

View PDF attachment [2017 MY2017 F85 86 FMVSS110 TireLabels QA.](#)

View PDF attachment [B710217 VIN List.](#)

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SAFETY RECALL NOTICE

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

RE: RECALL 17V-XXX: Tire Pressure Label

BMW AG is conducting a Voluntary Non-Compliance Recall (effective May 18, 2017) on Model Year 2017 BMW X5 M and X6 M vehicles involving the tire pressure label.

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.

Tire Information Label
Non-Compliance Recall 17V-327
Model Year 2017
BMW X5 M / X6 M
Last Updated 06/16/2017

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

Approximately 24 Model Year 2017 BMW X5 M and X6 M vehicles in the US, produced in April 2017, are potentially affected.

Q2. What is the specific issue?

This non-compliance recall involves the Tire Information Label. The label incorrectly states that vehicles are equipped with 20-inch tires, although they are correctly equipped with 21-inch tires.

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

Safety is not affected. This is only a non-compliance with a Federal requirement regarding information printed on the label.

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 Non-Compliance Recall?

Other vehicles have a correct Tire Information Label.

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

Yes. If the label states a tire size of 20-inches, and the vehicle is equipped with a tire size of 21-inches, then the vehicle is affected.

Q7. Can I continue to drive my vehicle?

Yes. However, when you receive a letter from us, please contact an authorized BMW center 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 Tire Information Label will be replaced.

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

No.

Q10. How will I be informed of this Non-Compliance Recall?

You will receive a letter in June via First Class mail which includes the new label. At that time, you should immediately schedule an appointment with an authorized BMW center. You can locate your nearest authorized BMW center at www.bmwusa.com/dealers.

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Non-Compliance Recall 17V-327
Model Year 2017
BMW X5 M / X6 M
Last Updated 06/16/2017

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 up to one-half hour; 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. The letter contains the new label that the authorized BMW center will affix to your vehicle.